

2019-2020



# SHORTER COLLEGE

## *Critical Incident Management Plan*

*(Emergency Preparedness Plan)*

# SHORTER COLLEGE

## CRITICAL INCIDENT MANAGEMENT PLAN

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## INTRODUCTION

It is impossible to predict when and where a campus emergency may take place or the extent and magnitude of such an emergency. The complexity of a campus like Shorter College requires the full support of its departments and staff to successfully implement a Critical Incident Management Plan. The development, distribution, and familiarization of this plan is an integral part of the overall institutional program. The Critical Incident Management Plan is a way for our campus community to plan for potential emergencies. Advanced planning and preparation will help to reduce the risk and loss of life. It is important that all faculty, staff, and students become familiar with this Critical Incident Management Plan.

The Shorter College Critical Incident Management Plan is considered the Comprehensive Emergency Operations Plan of Shorter College. Therefore, the contents contained herein are subject to and compliant with the National Incident Management System (NIMS) and the Incident Command System (ICS). All applicable individuals within the Shorter College campus community will establish a working knowledge of the information presented in the Critical Incident Management Plan, which includes how they are encouraged to participate in the overall emergency response activities of Shorter College.

## DEFINITIONS

- A. Emergency Incident: Any situation to which the emergency services organization responds to deliver emergency services, including rescue, fire suppression, emergency medical care, special operations, law enforcement, and other forms of hazard control and mitigation.
- B. Emergency Responders: A group of individuals who are properly trained and equipped to handle the emergency for which it is called. The unit provides, on a 24 hour basis, immediate response in order to bring the emergency situation under control. Emergency Units are identified, but not limited to:
- Shorter College Police Department
  - NLR Police Department
  - Little Rock Police Department
  - NLR and/or Little Rock Fire Department
  - Central Arkansas Ambulance
  - Pulaski Co HAZMAT Team
  - Pulaski County Sheriff's Department
- A. Resource Unit: A unit which provides assistance to emergency units in the form of information, expertise, and or procurement of materials and services. The unit may or may not respond immediately to an emergency site. Examples of resource units are:
- Business Services
  - Facilities Management
  - Environmental Health and Safety Office (Formerly the Health Protection Office)
  - Information Technology Services
  - Pulaski County Emergency Management Agency
  - Shorter Department of Public Safety
  - Arkansas Homeland Security & Emergency Management
- B. State of Emergency: This situation exist when a critical incident has resulted in substantial disruption of colleges functions and is likely to be long term and it becomes necessary, for continuity of normal operations and/alter normal functions, established procedures and/or policies without submitting to a formal process.
- C. Incident Command Center (ICC): The Incident Command Center will be a location where the Critical Incident Management Team (CIMT) members of their designee will develop response (s) and manage the recovery process related to the incident or crisis situation. The Department of Public Safety's training room will serve as the College's ICC. The CIMT will determine the hours of operations of the ICC and how it will be staffed.
- D. Incident Commander (IC): The individual in overall command of an emergency incident. Different individuals will take on the role of Incident Commander depending on the type of crisis and level of severity.
- E. National Incident Management System (NIMS): The President of the United States, under Homeland Security Directive (HSPD) -5 directed the Department of Homeland Security to

develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide approach for Federal, State, and local governments; the private sector; and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State and local capabilities, NIMS include a core set of concepts, principles, and technology. The Critical Incident Management Plan (CIMP) incorporates NIMS components, principles, and policies including; planning, training, responses, exercises, equipment, evaluation and corrective actions into the plan where applicable.

A component of NIMS is the Incident Command System (ICS). ICS is a standardized on-scene emergency management construct, specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of a single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field level incident management operations.

Members of the Critical Incident Management Team as well as appropriate members of the Shorter College Police Department be trained and/or familiar with concepts of NIMS and ICS.

## **AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY**

This Critical Incident Management Plan is design to provide directions for Shorter College during an emergency situation. The Plan provides basis procedural guidelines necessary to cope with most emergencies. Emergency response operations will be conducted within the framework of these guidelines. With any crisis situation it is understood that a state of emergency may need to be declared. The authority to declare a campus state of emergency rests with the College President or designee. If a State of Emergency is declared, it may become necessary to restrict access to specific areas on campus to authorized individuals. Only those authorized individuals who have been assigned emergency or resource duties will be allowed to enter the area or building affected by the incident.

## PROCEDURES

### FACULTY, STAFF, AND STUDENTS SHALL REPORT EMERGENCIES BY DIALING 911

In the event of an emergency, the Shorter College Police Department has primary responsibility for immediate response, and shall cooperate and coordinate with official emergency response authorities and College Administration, in accordance with established policies and procedures.

1. The Shorter College Police Department facility will serve as the Incident Command Center (ICC) for the College during the critical incident. All outside information flows into this area and out to incident. The Chief of Police or designee will contact Shorter Administration as to the extent of damage or seriousness of the incident and recommend whether the Incident Command Center should be placed into operation.
2. The Incident Commander is in charge at the scene of the incident unless such responsibility is transferred to another unit; for example, the Fire Department, in the event of a fire or Pulaski County HAZMAT in the event of a chemical incident. When the situation is brought under control, responsibility is transferred back to the College.
3. Decisions to close and evacuate a building or to isolate an area immediately after an incident may be made by the North Little Rock Fire Department, Pulaski County HAZMAT Team, or the Shorter College Police Department, who may consult with the College's Environmental Health and Safety Office, Facilities Management, and/or others as needed.
4. Decisions to reoccupy a building will be made by the agencies identified in Paragraph 3 above or the Critical Incident Management Team. The primary consideration for reoccupying, after consulting with additional resources, will be the safety of the occupants.

## CRITICAL INCIDENT MANAGEMENT TEAM

In the event of a crisis incident, the Director of the Shorter College Police Department will notify the Director of Institutional Advancement, Planning, and Technology of students who will convene the Critical Incident Management Team (CIMT). The CIMT is comprised of members from Shorter College administration and selected department heads. The CIMT will be assembled to address the immediate crisis and disband when the crisis has ended and normal operating systems are in place.

The Critical Incident Management Team (CIMT) consists of:

**College President:** Communicates with the Board of Trustees on response and recovery operations, provides overall governance for recovery operations, and is the official spokesperson for the institution.

**Director of Institutional Advancement, Planning and Technology:** Provides liaison with the President reporting the status of the recovery operation and issues related to student matters and communicates with the news media, public, staff, faculty, and students as directed by the Shorter College President. Also provides for the planning, construction, operation, and maintenance of all college buildings, grounds, utilities, and information and communication systems.

**Shorter College Police Department:** Provides the initial response to the majority of campus emergencies. Reports directly to the Director of Institutional Advancement, Planning, and Technology.

**Legal Affairs & General Counsel:** Provides legal advice for all matters of the institution.

**Business Manager:** Provides support for human resources, elements of recovery, and staff notification through the President's Office. Also acts as liaison with insurance carriers and claims adjusters coordinating the institution's insurance program with continuity planning programs.

The CIMT may be expanded to include others as needed.

The CIMT's role is to support the emergency field operations from the Incident Command Center. The CIMT will not respond to the scene nor will they manage the initial response to an incident. It is the responsibility of emergency responders at/the scene to isolate, contain and neutralize the incident.

In accordance with National Incident Management System (NIMS), the CIM will be responsible for managing and directing the activities of the various departments that will be involved in the crisis response and recovery. During the initial stages of the crisis, the CIMT will be responsible for providing resources for field operations when requested. It is the responsibility of the person (s) in charge of the scene to communicate with the CIMT to provide status reports and to inform the team as to what resources are needed. The CIMT will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery.

Critical incidents are defined as those situations which have the potential to cause injury or loss of life, major campus disruptions and property damage or loss. The following are examples of events which may be designated as a critical incident which would activate the CIMT. These are merely examples and do not constitute a comprehensive list of possible crisis events.

- Fire, explosion, hazardous substance spill or other damage to campus property which may require closing the site temporarily or permanently.
- Failure of utility systems to the extent that one or more buildings without service.
- An incident resulting in or with the potential for fatality or major injuries.

#### Critical Incident Planning Prioritization Criteria

1. Protect Human Life; Prevent/minimize personal injury
2. Prevent/minimize damage to physical assets, including structures, animals, and research data
3. Protect the Environment
4. Restore normal operations

## **INCIDENT COMMAND CENTER (ICC)**

### **1. Location**

The location for the ICC will be the Department of Public Safety facility, located on Shorter College campus and/or local law authority.

As needed, campus police will coordinate with NLR City, Little Rock, and Pulaski County Agencies through the County's Emergency Operations Center for emergencies involving the city and other areas of the county.

### **2. Purpose and Role**

The purpose of those staffing the ICC is to coordinate response to major emergencies at the Shorter College and to assist and facilitate the Incident Commander in providing resolution to the incident. The ICC provides information for the support functions of the Critical Incident Management Team to facilitate crisis response and recovery.

## EMERGENCY NOTIFICATION

There are various methods by which the College may notify the North Little Rock Community. In the event of an emergency the following methods of notification will be utilized as needed:

1. All Hazards Outdoor Warning System
2. Emergency Broadcasting Radio and Television
3. Mass Email
4. North Little Rock Office of Emergency Services
5. RAVE Mobile Early Alert System
6. Social Media

Note – Some institutional departments may have individual emergency plans

### Internal Systems Operations

The use of these systems will be authorized by the President's Office, or designee, when it is necessary to transmit brief urgent messages to large segments of the Shorter College community.

The information directory will be maintained by the Office of Institutional Advancement, Planning and Technology who will have the responsibility to receive and/or relay messages pursuant to these systems. Messages transmitted using these systems will typically include information concerning emergency weather and other critical incidents as defined in this document affecting the entire campus. These messages will be initiated from the Office of Institutional Advancement, Planning and Technology and are usually worded as follows:

*"The President's Office has authorized the following Alert message\_\_\_\_\_. Please relay this information to affected individuals within your department or work area."*

Each department is responsible for making certain that individuals under its supervision are aware of the ShorterAlert system and how the messages received are to be transmitted to other offices under its jurisdiction.

In addition to the Critical Incident Management Team other methods for notifying those within the college community include telephone calling lists, cell phones, two-way radios, Shorter College Police Officers and as well as other college personnel.

## **PUBLIC INFORMATION**

The President serves as the authorized spokesperson for the college. All public information must be coordinated and disseminated by the President's staff with assistance from other college departments and/or personnel.

Shorter College policy requires that only certain administrators may speak on behalf of the institution. These spokespersons are the President and the Chair of the Board of Trustees. Under certain circumstances, the previously named administrators may designate others as spokespersons.

Official information will be made available as quickly as possible to public.

During critical incidents, Shorter College will work with each organizational unit of the Critical Incident Management Team to gather accurate and substantial information regarding the incident and will provide an official institutional response to faculty, staff, students, and the general public as progress is made toward recovery.

## EVACUATION AND RELOCATION

1. The transportation of persons shall be coordinated by the Shorter College Police Department for the purpose of evacuation and relocation of persons threatened by or displaced by an incident. A suitable temporary facility will be selected if needed.
2. The primary responsibility for the protection of property, assessment of damage, and restoration of normal operations shall be given to the appropriate institutional service unit. These units will include:
  - The Office of Institutional Advancement, Planning and Technology: Coordinates all services for the restoration of electrical, plumbing, heating, and other support systems as well as environmental enclosure and structural integrity. Assesses damage and makes a recommendation for occupancy of the structure affected by the disaster. Coordinates all services for data processing resources at the main data center and the designated recovery sites; provides alternate voice and data communications capabilities in the event normal telecommunication lines and equipment are disrupted by disaster. Assesses institutional needs and selects appropriate means of backing up and securing institutional data and telecommunications.
  - Shorter College Police Department: Provides safety and security for life and property, as well as emergency support to affected areas, and notification mechanisms for problems identified as disasters. Identifies and establishes a secured perimeter around the functional area affected by the disaster.

### Evacuation/Rescue Plan for Persons with Disabilities

Though provisions are made for emergency personnel to assist with evacuations, individuals who experience difficulty with independent evacuation are encouraged to coordinate with Shorter Police Department to make preparations which will ensure a safe exit in the event of an emergency.

Individuals are encouraged to become familiar with their area by locating exits, stairwells, elevators, safety equipment, fire alarms and possible areas of rescue.

Possible areas of rescue include stairwells, exit doors, or windows. It is understood that all structures may not have adequate landings within the stairwells to accommodate wheelchairs. Individuals are encouraged to use protected stairwells for exit when possible.

For those who have speaking or hearing impairments, it may be useful to carry a whistle or a similar device for the purpose of announcing your location to emergency services personnel who are searching for those in need of assistance. Individuals are encouraged to carry mobile devices to contact emergency services personnel when in need of assistance. In the case of emergency, dial 911 (or 9911 from a campus phone). Be prepared to provide your name, building, floor and location, the reason why you are calling, and the state of your emergency.

Advise others (supervisors, administrators, instructors, colleagues, fellow students) about any concern related to emergency exiting and how they can assist you in the event of an emergency. This can include assistance in exiting a building, assistance to areas of rescue and alerting emergency services of your

location. (For exiting concerns related to Tornadoes or Bomb Threats, please see the appropriate Section herein.)

### **Assisting Those with Disabilities, Evacuation Guidelines**

It is recommended that each Department establish a “buddy” system recruiting volunteers and alternates to assist persons who have known disabilities. Special evacuation procedures and plans to alert and assist them should be established in the event an evacuation is ordered. Volunteers should keep in mind that many people with disabilities can assist in their evacuation.

#### **Persons with Impaired Vision**

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her to safety. As you proceed, advise the person of your location and any approaching obstacles. Do not grasp a visually impaired person’s arm. Offer your arm for guidance.

#### **Persons with Impaired Hearing**

Persons with impaired hearing may not hear audible emergency alarms. Alternative warning techniques are required. Two methods of warning are:

1. Writing a note describing the emergency and the nearest evacuation route/safe staging area.
2. Tapping the person on the shoulder or turning the light switch on and off to gain their attention, then indicating through gestures, or in writing, what is happening and what to do.

#### **Persons Using Crutches, Canes, or Walkers**

If a person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person carry; having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels may be utilized.

#### **Non-Ambulatory Persons**

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Two volunteers are needed in carrying a person in a wheelchair. It is advisable to use a two-person carry, locking all wheels to manage stairways. Some people have minimal ability to move making lifting them a painful and/or injurious experience. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Always consult the person as to his/her preference with regard to:

- Ways of being removed from wheelchair.
- The number of people necessary for assistance.
- Whether to extend or move extremities when lifting because of pain. Catheter bags, braces, etc.
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair.
- Being carried forward or backward on a flight of stairs.

- After-care needs, if removed from a mobility device (wheelchair, scooter, etc).

### **Shorter College Evacuation Meeting Locations**

Sherman-Tyree Building (South corner of the building and the Shorter College marquee)

James Building (Faculty parking lot and South entrance to the Belin Complex)

Morris Building (Belin Complex parking lot and Faculty parking Lot)

Belin Complex (Belin Complex parking lot and South entrance of the James Building)

AW Young Library (Alexander Turner Daycare parking lot and Eastside grassy area of the library)

## **DAMAGE ASSESSMENT AND RECOVERY**

### **Departmental Notification**

The Shorter College Police Department shall be responsible for securing the incident site and notifying the designated representative (or alternative in designee's absence) of the following departments:

- College President
- Director of Institutional Advancement, Planning and Technology
- Business Manager
- North Little Rock Office of Emergency Services
- North Little Rock Public Works

Notified individuals shall immediately respond, meeting for the purpose of determining the extent of damages, recovery activities, relocation needs and public information needs that are immediately required.

To the extent that hazardous materials or chemicals are involved, the Shorter College Police Department shall notify the Office of Institutional Advancement, Planning and Technology. All emergency clean-up and recovery activities shall be subject to instructions of the Office of Institutional Advancement, Planning and Technology in accordance with the requirements of public authorities. See the Hazardous Material Incident section for further information.

### **Departmental Responsibilities**

To the extent that damage is minimal and relocation of activities is not required, the Office of Institutional Advancement, Planning and Technology shall be responsible for all site clean-up, debris removal and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, the Office of Institutional Advancement, Planning and Technology shall be responsible for preparation of plans, specifications or cost estimates for building remodeling, and equipment repair/replacement.

### **Property Loss Reporting Requirements**

Preliminary reports regarding the cause of the loss, the extent of damage and the plans for recovery and relocation shall be provided to the Business Manager by the Director of Institutional Advancement within 24 hours.

All losses shall be reported by the Office of Institutional Advancement, Planning and Technology to the State Board of Regents Office.

## **DISPLACED WORK OR ACADEMIC ENVIRONMENT**

Shorter College seeks to provide a working and learning environment that supports people and the business of the institution.

In the event that, due to equipment malfunction, weather, or other crisis situations, work space is deemed uninhabitable because of heat, cold, water, smoke, or other conditions, supervisors will make a decision relative to continuation of services at that location. If the supervisor, after consulting with appropriate college officials decides to vacate the work site he/she shall use the following guidance.

- If possible, services to students, faculty, staff and the public should be continued at an alternate work location within the college campus. Supervisors should identify these alternate work locations in advance and advise faculty and staff of the location and circumstances that would require relocation to the alternate work site (i.e., lack of heat, fumes and threats to safety/security).
- If alternate space is not available for all or portions of the affected staff, they should meet in public facilities on campus, i.e. the gymnasium and/or the library. To the extent possible, normal work flow should be maintained. If computers, phones and other necessary equipment are not available, staff should engage in planning, evaluation, or training activities, which require staff presence but not operational equipment.
- If the options listed above are not feasible, the supervisor can authorize staff to work at home (if appropriate) or they may approve an alternate work schedule to make up the time.
- If none of the above options are feasible, staff may be required to utilize paid leave (vacation) or unpaid leave, during periods of disruptions. It is the College's intent to avoid this option if possible.

Supervisors are responsible for monitoring the availability of the original work space and for notifying staff and faculty when it is appropriate to return to the regular work area.

Determinations regarding classes will be made by the Executive Office in coordination with the Office of Academic Affairs

## **THE SHORTER COLLEGE CONTINUITY OF OPERATIONS PLAN**

### **PURPOSE:**

In keeping with the Shorter College overall mission to provide an environment where scholarly and creative endeavors are advanced, it is imperative that Shorter College establishes guidelines for dealing with critical incidents. The plans should also include instructions for continuing campus functions when the normal environment is disrupted or specific operations are taken out of service.

### **SCOPE:**

While it is understood that the causes for disruption of normal services and functions can be many and varied, the plan for continuity of services is constructed to address recovery efforts and the decision making process. Consideration was given to the following events in the information of this plan.

- Bomb Threats
- Civil Protest
- Earthquake
- Explosion
- Fire
- Hazardous Material Incident
- Infrastructure Failure
- Medical Emergencies
- Severe Winter Weather
- Tornado
- Active Shooter

Shorter College's Continuity of Operations Plan is intended to work in combination with the Shorter College Critical Incident Management Plan (CIMP).

Specific instructions for addressing individual incidents listed above are covered in the CIMP. These plans exist to respond to and manage all manner of critical incidents at the administrative level, on how the college will attempt to continue and/or return to normal operations under adverse conditions.

## **BOMB THREATS**

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

### **EMERGENCY ACTION PLAN**

Report the threat to the Shorter College Police Department (SCPD) immediately. Call 911. Give your name, location, and telephone number. Inform the dispatcher of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call.

All personnel should acquaint themselves with the following procedures:

#### **STAY CALM.**

If a suspicious object or potential bomb is discovered, **DO NOT TOUCH THE OBJECT, CLEAR THE AREA, AND CALL 911.** Be sure to include the location and appearance of the object when reporting.

If a phone call bomb threat is received:

**DO NOT** put the caller on hold.

**DO NOT** attempt to transfer the call.

**DO NOT HANG UP THE PHONE THAT THE CALL CAME IN ON.** If possible have someone else use another phone to call 911.

Pay particular attention to background noises, such as running motors, music, or any other noises that may indicate the location from which the call is being made. Record the call if possible.

Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or any unusual characteristics.

Complete the **BOMB THREAT CHECKLIST.**

## Bomb Threat Checklist

STAY CALM—Do not get excited or excite others

CALLER DESCRIPTION: Detailed information is vital in identifying and locating the caller. Please report the following information in the case of a telephone bomb threat:

CALLER'S NAME

RECORD THE EXACT WORDS USED TO MAKE THE THREAT (if possible):

QUESTIONS TO ASK:

- WHEN IS THE BOMB GOING TO EXPLODE?
- WHERE IS THE BOMB LOCATED?
- WHAT KIND OF BOMB IS IT?
- WHAT WILL CAUSE THE BOMB TO EXPLODE?
- WHAT DOES THE BOMB LOOK LIKE?
- WHO PLACED THE BOMB?
- WHY WAS THE BOMB PLACED?
- WHAT IS YOUR NAME?
- WHERE ARE YOU CALLING FROM?

DESCRIPTION OF CALLER'S VOICE:

MALE  
YOUNG  
MIDDLE AGED  
CALM  
SOFT  
STUTTER  
EXCITED  
LAUGHING  
RASP  
RAPID  
NORMAL  
NASAL  
ANGRY  
LOUD

FEMALE  
OLD  
LISP  
SLOW  
CRYING  
DEEP  
DISTINCT  
SLURRED  
RAGGED  
DEEP BREATHING  
DISGUISED  
WHISPERING  
ACCENT

IDENTIFY BACKGROUND NOISES

BOMB THREAT LANGUAGE:

WELL SPOKEN (EDUCATED)  
INCOHERENT  
TAPED

IRRATIONAL  
MESSAGE READ BY THREAT MAKER

IF THE VOICE IS FAMILIAR, WHOM DID IT SOUND LIKE?

YOUR NAME

YOUR JOB TITLE

YOUR TELEPHONE NUMBER

It is highly recommended that all personnel become familiar with the checklist. A Bomb Threat Checklist should be immediately available and kept the close to phones.

## CIVIL PROTEST

A civil protest will usually take the form of an organized public demonstration of disapproval to display disagreement with an idea or course of action. It should be noted that in many cases, campus protests such as marches, meetings, picketing and rallies would be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Disruption of the normal operations of the college.
- Obstructing access to offices, buildings, or other campus facilities.
- Threat of physical harm to persons or damage to campus facilities.
- Willful demonstrations within the interior of any college building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.
- Unauthorized entry into our occupation of any Shorter College room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any college property, equipment, or facilities.

### IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, Shorter College Police Department should be notified and will be responsible for contacting and informing the President, Office of Institutional Advancement, Planning and Technology, and the Dean for Student Services. Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. Peaceful, Non-Obstructive Protest
  - A. Generally, peaceful protest should not be interrupted. Protesters should not be obstructed or provoked and efforts should be made to conduct college business as normally as possible.
  - B. If protesters are asked, at the President or designee's request, to leave but refuse to leave by regular facility closing time:

Arrangements will be made by the Director of Institutional Advancement, Planning and Technology to monitor the situation during non-business hours, or the determination will be made to treat the violation of regular closing hours as a disruptive protest. (See section 2)

2. Non-Violent, Disruptive Protest

In the event that a protest blocks access to institutional facilities or interferes with the operation of the College:

  - A. The Director of Institutional Advancement, Planning and Technology or his/her designee will go to the area and ask the protestors to leave or to continue the disruptive activities.
  - B. If the protestors persist in disruptive activity, the following statement will be read by a selected Shorter College administrator as circumstances permit: "I am \_\_\_\_\_, speaking on behalf of Shorter College. The institution's Code of Student Life forbids:
    - 1) Intentional interference with the right of access to college facilities by others entitled to use them or with the rights of other persons on the campus.

- 2) Willful demonstration within the interior of any college building or structure except as specifically authorized. Individuals here present violating these rules may be subject to disciplinary action, up to expulsion from the college. The individuals may also be subject to arrest for criminal trespass.

- C. If the protestors persist in disruptive behavior after the above administrative message is read, the following statement shall be read as circumstances permit:

“Shorter College has requested that law enforcement clear this area. The college’s administration will now withdraw from this area to permit law enforcement to do so.”

The following statement shall be read immediately by law enforcement personnel:

“I am \_\_\_\_\_, of Shorter College Police Department, I am asking you to leave these premises and disperse. If you do not now leave, you will be in violation of the State Code of Arkansas, Criminal Trespass. If you do not immediately disperse, you may be arrested and charged with violation of this act.”

3. Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or property occurs or appears imminent, the following will occur:

- A. During Business Hours

The Shorter College Police Department (SCPD) will be notified immediately. SCPD will in turn contact the Director of Institutional Advancement, Planning and Technology, the Dean of Student Services and other key administrators.

If advisable, the Director of Institutional Advancement, Planning and Technology and the Dean of Students will alert the President. The President, in consultation with the Director of Institutional Advancement, Planning and Technology and the Dean of Student Services and will determine any further actions.

- B. After Business Hours

Shorter College Police Department (SCPD) will be notified immediately of the disturbance. SCPD will investigate the disruption and report and notify the appropriate administrators. The Director of Institutional Advancement and the Dean of Students will report the circumstances to the President.

Note: If possible, an attempt should be made to communicate with the protestors to convince them to desist from engaging in violent activities in order to avoid further escalation of possible violent confrontation.

#### SUBSEQUENT PROCEDURES/INFORMATION

If it becomes necessary, the Shorter College Police Department (SCPD) will call for assistance from the North Little Rock Police Department or other law enforcement agencies as needed. Efforts should be

made to secure positive identification of protestors in violation to facilitate later testimony, including photographs if deemed advisable. Additionally, efforts should be made to video tape any police action for future reference.

## **EARTHQUAKE**

An earthquake is the result of a sudden release of energy in the earth's crust (ground) that creates seismic waves (shaking). Although Arkansas isn't known for having earthquakes, potential damage could occur here.

### **IMMEDIATE ACTION**

If inside a building:

- Stay indoors and seek shelter under sturdy tables, desk, or inside doorways.
- Do not use elevators. Stay away from windows, wall hangings, suspended objects, and tall-unsecured furniture (bookcases, cabinets, or appliances)

If outside a building:

- Stay in the open, away from buildings, trees and power lines. Don't go near anything where there is a danger of fallen debris.

After seismic waves (shaking stops):

- Be prepared for aftershocks. Earthquakes sometimes occur in a series of tremors, which could last for a period of several days. Aftershocks or even a series of aftershocks, are common after earthquakes and may last for a few seconds to perhaps as long as 5 minutes or more.
- Attempts to safely evacuate the building. For additional information on evacuations, see section IX, Evacuation/Rescue Plan for Persons with Disabilities.
- If you are trapped inside a building, try calling for help by yelling, banging on building material around you, or by using a telephone or cell phone (if service is available).
- Be alert for gas and water leaks, broken electrical wiring, downed electrical lines, or ruptured sewer lines. Whenever possible, turn the utility off at its source.
- Don't re-enter damaged buildings. Aftershocks could cause more damage or knock them down.

### **DECISION**

The Critical Incident Management Team (CIMT) will respond and make decisions regarding the control and make abatement of the incident. These units will issue an "all clear" for safe building re-entry, when appropriate.

### **SUBSEQUENT PROCEDURES/INFORMATION**

Depending on the nature and degree of the incident, other supporting agencies and campus resource units may be brought in for services or assistance.

## EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

### IMMEDIATE ACTION

- Get out of the building as quickly and calmly as possible.
- As soon as possible, and from a safe location, press 911 on a telephone to report the incident.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas.
- Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue peoples who are inside a collapsed building. Wait for emergency personnel to arrive.

### DECISION

The Critical Incident Management Team (CIMT) will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

### SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the explosion incident, other support agencies and campus resource units may be brought in for service or assistance.

## FIRE

*When fire is discovered:*

- Activate the nearest fire alarm (if installed)
- Notify the local Fire Department by calling 911 and letting them know you are at Shorter College
- If the fire alarm is not available, notify the SCPD about the fire emergency by the following means
  - Voice Communication
  - Phone Paging

*Upon being notified about the fire emergency,*

- Leave the building using the designated escape routes.
- Assemble in the designated area
- Remain outside until the competent authority (Designated Official or designee) announces that it is safe to reenter.

*Designated Official, Emergency Coordinator or supervisors must (underline one):*

- Disconnect utilities and equipment unless doing so jeopardizes his/her safety.
- Coordinate an orderly evacuation of personnel.
- Perform an accurate head count of personnel reported to the designated area.
- Determine a rescue method to locate missing personnel.
- Provide the Fire Department personnel with the necessary information about the facility.
- Perform assessment and coordinate weather forecast office emergency closing procedures

*Area/Floor Monitors must:*

- Ensure that all employees have evacuated the area/floor.
- Report any problems to the Emergency Coordinator at the assembly area.

*Assistants to Physically Challenged should:*

- Assist all physically challenged employees in emergency evacuation.

## HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. Simple spills may be managed by trained person(s) or person(s) who are familiar with their departments spill protocol. Major spills or emergencies and chemical spills or incidents may require assistance from 24-hour emergency agencies, i.e. the North Little Rock Fire Department or Pulaski County Hazardous Material (HAZMAT) Team.

Shorter College does not have a fire department or HAZMAT Team.

### Simple spill

- Does not spread rapidly.
- Does not endanger people.
- Presents an inhalation hazard.
- Does not endanger the environment.

### Major Spill

- Endangers people or environment.

### Emergency

- Involves a personal injury or rescue.

Additional information is available through the North Little Rock Environmental Health and Safety Office.

## IMMEDIATE ACTION

- Simple spills should be cleaned up by the person causing the spill.
- Major spills or emergencies
- Contact Shorter College Police Department
- Evacuate, assemble at a safe distance
- Account for individuals
- Wait for and provide information to responders

### Notification and Reporting

For major chemical spill or incidents involving radioactive materials, an incident involving an oil spill, a release of hazardous material to the environment, or asbestos inside a building or structure, notify:

Shorter College Police Department

## HAZARDOUS MATERIALS INCIDENT, Continued

### DECISION

The Critical Incident Management Team (CIMT) will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

The decision that an accident is controlled and stabilized is made by the emergency response agency, i.e. the Incident Commander from the Fire Department or Pulaski County HAZMAT Team. After immediate hazards have been controlled and stabilized, the Incident Commander will transfer authority and responsibility for the site to the CIMT.

### SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, or specialized contractors.

## **INFRASTRUCTURE FAILURE**

Shorter College campus may experience infrastructure failures or problems with the electricity, computer, steam, water, or telephone system.

### **IMMEDIATE ACTION**

- Contact the Office of Institutional Advancement, Planning and Technology

### **DECISIONS**

The Office of Institutional Advancement will assess the situation to determine the proper course of action to restore services to its normal state of operation.

## **MEDICAL EMERGENCY**

In the event that a faculty, staff, student, or visitor experience a medical emergency while on the campus or at a function of Shorter Campus, please follow these procedures.

### **IMMEDIATE ACTION**

- Dial 911
- Have someone go to the door and meet the emergency responders
- Provide assistance if you have been trained.

### **DECISIONS**

The Shorter College Police Department assisted by Emergency Medical Services and North Little Rock Fire Department units will respond to medical emergencies.

## SEVERE WINTER WEATHER

In the event of Severe Winter Weather, Shorter College will refer to the following operational guidelines.

### IMMEDIATE ACTION

- The Office of Institutional Advancement, Planning and Technology will consult with the College President, the Dean of Student Services and others to determine severe winter weather advisory.
- A public statement will be broadcasted on behalf of the institution utilizing the following methods:
- RAVE Mobile Alert System (SMS Messages, Voicemail, Phone Calls, Email)
- Broadcast Radio and Television Public Service Announcements
- College Voicemail Welcome Message
- All classes, meetings, and other functions will be immediately canceled.
- Shorter College buildings and facilities will be evacuated to ensure the safety and security of the campus community.

### DECISIONS

The Office of Institutional Advancement will consider local and state weather advisories to assess the situation and determine the proper course of action to restore services to its normal state of operation.

Appropriate make-up days will be scheduled for classes affected by severe weather to ensure the least amount of inconvenience possible as indicated in the Academic Catalog. Faculty and staff will refer to policies as indicated in the Human Resources Policies Manual.

## TORNADOES

In the event of an approaching tornado, Shorter College will refer to the following operational guidelines.

### IMMEDIATE ACTION

- The Office of Institutional Advancement, Planning and Technology will consult with the College President, the Dean of Student Services and others to declare an official advisory.
- A public statement will be broadcasted on behalf of the institution utilizing the following methods:
  - RAVE Mobile Alert System (SMS Messages, Voicemail, Phone Calls, Email)
  - Broadcast Radio and Television Public Service Announcements
  - College Voicemail Welcome Message
- All classes, meetings, and other functions will be immediately canceled.
- Shorter College buildings and facilities will be evacuated to ensure the safety and security of the campus community.
- In the case that campus facilities cannot be evacuated in a safe and timely manner, the following procedures are suggested to ensure safety within campus buildings.
  - Go to the most interior room of the lowest floor of the building. Put as many walls as possible between you and the outside.
  - Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get a lower level quickly.
  - Do not panic.
  - Watch for others.
  - Move as quickly as possible.

### DECISIONS

The Office of Institutional Advancement will consider local and state weather advisories to assess the situation and determine the proper course of action to restore services to its normal state of operation.

Appropriate make-up days will be scheduled for classes affected by severe weather to ensure the least amount of inconvenience possible as indicated in the Academic Catalog. Faculty and staff will refer to policies as indicated in the Human Resources Policies Manual.

## ACTIVE SHOOTER

### HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life.

#### 1. RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY Officers
- Do not attempt to move wounded people
- Call 911 when you are safe

#### 2. HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door

- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

### 3. FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

## **REVIEW OF CRITICAL INCIDENT MANAGEMENT PLAN**

1. Representatives from the Office of Institutional Advancement, Planning and Technology and Shorter College Police Department will review the Critical Incident Management Plan on an annual basis and will submit revisions for approval by the Board of Trustees. Before a date is set for review of the plan, notification will be sent to the Critical Incident Management Team.
2. Additionally, the plan will be reviewed following an event that requires the activation of the Critical Incident Management Team.

## **ADDITIONAL RESOURCES**

- NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) INFORMATION  
[www.fema.gov/emergency/nims/components.shtm](http://www.fema.gov/emergency/nims/components.shtm)

# EVACUATION ROUTES