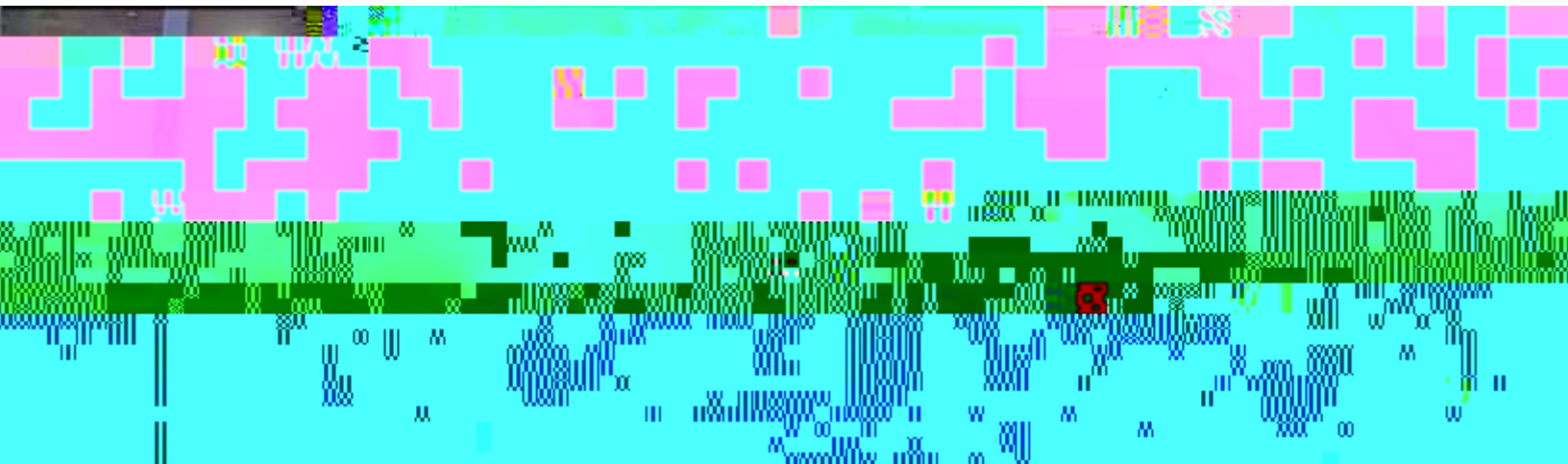




# **CRISIS MANAGEMENT HANDBOOK**

**SEPTEMBER  
2023**







**UNIVERSITY OF ARKANSAS AT PINE BLUF  
CRISIS MANAGEMENT HANDBOOK**

## **EMERGENCY NOTIFICATION**

The UAPB Emergency Notification System will be used to transmit critical information to a large segment of our campus as quickly as possible. This will be accomplished by utilizing the following methods as appropriate:

**AlertUAPB** is an improvement to an existing emergency notification program which allows the University to send time-sensitive notifications via voice, e-mail and text messaging.

The campus employee and student list serves, which will transmit electronic information using the University e-mail system to computers connected to the University system.

The Jefferson

## ALERT-UAPB REGISTRATION PROCEDURE

In an effort to improve its emergency response procedures and personal safety, University of Arkansas at Pine Bluff is implementing two University-wide systems, AlertUAPB and UAPB Guardian Service. Both programs use systems developed by Rave Wireless, a well-respected leader in mobile safety.

AlertUAPB	UAPB Guardian
AlertUAPB is an improvement to an existing emergency notification program which allows the University to send time-sensitive notifications via voice, e-mail and text messaging.	UAPB Guardian Service is a personal safety program that allows members of the UAPB campus to connect with and be monitored for safety by University police.
How It Works	How It Works
<p>In case of an emergency on or near campus, the following will be sent out immediately:</p> <ul style="list-style-type: none"><li>An <b>e-mail notification</b> to the e-mail address you provided.</li><li>A <b>text message</b> to the mobile phone you provided.</li><li>In some cases, a <b>voice message</b> to the phone numbers you provided.</li></ul> <p>Notifications will be limited to emergencies involving events such as severe weather, building concerns, intruders, and potential pandemics. The University will test the system periodically.</p>	<p>UAPB Guardian is activated by placing a Panic Call to University Police Department or by initializing a timer.</p> <p>How the timer works:</p> <ol style="list-style-type: none"><li>1. Before traveling from one place to another, such as walking home at night, a user activates the Guardian timer on their mobile phone.</li><li>2. If the timer expires (or the user initiates their UAPB Guardian Panic Call Button), UAPB Police is immediately notified with detailed case information.</li><li>3. When the user reaches their destination safely, they deactivate their Guardian timer and UAPB Police is not alerted.</li></ol>

### How to Register

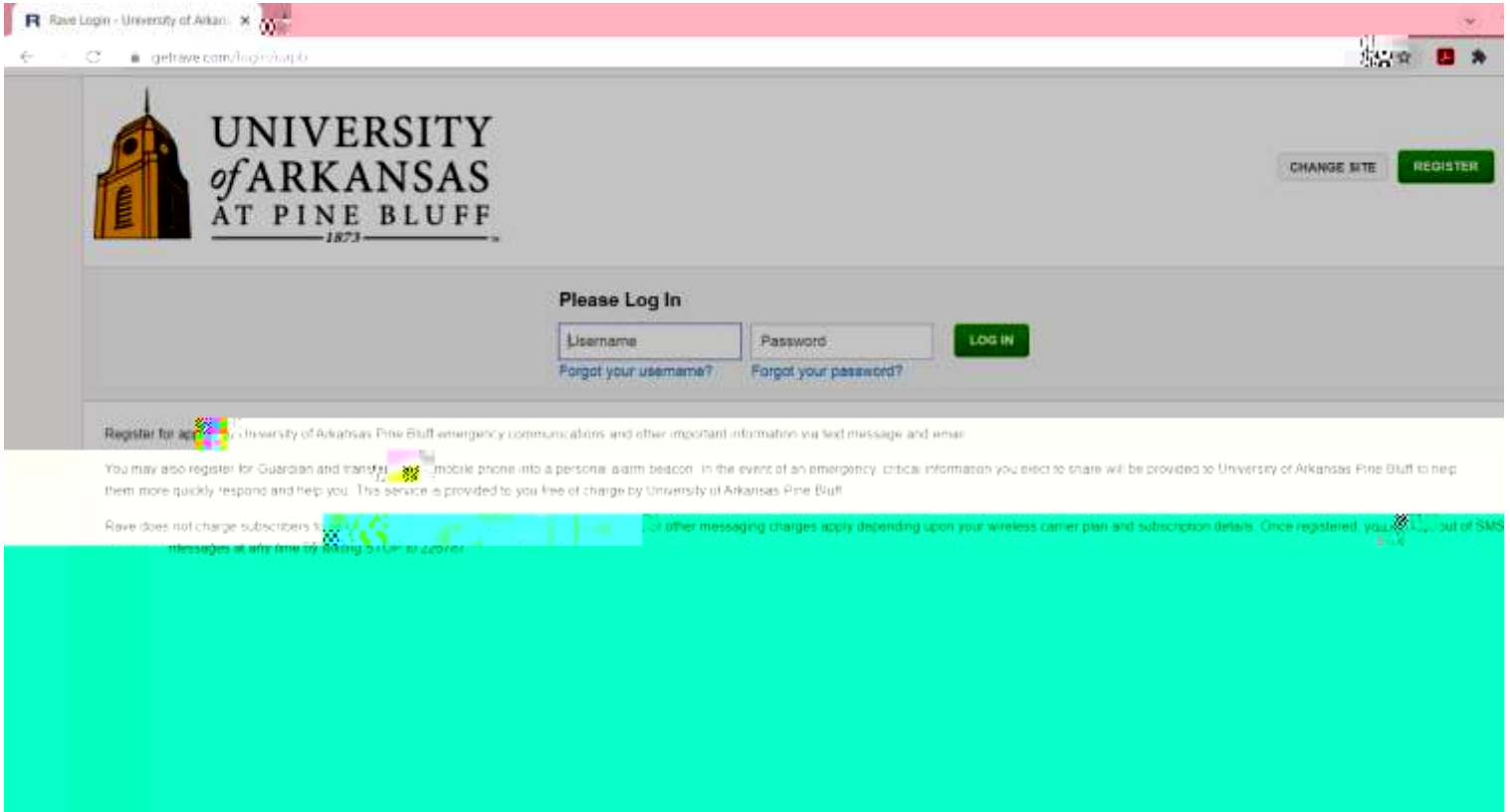
**Before you start, you will need** access to your **UAPB issued E-mail Address**. Make sure that you can access your UAPB e-

Re-enter Password  
Mobile Number  
Re-enter Mobile Number

3. Read & Agree to Terms of Use.
4. Select **Proceed to Next Step**.
5. Confirm your carrier. If the incorrect carrier is displayed choose your carrier from the dropdown list. Select **Next**.
6. A confirmation e-mail will be sent to your UAPB e-mail address. Go to your UAPB e-mail inbox. Click on the link in the e-mail message to continue the registration process.
7. A 4-digit confirmation code will be sent to your mobile phone via text message! Enter 4-digit code on the Confirm Mobile Number page. Select **Finish**.
- 8.

## Rave Login – University of Arkansas at Pine Bluff

User can also register by selecting “**sign y.o00030E.W.F0**”







The following areas are available for aerial or vehicular evacuation points:

1. Simmons Bank Field
2. Pumphrey Stadium
3. Parking lot of Kenneth L. Johnson HPER Complex

Appropriate sites will be selected and designated based upon damage assessments and area evaluations performed immediately after an incident occurs.

Staffing for the (COC) will be established by the coordinators

## **CRISIS ADMINISTRATION SYSTEM POSITION DESCRIPTION**

3. Solicit financial assistance from city, county, state, and federal governments as required and available.
4. Oversee the establishment of emergency facilities and campus restoration projects.

## **ADDITIONAL STAFF RESPONSIBILITIES**

### **Director of Facilities Management**

1. Provide emergency power and lighting systems.
2. Requisition vehicles, equipment, and operations necessary to move personnel and supplies.
3. Establish and assign crews to perform campus-wide survey to evaluate damage assessment and determine habitable space for casualties.
4. Assign staff and working groups to remove debris, perform emergency repairs, temporary construction, and equipment protection.
- 5.

## **UNIVERSITY RESPONSIBILITIES**

### **Emergency Preparedness**

1. Disaster plans shall be developed and distributed to employees with follow-up discussion, on-the-job training or explanations as required. Plans include basic procedures for alerting students, facilities, staff evacuation, head count, emergency supplies, and other items appropriate to each building or area.
2. Time will be allowed for training appropriate employees in emergency techniques including fire extinguisher usage, first aid, CPR, and building evacuation procedures.
3. Survey and evaluate work areas and buildings to determine the impact of a disaster.
4. Report all safety hazards to the University Police and the Facilities Management.
5. Promptly submit work orders to reduce hazards and minimize accidents to the Facilities Management.

### **Emergency Situations**

1. Establish applicable ways of informing employees of crisis/emergency conditions.
2. Evaluate the impact of the crisis/emergency and take appropriate actions including ceasing operations and initiating building evacuation.

### **Population Information**

1. Educate students and employees concerning University crisis/emergency procedure and evacuation procedures for each building and/or activity.
2. Inform students and University personnel of crisis/emergency and initiate procedures as outlined in this handbook.

## **PRIORITY OBJECTIVES**

### **Priority I**

- A. Emergency Units. Properly trained and equipped to immediately handle any emergency situation.

#### Resources

1. UAPB Police Department
2. UAPB Facilities Management
3. UAPB ROTC
4. Pine Bluff Police Department



## Resources

1. Facilities Management
2. Entergy-Electrical
3. Reliant-NAT. GAS
4. United Water-City Water
5. Pine Bluff Sanitation-Sewers and Storm Drains
6. Arkansas Department of Transportation

## G. Incident Management

Resources

1. Facilities Management
2. City of Pine Bluff

- E. Communications. Establish a communication system with campus community and advise everyone regarding the availability of basic services.

Resources

1. Coordinators of Technology
2. Student Affairs
3. Local radio and cable access system
4. Coordinator of Public Relations

- F. Criminal Activity Control. Establish a security system to control criminal behavior.

Resources

1. University Police
2. Local and state law enforcement agencies

- G. Psychological Assistance. Establish a system to deal with cases of high stress and trauma.

Resources

1. UAPB Student Counseling Assessment and Development Center
2. Community counseling services
3. Department of Social and Behavioral Sciences

**Priority III**

- A. Valuable Material Survey. Identify, survey and secure valuable material on campus.

Resources

1. Computer Technology
2. Library Department
3. Art Department
4. Volunteers

- B. Records Survey. Identify, survey, and secure all University records.

Resources

1. Business Office
2. Registrar's Office
3. Personnel





parties dispatched. Priority given to life and health issues for all persons. Shelters established; initial requests for emergency assistance dispersed.

- Within 2 hours: CAS staff meeting. Update of damage assessment. Press releases prepared. Recovery activities continue.
- Within 3 hours: CAS staff meeting. Update of damage assessment and recovery activities. Update on survivors, injuries, deaths, persons available to work, and areas needing immediate assistance. Updated requests for outside assistance distributed.
- Within 4 hours: CAS staff meeting. Updates. Formulate/dispatch mini-crews to assist faculty, staff, and students in recovery process.
- Within 5 hours: CAS staff meeting. Updates.
- Within 6 hours: CAS staff meeting. Update on condition of the campus, structure available, damage, activities of recovery/rescue crews, and locations needing attention. Future meetings scheduled as needed. Staffing of each area completed to insure continuous operations.

It is important to remember that it may be 72 hours before outside help can be received. After 72 hours, outside emergency units and services should be mobilized and able to provide assistance. Depending upon damages suffered by the campus, the University may serve as a disaster relief point, including the use of any available space for housing and University Food Service. Large, open spaces on or surrounding the campus may be used for helicopter operation, evacuation, triage and recovery points by incoming relief authorities.

## **COMMUNICATION/MEDIA RELATIONS**

Managing communications during a crisis/emergency, especially all information released to the news media, is of paramount importance. In most situations, one designated person should serve as spokesperson and become the official voice of the University. Any statements to the media should be channeled through the Coordinator of Public Relations.

In an emergency there are constant demands for accurate and timely information for families, campus personnel and students. The media wants facts, details and perhaps opinions. To prevent rumor, t

ensure that accurate, timely information is released, regular meetings (briefings) of the media should be scheduled. These meetings should be on the half hour (if possible) following any CAS meetings.

Interview requests by the media should be considered on an individual basis. If a person other than the Coordinator of Public Relations is to be interviewed, the University Coordinator of Public Relations should brief the interviewee on the most effective ways of dealing with the media. One should not volunteer information that might be used in a negative way but answer any legitimate questions as directly and positively as possible. Written statements should not be deliberately misleading. It is important that all facts be correct and portray the institution in the best possible light.

It is important throughout the crisis, recovery, and post-crisis that positive relationships with the media are maintained. Professionalism demonstrated during an emergency leaves a favorable impression with the media which helps build positive coverage.

### **EVACUATION PROCEDURES**

Some emergencies require the evacuation of a building(s) or the entire campus. Each department or area

7. If requested or directed, assist the emergency personnel.
8. An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have important information to report.
9. If someone is not counted in roll call, the University Police Department should be notified immediately.
10. Do not return to an evacuated building until told to



1. Do not move an injured person unless it is a life-threatening situation.
2. Call the University Police at telephone extension 8102 or 911
3. Notify Student Health Services, if on duty, at telephone extension 8508.
4. If unable to reach the University Police or Student Health Services, call 911 for Emergency medical assistance. You will be asked the following questions to determine appropriate action(s).
  - A. Locations?
  - B. What Occurred?
  - C. Is the person breathing?
  - D. Is the person bleeding?

EBT1 0 0 1 144.02 543.58 Tm -0.01(3.)JTJETBT/F6BT4(stahion)JTJETBT1 0 TJETBTE.38 Tm

8. When you evacuate, do not stop for personal belongings or records. Leave immediately using exit stairs. Do not use the elevator.
9. Assist any individual who is disabled.
10. Evacuate at least 500 feet from the building. Do not return to the building until instructed to do so by authorized personnel.
11. To move through a smoke- clouded area, drop to your knees and crawl to the nearest evacuation exit.
12. Notify both the University Police and any authorized fire personnel if you suspect someone may be trapped inside the building.
13. If you become trapped in a building during a fire and

4. Evacuate to a safe area at least 500 feet away from the building. Do not stand downwind from a spill. Do not return to the building unless instructed that it is safe to do so by authorized personnel.
5. Do not walk through or stand in any spilled substance or smoke clouds.
6. After evacuating, stay with your co-workers or classmates so that supervisors and instructors can determine that the building has been safely evacuated.

#### B. Pine Bluff Arsenal Emergency Response Plan

An assembly area will be established at the Kenneth L. Johnson HPER Complex, located in the NW portion of the campus at 1500 North L. A. “Prexy” Davis Drive (#25 on campus parking map included as attachment 1-D). Students/staff/faculty without transportation should go there if evacuation is recommended. The evacuation map, included as attachment 1-E, shows the location of zone G which contains the UAPB. The primary evacuation route is the quickest way to Hwy 79E to Stuttgart, and destination reception center is Grand Prairie War Memorial Auditorium, 600 W. 20<sup>th</sup> Stuttgart, Arkansas. The Alternate evacuation route is the quickest way to Hwy 79S to Rison, and destination reception center is Rison Public School, 700 Maine (Hwy 35S), Rison, Arkansas.

The Chancellor, in coordination with Jefferson County officials, has overall responsibility and authority for decisions relative to sheltering, evacuation, and school closing during an incident at PBA. In the event an evacuation is necessary, UAPB will offer to assist in matching students/staff/faculty without transportation with those who are willing to car pool in an emergency.

The Traffic Control Coordinator will identify control points to be implemented (Find listing in attachment 1-B) and assign security staff to perform this function. The Transportation Coordinator will determine the need for additional resources (find resources listing in attachment 1-B) and secure them, through the Chief of University Police, from the county. Also, coordination of resources, staff, and activities at the assembly area is a part of the Transportation Coordinator’s function.

#### **HAZARDOUS GAS LEAKS (flammable, toxic, corrosive, cryogenic)**

If a gas leak should occur, and in the judgement of the person(s) responsible it represents any danger to themselves or others, take the following steps:



1. Evacuate the building immediately. Confine the spill by closing the door(s) of the room.
2. Contact the University Police Department at telephone extension 8102 or 911.
3. Be as specific as possible about the nature of the material and its location.
4. Evacuate to a safe area at least 500 feet away from the building. Do not stand downwind from a spill. Do not return to the building unless instructed that it is safe to do so by authorized personnel.
5. Do not walk through or stand in any spilled substance or smoke clouds.
6. After evacuating, stay with your co-workers or classmates so that supervisors and instructors can determine that the building has been safely evacuated.

## **ASBESTOS RELEASE**

Many campus buildings were built with asbestos ceiling and flooring materials, wrapping for pipes and for insulation. Undisturbed, asbestos is not harmful. However, if physical damage occurs in your work area, take the following steps:

1. Do not touch any materials.
2. Evacuate the building immediately. Confine particles by closing the door(s)
3. Contact the University Police at telephone extension 8102 or the Director of Facilities Management at telephone extension 8830.
4. Evacuate to a safe area at least 500 feet away from the building.
5. Do not walk through or stand in any dust cloud.
6. Do not return to the building unless instructed that it is safe to do so by University Police.

## **UTILITY FAILURE**

Notify the University Police Department at telephone extension 8102 or the Facilities Management at telephone extension 8831.

### **Gas Leak**

Cease all operations. Do not switch on lights or electrical equipment. Evacuate the area.

### **Electrical/Light Failure**

Stay calm. It is recommended that each office and room occupant maintain a battery-powered flashlight for such emergencies. **NEVER TOUCH ANY DOWNED POWER OR UTILITY LINES.**

### **Computer Equipment**

University personnel should turn off as much computer equipment as possible to prevent equipment damage when power is restored.

### **Elevator Failure**

If you are trapped in an ele



2. Threatening calls are usually short in duration. Immediately complete the Bomb Threat Information Checklist (see **Appendix C**) with all information you were able to obtain. Have an associate call the University Police Department at telephone extension 8102 or 911.
3. If the caller allows you to talk, begin asking the questions on the Bomb Threat Information Checklist (**Appendix C** of this handbook). Try to keep the caller talking as long as possible. Signal a co-worker to call the University Police Department and Senior administrative personnel while you are talking. If you have completed the checklist items and the caller is still on the phone, make a complete record of all that is being said.
4. Quickly and quietly inform your supervisor. Do not cause undue panic among co-workers or students. Your supervisor will notify senior administrative personnel. You should remain where you received the phone call until the University Police or emergency personnel arrive. You will be questioned in depth about the call.

### **BOMB THREATS RECEIVED BY MAIL**

1. Letter Bombs: Letter bombs are usually a large bulky envelope. Often smudges appear and there is no return address. Feel the letter lightly. If it does not feel right, do not open the envelope. Place the letter away from all other items, especially heat sources. Move out of the area and call the University Police Department at telephone extension 8102 or 911 from another phone.
2. Package Bombs. If you do not recognize the package as coming from a recognizable source, examine it more closely. Check for a company name and address. The return address may be falsified. Ask yourself, “Is it a brown paper wrapper tied with string or heavily taped? Is the package excessively heavy?”
3. If you have any question about a package, gently place it away from electrical or heat sources. Leave the area and lock it if you can. Call the University Police at telephone extension 8102 or 911 from a phone at another location. Keep others away until the University Police Department arrives. Do not cause panic.
4. Once the University Police arrives, be ready to answer questions. Write down all facts and your actions before emergency personnel arrive if time permits.

### **SUSPICIOUS PACKAGES OR OBJECTS**

1. What makes a package or object suspicious may be its location: A briefcase left outside a building next to a wall or window; a backpack left in a waiting area that would not normally be used; a box or sack left inside a bathroom under a sink or behind a door.

2. If you see the person(s) who left the object and they act in an evasive, apprehensive or nervous manner, they may be trying to leave the scene without being noticed.
3. Go to the nearest telephone and call the University Police Department at telephone extension 8102 or 911











## **Hunt and Douglas**

Items needed: Pillow and/or blanket

All residents shall proceed to the first floor Lobby and bathrooms. All residents are to

**CRISIS ADMINISTRATION SYSTEM (CAS) STAFF**

<b>NAME</b>	<b>OFFICE PHONE</b>
Dr. Laurence Alexander, Chancellor	(870) 575-8471
Mrs. Janet Broiles, Chief of Staff	(870) 575-8471

# APPENDICES

## APPENDIX A

### LIST OF TERMS

1. UAPB-





#### Level II- Limited Area Emergency

Events are likely to occur, or have occurred, that involve agent release outside engineering controls or approved chemical storage facilities with chemical effects expected to be confined to the chemical limited area. This level will be declared when the predicted chemical agent no-effects dosage does not extend beyond the chemical limited area where the event occurred.

#### Level III- Pose Only Emergency

Events are likely to occur or have occurred that involve agent release with chemical effects beyond the chemical limited area. Releases are not expected to present a danger to the off-post public. This level will be declared when the predicted chemical agent no-effects dosage extends beyond the chemical limited area but does not extend beyond the installation boundary. IBZ response organizations are mobilized to be capable of immediate action. Precautionary protective actions may be initiated in potentially affected areas near the installation boundary.

#### Level IV- Community Emergency

Events are likely to occur or have occurred that involve agent release with chemical effects beyond the installation boundary. This level will be declared when the predicted chemical agent no-effects dosage extends beyond the installation boundary. Then installation notifies the IRZ and state designated points of contact. All emergency response organizations are mobilized and affected areas implement specified protective actions.

**Crisis Operations Center (COC)** - A facility designated as the location where responsible officials gather during an emergency to direct and coordinate emergency operations. Communications with other jurisdictions and with emergency forces in the field, formulation of protective action decisions, and the development of information and instructions for public dissemination are also functions of the Emergency Operations Center.

**Emergency Planning Zone (EPZ)** - A geographical area delineated around a potential hazard that defines the potential area of impact in order to facilitate planning for the protection of people during an emergency. This has been established as an approximate 31- mile radius from the center of the potential hazard.

**Evacuation-** A protective action which involves leaving an area of risk until the hazard has passed.

**Immediate Response Zone (IRZ)** - The closest geographical area around a hazard site that defines the area most rapidly and severely affected by a hazard such that immediate actions are needed to protect the public. For the purpose of this plan, the Immediate Response Zone is approximately 10 miles in radius around the potential hazard.





Receive notification from the county through the switchboard and notify the Chancellor and emergency response staff. (Refer to page 1 of this plan.)

Determine appropriate protective actions based on Army and county guidance.

Direct all activities relative to evacuation or sheltering,

Assign responsibilities not already delegated to faculty, staff, and student staff (residence hall directors, assistants, building cadets, etc.) where needed.

Provide to the Chancellor accurate and timely information on actions being taken by UAPB to facilitate coordinated decision making. Provide relief to emergency personnel, as necessary.

5. Transportation Coordinator (Dean of

Make an accurate roster of students in the dormitories at the time of the emergency.

11. Director of Facilities Management and Staff

If evacuation is not possible and sheltering in place is recommended, refer to Section III and follow the instructions.

If evacuation is recommended, refer to Section IV and assist security staff in searching and securing all campus buildings, as time permits.

Provide transportation resources to the Transportation Coordinator at the Assembly Area.

12. Building Managers

Assist in alerting those buildings for which they are responsible of an emergency situation.

Assist security staff by searching and securing those buildings should an evacuation be ordered.

13. Training Officer (Emergency Response Team Chair)

Ensure that this plan is updated annually.

Ensure that emergency response personnel are adequately trained to implement this plan.

**F. SITUATION**

An accident at the PBA/PBCA that results in migration of chemical agent beyond the arsenal boundary may require the residents and staff of the UAPB to take some type of protective action. Such action may include sheltering in place or evacuation.

**NOTIFICATION/RESPONSE**

If an accident/incident occurs at PBA/PBCA which has the possibility of impacting the health and safety of the students, faculty, and staff at the UAPB, the Chief of University Police will be notified and an applicable course of action will be recommended as follows.

**A. Class in Session**

Level I (Non-Chemical Emergency) - by way of response, no notification will be received by UAPB and no action will be required.

Level II (Limited Area Emergency) - by way of response, UAPB may be notified at this level and advised to make preparations for implementation of this emergency plan if the event escalates.

Level III (Post Only Emergency) – by way of response, UAPB will be notified by county officials and a recommendation made as to implementation of this plan or precautionary protective actions.

Level IV (Community Emergency) - UAPB will be notified by county officials and a recommendation made as to protective action, either to shelter in place or

Turn off and cover all exhaust fans in kitchens, bathrooms, and other spaces.

Close all fireplace dampers.

Close all exterior and interior doors.

If you suspect that the gas or vapor has entered the structure you are in, hold a wet cloth over your nose and mouth.

Tune to the Emergency Alerting system on your portable radio or television.

### **EVACUATION PROCEDURES**

An assembly area will be established at the HPER Complex, located in the NW portion of

## **RE-ENTRY**

Upon declaration by the Army and State Officials that the area is safe for re-entry, a safety inspection of the UAPB complex should be completed by the Chief of University of Police and the Director of Facilities Management. This inspection will determine the operational status of all Facilities Management systems and structures. State and Army environmental officials shall be requested to inspect the facility to determine its freedom from chemical contamination. The final decision on reoccupation shall be made by the Chancellor upon determination that reoccupation of the UAPB complex is appropriate.

**ATTACHMENT 1-B**

**TRAFFIC CONTROL POINTS**

1. Kennedy & Rt. 79 Entrance
2. Reeker & Rt. 79
3. Reeker & L A. “Prexy” Davis Dr.
4. Kennedy & Martin Luther King
5. Martin Luther King & L.A. “Prexy” Davis Dr.
6. Oliver & L A. “Prexy” Davis Dr.
7. Oliver & Rt. 79
8. Kennedy & Rt. 79 Exit
9. South Watson & Rt. 79
10. Haley & L A. “Prexy” Davis Dr.

*Transportation Resources*

<b>Vehicle Description</b>	<b>Number of Vehicles</b>	<b>Capacity</b>	<b>UAPB Owned</b>
<b>Car</b>	<b>4</b>	<b>5</b>	<b>Yes</b>
<b>Vans (Passengers)</b>	<b>5</b>	<b>15</b>	<b>Yes</b>
<b>Vans (cargo)</b>	<b>3</b>	<b>2</b>	<b>Yes</b>
<b>Trucks (pick up ½ ton)</b>	<b>3</b>	<b>3</b>	<b>Yes</b>





**UNIVERSITY OF ARKANSAS AT PINE BLUFF**

**BOMB THREAT CHECKLIST**

**Date**

\_\_\_\_\_

**Time of Call**

\_\_\_\_\_

**Time Caller Ended the Call**

\_\_\_\_\_

**Phone Number Where Call Received**

\_\_\_\_\_

**Exact Words of the Caller**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Ask the Caller**

1. **When** is the bomb going to explode? \_\_\_\_\_
2. **Where** is the bomb located? \_\_\_\_\_  
(Building, Floor, Room, etc.)
3. **What** does the bomb look like? \_\_\_\_\_
4. **What** kind of bomb is it? \_\_\_\_\_
5. **How** will the bomb explode? \_\_\_\_\_
6. **How** was the bomb delivered to the campus? \_\_\_\_\_

**Describe all that you remember about the person who called:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Voice Characteristics: (circle or complete all that apply)**

TONE: Loud, Soft, High Pitch, Low Pitch, Raspy, Pleasant,  
Other\_\_\_\_\_

SPEECH: Fast, Slow, Distinct, Distorted, Stutter, Nasal,  
Other\_\_\_\_\_

LANGUAGE: Excellent, Good, Fair, Poor, Cursing,  
Other\_\_\_\_\_

MANNER: Calm, Angry, Coherent, Incoherent, Righteous,  
Emotional, Rational, Irrational, Deliberate, Laughing,  
Other\_\_\_\_\_

ACCENT: Regional (sounding like a particular area of the  
U.S.)\_\_\_\_\_

Foreign\_\_\_\_\_

Ethnic\_\_\_\_\_

Age (young, old)

ATTACHMENT 1-D

UNIVERSITY OF ARKANSAS AT PINE BLUFF  
CAMPUS MAP

