

EMERGENCY PROCEDURES MANUAL

If Unsure, Dial 911

OUACHITA
TECHNICAL COLLEGE



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ASSAULT ON STUDENT OR STAFF

1. Notify President/designee or Executive Committee (see Appendix A: Emergency/Telephone List);

AND

2. 911

Remember: if you have to handle any injury, do so with extreme care, always using latex gloves (located in each employee break area).

1. President/designee will assign a staff member to get the names of suspect/s and any witnesses;
2. President/designee will assign a staff member to locate suspect and isolate, if this can be done in a nonconfrontational manner;
3. Victim and suspect statements should be taken separately;
4. President/designee will decide if the police should be contacted to respond;

Remember: when in doubt concerning the seriousness of an offense, call the police. The striking of any person should be considered a criminal offense.

5. President/designee will complete an Incident Report (see Appendix B).

BOMB THREAT – ACTION DURING CALL

Don't hang up and *note the time and the date* _____

- 1. Press record button on the phone (above numeric keypad, next to the "voice mail" button);
- 2. Keep the conversation going;
- 3. Attempt to get the following information:

ASK:

Where is the bomb? (Is it in the building or on the grounds?)
What time will it go off?
What kind of bomb is it?
Who are you?
Why is this going to happen?

CHECK:

Male _____ Female _____
Speech Impediment? _____
Accent? _____
Background Noise _____
Other _____

****Remember to keep the conversation going*** (the longer, the more the caller might disclose).

- 4. After the threat call, follow the procedures on the next page. Call 911 and report the threat on a landline telephone.
- 5. Give instructions for everyone to turn off all wireless telephones and radios. Sending and receiving a call can detonate certain bombs.

Caution: If a suspicious device or package is discovered do not touch it. Call 911 on a landline telephone (not wireless) and get out of the area.

BOMB THREAT B – ACTION AFTER THE CALL

1. Notify President/designee;

AND

2. Call 911 and report the threat on a landline telephone (not a wireless telephone);
3. Issue instructions for all personnel and students to turn off all wireless telephones, pagers, and radios. Sending and receiving wireless transmission can set off some bombs.
4. President makes the response decision whether or not to evacuate and establishes a means of communication;
5. Floor plans of the building are to be ready for inspection by Police and Fire Personnel;
6. Confer with fire and police for further action;
7. Lock down access to outsiders;
8. Refer to Media Guide, if necessary (Appendix C);
9. Complete an Incident Report (Appendix B);

Caution:

If a suspicious device or package is discovered do not touch it. Call 911 on a landline telephone (not wireless) and get out of the area.

CHILD ABUSE

1. Report abuse or suspected abuse to President/designee;
2. Call 911 to report; notify the Vice President of Student Affairs or Vice President of Instruction to document appearance of victim (for physical abuse only)

***Write down any statements made by victim but do not interview victim.
DO NOT CALL PARENTS***

3. The police will notify the Children's Hotline and the Hot Spring County Department of Human Services as appropriate.
4. President/designee completes an Incident Report as soon as possible (Appendix B)



CONFRONTATIONAL PERSON

Action:

1. Don't argue; use non-aggressive body language;
2. Remain on a professional level;
3. Offer to help the situation;
4. Request to continue the conversation in an appropriate location away from students;
5. Show interest and be a good listener;
6. Attempt to defuse the situation.

IF THE SITUATION DOES NOT CALM DOWN, NOTIFY PRESIDENT/DESIGNEE

President/designee will:

1. Make a decision whether or not to call the police at 911;
2. Complete incident report (Appendix B);

When calling 911, be prepared to:

1. Stay on the line.
2. Provide as much information as possible on the suspect(s), perpetrator(s), or victim(s), such as, sex-male/female, height, weight, skin color, hair color, type/color of clothing, location or direction of departure, vehicle-make model and color, etc.

DEATH OR POSSIBLE DEATH ON CAMPUS

Action:

1. Call 911; (**IMPORTANT: Unless absolutely certain of death, assume the person can be revived.**)
2. Secure area (disturb as little as possible, limit access until police arrive);

Note: After calling 911, police or emergency medical personnel will call an ambulance and, if necessary, the coroner.

3. Contact President/designee;

President/designee will:

1. Make a decision to lock down the area or building and hold classes or to dismiss classes;
2. Separate all witnesses until police arrive (to the extent possible, witnesses should not speak with each other nor anyone else);

Document any statements made by witnesses, but DO NOT CONDUCT INTERVIEWS WITH WITNESSES.

3. Consult with police to determine the appropriate method to contact relatives. The police usually handle this.
4. Refer to the Media Guide (Appendix C);
5. Complete incident report (Appendix B).

DRUG OVERDOSE/POISONING/ ALLERGIC REACTION

1. Call 911;

And

2. President/designee.

Consider these Actions:

1. Check student file for medical information and have ready for medical response;
2. If illegal drugs are suspected, the police will want to investigate. Secure the area and separate all witnesses until police arrive;
3. Secure any substance located;

Document any statements made by witnesses, but DO NOT CONDUCT INTERVIEWS WITH WITNESSES.

4. Contact student's listed emergency contact for medical information;
5. Complete an Incident Report (Appendix B);

NOTE:

When calling 911, be prepared to provide as much information to the dispatcher as possible, such as victim's sex, age, description, condition or behavior (symptoms), location on campus, directions on campus to this location, etc. If possible, be prepared to stay on the phone with the dispatcher.

FIRE ALARM/EMERGENCY

1. Call 911;
2. If the fire alarm is sounding or if a fire is reported, follow posted, standard evacuation procedures. Activate the fire alarm if the system is not sounding;
3. Notify the President/designee who will check area of alarm to assess situation;
4. President/designee should have available for the Fire Department upon their arrival:
 - Director of Physical Plant
 - Location and type of fire, if known
 - Knowledge & location of anyone remaining in the building
 - Floor plan and internal systems information
5. President/designee will notify police at 911 if the alarm was pulled falsely;
6. Refer to the Media Guide (Appendix C);
7. Complete a detailed Incident Report (Appendix B) at the earliest opportunity.



GAS LEAK (KNOWN OR SUSPECTED)

1. Call 911;
2. DO NOT activate the fire alarm system or any other electrical equipment LEAVE AS IS;
3. Notify President/designee and Director of Physical Plant immediately;
4. President/designee will notify each class to evacuate building by sending personnel to areas of the college;
5. Evacuate the building using the standard fire alarm routes;
6. Evacuate to designated area or building. Depending on the situation, personnel may need to be one or more blocks away;
7. President/designee should have available for the Fire Department upon their arrival:
 - Director of Physical Plant;
 - Location/s of leaks if known;
 - Knowledge of anyone remaining in the building;
 - Floor plans and internal systems information;
8. Refer to the Media Guide (Appendix C);
9. Complete a detailed incident report at the earliest opportunity (Appendix B);



GROUP DISTURBANCE/ALTERCATION

Goal: *Contain escalation to the extent possible until police arrive.*

President/designee or Executive Committee will:

1. Call 911;
2. Notify President/Designee;

Note:

When calling 911, be prepared to stay on the line and to provide as much information as possible to the dispatcher, such as number and/ description of suspects, weapons, vehicle description, where to meet police, campus location of disturbance, etc.

3. Contact Vice President of Finance and Administration or Director of Physical Plant;
4. Assign staff member to meet police and escort them to the location of the disturbance;
5. Hold classes, if in session, until situation is under control.

College Personnel, under direction of President/designee or Executive Committee will:

6. Clear bystanders and encourage students to “go about their business” and not to get involved;
7. Intervene to defuse the situation to the extent possible without threatening the safety of the staff;
8. Complete a detailed incident report at the earliest opportunity (Appendix B);

HAZARDOUS MATERIAL ACCIDENT

1. Call 911;

AND

2. Notify President/designee who will evacuate building using standard fire emergency procedure, bypassing affected area(s);

Note: Be prepared to provide as much information as possible to 911 dispatcher. Describe condition and type of hazardous material if known; ***in the event a person comes in direct contact with suspected hazardous material, follow safety precautions posted onsite or listed on container,***

3. President/designee should have the following available to the fire department upon their arrival:

- Person(s) knowing the location and type of hazardous material;
- Knowledge and location of anyone remaining in the building;
- Director of Physical Plant;
- Floor plans and internal systems information;

4. Complete a detailed incident report at the earliest opportunity.



HOSTAGE SITUATION

Action:

1. Call 911, don't attempt to defuse the situation

Note: Inform the police that this is a hostage situation and give as much information on suspects and hostages as possible. (Weapons? Known Injuries? Etc.)

2. If the police give no directions and classes can be dismissed safely dismiss students, but if not, lock down classrooms.

President/designee will:

1. Send designee to go secretly and under cover to evaluate the situation (not negotiate) and to report back to President/designee or police;
2. Have the Director of Physical Plant and building floor plans available upon police arrival;
3. Designate someone to meet police and medical personnel to direct to appropriate location;
4. Refer to the Media Guide (Appendix C) if necessary. If the situation is not quickly resolved, discuss options with police about information flow, so there is not mass panic among families and friends;
5. Complete a detailed Incident Report (Appendix B) at the earliest opportunity.



KIDNAPPING (WITNESSED OR CONFIRMED ABDUCTION)

Remember: Time is your ally.

Notify President/designee ***IMMEDIATELY***.

President/designee will:

1. Call the police IMMEDIATELY (911);

Note: When calling 911, be prepared to stay on the line and to provide as much information as possible, such as, the victims information:

- Name, sex, age, address, dress, general physical description;
- Any suspect info, vehicle info, and direction of travel;
- Picture, if possible.

2. Detain any students/personnel who may know the victim.

3. Provide the Police with the student's listed emergency contact, and they will inform the relatives of the incident and the steps taken.

4. Refer to the Media Guide (Appendix C). If the situation is not quickly resolved, discuss options with police about information flow, so there is not mass panic among the public;

5. Complete an Incident Report (Appendix B);



MEDICAL EMERGENCY

For serious injuries: Call 911

1. Give your name, location, and telephone number.
2. Supply as much information as possible regarding the nature of the injury or illness. Is the victim conscious? Breathing easily?
3. Return to the victim. Keep victim as calm and comfortable as possible.
4. Remain with victim until EMS Technician arrives.

Do not move a person who is unconscious, who has fallen, or who is seriously injured.

For lesser injuries: Notify the President or designee

DO NOT OVERREACT. Most situations can be handled without calling an ambulance, but do not hesitate to call 911 if the condition merits.

DOCUMENT: Get name of injured, time of accident/injury, cause of accident/injury, names of witnesses, and other pertinent information. Complete an Incident Report.

IMMEDIATE AREA List below the people in your area who are trained in First Aid and/or CPR.

Name _____ Phone# _____

Name _____ Phone# _____

First Aid Kits are in the following break room areas:

- Business/Student Affairs
- General Education/Industry Training
- Faculty/Staff Break room in Cole Center
- Allied Health Building Faculty Break room
- Maintenance Barn



RAPE/SUSPECTED RAPE

1. Get the victim to a private office free from any disruptions;
2. Do not leave the victim alone;
3. Notify the President/designee;
4. **Do not** attempt to interview the victim; however, make note of any statements made by the victim;
5. Discourage the victim from washing or removing any items of clothing;

Communicate to the victim, who could be injured or in shock, that medical assistance and police are on the way and to be patient by not washing or cleaning up and to wait for a few minutes until they arrive. The victim should not wash or clean up because the material on the person could provide essential legal evidence.

If the victim has removed clothing, using latex gloves (available in each break room), bag each piece in its own paper bag.

6. President/designee will call the police at 911;
7. Refer to the Media Guide (Appendix C) if necessary;
8. President/designee will complete an incident report (Appendix B).

Note: The suspect or accused suspect; if available, should be advised to not wash or clean up because the material on their person could provide important legal evidence essential for clearing one of the crime.

Note: A rape crisis intervention counselor should be contacted to work with the victim.



SEVERE WEATHER

Earthquake

1. **If inside building**, stay there;
2. Get as low to the ground as possible and cover your head with a book or your hands;
3. If possible, take shelter under desks;
4. Stay clear of windows, cabinets, electrical equipment;
5. **If outside building and getting safely inside is not possible**, stay there;
6. Get as low to the ground as possible and cover your head with a book or your hands;
7. Stay clear of buildings, trees, power lines, etc.

Tornado

If a tornado **WARNING** is issued for your area:

1. Do **NOT** dismiss students until warning has been lifted and until 911 Service or rescue personnel on the scene have confirmed with the President/designee;
2. Take students to an area of greatest safety (lowest level of building; interior area; clear of windows and other glass).

In both cases, in aftermath, refer to the Media Guide (Appendix C); if necessary, fill out an Incident Report (Appendix B).



SHOOTING ON CAMPUS

(Shots have been fired in or around campus buildings and the perpetrator is believed to still be on campus.)

1. Call 911;

Note: When calling 911, be prepared to stay on the line and to provide additional information, such as, number of injured person(s), location on campus, type and number of weapons, number and description of suspect(s).

2. Alert the President/designee who shall issue an air horn – to indicate “lock-in,” get down;

Note: All students and personnel should be instructed or warned that in the event of shooting, they should take cover, hide or play dead.

3. Issue a telephone “all page” and state the code phrase of “*lock-down, shooter in building*” to alert those in the building to lock themselves in;

4. Those in the courtyard should take cover, hide, or play dead;

5. All should get down low and try to situate so that the perpetrator cannot see students/personnel (move to the side of the room where windows are located, stay below windowsill level and/or move towards the wall by doors with windows);

6. Turn off classroom lights;

7. ***Do not move from position unless instructed by police or by President/designee;***

Note: Instructors, administrators, or President/designee in charge of students or personnel should make the decision to evacuate and get away from the shooting and out of the building/area or to stay put and take cover, hide or play dead.

8. Do not attempt to go through the building to assess the situation

- Wait for the police;
- Allow the police to handle the situation upon their arrival;

9. Refer to the Media Guide (Appendix C), if necessary;

10. Complete an Incident Report (Appendix B);



THREATENED SUICIDE

Do not leave the subject alone.

Consider these Actions:

1. If a volatile situation exists, discreetly ask someone to call 911 and request a silent response (without sirens);
2. If a volatile situation exists, discreetly ask someone to notify the President/designee and a counselor;
3. Request to talk in an appropriate location and escort the subject to a counselor;

The Counselor will assess the situation and will consider these options:

1. Normalize and calm the student by establishing rapport;
2. Help the student become aware that OTC takes “threatened suicide” statements seriously and will follow school policy relating to this emergency;
3. Release the subject to a family member;
4. Contact the Malvern Police at 911 for assistance;
5. Contact the Malvern Police at 911 for assistance in transporting the student to Community Counseling;
6. The police will contact family member(s) and relate all pertinent information;

The Counselor will:

1. Inform the President/designee;
2. Document sufficiently;
3. Complete an Incident Report Form (Appendix B).



WEAPON FOUND ON CAMPUS

A weapon on College property is a crime.

A weapon found on College property is evidence.

Action:

1. Do not handle unless necessary; If necessary, do so with care and wear latex gloves (available in each break room) or use a cloth to touch (Pick up a gun by the handle);
2. Have a staff member stay with the weapon;
3. Notify President/designee;
4. Cover the weapon from the view of the public (cloth, wastebasket, box);
5. Close off student traffic from the area of the weapon;

President/designee should:

1. Call 911;
2. Assign someone to meet the police and lead them to the weapon location;
3. Refer to the Media Guide (Appendix C), if necessary;
4. Complete an Incident Report (Appendix B).



WEAPON SUSPECTED/FOUND ON STUDENT

Possession of a weapon on College property is a crime.

The safety of students and staff is always first. Apprehension of Violators and weapon retrieval is second. ***All actions should be planned with this in mind.***

Treat all weapon related information (rumors) to be accurate and act appropriately. ***DO NOT PUT ANYONE IN HARMS WAY!***

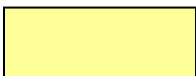
When faced with a suspected weapon on a person, consider the following circumstances:

- Type of weapon;
- Age of suspect;
- Mental state of suspect;
- Victim risk factor;
- Past history of suspect, if known;
- Suspected location of weapon (on person or elsewhere);

Action:

1. Notify President/designee/maintenance;
2. Don't attempt to stop suspect if flight from building is attempted;
3. Allow suspect to flee from building;
4. Avoid confrontation;
5. Call Police at 911;
6. Refer to the Media Guide (Appendix C), if necessary;
7. Complete an Incident Report (Appendix B).

Note: When calling 911, be prepared to stay on the line and to provide additional information, such as, description of suspect(s) (height, weight, sex, hair color, type and color of clothing, location on campus, etc.), description of the weapon, description of the vehicle used, direction of departure and the like.



APPENDIX A—EMERGENCY/TELEPHONE LIST

911 is used for Police, Fire, and/or Medical Emergencies

Emergency Numbers 911:

HSC Emergency Mgmt. Dept.
Office 501-337-4811
K. Hodges Home 501-384-2787
K. Hodges Cell 501-844-0591

HSC Medical Center
501-337-4911 or 501-332-1000

HSC Sheriff
..... 501-332-3671

Malvern Fire Department
Emergency 911
Administration . 501-332-7611

Malvern Police Administration
..... 501-332-3636

ProMed Ambulance Service
Emergency 501-332-2512
Office 501-332-6673

Other Emergency Numbers:

CenterPoint Energy Arkla
..... 800-992-7552
After hours 800-844-7440

Child Abuse Hotline
..... 800-482-5964

Community Counseling
..... 501-332-5236

TFS Counseling
..... 501-332-4400

Dept. of Human Services
..... 501-332-2718

Entergy
Customer Srv. . 800-368-3749
Outages 800-968-8243

Poison Hotline
..... 800-376-4766

Executive Committee:

Dr. Barry Ballard, President
Office Ext. 1132
Home 501-865-1910
OTC Cell 501-337-3220
Personal Cell .. 501-944-7590

Dr. Roger Coomer, VP Finance
Office Ext. 1120
Home 501-332-5424
OTC Cell 501-467-0016

Dr. Susan Karr, VP Instruction
Office Ext. 1131
Home 501-249-1361
OTC Cell 501-467-0013

June Prince, VP Planning & Assessment
Office Ext. 1133
Home 501-337-9794
Personal Cell .. 501-467-0590

Linda Johnson, VP Student Affairs
Office Ext. 1118
Home 501-337-7357
Personal Cell .. 501-337-6226

Blake Robertson, VP Workforce and Adult Education
Office Ext. 1135
Home 501-624-7595
OTC Cell 501-467-0014

Public Information Officer

Amber Lindsey Ext. 1134
Home/Cell 501-454-9358

Maintenance Supervisors

Clark Allen, Director of Physical Plant
Office Ext. 1157
Home 501-794-2934
OTC Cell 501-732-0938

George Welch (Evening)
Ext. 1100 (Operator Page)

James Pierce (Night)
Office Ext. 1173



APPENDIX B—INCIDENT REPORT FORM

Must be returned to the Vice President of Finance and Administration

Date/Time of Occurrence:

Location of Incident on Campus:

Incident: (Check One)

- | | |
|--|---|
| 1. <input type="checkbox"/> Assault | 11. <input type="checkbox"/> Hostage |
| 2. <input type="checkbox"/> Bomb Threat | 12. <input type="checkbox"/> Kidnapping |
| 3. <input type="checkbox"/> Burglary | 13. <input type="checkbox"/> Rape |
| 4. <input type="checkbox"/> Confrontational Person | 14. <input type="checkbox"/> Robbery |
| 5. <input type="checkbox"/> Death on Campus | 15. <input type="checkbox"/> Severe Weather |
| 6. <input type="checkbox"/> Drug Overdose/Poisoning/Allergic | 16. <input type="checkbox"/> Shooting |
| 7. <input type="checkbox"/> Fire Alarm | 17. <input type="checkbox"/> Weapon |
| 8. <input type="checkbox"/> Gas Leak | 18. <input type="checkbox"/> Other |
| 9. <input type="checkbox"/> Group Disturbance | (Explain) _____ |
| 10. <input type="checkbox"/> Hazardous Material | |

Brief Description of Incident:

Names of witnesses or persons involved:

What Actions Were Taken, If Any:

Comments:

Signature

Date



APPENDIX C—MEDIA GUIDE

(Crisis Related Issues)

Only the President or Public Information Officer have the authority to speak with the media.

Guidelines:

1. Make sure you are authorized to speak to the media;
2. Do not release names of victims or persons involved;
3. Inform the media when you are not authorized to comment and direct them to the proper person or office;
4. Be of assistance, but remain in control;
5. Don't delay sharing information, but be sure you have the facts.

If contacted by the media by telephone, explain that once information can be released their call will be returned. Ask for their name, phone number, company name and press deadline. Make sure you follow through with them.

Be aware that students may be approached by the media. Suggest to students they not comment, and refer the media to the college.

Note: When personnel from the police department, fire department or emergency services are involved, the Emergency Management System designates an Incident Public Information Officer who will be the only person authorized to provide information to the media or to relatives. The Emergency Management System will return the authority back to the President and Public Information Officer as soon as possible.

