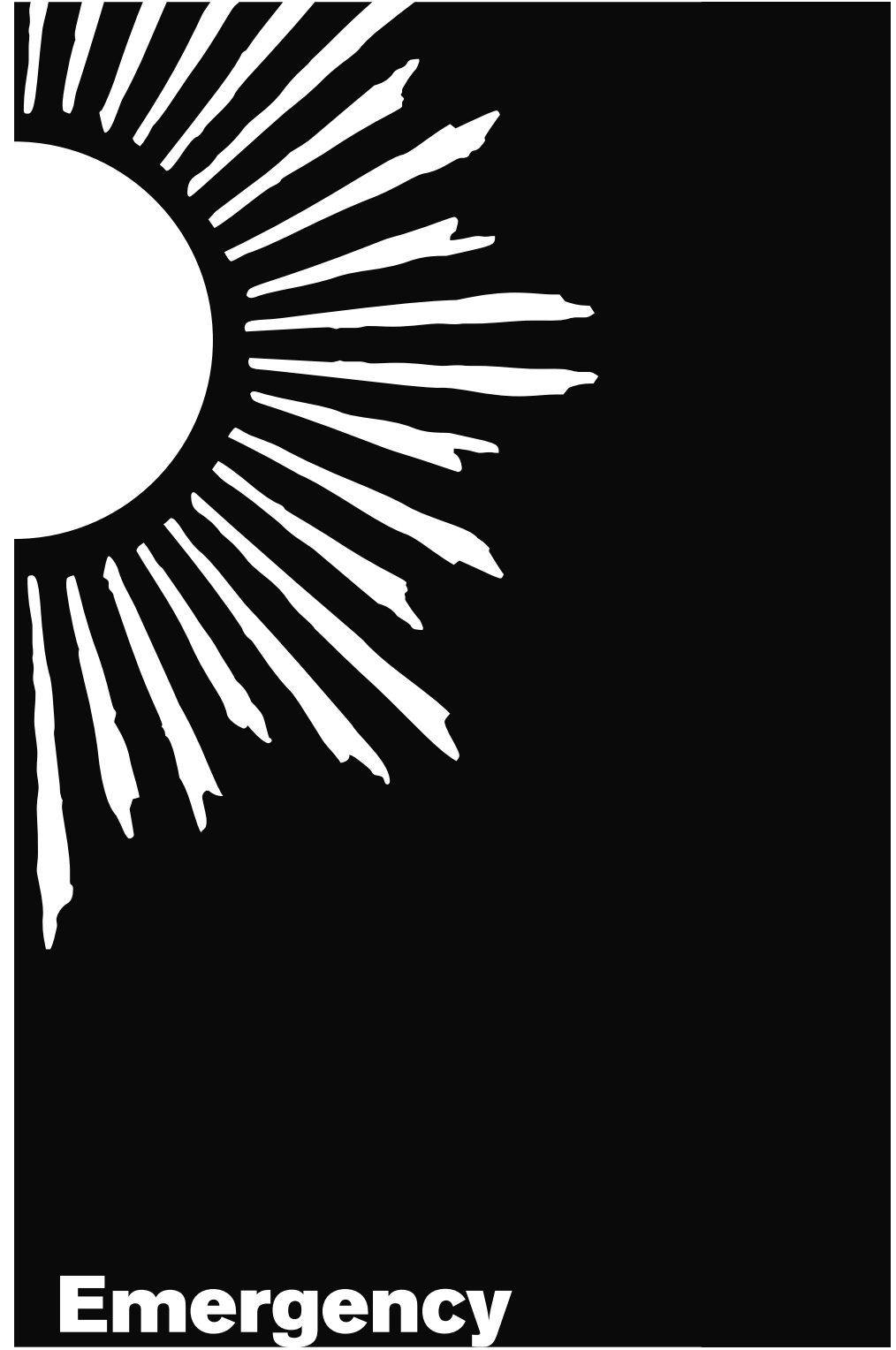




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Emergency Response:

Plan & Procedures

Arizona Western College

Main Campus

2020 S. Avenue 8E

Yuma, AZ 85365

ARIZONA WESTERN COLLEGE

Northern Arizona University in Yuma

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DIRECTORY OF EMERGENCY TELEPHONE NUMBERS

Ambulance Service	344-5555
AWC PD Dispatch	314-9500
AWC Facilities	314-9470
AWC Risk Management	314-9474
AWC Health Services	344-7602
Yuma County Environmental Health	329-2290
Yuma County Health Department	317-4550
Yuma County Red Cross	782-0660
Emergency Management	373-4861
Poison Control & Drug Information	800 222-1222
Emergencies	
Yuma Police Department	911
Yuma Fire Department	911
Non-Emergencies	
Yuma Police Department	782-3293
Yuma Fire Department	783-4461

Emergency Procedures Acronyms

APS _____ Arizona Public Service

AWC _____ Arizona Western College

AWC PD _____ Arizona Western College Police Department

CPR _____ Cardiopulmonary Resuscitation

DA _____ Desk Assistant

DFPM _____ Director of Facilities Planning & Management

DOD _____ Department of Defense

DM&O _____ Director of Maintenance & Operations

DRM _____ Director of Risk Management

EMS _____ Emergency Medical Service

EMT _____ Emergency Medical Technician

FBI _____ Federal Bureau of Investigation

HR _____ Head Resident

MSDS _____ Material Safety Data Sheets

NAU _____ Northern Arizona University

RA _____ Resident Assistant

SO _____ Security Officer

SW Gas _____ Southwest Gas

SWAT _____ Special Weapons and Tactics

VP _____ Vice President

Introduction

Purpose and Development of the Emergency Response Plan

No plan, however comprehensive, can cover all possible scenarios in which emergency action is needed. This emergency response plan attempts to outline the procedure for avoiding emergencies, and if that fails, responding to crises that the college campus may encounter. The plan address topics such as:

- Steps to take in response to various emergencies
- Notification and Reporting Procedures
- Evacuation and Relocation Procedures

This plan was drafted by members of the AWC / NAU Yuma institutional community; in consultation with members of the immediate surrounding municipal community. Risk Management personnel reviewed the completed document and it was adjusted as necessary according to their recommendations.

Incident Definition

For Arizona Western College, an “incident” is defined as any unplanned event that has the potential to significantly affect the well being of the campus members, the college’s image or operations & property, or pose a significant economic or legal liability.

Emergency Response Plan Mission Statement

An emergency can arise at Arizona Western College at any time, from a variety of various sources. The Arizona Western College / NAU Yuma Emergency Response Plan is a procedural document for organizing, coordinating, and directing available resources toward the mitigation, preparedness, response and recovery in the event of an emergency.

The purpose of the plan is to provide information that will save lives during emergency events and hasten the resumption of normal campus operations during recovery process. An effective organization emergency response depends on an informed campus community whose members are familiar with campus procedures to understand their personal responsibility for emergency preparedness and response.

As with any document of this nature, the plan should be seen as a living text, subject to changes, updates, and revisions as the environment of the institution changes.

Initial Emergency Response Notification

Individuals witnessing or involved with a life threatening emergency situation at Arizona Western College can notify emergency services by dialing "8" to get an outside line and then 9-1-1.

Other emergency situations should be reported to Arizona Western College Police Department at 314-9500 or 344-5555. An officer will be alerted and dispatched to the scene, and if appropriate, local emergency services called. There are also emergency call boxes located on campus that will connect directly to an AWC Police Officer.

Upon receiving a report of an emergency, the Emergency Response Team Leader will make an initial judgment as to the level of response required and will communicate with all appropriate personnel as outlined in this plan.

If an emergency situation begins to escalate, appropriate institutional administrative personnel will be notified and necessary action will be initiated to respond to conditions as they unfold. Once outside emergency agencies arrive on the scene, (ex. Fire department, medical services, etc.) The heads of these agencies will assume control of the scene.

Incident Management Team

The incident management team will provide direction and coordination to the response to a campus emergency or incident. The incident management team members are the designated personnel that will respond immediately upon notification of an incident. The primary members receive initial notification. At that time they will determine if this situation is to be handled as an emergency response situation or be handled in the routine course of business. If the incident is determined to be handled as an emergency response situation, then the secondary members applicable to the situation will be notified to respond. Additional campus personnel will be notified once the situation is under control and if the incident warrants it.

The incident management team includes as its primary members:

Chief of Police
Director of Facilities Planning & Management
VP for Student Services
VP for Business & Administrative Services
Director of Public Relations and Marketing

The incident management secondary members include:

Director of Risk Management
Director of Operations & Maintenance
Director of Campus Life
Associate Dean of Student Development
Associate Director of NAU
Campus Nurse

The primary and secondary teams members function together with the same goals but with different levels of responsibility. Once the incident has been dealt with, then the focus becomes the viability of the campus to continue with its course of functions and residence life. The primary members address concerns and interests of the campus beyond the incident. The secondary members deal with the on scene situation that is within their control, while focusing on life/safety issues and securing & repairing property.

Incident Management Team Leader

For incidents that have been declared and designated an incident, an Incident Management Team Leader will be selected based on experience in the area related to the specific incident. The Chief of Police will be the Team Leader for all Criminal Acts and the Director of Facilities Planning & Management will be the team leader for all Technological and Natural Disaster incidents.

The District Services Building is the designated command center unless the building is impacted by the incident and deemed unusable. At that time the Incident Management Team Leader will designate another location for the command center.

Notification of an Incident

Either AWC Police Department or the Facilities Department will be the first notified of an incident. Upon notification, the primary incident management team, all or in part, will be notified to respond. If the situation is clearly an incident, appropriate members of the secondary incident management team will be notified to respond. All members will report to the command center unless advised differently.

No Incident Management Team Member or AWC staff will talk with any member of the media. All requests from the media will be directed to the Director of Public Relations.

Incident Media Center

Depending of the incident and location of the incident, the Incident Team Leader will designate a location for the media center. All media representatives arriving on campus will be directed to this location. The Director of Public Relations is the only person who will represent Arizona Western College and issue statements and updates. The Director of Public Relations will keep a media log to record all media and public contacts-both inquiries and initiatives. The log will be beneficial in determining reported inaccuracies, as well as conducting post-incident analysis for the purpose of improving future performance.

Emergency Response Incidents

The following list of incidents are not inclusive to all emergency situations that could occur on the Campus of Arizona Western College.

Human Incident

- Communicable Disease Outbreak
- Food-borne Disease Outbreak

Technological Incident

- Electric Power Failure
- Gas Line Leak
- Hazardous Material Spill

Natural Incident

- Fire
- Flooding / Waterline break
- Earthquake
- Serious Rain Storm / Lightning / Severe Wind

Criminal Acts Against Person / College

- Active Shooter
- Assault
- Bomb Explosion
- Bomb Threat / Suspicious Mail
- Death Threat
- Hate Crime
- Hostage Incident
- Kidnapping / Missing Person
- Murder / Dead Body
- Rape / Sexual Assault
- Riot / Building Takeover / Sit-in / Protest
- Suicide / Accidental Death
- Terrorism

Medical Health Emergency

- Medical Emergencies

Emergency Preparedness: Equipment and Testing

Emergency equipment at Arizona Western College is checked and tested regularly as follows:

- Fire alarms in all residence halls are tested every 365 days. Note: These are full fire drills with complete evacuation. Response and evacuations are both timed and recorded.
- Fire alarms in all non-residential building are tested every 365 days.
- All emergency call boxes are tested once a year during student occupancy. A maintenance form is completed for each box with a malfunction and is dated and forwarded for priority repair to the facilities department.
- Emergency lighting in all residence halls is checked at a minimum each week.
- Fire safety “walk throughs” are conducted in all residence halls randomly throughout the academic year. This program is conducted through the Office of Risk Management.

NOTE: All equipment testing is logged, and records kept as part of "due care" procedures.

Facilities Management personnel perform safety checks on the other items, such as lighted exit signs, daily. Any malfunction of or damage to this equipment is noted, logged and forwarded to the Maintenance Department.

General Evacuation Information

Situations requiring evacuation could include but are not limited to the following:

- Fire
- Natural gas leak
- Flammable liquid spill / and or release
- Bomb threat
- Power line failure
- Hostage situation
- Hazardous chemical spill / and or release
- Flooding
- Storms

In the event of a fire alarm, Arizona Western College Police Department personnel will be dispatched to the location of the alarm to lead the evacuation effort. In the event of a fire, elevators are not to be used.

Evacuation Procedures

The purpose of these recommendations is to provide guidelines in the event an area evacuation becomes necessary.

- Units first on the scene must decide whether immediate evacuation is necessary or not. This decision can be made independently, in consultation with other officers, or by information received at the scene.
- Immediately designate the area to be evacuated. The evacuation will require a door-to-door check of the facility.

IMPORTANT NOTE: If a working fire, smoke or other evidence of combustion is present; under no circumstances will anyone except fire service personnel equipped with self-contained breathing apparatus (SCBA) enter any structure. Should any occupant refuse to evacuate, continue the evacuation and time permitting, return to the refusal site, obtain a name and advise disciplinary action will be taken.

- Move all evacuees to the designated safe- zone and begin a census to establish that the evacuation is complete.
- Notification will take place by following the institutional phone tree.

Evacuation of the Physically Challenged

In the event that physically challenged individuals are involved in an evacuation effort, the Arizona Western College Police Department officers at the scene will make every attempt to lead them to safety. As a precaution, anyone confined to a wheel chair is housed on the ground level floor. Students requiring ADA accommodations must be registered with Services for Students with Disabilities.

Relocation Operating Procedures

The following represents a general strategy to be employed in the event a student residence hall becomes inaccessible due to events such as fire, flood, contamination or loss of critical services. The type of response will be determined by the extent of the emergency.

Short Term Relocations

- Students are moved to the nearest safe housing area.
- Students are moved to the nearest safe non-housing area.
- Auxiliary support services are employed. Emergency food, shower, medical or disability related needs are arranged as needed with other campus services.

Medium Term Relocations

- If gym or other large buildings are available, this location is acceptable. When necessary, the local chapter of the American Red Cross is an invaluable resource for such items such as cots and blankets.
- Students are assigned to lounges and other public area spaces that can be satisfactorily arranged.
- Students are assigned to vacant spaces in the housing system.

Long Term Relocations

- All items under Medium Term Evacuations are initiated unless a substantial part of the campus is under evacuation order.
- Local schools may be able to assist with housing. Again, the local chapter of the American Red Cross should be enlisted for assistance and advice.

Evacuation to Off-Campus Facilities

In most cases evacuees will be relocated to another shelter on campus. If necessary, the Director of Campus Life will contact the Yuma Bus Barn for the use of vehicles for transportation purposes. In all cases of evacuation and or relocation, the Director of Campus Life must be integrally involved.

MEDICAL EMERGENCIES

Do not second-guess, always call for assistance.

TO STOP BLEEDING

Apply pressure directly on the wound with sterile gauze, clean handkerchief or a hand.

Maintain a steady pressure for five to ten minutes.

If the victim is bleeding from an arm or leg, elevate it.

Stay with the victim until help arrives.

HEAT-RELATED ILLNESS

Get the victim to a cool place.

Loosen any tight clothing.

Apply cool, wet cloths to the skin.

Fan the victim.

If the victim is conscious, give cool (NOT COLD) water to drink.

Call 8-911 if the victim refuses water, vomits or loses consciousness.

CPR

A person is not obligated to perform CPR if he/she is not trained.

To start breathing: the victim is not breathing but has a pulse.

Call 8-911 and follow operator instructions.

After you have completed the call with the 911 operator, call AWC PD to report incident.

Tilt the victim's head back and lift the chin. Pinch the nose shut.

Give two slow breaths. Breathe into victim until the chest gently rises.

Check for a pulse on the neck.

If there is a pulse, but the victim is still not breathing, give one slow breath every 5 seconds. Do this 12 times.

Re-check pulse and breathing every minute. Continue rescue breathing as long as the victim is not breathing or until medical assistance arrives.

MEDICAL EMERGENCIES

Con't

A victim is not breathing and has no pulse.

Call 8-911 and follow operator instructions.

Call or have someone else call AWC PD to report incident.

Find the notch where the lower ribs meet the breastbone. Place the heel of your hand on the breastbone. Place your other hand on top of the first.

Lean over the victim so your shoulders are over your hands. Compress the chest 15 times using a smooth even rhythm.

Give two slow breaths. See above instructions for to start breathing.

Do three more sets of 15 compressions and two breaths.

Re-check pulse and breathing for about 5 seconds.

If there is not pulse continue sets of 15 compressions and 2 breaths.

Continue until medical assistance arrives or until the victim starts breathing and has a pulse.

AWC Health Services can render assistance until the emergency responders arrive on scene.

Residence Hall Fire Evacuation Procedures for AWC staff

The purpose of this plan is to provide information that will save lives during an emergency event. It is essential to the overall success of the response plan that everyone clearly understands the plan and what his or her responsibilities are within the action plan.

In case of fire

(Students should respond to the first sound of an alarm by evacuating the hall. These procedures are for responding/resident staff.)

Alarm will sound at the panel. This will be either a pull station or a smoke detector going into alarm. Arizona Western College Police Department (AWC PD) is also receiving an alarm sound and has dispatched an officer to verify the situation. The desk assistant (DA) will immediately call Campus Life personnel if an alarm goes off. Once on site, AWC PD will go to the troubled area to assess the situation.

If the situation proves to be a valid threat, the evacuation of the residence hall will continue. The Head Resident (HR), Resident Assistant (RA) and Security Officer (SO) all have active roles in the evacuation.

AWC PD along with the HR, RA or SO (most senior on site) will knock & walk to signal an emergency and evacuate the hall as long as it does not jeopardize their safety. The HR is the primary person to knock & walk while the RA's are stationed either inside or outside the building to assist in directing students to the designated safety zone. If the situation warrants it and enough staff is on site then the AWC PD, SO should be paired with a HR or RA. After everyone is evacuated a pair (PD SO HR & RA) will do a room check leaving the rooms unlocked at this time. Anyone found not having evacuated will be documented for potential disciplinary action.

AWC PD and the most senior residence hall staff on site will work jointly in evacuating the hall. AWC PD has authority on the scene until the responding agency arrives then authority is shifted to the responding agency.

The HR & RA's should be aware of any students with special needs or students with injuries that might require additional assistance. This information should be given to AWC PD when the evacuation of the hall begins.

An RA will have an evacuation kit located at the front desk that includes paper & pen to make a list of student's accountability. All students will proceed directly to the designated area once exiting the residence hall. No one is to go anywhere until they have been accounted for with the appropriate person.

Remember, in the event of a fire, smoke can be deadly. If the hallway is filling up with smoke, drop and crawl as close to the floor as possible. In advance of an emergency, you should count the number of doors from your room to the stairway door. If the hallway is filled with smoke you will not be able to tell one door from another. If your path to an exit is blocked go back to your room or any closer room that is not locked. If the hallway is filled with smoke it will be safer to stay in your room and signal for help instead of trying to maneuver through a smoky hall. More people die from smoke than from the actual fire. Get inside and seal up the door with towels or clothing. Hang something from the window to get attention. In the event of a fire, the fire departments primary responsibility is to check the rooms for people that were not able to get out. If you have a signal at your window (write on the window, yell out the window or signal to someone outside) the Fire Department will immediately start a rescue. Do not break your window unless the room you are in is filling with smoke. The Fire Department will be provided a master key to assist them in getting into the rooms.

If a fire starts in a room or if someone notices smoke coming from a room they are to pull the fire alarm pull station in the hall and yell fire as they make their way to the exit.

Order to evacuate

Once an evacuation begins, if your room keys are readily available (do not spend time looking for them) take them with you. Do not try to take any of your personal belongings. Feel your door to make sure it is not hot. If cool to the touch open the door and look to see if it is clear to move down the hallway. Close your door behind you. Proceed to the nearest exit. If you find your exit is blocked proceed to

another exit. Once outside the building go to the designated area. Do not attempt to reenter the building for any reason. Do not prop open any door for any reason.

The HR & RA's should be aware of any students with special needs or athletes that are injured that might require additional assistance.

Once the responding agency is on site and makes a determination all is clear and it is safe to reenter the residence hall, the HR & RA's will first enter the residence hall and relock all the rooms before students are allowed to reenter. The HR or RA will let anyone who was not able to take their room keys with them back into their rooms.

The responsibilities of those involved in this process are as follows

Students

Students will evacuate at the sound of an alarm. It is the responsibility of the students to know where the location of the building exits. They are to immediately exit the building, go to the designated safe zone, and make sure they have been accounted for then remain there for further instructions. Students are not to reenter the building for any reason until the building has been cleared and authorized personnel has given the order to reenter the building.

Any student that interferes with the evacuation process will be documented for potential disciplinary action

Head Resident

The Head Resident is the lead person in evacuating the halls along with AWC PD. They will direct the RA's to perform tasks in the evacuation process. The HR's will team appropriate residence hall personnel along with AWC PD to assist in a room check if necessary. Once the hall has been cleared and is deemed safe to reenter, the HR & RA will enter first and relock any unlocked rooms. The HR will give the students notice to reenter the building.

Resident Assistant

The Resident Assistant can order the evacuation and knock and walk as long as it is safe to do so. Once the HR or AWC PD arrives, RA's should be positioned inside or outside the building to direct evacuating students to the correct safe zone. If outside, the RA's should also scan the windows to see if anyone is trapped in a room and signaling for help. Once the hall has been evacuated, one RA will take an account of the students at the safe zone and another if needed, will be paired up to assist in a room check if a room check is advisable.

Desk Assistant

The desk assistant should be familiar with the evacuation process in the event there are no other residence hall personnel in the hall or on campus. The desk assistant will immediately call the Campus Life personnel to advise an alarm has sounded and wait for AWC PD unless the threat of danger is imminent. Once an authorized person (AWC PD, HR or RA) arrives the desk worker will immediately proceed to the designated safe zone. Desk assistants may serve as a point of contact at the desk if deemed safe and appointed by an authorized person. At the front desk there will be an evacuation packet that will have information on evacuation process, paper & pen, map showing the safety zone.

Security Officer

The Security Officer should be familiar with the evacuation process in the event there are no other residence hall personnel in the hall or on campus. The SO can order an evacuation if the threat is immediate. The SO will pull an alarm to have the students start evacuating. Once AWC PD or HR is on scene they will take direction from them.

AWC PD

AWC PD will be dispatched to assess the situation. Once on scene they will take command and determine the source of the alarm. AWC PD and the HR's will work jointly to make sure everyone is out of the residence halls. AWC PD will authorize the need for mutual aide and will meet with any responding agencies and brief them on the situation. The responding agencies (Fire, Swat, Bomb Squad etc.) will take over command and AWC PD will assist them as needed.

Other Personnel

If AWC PD assesses the situation and deems there is a valid threat, the Emergency Procedures Program will be implemented for the corresponding type of threat. Appropriate personnel will be notified of the situation and will respond on scene.

Designated Safe Zones

DeAnza will go to the southwest side of P17 in the desert area between the College Union and the Cottages

Garces will go to the Observatory

Kino will go to the desert area on the west side of P14 parking lot

Evacuate the building at the nearest exit to where you are when the alarm or command to evacuate is issued. Once outside, get to the designated area as quickly as possible.

Emergency Checklist

- Have persons been evacuated?
- Does the area need to be blockaded?
- Have repair crews been notified?
- Has the Fire Department been notified?
- Has Law Enforcement been notified?
- Has the on-call list been executed?
- Have the necessary utilities (electric, gas & water) been turned off?
- Has outside help been requested?
- Has communication been established?
- Is the situation under control and the possibility of recurrence eliminated?
- Has the media been dealt with?

Recovery and Reporting

Clean Up, Salvage and Recovery

Prompt, proper clean up and salvage can significantly reduce property damage and operational downtime at the institution. Following an emergency, maintenance, risk management, and other college personnel should act quickly to initiate clean up and salvage operations. These efforts should include the following:

- Separate undamaged property from damaged property.
- Make temporary repairs as to minimize further damage.
- Arrange for decontamination if necessary.
- Notify insurance carriers, vendors, and other firms or agencies involved in damage assessment and property replacement.
- Contact government agencies and private organizations that can assist in the recovery process.
- Put into effect pre-loss agreements for alternate facilities, services, etc.
- Itemize and document damages and losses (i.e.: with photo's)
- Draft a recovery schedule and estimate the cost of recovery.

Initial Incident Report

When an incident has diminished and before disbanding the Incident Management Team, The Director of Risk Management will request a post-incident evaluation to be prepared by the Incident Management Team Leader and forwarded to all members of the incident management team and the college President. The items to be addressed include:

- Narrative (What happened? What type of incident?)
- Time of incident
- Location of incident
- Extent of damage or loss
- Estimate of casualties
- Type and extent of assistance required (if known)

Post-Incident Report

The information for the post incident report will be compiled and completed by the Incident Management Team Leader. The following are the primary items to be addressed in a Post Incident Report. The report shall be completed within 30 days from conclusion of the incident.

- A. General
 - 1. Copy of Initial Incident Report

- B. Potential/Anticipated long-term effects of incident.
 - 1. Loss of college property (building, roads, etc)
 - 2. Cancellation of classes
 - 3. Loss of enrollment

- C. Operational Recovery Plan
 - 1. Replacing, repairing or rebuilding college property
 - 2. Restoring college image within the community
 - 3. Alternate classrooms

- D. College and other entity resources utilized during the incident
 - 1. Materials (supplies & equipment)
 - 2. Man hours (cost)
 - 3. Items consumed

- E. Problems identified during the incident
 - 1. Operational
 - a. Corrective action
 - 2. Equipment
 - a. Corrective action
 - 3. Supplies
 - a. Replacement
 - b. Identification of items needed

- F. Overall Effectiveness of management of the incident
 - 1. What went right?

Threat by Telephone

During The Call

Don't hang up!

Stay as calm as possible

Attempt to find out why the caller is upset

Identify the type of threat and whom it is directed at.

Try to calm the caller down

Get as much information as possible about the threat and motive. (See Bomb/Other Threat Checklist)

If the caller stays on the phone for any length of time, have a second person call Campus Police simultaneously.

After The Call

Notify Campus Police immediately.

Write down the exact threat, the entire statement if possible.

Notify your supervisor in reference to the threat

If directed to evacuate proceed to the designated evacuation safety zone.

SUSPICIOUS PACKAGES, MAIL, ETC.

Do Not Handle!

Secure area.

Contact Campus Police

If item has been opened and is threatening or appears to be a suspicious device,

DO NOT HANDLE ANY FURTHER.

Keep everyone away until police arrive.

Letter and Parcel Bomb Recognition Points

Foreign Mail, Air Mail and Special Delivery
Restrictive Markings such as Confidential, Personal etc.
Excessive Postage
Hand Written or Poorly Typed Addresses
Incorrect Titles
Titles but no Names
Misspellings of Common Words
Oily Stains or Discolorations
No Return Address
Excessive Weight
Rigid Envelope
Lopsided or Uneven Envelope
Protruding Wires or Tinfoil
Excessive Securing Material such as Masking Tape, String, etc.

Bomb Threat Checklist

Questions to ask:

When is the bomb going to explode?
Where is it right now?
What does it look like?
What kind of bomb is it?
What will cause it to explode?
Did you place the bomb?
Why?
What is your address?
What is your name or organization?
Exact wording of the threat:

**Bomb Threat Checklist
Con't**

Sex of caller: _____ Race: _____
 Approximate Age: _____ Length of call: _____
 Time: _____ Date: _____

Calm	Nasal	Angry	Stutter
Excited	Lisp	Slow	Raspy
Rapid	Deep	Soft	Ragged
Loud	Clearing throat	Laughter	Deep breathing
Crying	Cracked voice	Normal	Disguised
Distinct	Accent	Slurred	Familiar

If voice is familiar, whom did it sound like?

Background Sounds

Street noises	Factory machinery
Animal noises	Voices
Clear	PA system
Static	Local call
Music	Long distance
House noises	Phone booth
Motor	Office machinery

Other:

Threat Language:

Well spoken	Incoherent	Foul
Taped	Irrational	Message scripted & read

Remarks: