

AGAPE COLLEGE

Emergency and Safety Plan

Hand Book

2008-2009



College Safety and Security Emergency Numbers

Emergency Contact Numbers

Physical Plant (Campus Manager)	772-2004
Fire and Ambulance/Public Safety	911

GENERAL LOCKDOWN PROCEDURES

Lockdown: All external doors locked and all stairwell doors locked accessing each floor level in the Agape College building.

Staff

- Move away from the sound of gunfire and/or disturbance.
- All staff will go to their offices as quickly as possible, lock their doors, and remain there until further notice.
- Administrators will take roll and account for their staff.
- Any guests should be directed to the closest office.

Faculty and Students

- Faculty will lock or barricade classroom door(s) and remain there with students until further notice.
- Move students away from any glass area and remain out of view of the outside of the classroom. Lie on the floor if necessary. Stay put until cleared by police.
- Call 911 and 772-2004 to report any criminal actions or health emergency.
- Persons outside on the grounds should move away from any disturbance and seek the nearest shelter. Use a cell phone to report any criminal actions or health emergency.

RECEPTION AREAS-SUSPICIOUS VISITOR

Personnel staffing the reception areas play an important role in preventing workplace violence and ensuring the general safety of students and staff.

- Do not allow persons past the reception area without an invitation from the person they indicated they have business with.
- Call College Safety (772-2004) if a person disregards your request to wait and goes past the reception area.
- Have persons who appear angry, upset, and/or acting in a suspicious manner to wait in the reception area and inform the person they are asking for of the situation. It may be appropriate to call Public Safety at 911.
- Office staff will initiate a lockdown if necessary. Call 772-2004 to report criminal actions.

Procedure for Staff/Students Observing Suspicious Persons in Parking Lot or Surrounding Campus Buildings

- In the event that you encounter an individual on campus that doesn't fit (not a recognized employee or student), seems out of place (indigents or pan handlers) or exhibits suspicious behavior (walking aimlessly, staring, etc.), notify Public Safety immediately once you are either in your vehicle or inside the building, by dialing 911.
- If suspicious person is threatening: follow procedure for potentially violent situations. If non-threatening, you may:
 - Ask if you can help him/her. They may be a visitor or be in need of assistance.
 - Under no circumstances, give access to a building or office that is locked or restricted.

BOMB THREAT

TELEPHONE BOMB THREAT CHECKLIST

- **STAY CALM:** Do not get excited or excite others.
- Record time received and time ended.
- Ask the following questions;
 - What time is bomb set to explode?
 - Where is it located?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Why do you want to kill or injure innocent people?
- Write down the exact words of the caller
- Describe the voice. (Sex, age, accent, nervous, impediment, etc)
- Background noise such as traffic, music, machinery, other persons.
- Additional information
 - Did caller demonstrate knowledge of the facility? If so, in what manner did he/she do so?
 - What line did the call come in on?
 - Any caller identification information that may be available.
- **NOTIFY COLLEGE SAFETY & SECURITY AT 772-2004**

- Staff should make a visual inspection of their area for unusual packages or boxes. Do not disturb any that are found. Notify College Safety and Security immediately.

Evacuation

The President, or his designee, may order evacuation. Evacuation notification is by use of the fire alarm (if available) and by having supervisors or persons designated by the supervisor inform staff and visitors that an evacuation is underway. Faculty will inform students that an evacuation is in progress, dismiss class and leave the building with the students. Persons evacuating the building will take all their personal items with them, such as backpacks and purses. No items that may appear suspicious should be left in a classroom or in other areas. College Safety and Security will assist in the evacuation notifications. If the decision is made to evacuate, lights are left on and doors are unlocked.

FIRE

A fire may include flames or strong odors of burning. The appropriate emergency action is for persons to:

For the person discovering the fire:

- Call 911
- Close the doors to your immediate area
- Pull the fire alarm, if one exists, on the way out of the building
- Once safely outside alert Public Safety at 911.

For occupants of the building:

- Close the doors to your immediate area.
- Evacuate the building via the nearest exit.
- Assist others exiting the building. Account for staff/students outside the building. Report persons unaccounted for to public safety officials.
- DO NOT use elevators.
- Avoid smoke filled areas.
- DO NOT reenter the building.

For persons evacuating from the immediate fire area:

- Feel the door from top to bottom, if it is hot, do not open.
- If the door is cool, crouch low and open the door slowly.
- If no smoke is present, exit the building by the nearest stairwell or exit.

- If you enter heavy smoke in a stairwell, go back and try another stairwell. Stay low, below the smoke and heat.
- Once outside, gather far enough away from the building to be out of the way of emergency responders. Designated Area: South End of Parking Lot A]. Follow the instructions of emergency responders and campus officials. Try to account for persons in your work area or classroom. Tell emergency responders or campus officials if a person is unaccounted for and where they were last seen.

The fire department will decide when and if it is safe to reenter the building.

GAS LEAKS, HAZARDOUS MATERIALS

Gas Leaks are identified by an odor similar to rotten eggs. If a gas leak is suspected do the following:

- Notify Physical Plant and College Safety and Security (772-2004).
- If you are asked to evacuate;
 - DO NOT turn lights off or on. A spark may ignite gas.
 - Do not lock doors.

A hazardous materials incident may be a spill or a release of chemicals, radioactive materials or biological materials into a building or the environment. A qualified user may manage a simple spill. Major spills or emergencies require emergency assistance from Agape College trained/certified individuals and the Little Rock Fire Department.

- Chemical Spills
 - Call 911 and Physical Plant and College Safety & Security at 772-2004.
 - Evacuate and assemble at a safe distance. Try to stay upstream, uphill, and upwind of the release site. Follow the instructions of emergency responders and Agape College officials.
 - Avoid touching victims until the substance has been identified.
 - Account for all individuals.
 - Wait for and follow instructions of emergency responders.
- Radiation- Typically, exposure to radiation has no immediate symptoms. Three factors that influence an individual's radiation exposure are as follows;
 - Time- Reducing exposure time reduces the radiation dose.
 - Distance- When distance from a radiation source is increased by a factor of two, the dose will be reduced by a factor of four.

- Shielding- Shielding is the use of any material to reduce the intensity of the radiation by absorption or reflection.
- 1. If radioactive release is suspected call Physical Plant.
- Biological hazards may be delivered in the mail, packages, or a wet, dry agent and the effects may not manifest themselves for some time. For suspected biological agents;
 - Notify College Safety (772-2004). Public Safety will notify the Fire Department and other responders.
 - All potentially exposed persons should remain in the building and wait for emergency responders to arrive. Do not allow others into the area.
 - Follow instructions of emergency responders and health officials.

Earthquake

Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and stay indoors until the shaking has stopped and you are sure exiting is safe.

If indoors:

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture, and hold on until the shaking stops. If there isn't a table or desk nearby, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until shaking stops and it is safe to go outside.
- Be aware that electricity may go out or the sprinkler systems or fire alarms may turn on.
- Do not use the elevators.

If outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. Most earthquake-related casualties result from collapsing wall, flying glass, and falling objects.

If in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

POTENTIALLY VIOLENT SITUATIONS

Call College Safety (772-2004) immediately if a person threatens or exhibits violent behavior and move away from the individual to a place of safety.

When dealing with a person who is angry, uncooperative, and/or agitated and the situation has not escalated to the point you need to call Public Safety at 911, and the following actions should be considered:

- Be empathetic. Try not to be judgmental of the person's feelings. They are real to that person.
- Clarify messages. Listen to what is really being said. Ask reflective questions, and use both silence and restatements.
- Respect personal space. Stand at least 1 ½ to 3 feet away from the acting out person.
- Be aware of body position. Standing eye to eye, toe to toe with the person sends a challenge message. Standing one leg length away and at an angle off to the side is less likely to escalate the individual.
- Permit verbal venting when possible.
- Set and enforce reasonable limits. If the person becomes belligerent, defensive, or disruptive, state limits and directives clearly and concisely.
- Avoid overacting. Remain calm, rational and professional. How you respond will directly affect the individual.
- Avoid challenge questions. When the person challenges your position, training, policy, etc., redirect the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.
- Keep your nonverbal cues non-threatening. Be aware of your body language, movement and tone of voice. The more an individual loses control, the less he listens to your actual words. More attention is paid to nonverbal cues.
- Report the encounter to College Safety (772-2004). Behavior that rises to the level of being a criminal violation will also be a violation of the student standards of conduct. The office of the Academic Dean should also be contacted at 223-2793, and an incident report filed with that office. Behavior that does not rise to the level of a criminal violation may still be a violation of the student standards of conduct. Report the behavior and let the office of the Academic Dean make the decision.

VIOLENT INCIDENTS

Violent incidents including but not limited to acts of terrorism, assaults, and incidents of workplace violence can occur on the College campus with little or no warning. The following instructions are intended for incidents that are of an emergency nature.

- Call 911 or College Safety (772-2004).
- Be prepared to give as much information as possible. Such as the following;
 - What is happening.
 - The location.
 - Who is involved and how many are involved.
 - The type of weapon(s) involved.
 - Your name and address and call back number.
 - Taking the time to give such information will not delay law enforcement response. Complete information may allow them to handle the matter more effectively
- If firearms are involved, move away from windows, close and lock or barricade the door(s) and lie on the floor away from the armed suspect.
- If possible, take cover and move to a place of safety as soon as it is safe to do so. Assist others to move to safety.
- Answer questions by emergency responders regarding location of suspect or victims.
- Follow instructions of emergency responders and College officials.

SEVERE WEATHER

Due to any severe weather conditions, the Office of the Executive Vice President will contact media outlets for cancellation of classes.

Tornado

- A tornado warning means that a tornado has been sighted. When you hear the sirens or are informed through other means that a tornado warning has been issued, take cover immediately- danger is imminent.
- Remain calm and avoid panic.
- Go to an area of safety.
 - Areas of safety are rooms and corridors in the innermost part of the building
 - Stay clear of windows, corridors with windows, or large free-standing expanses.

- There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
 - Do not use elevators during a tornado warning. Persons with mobility concerns should go to an area of safety at the time of a tornado watch.
 - Close all doors, including main corridors, making sure they latch.
 - Crouch near the floor or under heavy, well supported objects and cover your head.

FLOOD

Floods may be caused by domestic water systems or by rivers and/or streams overflowing their banks. Floods caused by overflow of rivers and streams are extremely dangerous and may require the evacuation of buildings.

- For a domestic water system failure, call College Safety (772-2004).
- Protect College property from damage where possible.
- Never drive through flooded roadways.
- Do not attempt to wade through flowing water.
- Follow directions of emergency responders and College officials.

Emergency Evacuation/Refuge Procedures for Persons with Disabilities

- Designated Areas of Rescue Assistance will be identified by signage. Other possible areas of rescue may be stairwells, areas adjacent to stairwells, rooms with windows facing the outside, or interior rooms without windows, depending on the emergency (e.g. tornado, armed intruder). If unable to call out on a cell phone, individuals should attempt to select a room with a phone. It is understood that older structures may not have adequate landings within the stairwells to accommodate wheelchairs. Individuals are encouraged to use protected stairwells for exiting if possible. Contact College Safety (772-2004) or call 911 and tell them where you are on the campus. Be prepared to give your name, building, floor and location, and other specific information to guide emergency personnel.

Assisting People with Disabilities, Evacuation Guidelines

- Each department should establish a "buddy system" for personnel who work in the department by recruiting volunteers and alternates who are paired with individuals who have identified themselves as having disabilities and requested assistance with emergency evacuations. Ultimately the department chair or director is responsible for putting the plan for employees in place and for follow-up.
- Students who may need assistance exiting a building should recruit "buddies" for each class or location on their regular

schedules. Volunteers should become familiar with the evacuation issues for their buddies and plan to alert and assist them if an evacuation is ordered. Individuals should provide a copy of these procedures to their volunteers/buddies.

- People who are blind or have low vision:
 - Tell the person the nature of the emergency and offer to guide him/her. As you walk, indicate where you are and advise of any obstacles. Do not grasp the person's arm. Offer your arm for assistance.
 - If the person uses a dog guide, the dog may be confused or injured. Attempt to evacuate the dog guide.
 - Canes and other mobility aides should be brought along with the individual.
- People who are deaf or hard of hearing:
 - Some older buildings do not have visual alarm systems. Therefore, persons who are deaf or hard of hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:
 - Tap the person on the shoulder or turn the light switch on an off to gain attention and then indicate through gestures, or in writing, what is happening and what to do.
 - For a person who is both deaf and blind, marking an "X" on the person's back indicates an emergency and that the person is about to be guided to safety.
 - For faculty and staff who are deaf or hard of hearing, part of the departmental plan should include the person's preferred method of contact if they should be out of the office at the time, but still on the campus.
- People with mobility concerns, ambulatory and not ambulatory:
 - Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor, though some people have minimal ability to move independently.
 - Frequently, non-ambulatory persons have respiratory complications. Assist them in moving away from smoke or fumes immediately.
 - The person's wheelchair should be brought along with the person if at all possible as it will be needed once outside. If it is not possible, contact the College Office (223-2793) and request that a manual chair be brought to the scene.
 - It is important to communicate with the individual before making the decision to physically assist unless the person is unconscious or otherwise unable to communicate and danger is imminent. If the person is conscious but can't speak clearly, ask whether he/she has written emergency information and where it is located. If unconscious, check for information on the person's body, and in a backpack or purse. Preferences and requirements will vary. Always consult the person as to his/her preference with regard to;
 - The number of people necessary for assistance
 - Whether to extend or move extremities when lifting because of pain, catheter bags, braces, etc.

- Whether to carry the person forward or backward on stairs.
- Ways of being removed from the wheelchair
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair.
- Aftercare, if removed from the wheel chair
- If an evacuation chair is not available, carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized. The person should be secured in the chair using a belt or rope. Trained emergency personnel should provide this type of assistance.
- A person may choose to stay in an Area of Rescue Assistance or other possible area of rescue rather than take medical risks in being moved. Unless danger is imminent, this request should be honored, and emergency personnel will continue to monitor the situation.
- People using crutches, canes or walkers
 - If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Provide assistance requested, such as using another person for support while exiting. Canes, walkers, and other mobility aids should be carried out of the building and returned to the individual.