Introduction

UNIVERSITY OF CENTRAL ARKANSAS
EMERGENCY PROCEDURES
QUICK REFERENCE GUIDE

The University of Central Arkansas Police Department is pleased to provide you with this copy of the Emergency Procedures Quick Reference Guide. This guide is designed to provide a quick reference for various emergencies, what first actions you should take, and how to obtain assistance. Please become familiar with the contents of this guide. In the event of an emergency it will serve as a blueprint for effective action.

The University of Central Arkansas enjoys a tradition of safety and security. That record is possible because of the vigilance of our campus community. Knowing what to do and who to call when an emergency arises is a responsibility that each of us must take seriously to maintain our safe environment. This guide should be kept on the desks of department heads, faculty and staff members and openly displayed in office areas, classrooms and residence hall rooms where it will be immediately available should one of the identified emergencies occur.

The University Police Department maintains a speakers bureau, which is available to any campus office or organization. Presentations regarding a variety of emergency preparedness, campus and personal safety, and crime prevention topics may be scheduled by calling 450-3111.

Working together we can ensure a safe campus environment for all!
Reporting Emergencies

The quickest and easiest way to summon help for any emergency is to dial 9-1-1.

Emergency Services

- The UCA Police Department Communications Center is linked to the 9-1-1 Emergency System in Faulkner County.

- If you need emergency police assistance pick up any campus telephone and dial 9-1-1. Ask the operator for the UCA Police. The call will automatically be transferred to the UCA Police Communications Center and police units will be dispatched to your emergency.

- If you are reporting a fire dial 9-1-1. The operator will transfer you immediately to the Conway Fire Department and fire units will be dispatched. The UCA Police Communications Center will be automatically notified and will dispatch police units to the scene.

- If you are reporting a medical emergency dial 9-1-1. The operator will dispatch the Conway Regional Medical Center Emergency Response Team. Depending on your emergency, the Conway Fire Department may also be dispatched. The UCA Police Communications Center will automatically be notified and will dispatch police units to the scene.

How to Report an Emergency

- When calling, stay calm and carefully explain the problem and location to the Dispatcher. Do not hang up unless told to do so.

- The Dispatcher will ask you questions to provide responding emergency units with vital information. Emergency help is not being delayed. The Dispatcher is directing emergency units by radio as you are providing the requested information. Cooperate fully with the Dispatcher.

Blue-Light and Elevator Emergency Telephones

- Blue light emergency call boxes are located throughout the campus. In addition, emergency telephones are located in all campus elevators. These telephones are connected directly to the UCA Police Communications Center. Emergency assistance can be summoned from emergency telephones and your location is immediately known.
General Evacuation

1. Protecting lives and clearing non-essential persons from critical areas are of primary concern.

2. All building evacuations will occur when an alarm sounds continuously and/or upon notification from the UCA Police, building administrator, or other emergency services personnel or campus official.

3. All faculty, staff, students and visitors will immediately evacuate the building upon the sounding of an alarm or when instructed to do so by proper authority. Information regarding the nature of the emergency will be provided once occupants are outside the building.

4. When the building evacuation alarm is sounded, or you are told to leave by proper authority, walk quickly to the nearest marked exit and alert others to do the same. Know the most direct routes from your work area.

5. Assist persons with disabilities in exiting the building. Remember that elevators are reserved for use by persons with disabilities. During a fire no one should use an elevator.

6. Keep the street and walkways clear for emergency vehicles and personnel.

7. Assist the UCA Police or other emergency personnel if requested.

8. Follow the directions of UCA Police officials or you may be arrested for obstructing governmental operations.

9. Do not return to an evacuated building unless directed to do so by the UCA Police, building administrator, or other proper authority.

10. Evacuate to a distance of at least 300 feet from the building or as directed by emergency personnel.

GENERAL EVACUATION
1. In all cases of fire, UCA Police and Conway Fire Department must be notified immediately by calling 9-1-1. Give the dispatcher the specific location and description of the fire. If an emergency exists, activate the building alarm.

2. In order to respond effectively in an emergency situation, know the location of fire alarm pull stations, extinguishing equipment, stairwell safe areas, and exit routes. BE FAMILIAR WITH POSTED FLOOR PLANS THAT IDENTIFY ESCAPE ROUTES for the area where you are.

3. If a minor fire appears controllable, and you are comfortable with the use of fire extinguishing equipment, use a portable extinguisher. Sweep the base of the fire with extinguisher spray while staying at least six (6) feet away from it.

4. If a fire is large or does not appear controllable, evacuate all rooms closing all doors to contain the fire and reduce oxygen. Do not lock doors.

5. When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same. After leaving the building, warn others who may attempt to enter the building.

6. Assist the disabled in exiting the building. Do not use the elevators during a fire. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

7. Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken.

8. Do not return to an evacuated building unless told to do so by an authorized UCA official.

9. A Crisis Command Post (CCP) may be set up near the emergency site. Keep clear of this area unless you have official business.

Note: If you become trapped in a building during a fire, do not panic. If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Do not panic.
Hazardous Materials Leaks/Spills

Dial 9-1-1 and ask for the UCA Police Department. Give your name, department and the location of the incident. Report immediately any spillage of a hazardous chemical or radioactive material to UCA Police at 450-3111.

Move away from the accident scene and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gasses, fumes and smoke. Observe the following procedures in these circumstances.

1. When reporting, be specific about the nature of the involved material and exact location. UCA Police will contact the necessary specialized authorities and medical personnel.

2. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of UCA Police.

3. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give names to UCA Police. Required first aid and cleanup by specialized authorities should be started at once.

4. If a building emergency exists, activate the building alarm. Report the emergency by phone to UCA Police at 9-1-1.

5. When the building evacuation alarm is sounded, an emergency exists. Quickly go to the nearest marked exit and alert others to do the same.

6. Assist the handicapped in exiting the building. Remember that elevators are reserved for handicapped persons to use. Do not use elevators in case of fire. Do not panic.

7. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary.

8. A Crisis Command Post (CCP) may be set up near the emergency site. Clear this area unless you have official business.

9. Do not return to an evacuated building unless told to do so by an authorized University official.
Medical/Psychological Emergency

Medical assistance can be provided to faculty, staff and students by Student Health Services if the individual needing assistance is ambulatory. Student Health Services provides treatment of minor injuries and illness during scheduled operating hours of 8:30a.m to 4:30p.m. Monday - Friday.

Otherwise, call 9-1-1 to request assistance from UCA Police.

In the event of a campus crisis/disaster results in (or has the potential to result in) the injury of faculty, staff or students, the Student Health Services Department will provide triage, emergency first aid, definitive treatment of minor injuries on a delayed basis, and coordinate evacuation of the seriously injured through the local EMS to supporting local hospitals. An External Medical Team will provide support at the site of the emergency/disaster. As a normal rule, patients with minor injuries will be evacuated to Health Services or a designated area, while EMS will determine the destination of emergency/seriously injured patients.

When calling for emergency medical assistance, give the following information:

1. Nature of medical emergency (type of injury, number of injured)
2. Location of emergency - building and room number
3. Your name and the phone number from which you are calling and if possible, stay on the phone until released by UCA Police.

Psychological Crisis

A psychological crisis exists when an individual threatens harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs

1. Never try to handle a situation on your own if you feel it is dangerous.
2. Notify UCA Police of the situation by calling 450-3111. Clearly state that you need immediate assistance, give your name, location and the nature of the emergency.

Following a major crisis or disaster, it may be necessary to provide significant psychological counseling intervention for faculty, staff and students in order to overcome the lingering emotional trauma associated with such an event. Coordination of such counseling will be provided by the Counseling Services Center.

MEDICAL/PSYCHOLOGICAL EMERGENCY
Heightened State of Alert

A Heightened State of Alert means a mindset that leads you to notice unusual or suspicious behavior/criminal circumstances and reporting your observations to authorities in a logical, rational and timely manner.

Heightened security is not intended to induce fear or panic. People should go about their normal business while paying particular attention to their surroundings.

Suspicious Behavior/Circumstances

1. People in buildings or areas who do not appear to be conducting legitimate business
2. People monitoring areas, buildings or entrances
3. Unauthorized people in restricted, sensitive or private areas
4. People requesting information with no apparent need for that information
5. People wearing clothing not consistent with the weather conditions at mass population events (bulky coat in warm weather, etc.)
6. Abandoned parcels or other items in unusual locations or high traffic areas
7. Individuals attempting to access utility locations (water, electrical, petroleum, telecommunications information systems)
8. Multiple persons who appear to be working in unison, committing the above

Be Alert to:

1. Abandoned vehicles
2. Vehicles parked near buildings or public and common areas
3. Unexpected/Unfamiliar delivery trucks
4. Unfamiliar vehicles parked for long periods
5. Vehicles containing unusual/suspicious parcels or materials
6. Vehicles arriving and being left behind at odd hours
7. Substances leaking or spilling from vehicles

Building/Office Security

1. Do not prop open building/residence hall entrance doors/windows. Correct these situations when you observe them.
2. Account for and secure keys. Do not leave them unattended or give to unauthorized persons. Report lost keys to building administrator and the Physical Plant Key Control Center.
3. Account for and secure all sensitive material/information when not able to attend to it.
4. Account for and secure sensitive deliveries in a timely manner.
5. Secure all areas when not attended.
6. Be aware of unfamiliar persons in or visitors to your office/lab, etc.
8. Be prepared. Take time out to familiarize yourself with building evacuation plans/routes.
9. Report suspicious tampering with physical security (doors, locks, etc.).
10. Talk with co-workers; know what is out-of-place (unclaimed items, etc.).

HEIGHTENED STATE OF ALERT
Anyone who receives a bomb threat should adhere to the following procedures in the order shown. **Important:** Do not touch any suspicious object or potential bomb.

1. The person receiving a threat should remain calm and attempt to obtain as much information as possible from the caller by using the checklist given on the following page. (Please note that this checklist can be adapted for any threat.)

2. Call UCA Police at 450-3111, give your name, location, and telephone number. Inform the dispatcher of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call. UCA Police will handle the evacuation if necessary upon their arrival.

3. Do not evacuate the building and do not sound the alarm; but wait for further instructions. UCA Police Department personnel and other authorities will be responsible for necessary evacuations of buildings or of the campus.

4. If you should spot something out of the normal that appears suspicious, report it to UCA Police at 450-3111. Under no circumstances should you touch, tamper with, or move objects out of normal or confront persons acting suspicious.

5. Immediately cease the use of all wireless transmission equipment (cellular phones, 2-way radios).

6. Record conversation if at all possible.

7. If the building is evacuated, move as far from the building as possible. Keep the street, fire lanes, walkways, and fire hydrants clear for emergency vehicles and crews.

8. Do not return to the building until told to do so by University officials.

9. In some cases, it will be necessary for UCA Police personnel to enlist personnel from the affected building to assist in the identification of suspicious packages. Please assist the emergency personnel as much as possible.
# Bomb Threat Checklist

1. When is the bomb going to explode?  

2. Where is it right now?  

3. What does it look like?  

4. What kind of bomb is it?  

5. What will cause it to explode?  

6. Who placed the bomb?  

7. Why?  

8. What is your address?  

9. What is your name?  

10. Which group, if any, claims responsibility for the bomb?

<table>
<thead>
<tr>
<th>Sex of caller</th>
<th>Age</th>
<th>Race</th>
<th>Length of call</th>
</tr>
</thead>
</table>

**Caller’s Voice:**

- Calm
- Angry
- Excited
- Loud
- Other

- Slow
- Rapid
- Soft
- Distinct

- Laughing
- Crying
- Normal
- Deep

- Slurred
- Stutter
- Accent
- Nasal

- Lisp
- Raspy
- Ragged
- Familiar

- Distinguished
- Cracking Voice
- Clearing Throat
- Deep Breathing

If the voice was familiar, whom did it sound like?  

**Background Sounds:**

- Street Noise
- House Noise
- Factory Noise
- Music
- Clear

- Crockery
- Animal Noise
- Long Distance
- Booth
- Motor

- Voices
- Office Machines
- PA System
- Local
- Static

- Other

**Threat Language:**

- Well spoken
- Irrational
- Incoherent
- Message read by threat maker
- Other

- (Educated)
- Taped

**Remarks:**  

Fill out completely, immediately after the bomb threat is received. Date:  

Name __________________________ Position _____________ Phone __________________________

Report call immediately to University Police 9-1-1

**BOMB THREAT CHECKLIST**
Severe Weather

The University Police Department makes every effort to assist the Office of Emergency Services with appropriate warning alerts to the University community should a tornado or other severe weather warning be issued by the National Weather Service.

TORNADO

Tornado Watch: Tornadoes are possible in the area. No immediate danger. Remain alert for approaching storms.

Tornado Warning: A tornado has been sighted or indicated by weather radar. Sirens will sound if a tornado is in or near Conway. Danger exists-move to your designated place of safety.

- The basement and ground floor interiors (hallways) of a building offer the best protection. Areas are posted in each building as best locations for protection. If conditions permit the University Police will open Main and Bernard Hall basements.
- Never try to outrun a tornado in your car or truck. Leave the vehicle at once. Get in a ditch or lie in a low area.
- Remain in protected area until “all clear” is announced or relayed by the University Police Department.
- Stay away from glass and windows.

THUNDERSTORM

Severe Thunderstorm Watch: Severe thunderstorms are possible in the area. Remain alert for approaching storms.

Severe Thunderstorm Warning: Severe thunderstorms are occurring in the area or indicated by weather radar.

- Tornados occasionally develop in areas where a severe thunderstorm watch or warning is in effect. Remain alert to signs of an approaching tornado and seek shelter if the skies become threatening.
- Winds may reach 100 mph in severe thunderstorms.
- Don’t carry or go near anything made of metal - lightning is attracted to metal.
- Lightning strikes pose one of the greatest thunderstorm-related risks.
- Don’t be higher than your surroundings - lightning normally strikes the highest object in the area of discharge.
- If you are in a vehicle, remain there.
- Don’t use the telephone unless it is an emergency - lightning can travel through phone lines.
- Don’t go under a large tree that stands alone - lightning can be attracted to it because of its height relative to the surroundings.
- Stay away from doors and windows.

ICE/SNOW STORMS

- It is the policy of the university not to close due to bad weather when students are on campus. Instruction and support operations will continue.
- Each student must exercise judgment as to when it is safe to travel. Under extreme circumstances, the university might cancel classes. Such cancellations are announced through the local media.

The President has the sole authority to excuse state employees from reporting to work during extreme weather or other emergency conditions. In some instances, UCA officials may opt to cancel classes although the University’s administrative offices remain open.

SEVERE WEATHER
Crime In Progress

Everyone is asked to help make the campus a safe place by being alert to suspicious situations and promptly reporting them. UCA Police are located at the Police Building between Hughes and State Halls, south of Estes Stadium. They provide 24-hour help and protection seven days a week on a year-round basis.
The following procedures should be used by faculty, staff and students exposed to violent criminal behavior.

If You Are A Victim or a Witness
1. Promptly notify UCA Police at 9-1-1 as soon as possible and report the incident, including the following:
   - Nature of the incident.
   - Nature of injuries, if any.
   - Location of perpetrator, if known
   - Description of the person(s) involved
   - Location of the incident
   - Type of weapons involved, if any
   - Direction of travel of the perpetrator, if known
2. If you observe a criminal act, or whenever you observe a suspicious person on campus, immediately notify UCA Police and report the incident. (Refer to Reporting Emergencies in this index.)
3. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.

Armed Robbery
1. If you are the victim of a robbery, comply with the perpetrator's demands.
2. Stay as calm and alert as possible, noting as many characteristics of the perpetrator as possible. This may include manner of speech, accents, clothing description, statements made, direction of travel, scars and tattoos, and other distinguishing marks.
3. Do not attempt to overtake or fight off an armed suspect.
4. Avoid making provocative remarks which may cause the perpetrator to become violent.
5. Call the UCA Police at 9-1-1 immediately after you are released and it is safe to do so. (Refer to Reporting Emergencies in this index.)

Firearms Discharge
1. Should gunfire or explosives jeopardize the campus, you should take cover immediately, using all available concealment.
2. Do nothing to attract the perpetrator's attention to you.
3. Carefully observe as much about the perpetrator and the surroundings as possible.
4. When the firing stops, or when you feel it is safe to move, call the UCA Police at 9-1-1 immediately. (Refer to Reporting Emergencies in this index.)

Hostage Situations
1. Be patient. Time is on your side. Avoid drastic action. Do not attempt to fight back and struggle physically. No matter how reasonable your captors may appear on the surface, they cannot be trusted to behave normally and their actions may be unpredictable.
2. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Do not make mistakes that could be a hazard to your well-being.
3. Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
4. Try to rest. Comply with instructions as best that you can. Avoid arguments. Expect the unexpected.
5. Be observant. Whenever possible, take note of the characteristics of your abductors, their habits, surroundings, speech mannerisms, and what contacts they make. You may be released or escape. Others may depend on your memory. The personal safety of others may depend on your memory.
6. Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

CRIME IN PROGRESS