

UNIVERSITY OF WEST GEORGIA

# Crisis Management Plan

Prepare. Respond. Recover.



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**Safety and preparation is a responsibility for everyone**, both for yourself and for the University of West Georgia. Students, faculty, and staff need to be aware of the risks that we may face, what we as individuals can do, and what resources are available to help mitigate those risks.

The University Police Department emergency line is 678-839-6000 and is the most important source for campus emergency support. The UPD should be your first call during an emergency. The UPD provides on-campus traditional law enforcement services, security, and emergency response to the university community 24/7. Often 9-1-1 calls on campus get re-routed back to the UPD so a direct call to University Police can save precious time in an emergency situation.

While the University Police Department has a very fast response time, in emergency circumstances events may quickly change, and you may be faced with a situation within in a matter of seconds before the police can arrive. To be prepared should this occur, we ask that you please take a moment and familiarize yourself with the ideas contained here and how you can take further steps to create a work environment ready to successfully face an emergency circumstance.



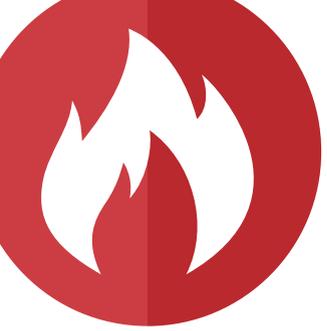
This Crisis Management Plan outlines the steps needed to prevent or mitigate emergencies before they occur. The Office of Risk Management, 678-839-6277, is also a valuable resource in preparing for an emergency situation. The office protects our students, visitors, faculty, and staff through training, education, risk assessment, and mitigation and are on hand to answer questions.

The Crisis Management Plan is the culmination of a planning process to continue being proactive in emergency planning. This should be a “living document” that has great value long before a crisis occurs. The University of West Georgia is constantly working to evaluate and monitor risks and provide the community with the most up-to-date information.

We all have a role to play in the safety of our campus, and part of that role is being informed. This plan is a vital piece of that information, and it is a valuable reference when seeking out more information about the topics included.

**Let our advance worrying become advanced thinking and planning.**

- Winston Churchill



# Fire

## Prepare

1. Familiarize yourself with your office and building.
2. Make a plan of escape that includes finding two ways of escape from the building.
3. Locate and understand how to activate the pull stations. Locate where the closest fire extinguisher is and understand how to use it. (Training is available through the Office of Risk Management at 678-839-6277.) Does the building have emergency lighting?
4. Know the number to the University Police (678-839-6000) and store it in your cell phone and note it on your office phone.

## Respond

1. Notify University Police at 678-839-6000 immediately. Tell the dispatcher where the fire is and if anyone is trapped or needs assistance evacuating the building.
2. Activate the building fire alarm system to warn others.
3. If safe to do so, try to isolate the fire by closing any door between the fire and the public areas.
4. **DO NOT** try and extinguish the fire unless you have been trained in the use of a fire extinguisher and you have a clear path of escape between you and the fire.
5. Exit the building and do not reenter until told it is safe to do so by firefighters.



# Tornado

## Prepare

1. Enroll in Wolf Alerts (the university's emergency communications network) so that you know when severe weather is approaching.
2. Program the University Police emergency number (678-839-6000) in your cell phone.
3. Familiarize yourself with the safe areas in your building. If you're not sure of the safe area, contact Risk Management at 678-839-6277.
4. Be alert to changing weather conditions. Look for approaching storms. The danger signs of an approaching tornado include: dark, often greenish sky, large hail, dark, low-lying clouds (particularly if rotating), loud roar, similar to a freight train.
5. If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

## Respond

1. Take your cell phone with you so you'll be able to receive weather updates and can call for assistance.
2. Go to the pre-designated area as soon as possible. If there is no safe area designated, go to the lowest building level.
3. Stay away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside.
4. Get under a sturdy table and use your arms to protect your head and neck.

## Recover

1. Notify University Police if you or someone is injured. Render first aid until help arrives.
2. Continue to monitor Wolf Alerts and local radio for emergency instructions and weather updates. A second storm may follow the first.
3. If your building has been struck by the tornado, be careful when exiting the structure due to falling materials. Be aware of hazards from exposed nails and broken glass.
4. Do not touch downed power lines or objects in contact with downed lines. Report electrical hazards to the University Police.
5. Hang up displaced telephone receivers that may have been knocked off by the tornado, but stay off the telephone, except to report an emergency.
6. Do not go into damaged areas unless assistance has been requested. Your presence could hamper relief efforts and you could endanger yourself.



# Power Outage

## Prepare

1. Have a flashlight or other portable light source readily available.
2. Familiarize yourself with the best way to evacuate the building if there are no lights and circumstances require you to leave.

## Respond

1. Call the University Police to report the outage at 678-839-6000.
2. Determine if it is better to stay in place or try and leave. If you have a flashlight, leave the building and assist others to do so.
3. Secure all experiments, unplug electrical equipment, and shut off research gases.
4. Fully close fume hoods.
5. If people are trapped in an elevator, notify University Police.
6. Do not re-enter the building until you are told by University Police it is safe to do so.



# Medical Emergencies

## Prepare

1. Program the University Police emergency number (678-839-6000) in your cell phone and have it available by your office phone.
2. Purchase a basic departmental first aid kit and be familiar with its contents.
3. Take a basic level first aid class, CPR, and AED class if you are comfortable rendering first aid.
4. If anyone you know has a serious medical condition, encourage them to enroll in Wolf Guardian. With this app, their cell phone becomes a personal panic button. They can state the medical condition in their profile and once the emergency button is activated, University Police will be made aware and can advise first responders to the situation.

## Respond

1. Notify University Police at 678-839-6000 and tell the dispatcher the victim's name, location, and medical condition.
2. Begin first aid or CPR if trained and willing to do so.
3. Send someone to meet the police and EMS personnel to show them where the victim is.
4. Provide any information you have on the victim that will assist in their treatment. If medical information is stored in their profile on Wolf Guardian and it has not been activated, activate the app so that the University Police communications personnel can access it.
5. Keep others away while the EMS personnel work.



# Mental Health

## Respond

If you are approached by or witness a person exhibiting unusual behavior contact University Police immediately at 678-839-6000.

Until the police arrive:

1. Continue to observe the person and if he/she moves from the area, follow or update the University Police on a direction of travel.
2. Do not physically or verbally confront the person exhibiting the behavior.
3. If they seem confused, speak to them in a soft voice, using “helping language” such as “are you ok” and “can I help you?”
4. If in a confined area such as an office, make sure you have a path of escape in case the person turns violent.

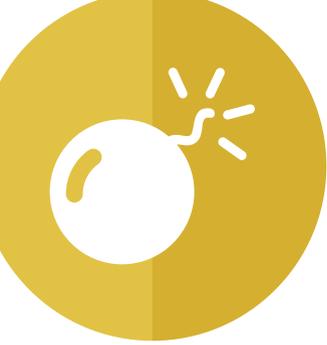
# Crime



## Prepare

If you are a victim or witness to a crime on campus, call the University Police at 678-839-6000 or activate Wolf Guardian immediately.

1. Answer all of the questions the dispatcher asks you. The dispatcher will relay that information to the responding officers so they will be better prepared to assist you on arrival.
2. If you are the victim or witness to a violent crime, get to a safe place and wait for the police.
3. While waiting on the police to arrive, try to remember as much as possible about the perpetrator. Relay that information to the officer.
4. **DO NOT** discuss the crime with others until you have spoken with the police.



# Bomb Threat

## Respond

Bomb threats are to be taken very seriously. If you receive a call from anyone making such a threat, ask the following:

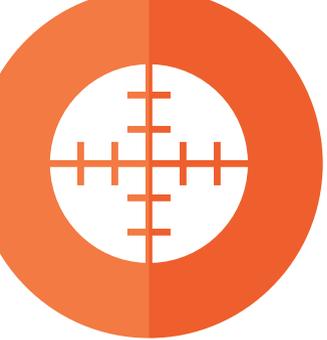
- Where is the bomb at?
- What does it look like?
- When will it go off?
- What kind of explosive is it?
- Why are you doing this?
- What's your name?

Relay this information to the University Police at 678-839-6000. Use a campus hardwired phone.

- **DO NOT** use a cell phone as the signal could set off a device.
- **DO NOT** evacuate the building – the University Police will make that decision.
- Follow the instructions of the emergency personnel.

If it is determined that the building is to be evacuated:

- Exit immediately.
- Close all doors as you leave but do not lock them.
- Move at least 300 feet from the building – preferably into another building or the other side.
- If you see a suspicious package, do not touch it – notify the first police officer you see.



# Active Shooter

## Respond

*If you become aware of an active shooter:*

1. If it is possible to safely exit the building, do so immediately and call the University Police at 678-839-6000 or activate Wolf Guardian. **Don't assume someone else will call.**

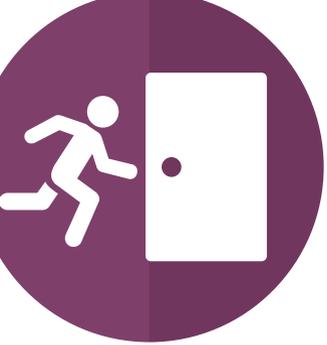
*If you cannot exit:*

Call University Police at 678-839-6000 or activate Wolf Guardian. **Don't assume someone else will call.**

- Seek protection inside a room that the door can be locked.
- If you can't lock the door, barricade it with whatever is available.
- Stay to the side of the door where you can't be seen.

Paper four to five inches thick can stop a bullet. If you have a backpack and books, keep it between you and the shooter.

- **DO NOT** leave or unlock the door to see what is happening.
- **DO NOT** make any noise.
- **DO NOT** attempt to confront or apprehend the shooter, except as a last resort.
- **DO NOT** leave the room until emergency personnel have arrived and given an "all clear" announcement.



# Evacuation

## Prepare

Certain emergencies may require you to immediately leave the campus or shelter in place. Shelter-In-Place is when everyone is told to stay in the building, windows and doors are closed, and HVAC (heating/ventilation/air conditioning) systems may be shut down. It is most commonly used during weather emergencies or when an extremely hazardous substance has been released into the atmosphere.

Before such an emergency occurs – Sign up for Wolf Alerts

## Evacuation Order

If such an evacuation order is given, a Wolf Alert will be sent across campus.

- Proceed to your car and leave campus immediately. Understand that many people will be leaving at once so be patient. Follow the direction of the University Police as they direct you off campus.
- Turn your car radio to a local station for condition updates.
- Know the evacuation zone before you go to your residence. It may be in the evacuation zone.
- Before you leave, see if anyone does not have a car and needs a ride away from campus.

## Shelter-In-Place

If a shelter in place order is given, a Wolf Alert will be sent across campus.

- Stay inside the building, or if outdoors immediately go into the nearest building.
- Close all doors and windows.
- The HVAC may be shut down during such an event making the building too warm or cold over time. Reduce your activity to compensate or put on a jacket.
- Await further instructions from emergency personnel
- **DO NOT** leave the building until an “all clear” is given by emergency personnel

## **Calling On Campus Emergency Assistance**

When calling for police, fire, or emergency medical assistance on campus, contact the University Police at 678-839-6000. Do not call 911. A call to 911 delays response since the 911 operator will refer the call back to the University Police. The University Police communication officer will dispatch police officers to the location and will also coordinate fire and emergency medical response to the scene.

University Police are trained in first aid, CPR, and carry first aid equipment as well as an AED (automatic external defibrillator) in the patrol cars.

# **University Police – 678-839-6000**

