



— ARKANSAS COLLEGES OF —
HEALTH EDUCATION

Emergency Action Plan

Prepared by the Office of Police and Security
Arkansas Colleges of Health Education
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Page 2	Index
Page 3	Purpose
	Procedures
	Introduction
Page 4	Authority
Page 5	Guidelines
	Fire
	Building Evacuation
Page 6	Weather Emergency / Tornado Warning
	Suspicious Person
	Suspicious Object
	Power Outage
Page 7	Hazardous Materials Release
	Campus Evacuation and Emergency Operations Relocation
Page 8	Criminal Behavior
	Suspicious Activity
	Utility Failure or Emergency
Page 9	Natural Disaster / Earthquake
	Bomb Threat
	Explosion
Page 10	Response to an Active Shooter / Hostile Intruder
Page 11	Active Shooter / What to Expect from Responding Officers
Page 12	Hostage Situation
	Medical and First Aid Instructions
Page 13	Emergency Communications
	ACHE Alert
Page 14	Rave Guardian

Purpose

The Emergency Action Plan is designed to identify procedures and responsibilities in order to protect the general well-being of the college and visitors.

Procedures

For ALL serious or life-threatening emergencies dial 911. For assistance from the campus police, call 479-308-2222 (office) or 479-806-9213 (cell). If you have the Rave Guardian app on your smartphone, touch the “Call ACHE Campus Police” or “Call 9-1-1” button.

When calling 911 or the other emergency numbers, remain calm and clearly explain the nature of the emergency. Provide the emergency operator with a summary of the emergency, your name and your location. The emergency operator may ask additional questions, so do not hang up until you are certain the operator does not need additional information. If there is an immediate threat to your safety, do not remain in the area or on the phone.

Emergency telephone call boxes are placed in various locations around the campus. Each box is equipped with a push button intercom phone that contacts campus police and puts you in direct contact with a campus police officer. In the event that a campus police officer does not answer the call, your call will automatically roll over to a 911 dispatcher for the Fort Smith Police Department or the Sebastian County Sheriff’s Office.

Emergency Numbers

	9-1-1
Office of Police and Security	479-308-2222 (office)
Office of Police and Security	479-806-9213 (cell phone)
Office of Student Affairs	479-308-2200
ACHE Campus Main Number	479-308-2243
Facilities and Maintenance	479-308-2235

Introduction

The Arkansas Colleges of Health Education is dedicated to providing a safe environment for its students, staff, faculty and visitors. The emergency action plan provides a framework for the college’s response to emergency situations. Proper planning can mitigate the effects of a crisis and allow college staff to properly respond to most emergencies. This plan is intended to provide college personnel with basic guidelines when responding to an emergency. All students, faculty and staff should be familiar with the ACHE Emergency Action Plan, location of fire alarms, first aid kits, AED’s, fire protection equipment and exits.

Authority

To insure the proper communication and coordination of emergency response resources, all incidents should be reported to the Office of Police and Security (campus police) at 479-308-2222 (office) or 479-806-9213 (cell). If there is a life-threatening emergency or risk of imminent danger, call 911 for the immediate dispatch of emergency services. If 911 is called, a follow-up call should be made to the campus police to expedite the arrival of emergency responders.

When an emergency occurs, the Office of Police and Security (campus police) will respond and assume operational control of the emergency scene. The on-scene officer will make appropriate notifications and initiate mitigation and protective actions. As soon as reasonably possible, the on-scene officer will notify the ACHE Chief Operations Officer, who will then determine if additional college resources or personnel are needed at the scene. For all serious or life-threatening emergencies, the Chief of Police or his designee may request additional emergency assistance from outside agencies as necessary.

At the discretion of the ACHE Chief Operations Officer, an emergency operations center may be established in the Security Services Office of the ARCOM Building, room #137. In the event an emergency requires the evacuation of the ARCOM Building, an emergency operations center will be established in the pavilion area of the Residents Apartments (student housing).

In the event of a major emergency or disaster, the Chief Executive Officer (CEO) of the Arkansas Colleges of Health Education is responsible for the college's response to the emergency and subsequent mitigation operations. The ACHE CEO may declare a state of emergency on campus when emergency conditions exist on or within the vicinity of the campus as a result of a disaster (natural or man-made) or other event that presents a threat to life or property on campus.

During a state of emergency, extraordinary actions may be taken to mitigate the harmful effects of the event and to maintain the orderly operation of the campus. Certain areas of the campus, buildings or offices may be closed or restricted at the discretion of the Chief of Police.

The official delegation of authority and responsibility is transferred to the following administrators to make decisions on behalf of the CEO in emergency situations in which the CEO is not available or disabled. The chain of command during major emergencies is as follows:

- Chief Executive Officer
- President
- Vice President / Chief of Operations
- Chief of Police

Guidelines

Fire

- If you observe a fire, activate nearest fire alarm pull station and call 9-1-1.
- Assist persons with disabilities.
- Extinguish the fire only if you have been trained and it is safe to do so.
- Be familiar with fire extinguisher locations.
- Do not use the elevators in case of fire.
- Follow mass notification messages.
- If the building is filled with smoke, stay low to the ground and crawl to the nearest exit. Feel any door before opening. When approaching a closed door, use the back of your hand to feel the lower, middle, and upper parts of the door (never use the palm of your hand or fingers to test for heat).
- If the door is hot, do not open. If the door is cool, open it slightly, if heat and heavy smoke are present, close it.
- If you are trapped, call 9-1-1 and report your exact location. Keep doors closed, seal cracks and vents if smoke comes into the room. Signal for help.
- If your clothing catches on fire, STOP, DROP and ROLL. Cover your face with your hands to protect your face and lungs.
- Evacuate the building using posted evacuation information and report to your designated evacuation location (listed below)
- Do not re-enter the building until authorized by emergency personnel or college administration.

Building Evacuation

- Evacuation is mandatory when announced by alarm or emergency personnel.
- Exit the building in a calm and orderly manner.
- Do not use elevators.
- Evacuate using the nearest exit.
- Assist persons with disabilities.
- Take personal belongings, such as purses and brief cases, only if safe to do so.
- Be familiar with emergency exit locations.
- Follow direction given by emergency personnel or college administration.
- Occupants of the ARCOM building will evacuate to Parking Lot #4 on the east side of the building, near the emergency call tower.
- Occupants of the Colleges of Health Sciences building will evacuate to Parking Lot #9 on the west side of the building, near the emergency call tower.

- Occupants of the Residents (student housing) will evacuate to the dog park on the north side of the housing complex.
- Occupants of the Village at Heritage (student housing) will evacuate to the pavilion in the center of the complex.
- Survey evacuated personnel, report anyone believed to be missing to emergency personnel.
- Use Parking Lot #3 as a secondary evacuation assembly point if the primary assembly location is unavailable.
- Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Do not re-enter the building until authorized by emergency personnel or college administration.

Weather Emergency / Tornado Warning

- ACHE Alert and or Lynx Alert message will be sent in the event of a weather emergency.
- Listen for local tornado sirens.
- In the event of a tornado warning, proceed immediately to the storm shelter (ACHE Building Lecture Hall 1 first floor) or a stairwell.
- Follow directions given by emergency personnel and college administration.
- Assist persons with disabilities.
- If you are unable to safely evacuate to ACHE Building Lecture Hall #1 (storm shelter), seek shelter in an interior hallway, lower floor or stair well. Get under sturdy furniture if available. Stay clear of windows or large glass objects. Crouch down and cover your head.
- Monitor weather information on local radio, TV, their mobile applications, or social media.
 - KFSM - Cox cable channel 5 or www.5news.com
 - KHOG - Cox cable channel 7 or www.4029tv.com
 - KISR - Radio channel 93.7 or www.kisr.net
- Monitor college websites and social media for update information and instructions.
 - ACHE – www.ache.edu

Suspicious Person

- Do not physically confront the suspicious person.
- Do not allow anyone into a locked area.
- Do not block a suspicious person's access to an exit.
- Call campus police at 479-308-2222 (office) or 479-806-9213 (cell) and provide as much information as possible about the person and their direction of travel.

Suspicious Object

- Do not touch or disturb the object.
- If the object is leaking, do not attempt to move, sweep or contain the spillage.

- Call campus police at 479-308-2222 (office) or 479-806-9213 (cell), do not use cell phone or radio near the object.
- Give a complete description of the object (location, shape, color, odors, wire, etc.)
- Notify personnel in the area of the suspicious object.
- Follow directions of emergency personnel or college administration.
- Be prepared to evacuate.

Power Outage

- Remain calm.
- Follow directions of emergency personnel or college administration.
- Move cautiously to a lighted area.
- Evacuate the building, if directed to do so by emergency personnel or college administration.
- For prolonged outage, follow mass notification messages.
- Exits will be indicated by lighted exit signs.
- Research Laboratory personnel should secure all experiments. All chemicals should be stored in appropriate containers.
- Do not light candles or any other type of open flame for lighting.
- Unplug all electrical equipment that is not protected by a surge protector.

Hazardous Materials Release

- If an emergency exists or if anyone is in danger, call 9-1-1.
- After calling 9-1-1, notify campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Move away from the site of hazard to a safe location.
- Alert others to stay clear of area.
- Notify emergency personnel if you have been exposed or have information about the release.
- Follow instructions of emergency personnel.

Campus Evacuation and Emergency Operations Relocation

- In the event the ACHE Campus is closed and/or evacuated due to a major disaster (hazardous spill, tornado, fire, etc.), the emergency operations center of the ACHE Campus will be moved to the following address: 4701 Cliff Drive, Fort Smith, Arkansas.
- The ACHE Chief Executive Officer makes the ultimate decision to evacuate or relocate ACHE campus operations.
- The ACHE emergency operations center is activated by the ACHE CEO during times of emergencies when normal campus activities are severely impacted.
 - The following personnel, if possible, shall respond to the emergency operations center to begin critical operations of the ACHE Campus:
 - Chief Executive Officer
 - President

- Vice President / Chief of Operations
- Chief Technology Officer
- Chief of Police
- Additional ACHE personnel may be summoned to the ACHE emergency relocation site as needed to assist with critical campus operations.

Criminal Behavior

- Campus police provide assistance and protection 24 hours a day, seven days a week on a year-round basis.
- Do not attempt to apprehend or interfere with a criminal except in cases of self-defense.
- If you are the victim or a witness to any on-campus offense, if you observe a suspicious person on campus or observe a person with a weapon, promptly notify campus police at 479-308-2222 (office) or 479-806-9213 (cell) to report the incident.
- Be prepared to provide the following information when reporting the incident:
 - Nature of the incident.
 - Location of the incident (be specific).
 - Description of the person(s) involved.
 - Description of the property involved.
- Be prepared to assist officers when they arrive by supplying them with additional information as requested.

Suspicious Activity

- Report any suspicious activity to campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Suspicious activity may also be reported anonymously by text or pictures through the Rave Guardian smartphone application.

Utility Failure or Emergency

- In the event of a major utility failure or if there is potential danger to building occupants, notify Facility Services immediately at 479-308-2235 or campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Follow the standard evacuation procedures if a building emergency exists.
- Do not return to the building until the “all clear” notice is given by campus police or college administration.

Always observe the following procedures if utility emergencies arise:

- Elevator Failure – If you are trapped in an elevator, use the emergency phone for assistance, or call campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Natural Gas Leak – Cease all operations. Do not switch on lights or any electrical equipment. Notify Facility Services at 479-308-2235. If after 5:00 p.m., notify campus police at 479-308-2222 (office) or 479-806-9213 (cell).

- Plumbing Failure/Flooding – Cease using all electrical equipment and vacate the area. Notify Facility Services at 479-308-2235. If after 5:00 p.m., call campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Ventilation Issue – If smoke or other noxious odors are emitting from the ventilation system, cease all operations and vacate the area. Immediately call the Fire Department at 9-1-1 and then campus police at 479-308-2222 (office) or 479-806-9213 (cell).

Natural Disaster / Earthquake

- Remain calm.
- If indoors, seek refuge in a doorway or under a desk or table.
- Stay away from glass windows, shelves, and heavy equipment.
- If outdoors, move quickly away from buildings, utility poles, and other structures.
- Always avoid power or utility lines as they may be energized.
- Report damaged facilities to Facility Services at 479-308-2235. If after 5:00 p.m., contact campus police at 479-308-2222 (office) or 479-806-9213 (cell).

Bomb Threat

- Do not touch any suspicious object or potential bomb.
- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller.
 - Keep the caller on the line.
 - Check the caller ID and record the number.
 - Ask caller the location of the bomb and time of detonation.
 - Ask caller to describe bomb and how it will explode.
 - Ask caller to explain why bomb was placed on campus.
 - Listen closely to background noises and the caller's voice.
 - Have someone else listen to the call or record the call, if practical.
- Immediately call 9-1-1
- Notify campus police at 479-308-2222 (office) or 479-806-9213 (cell).
- Be prepared to give the following information: your name, your exact location (room number), telephone number, the exact words of the threat, and include any information regarding the location of the threat, time of the threat, and the time you received the call.
- If you receive a bomb threat by any other means than the telephone, call campus police directly at 479-308-2222 (office) or 479-806-9213 (cell). Examples of this type of threat include: email, letter, 3rd party or social media threat.
- If you spot something out of the ordinary that appears suspicious, you should report it to campus police at 479-308-2222 (office) or 479-806-9213 (cell). Do not touch, tamper with, or move suspicious objects or confront persons acting suspiciously.
- Cease the use of all wireless transmission equipment (cellular phones, laptop computers, 2-way radios).
- If the building is evacuated, keep the street, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

- Do not return to the building until the “all clear” notice is given by campus police or college administration.

Explosion

- Leave the building as soon as possible and activate the closest fire alarm.
- Do not stop to retrieve personal possessions or make phone calls.

If objects are falling around you, get under a sturdy desk or table until the objects stop falling. Leave quickly, but watch out for weakened floors or stairs and more falling debris

- If there is a fire, utilize the following recommendations:
 - a. Stay low to the floor and exit the building as quickly as possible.
 - b. Do not use elevators.
 - c. Cover your nose and mouth with a wet cloth or handkerchief.
 - d. When approaching a closed door, use the back of your hand to feel the lower, middle, and upper parts of the door (never use the palm of your hand or fingers to test for heat).
 - e. Do not touch the handle with your bare hand. Use a shirt or other piece of clothing to turn the handle.
 - f. If the door is not hot, open it slowly and ensure the fire and/or smoke is not blocking your escape route before continuing. Be prepared to crawl as smoke, poisonous gases, and heat rise.
- If you are trapped in debris, utilize the following recommendations:
 - Do not light a match.
 - Do not move about or kick up dust.
 - Cover your mouth with a handkerchief or clothing.
 - Rhythmically tap on a pipe or wall so emergency personnel can hear where you are.
 - Use a whistle if one is available.
 - Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause the inhalation of dangerous amounts of dust.

Response to an Active Shooter / Hostile Intruder

Immediately report all suspicious activity on campus to the campus police at 479-308-2222 (office) or 479-806-9213 (cell). If you observe a dangerous or life-threatening situation, dial 9-1-1.

If you become aware of an active shooter (attacker), hostile intruder or hear gunshots, immediately move out of the path of danger to an area of safety and take the following steps:

- Remain calm.
- Call 9-1-1.

- Provide the 9-1-1 dispatcher with as many details as possible about your location, the individual, type of weapon, direction of travel, location of victims or the location of the gunshots.
- Notify anyone that you may encounter to move away from the danger area.
- Wait for instructions from emergency personnel or college administration.

If you find yourself in close proximity to an active shooter, quickly determine the most reasonable way to protect your own life:

1. RUN

- If there is an accessible escape path, attempt to evacuate the area.
- Plan your escape route.
- Evacuate even if others do not choose to do so.
- Stay low to the ground.
- Use items to cover and conceal your movements from the attacker.
- Leave your belongings.
- Help others escape if possible.
- Warn others not to enter the area of the attacker.
- When confronted by the police, keep your hands visible and follow the instructions of any police officer.
- Do not attempt to move wounded victims.
- Call 9-1-1 when you are in a safe location.

2. HIDE

- If you cannot safely evacuate the area, find a place to hide from the attacker.
- Stay out of the attacker's field of view.
- Hide in a location that provides protection from gun shots.
- Hide in a location that does not restrict your options for movement.
- If you are inside a room, lock or blockade the door.
- Stay low to the ground and behind heavy objects.
- Turn off lights
- Silence your cell phone or any other source of noise.
- Remain quiet.

3. FIGHT

- As a last resort, and only when your life is in imminent danger, take action to disrupt or incapacitate the attacker.
- Take action as aggressively as possible.
- Improvise weapons.
- Throw items at the attacker.
- Yell or scream at the attacker.
- Commit to your actions.

Active Shooter / What to Expect from Responding Officers

- The first responding officers may be campus police or officers from other agencies.
- These officers may be dressed in different uniforms; they may be in civilian clothes, and wearing an external bulletproof vest. Some officers may be dressed in Kevlar helmets and other tactical equipment.
- The officers may be armed with rifles, shotguns, or handguns, and might be using pepper spray or tear gas to control the situation.
- Do your best to remain calm and do exactly what the officers tell you to.
- Put down any bags, objects, or packages that you are carrying and keep your hands visible at all times.
- Avoid making quick movements toward officers.
- Do not grab or attempt to hold on to the officers.
- Officers may shout commands and may push individuals to the ground for their safety.
- Avoid pointing, screaming or yelling.
- If you have any details regarding the identity or location of the subject(s), tell the officers.
- The first officers on the scene will not stop to aid the injured. Rescue teams will follow to provide medical assistance to any victims.
- Remember that once you have escaped to a safer location, the entire area is still a crime scene. You will have to remain at whatever assembly point authorities have designated, until you have been released.

Hostage Situation

- If you are taken hostage, be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous.
- Follow instructions, be alert, and stay alive.
- The captor may be emotionally disturbed. Do not make mistakes that could jeopardize your well-being.
- 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 when possible, but do not stare.
- Try to stay calm.
- Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.

Medical and First Aid Instructions

- In the event of an injury or illness on campus, call ACHE Office of Police and Security at (479) 806-9213. Campus police will call 9-1-1 or other emergency services as needed. In the event someone at the scene has already called 9-1-1, you

must also notify campus police so that they can receive and direct the emergency responders. Campus police has direct communication with emergency responders in the area.

- Give the following information to the campus police:
 - Phone number or extension from which you are calling.
 - Nature of the emergency.
 - Your name and name of injured person (if known).
 - Building name, floor and room number.
 - Stay on the phone until the officer acknowledges receiving all of the information.
- In the event of a serious injury or illness:
 - Immediately call 9-1-1.
 - Keep victim still and comfortable.
 - Do Not move the victim.
 - Try to determine the nature of the injury.
 - Check breathing and administer CPR or AED if needed.
 1. AED kits are located on each floor of the building.
 - Control serious bleeding by applying direct pressure to the wound.
 - Administer first aid until first responders arrive.
 - If the injury or illness occurs inside a building, have someone meet the emergency responders outside the building to direct them to the emergency.
 - Report all information to first responders.

Emergency Communications

During emergency situations that threaten the safety of the ACHE campus community, the Office of Police and Security (campus police) will make every reasonable effort to notify the students, faculty and staff in a timely manner. The following methods of emergency communications may be authorized by the CEO, President and/or the Chief of Police:

- Indoor public-address system designed to alert persons inside the buildings.
- Lynx notification system designed to send messages to all college desktop computers and public monitors.
- ACHE Alert mass notification system designed to send text messages and email to all faculty, staff and students.
- The ACHEEDU.org website may be used to post safety and emergency information.

ACHE Alert

ACHE Alert is the primary emergency notification system for students, faculty and staff at the Arkansas Colleges of Health Education. ACHE Alert messages are sent any time there is a threat to campus safety.

ACHE Alert emergency messages are sent automatically to all college email addresses. Phone and text messages are also sent to personal phones if students, faculty or staff elect to receive them.

Inclement Weather notifications are the most common messages sent through the ACHE Alert system. These are sent when snow, ice or severe storms force the college to cancel or postpone classes and close or delay business operations.

Students, faculty and staff are automatically enrolled in the ACHE Alert system during student or employee orientation. Students or employees may decline this service by directly contacting the Office of Police and Security at 479-308-2222 (office) or 479-806-9213 (cell).

RAVE Guardian

RAVE Guardian is a free phone app that turns a smart phone into a personal safety device. RAVE Guardian can be used in three basic ways:

- Send your own emergency message. The Guardian app adds a “panic button” to your phone. If you are in danger a single touch will send an emergency message, along with your GPS location to the nearest 911 center. You don’t have to say a word.
- Set up a personal network of guardians. These can be friends, family, your roommates, even the campus police. If you’re facing a long walk at night, for example, the Guardian app lets you set a safety timer for your network: if you don’t arrive safely and deactivate the timer, your profile message will go out to your network, immediately, so they can find you and make sure you’re all right.
- Become a guardian yourself. If you see something suspicious the Guardian app lets you send a quick, anonymous text message with pictures directly to campus police.