

NORTHEASTERN OKLAHOMA

A&M COLLEGE

EMERGENCY PROCEDURES MANUAL

College Emergency Service

Campus Police Department

OFF Campus

918-540-6300

ON Campus

6300

Evenings & Weekends

24-Hour Cellular

918-533-1243

911 Contact

When using an on campus telephone, dial 99-911.

BOMB THREAT

1. If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!** Clear the area and immediately call the Campus Police Department at extension 6300 (after hours at 918-533-1243). Attempt to gather the following information and write the information down as the Caller says it. Have a co-worker relay the information to Campus Police while you are talking to the Caller:

Questions To Ask:

- a. When is the bomb going to explode?
- b. Where is the bomb right now?
- c. What kind of bomb is it?
- d. What does the bomb look like?
- e. Why did you place the bomb?
- f. What is your name?

Exact wording of the Caller.

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BOMB THREAT

BOMB THREAT CONT.

Impressions of Caller:

_____ Sex _____ Race _____ Accent
_____ Child _____ Young Adult _____ Older Adult

Exact Time of Call: _____ A.M. _____ P.M.

Callers Voice:

_____ Calm _____ Angry _____ Excited _____ Slow _____ Rapid
_____ Soft _____ Loud _____ Laughter _____ Crying _____ Normal
_____ Low Pitched _____ Distinct _____ Slurred _____ Lisp _____ Cursing
_____ High Pitched _____ Stutter _____ Nasal _____ Raspy _____ Deep
_____ Ragged _____ Disguised _____ Accent _____ Deep Breathing
_____ Familiar _____ Cracking Voice

If voice is familiar, who did it sound like? _____

Background Noise:

_____ Quiet _____ Static _____ Voices _____ Street Noise
_____ Motor _____ Dishes _____ Office Machines _____ Music
_____ Machinery _____ Clear _____ Animal Noises _____ Local
_____ PA System _____ Long Distance _____ House Noises
_____ Other _____

Your Name _____

Your Department _____

Your Telephone Number _____

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BOMB THREAT CONT.

BOMB THREAT CONT.

2. The Campus Police Department will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to the Campus Police Department **DO NOT TOUCH THE OBJECT!**
3. Do not activate the building alarm, as this will be done at the discretion of the Campus Police Department. If activated, **THE BUILDING ALARM RINGS ONLY IN THE BUILDING.**
4. When you are told to leave by the Campus Police Department, walk quickly to the nearest marked exit and alert others to do the same.
5. **ASSIST THE HANDICAPPED IN EVACUATING THE BUILDING. DO NOT USE ELEVATORS IN CASE OF FIRE.**
6. Once outside, move to a clear area away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel.
7. If requested assist the Campus Police Department.
8. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department.

BOMB THREAT CONT.

CHEMICAL OR RADIATION SPILL

1. Any spillage of a chemical or radioactive material is to be reported immediately to the Campus Police Department at extension 6300 (after hours at 918-533-1243).
2. When reporting, be specific about the nature of the involved material and the location. The Campus Police Department will contact the necessary specialized authorities and medical personnel.
3. The instructor or supervisor should vacate the affected area at once and seal it off to prevent further contamination of others until the arrival of public safety personnel.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to the Campus Police Department. Required first aid and clean up by specialized authorities should be started at once.
5. Depending on the severity of the spill, at your discretion activate the building alarm to aid with evacuation.
CAUTION: THE BUILDING ALARM RINGS ONLY IN THE BUILDING.
6. When evacuating the building, walk quickly to the nearest marked exit and alert others to do the same.
7. **ASSIST THE HANDICAPPED IN EVACUATING THE BUILDING. DO NOT USE ELEVATORS IN CASE OF FIRE.**
8. Once outside, move to a clear area away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel.
9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department or Building Coordinator

*** Additional emergency numbers:**

Department of Natural Resources Environmental Protection Agency:

National Office - 1-800-424-8802

CHEMICAL OR RADIATION SPILL

CIVIL DISTURBANCE OR DEMONSTRATIONS

1. Most campus demonstrations will be peaceful and everyone should attempt to carry on business as normally as possible. Avoid provoking or obstructing the demonstrators.
2. Should a disturbance occur, call the Campus Police Department at extension 6300 (after hours at 918-533-1243). To avoid causing additional trouble, use a private office when making the call. The procedures outlined under number 3 below should also be considered.
3. A threatening disturbance should be reported immediately to the Campus Police Department. The following action should also be taken:
 - a. Alert all individuals in the area of the situation.
 - b. If possible, lock all doors, secure all files, documents and equipment.
 - c. If necessary, cease operations and evacuate.
 - d. Contact the Campus Police Department for further instructions.
4. The Campus Police Department will assess the situation. Participants who refuse to disperse may be subject to prosecution if any Municipal, and/or State Laws have been violated.
5. If a class lecture is disrupted, call the Campus Police Department at extension 6300 (after hours at 918-533-1243).

CIVIL DISTURBANCE OR DEMONSTRATIONS

EXPLOSION, AIRCRAFT CRASH OR SIMILAR INCIDENT

In the event a violent accident such as an explosion or aircraft crash occurs on campus that could render a building or area unsafe, take the following actions:

1. Immediately take cover under tables, desks or other such objects that will give protection against falling glass or debris.
2. After the effect of the explosion and/or fire subsides, notify the Campus Police Department at extension 6300 (after hours at 918-533-1243). Give your name and describe the location and nature of the emergency.
3. When you are told to leave by the Campus police Department, walk quickly to the nearest marked exit and alert others to do the same.
4. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE.**
5. Once outside, move to a clear area away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
6. If requested, assist the Campus Police Department.
7. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department.

EXPLOSION, AIRCRAFT CRASH, OR SIMILAR INCIDENT

FIRE

1. Know the location of fire extinguishers in your area and how to use them. If you have questions, please notify the Campus Department
2. On a minor fire that appears controllable, **IMMEDIATELY** contact the Campus Police Department at extension 6300. Then, promptly direct the charge of a fire extinguisher toward the base of the flame.
3. Depending on the size and controllability of the fire, at your discretion, activate the building alarm to aid with evacuation. **CAUTION: THE BUILDING ALARM RINGS ONLY IN THE BUILDING.**
4. On large fires that do not appear controllable, immediately contact 911 (if on a campus phone, dial **99-911**) to report the incident. Activate the building alarm. If time allows, close all doors and windows in your area, and notify the Campus Police Department at extension 6300 (after hours at 918-533-1243). **DO NOT LOCK DOORS.**
5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS DURING FIRE.** Smoke is the greatest danger in a fire, so stay near the floor where the air will be more breathable.
6. Once outside, move to a clear area away from the affected building. Keep the street and walkways clear for emergency vehicles and personnel.
7. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for emergency personnel. If there is no window, stay near the floor, where the air will be more breathable. Shout at regular intervals to alert emergency personnel to your location.

FIRE

GENERAL EVACUATION PROCEDURES

1. All building evacuations will occur when an alarm sounds continuously and/or upon notification by the Campus Police Department. Obvious events that may require evacuations include bomb threats, chemical or radiation spills, and fires. Other situations may arise that justify evacuating buildings. Be knowledgeable of procedures and how to correctly react to building alarms and/or directives from the Campus Police Department.
2. Be aware of all the marked exits from your area and building. Know the routes from your work area.
3. If necessary or directed to do so by the Campus Police Department, activate the building alarms. **CAUTION: THE BUILDING ALARM RINGS ONLY IN THE BUILDING. You must call the Campus Police Department.**
4. When the building evacuation alarms are sounded or when told to leave by the Campus Police Department, walk quickly to the nearest marked exit. Ask others to do the same.
5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE.**
6. Once outside, move to a clear area away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
7. If requested, assist the Campus Police Department.
8. A Campus Police Department Emergency Operations Center (EOC) may be set up near the emergency site. Keep clear of the Incident Emergency Operations Center (EOC) unless you have important information to report.
9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department.

GENERAL EVACUATION PROCEDURES

MEDICAL AND FIRST AID

1. If serious injury or illness occurs on campus, immediately contact 911 (if on a campus phone, dial **99-911**) to report the incident, then notify the Campus Police Department at extension 6300 (after hours at (918)533-1243).

NOTE: The Campus Police Department has a direct line to the paramedics and ambulance and can render first aid and CPR themselves.

2. In case of minor injury or illness, do your best to provide first aid care. Check with the building supervisor concerning the availability and possible location of first aid supplies.
3. In case of serious injury or illness, if Red Cross trained personnel are present, they should quickly perform the following steps:
 - a. Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM**
 - b. Ask the victim, "Are you okay?" and "What is wrong?"
 - c. Check breathing and give rescue breathing if necessary.
 - d. Control serious bleeding by applying direct pressure on the wound.
 - e. Continue to assist the victim until help arrives.
 - f. Look for emergency medical I.D., question witnesses and give all information to the Campus Police Department.

If Red Cross trained personnel are not immediately accessible, follow the above steps to the best of your ability.

COLLEGE EMERGENCY SERVICE

Campus Police Department	OFF Campus	(918)540-6300
	ON Campus	6300
Evenings & Weekends	24-Hour Cellular	(918)533-1243

911 Contact When using an on campus telephone, dial **99-911**

Miami Police Department	911 or (918)542-5585
Miami Fire Department	911 or (918)542-2222
Miami Ambulance	911 or (918)542-1678

Physical Plant Department	Monday - Friday, 7:30 a.m. - 4:30 p.m.
Custodial	(918)540-6225
Maintenance	(918)540-6226 or (918)540-6227

After the Switchboard Closes:

Custodial/Maintenance		
Steve Grimes	(918)257-4363 (H)	(918)533-3363 (C)
Jessica Boles	(918)542-1783 (H)	(918)533-2121 (C)

Sheriff - Ottawa County	(918)542-2806
Oklahoma Highway Patrol	
Vinita Headquarters	(918)256-3388
Hospital - Miami Integris	(918)542-6611

1. The quickest and easiest way to obtain professional help for any type of emergency is to phone the Campus Police Department at (918)540-6300.
2. When calling the Campus Police Department, stay calm and carefully explain the problem and location. Do not hang up until told to do so.

REMAIN CALM

and

KEEP OTHERS CALM

REPORTING EMERGENCIES

SEXUAL ASSAULT AND RAPE

Rape is a violent sexual act committed against person's will and is a violation of personal rights. You should be aware that most people imagine the typical rapist as a psychotic stranger lurking in an alley. However, many rapes are committed by seemingly "nice guys" whom you may know quite well. It could be anyone with whom you socialize, an acquaintance, classmate, co-worker, boss, family member or neighbor.

Remember. regardless of actions. rape is never the victim's fault.

Preserving Evidence

Preserving evidence is critical after a sexual assault. Victims should be careful not to bathe, douche, wash clothing, urinate, defecate, or tamper with other potential evidence on their person or in the area where the attack occurred. Your first inclination may be to do one or more of the above; however, you should resist the temptation because the evidence will be vital to criminal prosecution.

Reporting a Sexual Assault

If you are assaulted, you should report the rape immediately and may do so by contacting the Campus Police Department, NEO's Counseling Office or Student Health Services. You may also report a rape or sexual assault to a Resident Director or Resident Assistant.

Reporting the crime does not mean that you must file charges against the attacker. However, it is wise to report the incident because the information you provide may help locate a suspect in other offenses and possibly prevent another person's injury. Campus Police **will not** pressure you to file charges. That is your decision alone.

Sexual Assault Nurse Examination

A Campus Police Officer or designee will take you to the nearest medical facility where you will receive a complete physical examination by a physician. The physician may obtain evidence necessary for court proceedings and administer antibiotic therapy to decrease the chances of venereal disease. You will also receive treatment for any injuries you suffered. If you would like a friend or relative to accompany you, every effort will be made to accommodate your request.

After the examination, you will be brought back to Police Headquarters or another location for interviewing. A counselor or victim advocate from the District Attorney's Office may be present.

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SEXUAL ASSAULT AND RAPE

SEXUAL ASSAULT AND RAPE CONT.

Role of the Police Officer and the Investigation

When a sexual assault is reported to Campus Police, an officer is immediately sent to the victim's location. The officer's priority is to determine the extent of physical and emotional trauma suffered. However, s(he) will ask for a brief review of events, a description of the attacker, the direction the assailant traveled and a description of the vehicle used, if any. This information is very important for quick apprehension.

Following the interview, the officer or whomever the victim designates, will assist the victim in obtaining a complete change of clothing so that apparel worn during the attack can be secured as evidence and transport the victim to the nearest medical facility for an examination.

Sometime later, an interview at Police Headquarters will be conducted where the victim will be asked for more specific details related to the attack. A person of their choosing may accompany the victim and questioning will be handled considerately and courteously.

The interview serves a dual purpose: it assists officers in their criminal investigation and it helps the victim to firmly establish what happened in their mind. It also makes testifying in court much easier and less frightening. All comments made during the interview may be tape recorded for future reference.

Role of Housing

Resident Directors and Resident Assistants are knowledgeable about available rape and sexual assault resources and able to help you. In addition, you may request assistance from the College administration in changing academic and/or living arrangements where a continued threat may be reasonably assumed.

Role of Counseling Services

The psychological and emotional trauma following a sexual assault is often very painful. Possible symptoms of distress include eating disorders, sleep disturbances, lack of trust, feelings of guilt, depression, mood swings, relationship and communication problems. If a victim suffers from these symptoms, help is available through NEO's Counseling Office. If additional counseling is required, referrals will be made.

Additional Assistance

It is normal to feel confusion, anger, guilt and other strong emotions after a sexual assault. If you need assistance beyond what NEO can provide, you may contact one or more of the following:

- | | | |
|---|--|--|
| <input type="checkbox"/> A rape crisis center | <input type="checkbox"/> A women's counseling center | <input type="checkbox"/> A social service agency |
| <input type="checkbox"/> A campus or school counselor | <input type="checkbox"/> A member of the clergy | <input type="checkbox"/> A mental health or |
| community crisis center | | |
| <input type="checkbox"/> A victim/witness program usually | <input type="checkbox"/> available through the Court | |

NOTE: NEO DOES NOT TOLERATE SEXUAL MISCONDUCT OF ANY KIND. For a review of this policy, please refer to Appendix A of the Code of Student Conduct located in the Office of Student Affairs

SEXUAL ASSAULT AND RAPE CONT.

SUICIDE INTERVENTION

If any employee or student has reason to believe, either by direct knowledge or a report from another person, that a person is in danger of harming himself/herself, that employee or student is to report the situation immediately.

If an individual has threatened or has displayed a cluster of alarming warning signals, appears to have a plan, or is in imminent danger and requires intervention, the following procedures are to be followed:

1. Do not leave the individual.
2. Contact Counseling Services at extension 6236. It is recommended that a second person witness the call. Maintain documentation concerning all happenings.
3. Crisis counseling techniques will be used as appropriate to try to defuse the situation.
4. Do not allow the individual to go home unsupervised. A parent or adult must assume direct responsibility for the individual before allowing him/her to leave school.
5. If it is determined that the parent's/other adult's response is damaging to the student or likely to cause a suicide attempt, the situation should be reported to the Campus Police Department at extension 6300 (after hours at (918) 533-1243).

SUICIDE INTERVENTION

TORNADO

During a tornado stay calm and quickly follow the steps outlined below.

1. If indoors, seek shelter in the lowest level of the building. Inner hallways or rooms are preferable, **AWAY FROM WINDOWS.**
2. If outdoors, take cover in the nearest ditch or depression, away from power lines, buildings and trees. **DO NOT STAY IN A CAR OR ATTEMPT TO OUTRUN THE TORNADO.**
3. After the tornado has passed, evaluate the situation and if emergency help is necessary, contact the Campus Police Department at Extension 6300 (after hours at (918)533-1243). Be aware at all times of dangerous structural conditions around you.
4. Damaged facilities should be reported to the Campus Police Department. **NOTE: Gas leaks and power failure create special hazards.** Please refer to the section on utility failure.
5. **ASSIST THE HANDICAPPED IN EVACUATING THE BUILDING. DO NOT USE ELEVATORS IN CASE OF FIRE.**
6. Once outside, move to a clear area away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel.
7. If requested, assist the Campus Police Department.
8. Do not return to an evacuated building unless directed to do so by the Campus Police Department.
9. All emergency procedures will be directed through the Campus Police Department.
10. Buildings will be equipped with emergency response kits that include flashlights, radios, first aid supplies, etc.
11. **REMAIN CALM.** All emergency response efforts will require clear thinking and cooperation from all members of the campus community.

TORNADO

UTILITY FAILURE

1. In the event of a major utility failure occurring during regular business hours, immediately notify the Physical Plant Department at extension 6227.
2. If there is potential danger to the building occupants, or if the utility failure occurs after hours, weekends and holidays, notify the Campus Police Department at extension 6300 (after hours at (918)533-1243).
3. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE.**
4. Once outside, move to a clear area away from the affected building. Keep the walkways clear for emergency vehicles.
5. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by the Campus Police Department.

ADDITIONAL INFORMATION AND PROCEDURES

Always observe steps “1” and “2” above whenever the following utility emergencies arise.

Electrical Light Failure

Your building may not be equipped with an emergency light system that will provide illumination in corridors and stairs for safe exiting. Therefore, it is advisable that your department have flashlights available.

Elevator Failure

If you are trapped in an elevator, use the emergency phone in the elevator to notify the Campus Police Department. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel), which will signal your need for help.

Plumbing Failure/Flooding

Stop using all electrical equipment. Notify the Physical Plant Department at 6227 (during business hours). If necessary, vacate the area.

Serious Gas Leak

Cease all operations. **DO NOT SWITCH ON LIGHTS or ANY ELECTRICAL EQUIPMENT.**

REMEMBER - Electrical arcing can trigger an explosion! Notify the Campus Police Department at extension 6300 (after hours at (918) 533-1243) and Physical Plant Services at extension 6227 (during regular business hours).

Vacate the area.

Steam Line Failure

Immediately notify Physical Plant Services at extension 6227 (during regular business hours). If necessary, vacate the area.

Ventilation Problem

If smoke or odors come from the ventilation system, immediately notify Physical Plant Services at extension 6227 (during regular business hours; after hours contact Campus Police at (918)533-1243.) If necessary, stop all operations and vacate the area.

UTILITY FAILURE

VIOLENT OR CRIMINAL BEHAVIOR

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious persons and reporting them as outlined below.
2. If you are the victim or are involved in any on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, etc., **Do NOT Take Any Unnecessary Chances!**
3. Notify the Campus Police Department at extension 6300 (after hours at (918)533-1243) as soon as possible and supply them with the following information:
 - a. Nature of incident
 - b. Location of incident
 - c. Description and names of person(s) involved
 - d. Description of property involved
4. If you witness a criminal act or if you notice a person(s) acting suspiciously on campus, immediately notify the Campus Police Department and give them the information outlined in number "3" above.
5. Assist the police when they arrive by supplying them with all additional information and ask others to do the same.

ARMED INTRUDER

1. Should a weapon be fired on or near campus, you should take cover out of the range of fire immediately and use all available concealment. After the shooting stops, if possible, follow steps "3, 4, and 5" above.
2. **CONDUCT IF BEING HELD HOSTAGE**
 - a. Under all circumstances attempt to stay calm and be alert to situations that you can exploit to your advantage. Remember that the primary objective of your family and law enforcement officials is to secure your safe return as quickly as possible.
 - b. Do not attempt to fight back or to struggle physically. No matter how "reasonable" your captors appear on the surface, they cannot be trusted to behave normally and their actions may be unpredictable. The initial 45 minutes are the most dangerous. Avoid arguments.
 - c. Comply with the instructions of your abductors as well as you can.
 - d. Do not discuss any action that may be taken by your family, friend or employer.
 - e. Make a mental note of all movements including times in transit, direction, distances, speeds, landmarks along the way, special odors and sounds like transportation, bells, construction, etc.
 - f. Whenever possible, take note of the characteristics of your abductors, their habits, surroundings, speech mannerisms, and the contacts they make. Such information can be of great value in their ultimate apprehension.
 - g. No attempt to escape should be made unless it is indicated that your life is in imminent danger. Carefully consider the best possible odds for success.
 - h. Avoid provocative remarks to your abductors. They may be unstable individuals who react explosively and may become violent and abusive.
 - i. Try to establish some kind of rapport with your captors.

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VIOLENT OR CRIMINAL BEHAVIOR

VIOLENT OR CRIMINAL BEHAVIOR CONT.

ACTIVE SHOOTER

Active Shooters are extremely unpredictable, making it impossible to formulate a plan that guarantees everyone's safety. However, the following *guidelines have proven effective in dealing with these types of situations.

SURVIVAL MINDSET- You must mentally shift into a mindset of survival.

AWARENESS - Understand your situation.

PREPARATION - Develop effective response strategies.

REHEARSAL - Practice your response plan. If not physically, do so mentally.

FIGURE OUT

GET OUT- If you can safely escape, leave the area of danger as quickly as possible.
Trust your instinct.
Be mindful, not fearful.

HIDE OUT- Locate a place to hide that offers protection.
Avoid places that trap or restrict movement.
Close windows and window treatments, and turn off lights.

KEEP OUT- If possible, locate a room that locks.
Blockade the door.
Be silent.

TAKE OUT- Utilizing any possible means, eliminate the threat.
Spread out.
Act as a team.
Make a plan.
Totally commit to the plan.

HELP OUT- Regardless of the chosen course of action, be prepared to help others.

CALL OUT- If you can safely do so, call 911 (if on a campus phone, dial 99-911).

LAW ENFORCEMENT- When officers arrive, they must assume that anyone could be a threat. Be quiet, make sure your hands are visible, do not move, and follow their directives.

*Adapted from the "Shots Fired" DVD. 2007 Center for Personal Protection and Safety.

CAMPUS WIDE EMERGENCY NOTIFICATION SYSTEM

NEO Emergency Notification

In the event of an emergency, the NEO Campus Police Chief will notify the NEO Executive Policy Group. A member of the NEO Executive Policy Group initiates the NEO Emergency Notification System immediately and states the type of emergency notification. The NEO Emergency Notification announcement is transmitted to the students and employees through the NEO Announcement System by way of e-mail, cell phone, voice mail and text messaging. An immediate display of the Emergency Notification appears on the NEO Web page <http://www.neo.edu>. An emergency is any significant emergency or dangerous situation involving an immediate threat to the health or safety of students and employees occurring on the NEO Campus.

CAMPUS WIDE EMERGENCY NOTIFICATION SYSTEM