



EMERGENCY OPERATIONS PLAN

Mesa, Arizona
Kirksville, Missouri

July 1, 2019

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July 1, 2018

Greetings,

Being called upon to take action during an emergency is not a question of “if” but “when.” Severe weather, fire, earthquakes, hostile actors, cyber breaches, and medical emergencies are examples of incidents our University may experience. When called upon, how we respond individually and together may make the difference between life or death of a co-worker, student, patient, or guest.

Please take a few moments to review and become acquainted with ATSU's updated emergency operations plan.

Thank you to everyone contributing to this thoughtful plan designed to help us safely and effectively respond during an emergency.

Yours in service,

A handwritten signature in black ink that reads "Craig M. Phelps DO". The signature is written in a cursive style with a large, looping initial "C".

Craig M. Phelps, DO

President

A.T. Still University of Health Sciences

Chapter 1. Overview

Purpose

A.T. Still University's (ATSU) Emergency Operations Plan (EOP) provides a framework for responding to incidents caused by either natural or human phenomena, which threaten the health and safety of ATSU's community or disrupt its operations. The EOP exists to:

- Protect the safety and well-being of students, faculty, staff, and visitors
- Safeguard University assets and property
- Communicate situations and response efforts to affected populations
- Work with internal resources and external agencies during an emergency
- Restore the University to normal operations
- Assess damages following an emergency
- Evaluate crisis response and revise procedures

The University is dependent on external agencies, including local fire and police departments, for critical resources in responding to certain incidents. To enable University personnel and external agencies to use common terminology and to meld rapidly into a common management structure, the Plan follows the structure and protocols of the National Incident Management System (NIMS) and Incident Command System (ICS) used by emergency responders at local, state, tribal, and federal levels.

ATSU's EOP may be used to manage the following types of incidents:

- Disasters, such as fires or earthquakes
- Hostile intruders or other criminal or terrorist acts (including cybersecurity incidents)
- Weather emergencies, such as tornadoes, winter storms, or dust storms
- Disease outbreaks and prevention measures
- Hazardous materials accidents

Parts of the EOP or its entirety may be activated depending upon the incident.

Scope

ATSU's EOP applies to all buildings, grounds, and network infrastructure owned and operated by the University on campuses in Kirksville, Missouri, and Mesa, Arizona. The EOP may also be used during major emergencies occurring in proximity to a University campus location.

The University has external sites where students, faculty, and staff are located including, but not limited to, the AFA Balance and Hearing Institute in Mesa, Arizona; St. Louis Dental Education and Oral Health Center in St. Louis, Missouri; and community health centers around the country where ATSU students are embedded. These locations operate under ATSU partner EOPs. Procedures for the University to be notified in an emergent event at these locations are in effect.

Chapter 2. Initial emergency actions – Notify and alert

In an incident where there is threat to life and health:

The person first aware of the incident should get to a safe place and then immediately notify 911. After first reporting the incident to 911, next contact ATSU Security. Others who are not sure if 911 and Security have been alerted should take the initiative to do so. It is better to have multiple calls made than no calls made. Either of the following options may be used.

OPTION 1: Faculty and staff *with* the Rave Panic Button app installed on their mobile phone should:

1. Press and hold the appropriate button (active shooter, fire, medical, police, or 911).
2. 911 will immediately be dialed. Stay on the line, and provide information to the dispatcher.
3. Simultaneously, ATSU Security and key ATSU administrators will be dialed. Someone will return your call to learn incident details.

OPTION 2: Persons *without* access to the Rave Panic Button app should follow the steps below:

1. First dial 911. Provide information to the dispatcher.
2. Next call ATSU Security.

Kirksville Security: Dial 33 from a campus landline or 660.349.9513

Mesa Security: Dial 0 from a campus landline or 480.219.6000 or 480.341.9075

ATSU Security should:

1. Send the all campus notification.
2. Confirm the 911 call has been made.
3. Meet first responders on campus.

ATSU President's Office should:

1. Alert the executive-in-charge who will serve as incident commander.
2. Alert the president.

The executive-in-charge/incident commander should:

1. Confirm the 911 call has been made.
2. Confirm with Security the all campus notification has been made.
3. Activate members of the Command Staff and General Staff, as needed.
4. Activate the Emergency Operations Center, as needed.

911

In the event of an emergency, anyone on campus should take the initiative to dial 911. Nothing should delay the 911 call. The sooner first responders are notified, the better. Security, the incident commander, and operations section coordinator will confer to confirm the 911 call has been made.

Emergency notifications

All-campus emergency notifications will utilize the Rave system for text messaging and/or email. Overhead paging may be utilized, where available.

Important: Students and employees with an ATSU email address will receive emergency notifications by email. **To receive emergency notifications by text message, students and employees must register online at: atsu.edu/security** (Scroll down to “opt-in for text messaging service.”)

The following persons are authorized to make all-campus notifications:

Kirksville campus

All Security personnel
Director, Facilities
Assistant Director, Facilities

Mesa campus

All Security personnel
Director, Facilities

Follow-up notifications will be made as more information becomes available. All-clear notifications will be made.

Incident classification (Chapter 5) will determine the extent to which notifications are needed. For example, a minor emergency, which may be contained at the department level, may not require an immediate all-campus notification or notification of all section leaders.

Chapter 3. Incident command structure – Roles and responsibilities

ATSU's incident command structure consists of the following, any or all of which may be activated at the incident commander's discretion, depending on the size and type of the incident.

Incident Commander

Incident commander provides overall leadership for University response to the incident, and if the situation warrants, is responsible to develop and oversee an Incident Accident Plan (IAP) with incident objectives, goals, and tactics. The person first upon the scene assumes the role of incident commander until a person with more knowledge arrives to assume the role. Depending on the nature and complexity of the incident, command responsibility may ultimately be transferred to the "executive in charge," as designated by the President.

Incident Command Structure

Incident commander may activate any, all, or none of the following Command Staff, General Staff, and branches, depending on the size and complexity of the incident. Additional branches may be created, as needed. Individuals should not report to the ATSU Emergency Operations Center until requested by an appropriate authority.

Command Staff

- **Liaison officer** is a person with authority to make decisions on behalf of the University who, in the event of an incident with a scope wider than ATSU, communicates the needs of the University to the local emergency management team. Liaison officers will typically be physically present at the emergency operations center for the local jurisdiction.
- **Public information officer** develops unified statements and press releases, arranges press conferences, provides University spokespeople, and directs public information group.
- **Safety officer** monitors incident operations and advises the incident commander on all matters relating to safety, including the health and safety of incident management personnel.
- **Deputy incident commander(s)** may be appointed at the discretion of the incident commander. If a deputy is assigned, he or she should be fully qualified to assume the Incident Commander's position.
- **Assistant/scribe** assists the incident commander as needed, maintains a record with an incident timeline and response, and screens or filters requests to the incident commander.

General Staff

- **Operations section chief** oversees the Operations Section to achieve incident objectives; directs response teams which work to reduce the hazard; establishes situation control; and restores normal conditions. The operations section coordinator serves as emergency responders' point of contact. When the operations section chief is activated, the staging and management of operational resources moves from Incident Command to Operations.

- **Planning section chief** oversees the Planning section, prepares Incident Action Plans, manages information and maintain situational awareness, tracks resources assigned to the incident, and maintains incident documentation.
- **Logistics section chief** oversees the Logistics Section chief, provides resources and needed services for the personnel assigned to the incident.
- **Finance section chief** oversees the Finance Section, monitors costs related to the incident and provides accounting, time recording, and cost analyses.

Branches are activated at the discretion of the incident commander. Following are possible branches for each section. Other branches may be created and activated by the incident commander, as needed.

Operations Section Branches

- **Public Safety Branch** assists with evacuation, traffic control, crowd control, access control, building and road closures, and accounts for clinic patients and employees.
- **Buildings/Utilities Branch** performs building safety inspections and assessments; inspects utilities and shut-off lines; provides structural damage and infrastructure damage assessments; recommends emergency repairs; and assists with building closures, road debris clearance, and emergency lighting.
- **Facilities Set-up Branch** sets up and maintains operational facilities, locates and provides available on- and/or off-campus shelter and locates alternate sites.
- **Hazardous Materials Branch** performs hazardous materials assessment and response.
- **Information Technology Branch** maintains computer programs, internet, and telephone availability; sets up computers in EOC and other locations; and preserves vital electronic records.
- **Medical Branch** manages triage and emergency care until arrival of first responders and coordinates medical transportation and/or psychological trauma response.
- **Search and Rescue Branch** locates trapped/injured persons, performs building searches for hazards, and moves injured persons to medical triage.

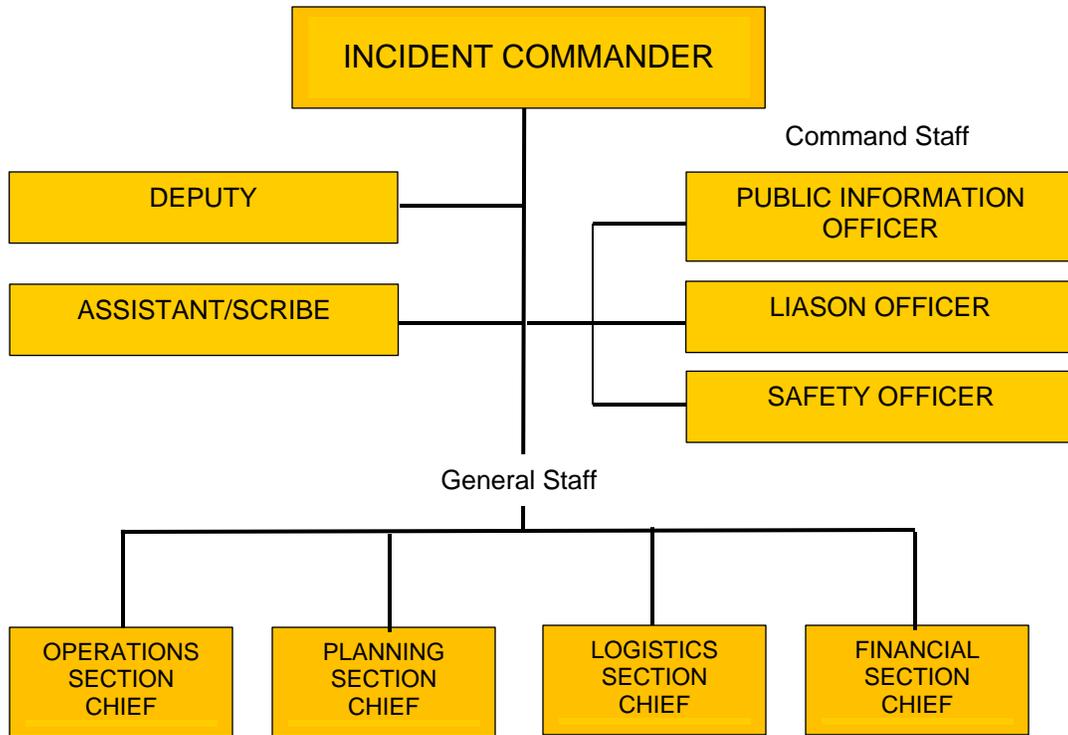
Logistics Section Branches

- **Human Resources Branch** utilizes available on- and off-duty personnel and volunteer recruitment and assignment; maintains payroll records; maintains injury, Workers' Compensation, and human resources related reports; and establishes work schedules.
- **Student Affairs Branch** provides support to students and their families, including counseling for students.
- **Food Services Branch** locates and transports food and water for personnel assigned to the incident.
- **Transportation Branch** locates and provides transportation for personnel assigned to the incident.

Finance Section Branches

- **Procurement Branch** locates and orders resources and supplies and maintains incident purchasing records.
- **Accounting Branch** collects, maintains, and processes all records/reports pertaining to the emergency, documents expenses, and costs.
- **Insurance/FEMA Documentation Branch** initiates, prepares, and maintains documentation of all records/reports for disaster assistance process.

Public information group, supervised by public information officer, may establish a Joint Information Center (JIC) to serve as a central point of contact for all news media. The public information group coordinates incident-related public information, works with media outlets, disseminates approved messages to various audiences using a variety of means, and fields incoming telephone calls and other communications from family members and others.



Chapter 4. Incident command structure - assignments

Incident command responsibility begins with the first individual at the scene. As individuals from the department with primary responsibility for the incident arrive on the scene, command responsibility may be transferred to a person with more knowledge. Depending on the nature and complexity of the incident, command responsibility may ultimately be transferred to the “executive in charge,” as designated by the President.

Individuals have been assigned to each of the command structure roles named in Chapter 3. Alternates have been named in the event the primary individual is unavailable or unable to perform his/her role. A list of individuals assigned to command structure roles is maintained by the vice president for finance & administration/CFO or his/her designee.

Chapter 5. Incident classifications

Incident classification	Description	Examples
<p>Level 1 Minor emergency</p>	<ol style="list-style-type: none"> 1. Little or no impact on people or activities outside the affected area 2. Able to be quickly resolved 3. Impacted departments coordinate directly with facilities, campus security, or other campus groups to resolve conditions. 4. University resources with limited outside help are sufficient to resolve the incident. 5. Activation of EOP and Emergency Operations Center (EOC) not needed 	<ol style="list-style-type: none"> 1. Odor complaint 2. Small fire 3. Localized chemical spill 4. Localized power failure 5. Water leak 6. Minor weather incident
<p>Level 2 Major emergency</p>	<ol style="list-style-type: none"> 1. Disrupts at least a sizeable portion of the campus community 2. Threat to life, health, property, and mission-critical functions 3. Extended response time may be required. 4. Assistance from external agencies may be required. 5. Activation of EOP and EOC may or may not be needed. 	<ol style="list-style-type: none"> 1. Explosion/fire 2. Structural failure 3. Significant hazardous materials release 4. Extensive power or utility outage 5. Major weather incidents
<p>Level 3 Disaster</p>	<ol style="list-style-type: none"> 1. Disrupts an entire campus 2. Severe threat to life, health, property, and mission-critical functions 3. Effects of disaster are wide-ranging and complex. 4. Normal University operations are suspended. 5. Campus-wide cooperation with involvement by external organizations required 6. Activation of EOP and EOC required 	<ol style="list-style-type: none"> 1. Active shooter 2. Terrorism 3. Widespread medical emergency 4. Mass casualties 5. Uncontained hazardous materials spill 6. Major tornado

Chapter 6. Emergency Operations Center (EOC)

As directed by the incident commander, the President’s Cabinet, command staff, and general staff coordinators will convene at a central Emergency Operations Center (EOC). The location of the EOC will be:

KIRKSVILLE CAMPUS	
Primary EOC location	Still Building, Faculty Development & Resource Center
Alternate EOC location	Memorial Building, Stukey Classroom
MESA CAMPUS	
Primary EOC location	5850 Building, Palm (First floor, A.T Still Memorial Library)
Alternate EOC location	5835 Building, Prescott (First floor)

To the extent possible, the director of facilities will stage the following equipment and supplies:

1. Copies of the EOP
2. Emergency power source (gas generator and fuel sufficient for an initial 72-hour period)
3. Tables, desks, and chairs sufficient to accommodate incident command staff and all support staff
4. Refrigerator and coffee maker
5. Copy machine
6. Fax machine with broadcast capabilities
7. Two-way radio base station, battery operated AM/FM radio, and television
8. Telephone equipment as follows:
 - a. Dedicated lines for incident commander use (minimum of two)
 - b. Dedicated lines for incident command staff (minimum of two)
 - c. Cellular telephones (minimum of three)
9. Campus maps, drawings/blueprints of buildings, HVAC systems, etc.
10. Computer work station (laptop computers and printer with network capabilities)
11. Writing pads, envelopes, post-it notes, writing implements, and other office supplies

Chapter 7. External agencies

If the incident exceeds the University’s capability or affects more than the University, additional support may be requested from local, state, federal, and other external agencies, including:

KIRKSVILLE CAMPUS	
Kirksville Police Department 119 E. McPherson Kirksville, MO 63501 660.785.6945	Kirksville Fire Department 401 N. Franklin Kirksville, MO 63501 660.665.3734
Adair County Health Department 1001 S. Jamison St. Kirksville, MO 63501 660.665.8491	Missouri Department of Health 912 Wildwood Jefferson City, MO 65102 573.751.4905
Missouri Department of Public Safety 1101 Riverside Dr. Jefferson City, MO 65102 573.751.4905	State Emergency Management Agency (SEMA) 2302 Militia Dr. Jefferson City, MO 65102 573.526.9100
Missouri National Guard 2302 Militia Dr. Jefferson City, MO 65102 573.526.9500	Missouri Office of Homeland Security 1101 Riverside Dr. Jefferson City, MO 65102 573.522.3007
MESA CAMPUS	
Mesa Police Department 130 N. Robson Mesa, AZ 85201 480.644.2030	Mesa Fire Department 730 S. Greenfield Dr. Mesa, AZ 85206 480.644.2101
Maricopa County Department of Public Health 4041 N. Central Ave. Phoenix, AZ 85012 602.506.6900	Arizona Department of Health Services 150 N. 18 th Ave. Phoenix, AZ 85007 602.542.1025
Arizona Department of Public Safety 2102 W. Encanto Blvd. Phoenix, AZ 85009 602.223.2000	Arizona Division of Emergency Management 5636 E. McDowell Phoenix, AZ 85008 602.244.0504
Arizona National Guard 5636 E. McDowell Phoenix, AZ 85008 602.267.2700	Arizona Office of Homeland Security 1700 W. Washington Phoenix, AZ 85007 602.542.7013

Chapter 8. After an incident

Following a Level 2 (major emergency) or Level 3 (disaster) incident, the following after-incident procedures will occur:

1. Incident commander will convene a group consisting of the President's Cabinet, command staff, general staff coordinators, and others, as determined by the incident commander, to perform a debrief evaluating effectiveness of University response to the emergency and recommending any needed changes to the EOP.
2. Command staff, general staff coordinators, and others as requested by the incident commander, will write reports identifying operational successes, areas for improvement, and other key issues affecting incident management.
3. The finance section coordinator will collect and track expenses related to University incident response and recovery efforts and provide reports as requested by incident commander.
4. The incident commander will submit a comprehensive written report to the president, including a narrative of the incident, timeline, damages, injuries, agencies involved, evaluation of the University's response, and improvement recommendations.
5. The president will provide follow-up reports to the campus community.
6. President or incident commander will assign tasks to designated departments or staff members to correct weaknesses or gaps in the University's emergency processes.
7. Changes to the EOP will be made as needed.

Chapter 9. Emergency procedures training and review

Exercises help clarify roles and responsibilities, improve interagency coordination, find resource gaps, develop individual performance, and identify improvement opportunities.

1. Discussion-based exercises, such as seminars, workshops, and tabletops, provide a forum for discussing or further developing EOPs, procedures, and training.
2. Operations-based exercises are more complex than discussion-based exercises and involve deployment of resources and personnel. Operations-based exercises include drills, functional exercises, and full-scale exercises. Functional exercises and full-scale exercises involve multiple partners. Participants react to realistic simulated events and implement the plans and procedures using the incident command structure.

Threat assessment

The Emergency Operations Committee members will conduct periodic threat assessments to determine the incidents with high likelihood and high impact for each campus. The defined highest threats will be the subject of tabletop exercises.

Tabletop exercises

The director of facilities or his/her designee will conduct periodic tabletop exercises to further refine the EOP and strengthen the University's emergency preparedness.

Drills

The director of facilities or his/her designee will conduct annual drills on each campus for at least the following:

- Evacuation (e.g., fire drills)
- Lockout/Shelter in place (e.g., tornado, external incident)
- Active shooter

Drill monitors and their duties will be identified by the director of facilities or his/her designee. Drill monitors will be trained annually regarding their duties.

Drill monitors will complete drill reports, which will be reviewed by the 1) director of facilities and 2) vice president for finance and administration/CFO (Kirksville campus) or senior vice president for university planning and strategic initiatives (Mesa campus). If drill reports reveal gaps, remedies and/or changes to the EOP will be made.

Functional exercises

The director of facilities or his/her designee will on a biennial basis oversee the design and implementation of a functional exercise on each campus. It will include external partners, such as police, firefighters, and emergency medical personnel. The exercise will have measurable goals and will be used to evaluate and improve this EOP.

Local authorities

The director of facilities, or his/her designee, will on an annual basis invite local police and fire departments and other emergency responders will be invited for a walk-through of each campus with a goal of open communication and exchange of information. Current campus maps will be shared. The event will be coordinated and led by the director of facilities.

Expertise of local authorities will be considered as it relates to potential training of ATSU constituents.

Plan review

The EOP will be reviewed annually by the Emergency Operations Committee.

As stated in Chapter 8, following any Level 2 or 3 emergency, the incident commander will convene a group to evaluate effectiveness of the University's response and recommend changes to the EOP.

Chapter 10. EOP development process

Introduction

Due to increased awareness of challenges facing institutions of higher education in preparing for and responding to emergencies ranging from hazardous waste spills to active shooters, ATSU's Risk Management Committee designated emergency management as a 2016 focus area. The Risk Management Committee felt a new consolidated university EOP reflecting best practices in emergency management was needed. To this point, Kirksville and Mesa campuses have been operating under separate EOPs.

Matthew Heeren, vice president & general counsel, and Dawn Shaffer, compliance manager, assumed responsibility for facilitating the process of writing a new EOP in conjunction with the Emergency Operations Committee, consisting of 26 members from both campuses representing Communications & Marketing, Human Resources, Facilities, Security, Information Technology Services, University clinics, and the Hazardous Materials Management Committee and Risk Management Committee. Gerry Keenen, ASHS faculty member, was added to the Committee due to his considerable experience in emergency management.

Plan development

As the first step in drafting the EOP, the 2013 "Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education" published by the U.S. Department of Education (ED), in conjunction with U.S. Departments of Justice, Homeland Security, Health and Human Services, FBI, and FEMA, was thoroughly reviewed and outlined.

EOPs of other colleges and universities modeled after the ED guide were identified and evaluated. These EOPs tended to be lengthy, heavily textual, and not readily absorbable. It was determined a goal for the ATSU EOP was to make it as concise and visual as possible, while still following best practices. The draft EOP was revised several times by the Office of Vice President & General Counsel before sharing it with the Committee.

The ED guide and other sources were definitive ATSU's EOP needed to align with FEMA's Incident Command System (ICS) and Department of Homeland Security's National Incident Management System (NIMS). ICS and NIMS direct all local, state, and federal governmental agencies in emergency management, prescribing the framework emergency responders will use in the event of an incident. Using the terminology and management structure of ICS and NIMS facilitates communication between the University and emergency responders.

The Committee, and subcommittees charged with specific assignments, met several times in 2016 and 2017 to discuss the draft EOP. Emergency directors for the cities of Kirksville and Mesa were included in several Committee meetings to help ensure ATSU emergency processes complement the processes of local authorities. The Committee first determined the structure, meaning in the event of an emergency what roles are needed to fulfill what tasks and who will fill those roles. Many logistical topics were also discussed, including possible locations for an emergency operations center, triage locations (if needed), improvement of all-campus emergency notification systems, evacuation of persons with access and function needs, first aid, and other supplies needed, etc.

Once the structure of the EOP was approaching final stages, attention turned to the incident-specific action plans (e.g., active shooter, fire, earthquake, evacuation), which are incorporated into the EOP as appendices. The action plans were drafted using respected sources, such as the Red Cross, Department of Homeland Security, FBI, OSHA, and other federal and state governmental agencies. Other resources included action plans of other institutions of higher education. The first review of the draft action plans was by Gerry Keenan, followed by the emergency management directors for the cities of Kirksville and Mesa. Action plans were assigned to Committee subgroups for discussion and revision. Following a final review of the plan in its entirety by the Committee, the EOP was submitted to ATSU's president for review and approval.

Next steps

The EOP must be practices that are known, understood, and able to be put into action, even under stressful circumstances. Distribution and awareness of the EOP along with training, drills, and exercises will contribute to further EOP development and implementation.

Appendix A. Active shooter/violent intruder

Definition

An active shooter/violent intruder is an individual actively engaged in killing or attempting to kill people in a confined, populated area. In most cases, active shooters use firearms, and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. According to the FBI study of active shooter incidents occurring between 2000 and 2013 throughout the U.S., situations were over within two to five minutes. Due to the quick time frame, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Upon receipt of an emergency notification or upon awareness of situation,

REMEMBER: RUN – HIDE – FIGHT

RUN, when an active shooter is in your vicinity.

- If you determine escape is possible, evacuate the area as quickly as possible.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape, if possible.
- Alert others as you exit the area/building.
- Warn others to not enter the area/building.
- Call 911 when safe.

HIDE, if an evacuation is not possible, and find a place to hide.

- Lock interior door.
- Barricade the door with heavy furniture such as desks, tables, or bookcases, if possible.
- Place cell phone in silent mode; vibrate mode can still cause loud sounds. Do not turn off phone.
- Turn off lights, radios, and computer monitors.
- Close blinds, if any.
- Hide behind large objects.
- Remain very quiet.
- Your hiding place should:
 - Be out of the shooter's view.
 - Provide protection if shots are fired in your direction.
 - Not trap you or restrict your options for movement.
- An unfamiliar voice may be the shooter attempting to lure victims from their safe space; do not respond to any voice command until you can verify with certainty it is being issued by a police officer.
- Stay in place until the "ALL CLEAR" signal is received.

FIGHT, if your life is in imminent danger, or if you or a group of people decide this is the best response to preserve innocent life.

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- When fighting, do not go it alone if you can help it. There is strength in numbers.
- Improvise weapons, such as pens, pencils, scissors, chairs, desks, and blunt objects.
- If you and others decide to fight, commit to your action. Realize this will involve significant risk and cannot be accomplished half-heartedly. Give it every bit of strength, energy, and courage you have. Do not hesitate to use violent means.
- Use your knowledge of the facility. There may be an advantageous location when attacking the suspect.

Evaluate

- Status of threat
- Proximity of threat
- Have your circumstances changed? Is there now a better option among RUN, HIDE, FIGHT?

When law enforcement arrives

- Remain calm and follow instructions.
- **Keep your hands visible at all times.**
- Avoid pointing or yelling.
- Know help for the injured is on the way.

Before a situation occurs, plan ahead. Think.

- Where would I run?
- Where would I hide?
- How would I fight?

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND TO PLAN FOR EMERGENCY SITUATIONS.

Sources: [fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources](https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources)

[dhs.gov/xlibrary/assets/active_shooter_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)

Appendix B. Barricaded person/hostage situation

Definition

A barricaded person is one who isolates himself/herself in a closed area and makes demand with the threat of harm to self or others. A hostage situation exists when a person or persons holds others against their will. This person may claim to have weapons or other implements of violence, such as explosives, and threaten to use them.

Strategies for survival

- At the initial stage, if possible, leave the area or seek cover and concealment quickly. If it is not possible to leave or hide, obey the demands of the barricaded person.
- Do not confront or try to reason with a barricaded or intended barricaded person, regardless of any training or expertise (e.g., counseling, psychology, etc.). Only law enforcement-trained crisis negotiators should negotiate with such an individual.
- Do not initiate any communication with the barricaded person.
- Stay calm. Model calmness and a reasonable attitude for others to see and emulate. This professional bearing may influence the barricaded person as well.
- Cooperate with all demands of the barricaded person.
- Be mentally prepared for a lengthy situation.
- Do not cry, whine, or whimper. These traits are irritating and may feed or reinforce the barricaded person's feeling of power, encouraging more aggression.
- Do not be a hero. Do not do anything to stand out or be noticed individually.
- Do not stare. When being addressed by the barricaded person or when speaking to him/her, maintain eye contact. Good eye contact establishes rapport. Staring, however, may appear threatening.
- Remove all indications of authority. At the outset, remove badges, desk plates, etc., indicating titles or levels of authority. Refer to others by name, not title.
- Never turn your back. It is easier to consider harming an impersonal object than a person with human qualities and features.
- Be natural. Should the opportunity present itself, provide hints or insights into your life, lifestyle, problems with spouse, children, schools, etc.

- Never use humor early in a crisis. Should some level of rapport be developed with the barricaded person, humor can be used to personalize the situation. Remember, what is humorous to one person may be offensive to another, and use humor very carefully.
- Do not use sarcasm.
- Deceiving, tricking, or lying to the barricaded person is extremely risky for you and others.
- Be observant. Make mental notes regarding who did certain actions at specific times. These matters may be subject to testimony later. Be discreet, and do not place yourself or others in jeopardy by obviously collecting evidence.
- When law enforcement enters the premises, they will identify themselves and instruct everyone to go to the floor. Comply immediately with all instructions.
- Until proper identification takes place, everyone is a suspect. Be prepared to be handcuffed during the initial stage of recovery.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND TO PLAN FOR EMERGENCY SITUATIONS.

Appendix C. Blood or bodily fluids exposure

Definition

Since people often carry blood-borne infections unknowingly, follow the universal precaution of treating all body fluids as if they were infectious.

Immediate actions

- In an emergency situation, contact 911 and campus security (In Mesa, dial 0 from a campus phone or dial 480.219.6000 or 480.341.9075 from a non-campus phone. In Kirksville, dial 33 from a campus phone or dial 660.626.2380 or 660.349.9513.)
- Do not attempt to clean up blood spills yourself. Contact campus facilities for assistance.
- If you assist a bleeding individual, put on protective gloves and other personal protective equipment. Wear gloves even when treating minor injuries such as skinned knees or bloody noses.
- Once your assistance is no longer needed, carefully remove your gloves and dispose of them in a proper receptacle. The recommended procedure is to peel one glove off from the wrist and hold it in the gloved hand. With your bare hand, peel the glove from the other hand from the inside, tucking the first glove inside the second.
- Thoroughly wash your hands with soap and running water. If your eyes or other mucous membranes come into direct contact with blood, wash or flush them with water as soon as possible.
- If you feel you may have been exposed to blood-borne pathogens during a workplace accident, report the incident to your supervisor immediately to arrange confidential medical evaluation and treatment.
- Do not attempt to clean up any blood spills yourself. Contact facilities for cleanup.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Appendix D. Bomb threat

Definition

A bomb threat is usually a verbal or written threat to detonate an explosive or incendiary device to cause property damage, death, or injuries, whether or not such a device actually exists.

Bomb threats are to be taken seriously until proven otherwise.

Immediate action

If a bomb threat is received by **handwritten note**, handle the note as little as possible, and initiate the bomb threat procedure described below.

Bomb threat procedure

Call 911, but **DO NOT USE A CELL PHONE** or two-way radio, which have the potential to detonate a bomb. Get away from the area, and use a landline.

- **DO NOT** announce an evacuation of the building until police arrive and evaluate the threat.
- **DO NOT** activate the fire alarm.
- **DO NOT** touch or move a suspicious package (description on following page).

If a bomb threat is received by **email**, do not delete the message, and initiate the bomb threat procedure described above.

If a bomb threat is received by **phone**, gain as much information from the caller as possible.

1. Remain calm. If your phone has a caller ID display, immediately copy the number.
2. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does. Listen carefully. Use the script below.
3. After the call is finished, do not hang up. Go to another phone to call 911.

SCRIPT

“I’m listening. Tell me what you want me to know. I’m writing it down.”

If the person seems finished talking, say “I have some questions. Would you answer them for me?”

Questions	Write answers here.
Where is the bomb located? (building, floor, room)	
When is the bomb going to explode?	
What does the bomb look like?	

What kind of bomb is it?	
What will cause the bomb to explode?	
Did you place the bomb? If so, why?	
What is your name?	

Listen for information about the caller.

1. Apparent gender, race, and age of the caller.
2. Characteristics of the caller's voice (e.g., calm, angry, excited, accent, etc.).
3. Background sounds (e.g., street noises, static on the line, etc.).

Be aware of suspicious package signs.

- | | |
|---------------------|--------------------|
| No return address | Poorly handwritten |
| Excessive postage | Misspelled words |
| Stains | Incorrect titles |
| Strange odor | Foreign postage |
| Strange sounds | Restrictive notes |
| Unexpected delivery | |

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Source: U.S. Department of Homeland Security

Appendix E. Civil unrest

Definition

A protest or public demonstration to display approval or disagreement with an idea or course of action will often be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exist, which indicate civil unrest:

- Disruption of the University's normal operations.
- Obstructing access to offices, buildings, or other University facilities.
- Threat of physical harm to persons or damage to University facilities.
- Unauthorized entry into or occupation of any University room, building, or campus area, including such entry or occupation at any unauthorized time or any unauthorized or improper use of University property, equipment, or facilities.

Immediate action

If any of the above conditions exist, campus security should be notified.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Appendix F. Earthquake

Definition

An earthquake is a sudden, rapid shaking of the earth caused by the breaking and shifting of rock beneath the earth's surface. Earthquakes strike suddenly, without warning, and may occur at any time of the year, day or night. Forty-five states and territories in the U.S. are at moderate to very high risk of earthquakes, and such areas are located in every region of the country.

Preparation

There will be no warning in the event of an earthquake. Consider stocking a few days' supply of items, which may become scarce or unavailable, such as food, water, alternative power and light sources, and first aid supplies.

During an earthquake

If inside when the shaking starts:

- Stay where you are and wait it out; it will be virtually impossible and dangerous to change locations. Do not go outside until shaking stops.
- Drop down on your hands and knees. Cover your head and neck with your arms.
- If you can move safely, crawl for additional cover under a sturdy desk or table.
- If in a hallway, move against a corridor wall, and cover head with arms.
- Stay away from glass, windows, outside doors, and walls, and anything that could fall, such as light fixtures or furniture.
- Be aware fire alarms and sprinkler systems frequently go off during an earthquake, even if there is no fire.
- If you must leave the building after the shaking stops, use stairs rather than an elevator in case there are aftershocks, power outages, or other damage.

If outside when the shaking starts:

- Find a clear spot away from buildings, power lines, trees, and streetlights.
- Drop to the ground.
- Stay until the shaking stops.
- If in a vehicle, pull over to a clear location and stop. Avoid bridges, overpasses, and power lines. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps the earthquake may have damaged.

After an earthquake

- If there is a clear path to safety, leave the building, and go to an open space away from buildings and damaged areas with nothing overhead.
- If you are trapped, do not move about or kick up dust. Tap on a pipe or wall, and shout out, so rescuers can locate you.

- Check for injuries, and dial 911 as needed. Be aware emergency responders may not be available for some time. It may be necessary to act to free trapped individuals or provide first aid if qualified emergency response is delayed. Consider your safety, and use good judgment.
- Do not use the telephone, unless necessary. Leave lines open for emergency calls.
- Try to account for all individuals.
- Examine area for damage and hazards, particularly hazardous materials release and gas, electric, or water line damage. Report any problems to facilities.
- Expect and prepare for aftershocks.
- Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake.
- Watch for small fires. Fire is the most common hazard after an earthquake.
- Clean up spilled medications, chemicals, or flammable liquids immediately.
- Watch for fallen power lines; stay out of damaged areas.
- Return home only when authorities say it is safe to do so.
- Be careful when driving after an earthquake, and anticipate traffic light outages.
- Criminal behavior, such as looting, often occurs in disaster scenarios. Lock doors, and employ other means of security, as appropriate.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Appendix G. Email/cybersecurity threat

Definition

Personal threat or harassment by email may be directed at an individual, or it may be part of a larger cyber emergency.

Email threats, like threats received via other communication methods, should be taken seriously until proven otherwise.

Immediate action

- Do NOT delete the message.
- If physical harm is threatened, contact campus security immediately. (In Mesa, dial 0 from a campus phone or dial 480.219.6000 or 480.341.9075 from a non-campus phone. In Kirksville, dial 33 from a campus phone or dial 660.626.2380 or 660.349.9513.)
- Also, contact the ITS service desk.
- If the threat is limited to cybercrime activity (e.g., a disruption of services, an indication University data has been or will be breached, an indication University data is being held for ransom), contact ITS.
- Print out a copy of the email message. Include the message's header information, as well as any date/time stamp data associated with the message.
- Take a screenshot or photograph of the displayed threat.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Appendix H. Emotional distress/suicide risk

Definition

A person who appears distressed may or may not be in imminent danger of harm. A person observing the distressed individual should take steps to help following the guidelines below.

Signs of distress include, but are not limited to,

- Nervousness, agitation, or irritability
- Infrequent class or work attendance
- Tearfulness
- Changes in academic or work performance
- Changes in personal, classroom, or work relationships
- Undue aggressiveness or abrasive behavior
- Fearfulness
- Dependency (e.g., excessively clingy)
- Frequent alcohol and/or drug use

Your actions when observing signs of distress

- Express your concerns to the person, point out your observations, and ask about his/her situation.

Warning signs the person may be unsafe include, but are not limited to,

- Withdrawal from others (isolation)
- Talks about or threatens suicide
- Makes statements such as “I want this all to end.” or “I can’t go on anymore.”
- Significant confusion
- Behavior is bizarre, alarming, and/or dangerous.
- Makes statements about hurting or killing others
- Marked change in behavior, mood, and/or hygiene
- Appears depressed (e.g., frequent crying, insomnia, over-sleeping, weight loss/gain, loss of pleasure, etc.)
- Appears/reports hopelessness or helplessness
- Engagement in self-harm (e.g., cutting)

Your actions when observing warning signs the person may be unsafe

- Directly ask “Do you want to end your life?” or “Do you want to kill yourself?”
- Directly ask about suicidal and/or homicidal thoughts. Ask if they have intent, a plan, and access to a means to follow through with harming themselves or harming someone else.

If you believe there is imminent danger

- **Examples**
 - Person found unconscious or unresponsive
 - Person is clearly incapable of keeping him/herself safe (e.g., highly intoxicated, experiencing hallucinations or delusions, speech is incoherent, or person exhibits non-goal directed behavior, etc.)
 - Person tells you they have ingested pills beyond the recommended dose, whether confirmed suicidal intent or not
 - Person threatens immediate danger to self (e.g., ingests pills, shoots self, cuts self, jumps, etc.)
 - Person attempts or threatens physical harm to someone else or people in general

SUICIDE ATTEMPT/THREAT

All suicide threats/attempts must be taken seriously. Warning signs of suicide can include:

- Threatening to hurt or kill oneself
- Seeking access to means to hurt or kill oneself
- Talking or writing about death, dying, or suicide
- Expressing hopelessness or helplessness
- Acting recklessly or engaging in risky activities
- Increased use of alcohol or drugs
- Withdrawing from family, friends, or society
- Appearing agitated or angry
- Having a dramatic change in mood

Your actions should an individual make the threat in person while on campus

- If possible, do not leave the person unattended or allow the person to leave the premises; however, do not attempt to physically restrain the person. If he or she leaves, pass along information about what he or she was wearing, where he or she might be going, and a vehicle description.
- If the person of concern is a student, **CALL** – *NEVER EMAIL* – ATSU security *and* vice president for student affairs (Missouri campus) or associate vice president for student affairs (Arizona campus) *and* ATSU mental health wellness counseling. The vice president for student affairs or associate vice president for student affairs will work with the appropriate campus staff to determine whether any additional notification is necessary and appropriate.
- If the person of concern is an ATSU employee, notify campus security *and* assistant vice president for human resources (Missouri campus) or director of human resources (Arizona campus).

Your actions should an individual make the threat in person while at another location at a work/school related activity (e.g., rotation site, clinic, event, etc.)

- Do not leave the person unattended or allow the person to leave the premises. (If possible, do not attempt to physically restrain the person.)
-

- If possible, enlist the help of someone else to dial 911 or the National Suicide Prevention Lifeline at 800.273.8255 or make the call yourself.
- If the person of concern is a student, in addition to dialing 911 or the National Suicide Prevention Lifeline, **CALL – NEVER EMAIL** – the highest level ATSU administrator at that site **and** vice president for student affairs (Missouri campus) and/or associate vice president for student affairs (Arizona campus) who will work with the appropriate campus staff to determine if any additional notification or action is appropriate.
- If the person of concern is an ATSU employee, in addition to dialing 911 or the National Suicide Prevention Lifeline at 800.273.8255, **CALL – NEVER EMAIL** – the person’s direct supervisor **and** assistant vice president for human resources (Missouri campus) *and/or* director of human resources (Arizona campus).

Your actions should an individual make the threat by phone

- Attempt to keep the person on the telephone by encouraging the person to talk while simultaneously gathering as much information as possible.
- While the person is on the telephone, try to enlist help from someone else to dial 911 (if you know the person is local) or the National Suicide Prevention Lifeline at 800.273.8255 (if the person is believed to be outside the local area), *especially when the person says he or she has a weapon, has taken pills, or sounds incoherent or intoxicated.*
- If it is not possible to keep the person on the phone, and/or no one else is available to assist, write down the phone number for the person and where you believe he or she may be and **CALL** the police (911) or the National Suicide Prevention Lifeline.
- If the person of concern is a student, **CALL – NEVER EMAIL** – the vice president for student affairs (Missouri campus) or associate vice president for student affairs (Arizona campus) **and** ATSU mental health wellness counseling. The vice president or associate vice president for student affairs will work with the appropriate staff to determine whether any additional notification is necessary and appropriate.
- If the person of concern is an ATSU employee, **CALL – NEVER EMAIL** – the vice president for human resources (Missouri campus) and/or director of human resources (Arizona campus). The assistant vice president for human resources and director of human resources will work together with the appropriate University staff to determine if any additional notification or action is appropriate.

If you are unsure whether there is imminent danger

- **Examples**
 - Person reports history of self-injury (e.g., cutting or burning) and now states a desire to engage in this behavior again.
 - Person is found intoxicated or appears to be under the influence of sedatives.
 - Person makes statements suggestive of suicidal/homicidal thinking (e.g., “I don’t know if I can keep going.”) that are not overtly indicative of imminent danger.

- Person appears emotionally distraught and does not respond to your attempt to calm him/her.
- Person experiences a sudden stressful event (e.g., death, breakup, divorce, etc.) and does not appear able to regulate emotions, is inconsolable, or response seems unusual (e.g., uncontrollable crying over a failed exam, no apparent response to the death of immediate family member, etc.).
- Person's work, assignments, and/or communications contain material that raises concerns about suicide, homicide, and/or violence.

- **Actions to take**

- Call – *NEVER EMAIL* – one or more of the following and provide the relevant information for which you know. These persons are not on call 24/7, so consider the need to contact a crisis line or call 911.
 - For a student, call an ATSU mental health wellness counselor, vice president for student affairs (Missouri campus), or associate vice president for student affairs (Arizona campus).
 - For an employee, call supervisor, dean, assistant vice president for human resources (Missouri campus), or director of human resources (Arizona campus).

If imminent danger is clearly not present

- **Examples**

- You observe a person crying after getting off the phone. She reports she is sad about the end of a romantic relationship. She denies suicidal/homicidal thoughts and shows no other warning signs.
- A student is struggling in your class due to academic skill deficits and test anxiety. He denies suicidal/homicidal thoughts and shows no other warning signs.

- **Actions to take**

- Listen, and provide support. Refer to resources or services available on campus or in the community.
- Continue to follow up with the person, as appropriate.
- Watch for signs that the person's "imminent danger" status may have changed, and take actions accordingly.

Available training

ATSU offers two trainings on suicide prevention and mental health crisis intervention: Ask-Listen-Refer and Mental Health First Aid. All employees and students are encouraged to take one or both of these trainings.

1. Ask-Listen-Refer is an online, self-directed, suicide prevention training created for college and university campuses that takes between 20-40 minutes to complete. Participants will learn to identify warning signs of suicide, gain instruction in intervening to keep someone safe, and get to the help they need. To take the training 24/7/365, go to asklistenrefer.org/atsu
2. Mental Health First Aid is an eight-hour certification training that teaches participants to assist someone experiencing a mental health or substance use-related crisis. Mental Health First Aid covers risk factors and warning signs for mental health and addiction concerns, strategies for helping someone in both crisis and non-crisis situations, and where to turn for help. The training focuses on:
 - Depression and mood disorders
 - Anxiety disorders
 - Trauma
 - Psychosis
 - Substance use disorders

To request Mental Health First Aid certification training, contact an ATSU mental health wellness counselor.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Source: ATSU Mental Health Wellness counselors

Telephone numbers

ATSU Campus Security

AZ campus – Dial *7 from any campus landline or 480.342.9075
MO campus – Dial 33 from any campus landline or 660.349.9513

ATSU Mental Health Wellness counselors (for students)

AZ campus – Art Matthews, 480.219.6170 (office) or 480.359.6570 (cell)
MO campus – Thom Van Vleck, 660.626.2424 (office) or 660.341.1755 (cell)
MO campus – Sarah Thomas, 660.626.2424 (office) or 660.651.6779 (cell)

ATSU Student Affairs

AZ campus – Beth Poppre, associate vice president, 480.219.6126
MO campus – Lori Haxton, vice president, 660.626.2236

ATSU Human Resources

AZ campus – Tonya Fitch, director of human resources, 480.219.6007
MO campus – Donna Brown, assistant vice president, 660.626.2792

Appendix I. Epidemic/pandemic

Definition

An epidemic is a widespread outbreak of a disease. A pandemic is an epidemic of worldwide proportions.

Suggested practices

- Direct patients to local hospitals.
- Exposed staff should be sent home and public health notified.
- Avoid coming to work when sick, especially with an infectious disease.
- Practice social distancing (three foot distance between individuals), and minimize physical contact with other people.
- Reduce face-to-face meetings. Use email, telephone, and video conferencing.
- Avoid sharing printed documents.
- Practice good personal hygiene.
 - Wash your hands frequently and thoroughly.
 - Avoid touching your eyes, nose, or mouth whenever possible.
 - Avoid touching public inanimate objects as much as possible. Germs can linger for several hours on objects such as doorknobs, elevator buttons, faucet handles, and stair railings.
 - Use alcohol wipes to clean inanimate objects before touching them.
 - Use antibacterial hand sanitizer when soap and water are not available.
 - Practice good cough etiquette.
- Actively monitor websites, publications, news releases, etc., of federal and local health organizations to keep current in epidemic/pandemic situations.

The Office of the President, in conjunction with Communication & Marketing, will deliver public health messages to ATSU students, faculty, and staff, if warranted.

It may be anticipated the affected campus will remain open, classes will continue, and employees will be required to attend work as scheduled, unless they are ill. In the event of a circulating strain of a severe illness affecting many individuals, it may be necessary to close the campus for a period of time. This decision will be reached by the president, based on recommendations by public health officials. In this event, certain essential employees may be required to report to work.

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Appendix J. Evacuation

Definition

An evacuation will be initiated when it is necessary for people to exit the building(s). An evacuation may be total (affecting the entire campus) or partial (affecting only a portion of the campus).

Types of events triggering an evacuation

- Fire or fire drill
- Bomb threat
- Hazardous material emergency
- Power failure

Upon receipt of an emergency notification

- Remain calm.
- Turn off computer, time permitting.
- Take personal items, only if time permits.
- Each department has a map posted in the area showing the best route for evacuation, and all should follow this route out of the building.
- Always use stairs. Do not use elevators.
- Remain quiet during evacuation to hear any directions.
- Close all doors upon leaving an area.
- Persons with access and functional needs requiring extra assistance to evacuate should move to, or be taken to, designated stairwell landings to wait for assistance by trained first responders.
- Logs/records/files: Some departments have logs or files vital to that department. Departments should plan ahead. If vital logs or files may be easily carried, a person should be assigned the responsibility of picking them up as he or she leaves. If this is not practical, plan how vital logs or files may be quickly placed in a safe area. In a fire, more damage is done by water than fire, so even placing items in a desk drawer provides some protection.

Following an evacuation

- Remain calm.
- Do NOT go back into the building.
- Once in a safe area, stay visible, and do not leave. Persons not accounted for may be assumed to be missing and in need of rescue.
- Supervisors should account for occupants from their respective areas and notify authorities immediately if someone is missing. Follow instructions by those in authority.

- Wait for the “all clear” from appropriate authorities before leaving or returning to the building.

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Appendix K. Explosion/blast

Definition

An explosion or blast is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

Immediate actions

- Immediately take cover under tables, desks, or other object that can give protection against falling glass or other debris.
- After effects of the explosion have subsided, evacuate the building as quickly and calmly as possible. If there is a fire, stay low to the ground.
- Use stairs only; do not use elevators.
- Assist others in exiting the building, particularly any persons with access and function needs. If such persons require extra assistance, they should move to or be moved to a designated stairwell landing and wait for assistance by trained first responders.
- If it is safe to do so, activate a fire alarm on the way out.
- Assist others in exiting the building.
- Move to a clear area at least 500 feet away from the affected building.
- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and crews.
- As soon as possible and from a safe location, dial 911 to report the incident.
- Report any injured, missing, or trapped persons to emergency personnel.
- If you are trapped, tap on a pipe or wall, and shout out so rescuers can locate where you are.
- Do not re-enter the building.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

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Appendix L. Fire

Definition

A fire may include visible flames, smoke, or strong odors of burning. The person discovering the fire should alert those closest to the fire and evacuate. If possible to do so safely, pull the fire alarm while evacuating. Once outside, dial 911 and notify the fire department of the fires' location.

Immediate actions

For the person **discovering** smoke or fire, remember R-A-C-E:

- R – REMOVE anyone in immediate danger.
- A – ALARM – Pull the nearest fire alarm.
- C – CONTAIN the fire by closing windows and doors.
- E – EXTINGUISH the fire only if you can do so safely and quickly, and EVACUATE the building.

Even if the fire is extinguished, call 911 or security.

For persons **hearing** a fire alarm:

- Do not ignore a fire alarm.
- Close, but do not lock doors to your immediate area.
- Evacuate the building quickly via the nearest exit.
- Assist others in exiting the building, particularly any persons with access and function needs. If such persons require extra assistance, they should move to or be moved to a designated stairwell landing and wait for assistance by trained first responders.
- Remain calm and quiet.
- Do not use elevators.
- Avoid smoke-filled areas.
- Some departments have logs and/or record files vital to that department. Departments should plan ahead. If vital logs or files may be easily carried, a person should be assigned the responsibility of picking them up as he or she leaves. If this is not practical, plan how vital logs or files may be quickly placed in a safe area. In a fire, more damage is done by water than fire, so even placing items in a desk drawer provides some protection.

For persons **evacuating from the immediate fire area**:

- Feel the door from top to bottom carefully, using the backside of your hand very near, but not on the door. (Note: If you use your palm, you may injure it, and that will hamper crawling and further use.) If it is hot, do not proceed; go back.
- If the door is cool, crouch low, and open the door slowly. Close the door quickly if smoke is present.
- If no smoke is present, exit the building via the nearest stairwell or exit.
- If heavy smoke is encountered in a stairwell, go back and try another stairwell.
- Notify campus security or fire personnel if someone inside the building is trapped or needs assistance evacuating.
-
-

- Gather outside the building at a safe distance. Do not leave so you may be accounted. Do not attempt to re-enter the building until instructed to do so by police, fire personnel, or an authorized University representative.

For persons with disabilities:

- Persons needing extra assistance to evacuate the building should move to or be moved to a designated stairwell landing and wait for assistance from trained first responders.

STOP – DROP – ROLL

When clothing, hair, or other body part becomes engulfed by fire, **DO NOT RUN OR ALLOW ANOTHER TO RUN**. Instead, follow the rules of STOP-DROP-ROLL.

STOP. Do not run.

DROP. Go to the ground or floor, and cover your face.

ROLL. Rolling may not extinguish flames, but it will slow the burning process.

If trapped in a room

- Close as many doors as possible between you and the fire.
- Place wet cloth around or under the door to prevent smoke from entering the room.
- Be prepared to signal to someone outside, but **DO NOT BREAK GLASS**, unless absolutely necessary, as outside smoke may be drawn into the room.

If caught in smoke

- Drop to hands and knees, and crawl toward exit.
- Stay low to the floor, as smoke rises to the ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through your nose, and use a filter such as your shirt or towel.

Following an evacuation

- Remain calm.
- Once in a safe area, stay visible, and do not leave. Persons not accounted for may be assumed to be missing and requiring rescue.
- Supervisors should account for occupants from their respective areas and notify authorities immediately if someone is missing.
- Follow instructions by those in authority.
- Do not return to an evacuated building until the “all clear” is given.

Fire extinguishers

Fire extinguishers are located in conspicuous places in main halls and at exits. **Untrained** personnel should call 911, evacuate immediately, and not use fire extinguishers.

Decision making

The responding fire department incident commander will control and make decisions at the fire scene. The fire department will decide when to turn control of the scene back to the University.

Upon notification from the fire department, the campus incident commander or his/her designee will notify individuals who have vacated the building that all is clear.

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Appendix M. Hazardous materials

Definition

A hazardous materials incident may be a spill or release of chemicals, radioactive materials, or biological materials inside a building or to the environment. Simple spills may be managed by trained persons or persons who are familiar with their department's spill protocols. Major spills or emergencies require assistance from a 24-hour emergency agency such as the fire department or a county hazardous material (HAZMAT) team.

Warning

ONLY trained and authorized personnel are permitted to respond to hazardous material incidents.

Immediate actions

Simple spill

- Does not spread rapidly; does not endanger people or the environment outside of the spill area.
- May be managed by a trained individual or individual familiar with his/her department's spill protocol.

Major spill or emergency

- Spreads rapidly; presents an inhalation hazard; and endangers people or environment.
- Immediately evacuate the area closing doors behind you.
- Dial 911.
- Call one or both of the coordinators for the applicable campus.

Campus	Emergency coordinator	Hazardous materials coordinator	Radiation safety officer
Missouri	Bob Ehrlich 660.626.2302 (office) 660.349.0296 (cell)	Vineet Singh 660.626.2455 (office) 660.349.9576 (cell)	Vineet Singh 660.626.2455 (office) 660.349.9576 (cell)
Arizona	Tony Magliano 480.219.6179 (office) 760.310.3932 (cell)	Juan Romero 480.265.8063 (office) 928.301.8467 (cell)	Not applicable – no radioactive materials on campus

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Appendix N. Lockdown, external threat

Definition

An external threat lockdown will be initiated when there is a situation in the surrounding area that could be a threat to the campus.

Examples

Events which could trigger an external threat lockdown include, but are not limited to,

- threatening or violent person near campus
- hazardous spill near campus
- civil unrest near campus

Immediate actions

- All exterior doors will be locked to the outside. Doors will always open to allow exit from the inside.
- Monitors will be placed at some doors to allow authorized access.
- Classes and all other campus functions may continue as normal.
- No one will be allowed to leave until an all clear is given.

If you are outside the building when the lockdown is initiated

- leave the area, and go to a safe place.
- await further directions from law enforcement personnel or the University.

THE ABOVE PROCEDURE IS A GUIDELINE. IT IS THE RESPONSIBILITY OF EACH PERSON TO BE AWARE OF SURROUNDINGS AND PLAN FOR EMERGENCY SITUATIONS.

Appendix O. Lockdown, internal threat

Definition

An internal threat lockdown will be initiated when there is a violent or dangerous situation that poses an immediate serious threat to individuals on campus.

Immediate actions

- Outside/entrance doors will not be locked to allow access to emergency responders.
- Lock and barricade doors in your immediate area.
- If your room cannot be locked, determine if there is a nearby location that can be reached safely and then secured.
- Turn off lights.
- Close interior blinds.
- Turn off radios and computer monitors.
- Take cover; hide behind concrete walls, heavy furniture, or filing cabinets.
- Place cell phone in silent mode; vibrate mode can still cause loud sounds. Do not turn off phone.

Unsecuring an area

- Consider risks before unsecuring rooms.
- If doubt exists, the area should remain secured.

If outside the building when lockdown is initiated

- Leave the area, and go to a safe place.
- Await further directions from law enforcement personnel or the University.

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Appendix P. Medical emergency

Definition

A medical emergency is any medical problem that could cause death or permanent injury if not treated quickly.

Immediate actions

- Dial 911.
- Stay on the line, and provide all pertinent information, including
 - Victim's location
 - Status of consciousness, breathing, etc.
 - Victim's chief complaint
 - Any dangerous conditions
 - Anything else requested by the dispatcher

While waiting for help to arrive

- Those trained to perform CPR, AED, and/or first aid/emergency care may act within their expertise.
- Those who are not trained should remain calm and stay with the person.
- Avoid crowding the person needing medical help.
- Have someone stand outside the building to flag down and help direct emergency responders.

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Appendix Q. Power outage/energy emergency

Definition

A power outage or energy emergency is a short-term or long-term loss of electric power to a particular area. Common causes of power outages include lightning, accidents, ice, and wind.

During a power outage

- Do NOT call 911 solely to report a power outage. Excessive calls to the 911 system tie up the lines and prevent those with life-threatening emergencies from reaching assistance. Contact campus security with any questions. Operations will contact the power company directly for information.
- Use flashlights for emergency lighting; avoid candles and open flames, which can cause fires.
- Keep refrigerator and freezer doors closed. An unopened refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours.
- Never use an open oven or charcoal burner as a heat source.
- Turn off or disconnect appliances or other equipment in case of a momentary power surge that can damage computers and other devices.
- Take weather into consideration (e.g., Stay in shade, and drink fluids in hot weather.).

If a power outage occurs during normal business hours (Monday-Friday)

- The University will remain open. Business and instructional operations will continue to the extent possible.
- If instructional quality or student safety is compromised, faculty may cancel class.
- Campus telephones should continue to operate as normal. However, not all telephone lighting and dialing displays may be functioning.
- Turn off lights, computer equipment, copiers, printers, and as much other equipment as possible.
- If you are in an area with no natural light source, carefully exit the area and/or regroup in a naturally lit area.
- Do not attempt to use elevators.

In the event of a power outage outside normal business hours

- Notify campus security. (In Mesa, dial 0 from a campus phone or 480.219.6000 or 480.341.9075 from a non-campus phone. In Kirksville, dial 33 from a campus phone or 660.626.2380 or 660.349.9513.)
- Remain on campus for 15 minutes in the event power is restored quickly. If power is not restored within 15 minutes, campus business may close for the remainder of the evening.
- Remember, if the University loses power, the surrounding area may be without utilities.
- Traffic signals and streetlights may not be operating. An intersection normally controlled by a traffic signal should be treated as a four-way stop.
- Always stop at a darkened intersection, then proceed with caution.

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Appendix R. Shelter-in-place

Definition

When evacuation poses danger and upon direction by the campus incident commander, local emergency management, or law enforcement, etc., individuals should remain inside a locked structure to protect themselves from danger external to the building.

Shelter-in-place is a temporary sheltering technique (e.g., 30 minutes to several hours) utilized to limit exposure to dangerous situations. Once alerted, occupants of any building within the subject area will lock all doors and windows and follow all directions. Shelter-in-place continues until an “all clear” signal has been received via overhead paging, text messaging, and/or email.

Types of events triggering shelter-in-place

- Hazardous material spill near campus
- Severe weather
- Crime scene near campus
- Active threat/active shooting near campus
- Riot/large uprising near campus
- Other emergency situation where evacuation may pose greater risk than sheltering in place

The reason for the shelter-in-place may not be immediately communicated.

Upon receipt of an emergency notification

- All exterior entrances and windows should be locked.
- No one inside a campus building should leave.
- No one outside a campus building should enter with exception of persons outside a building near an entrance at the time of the notification and who are able to quickly enter the building before it is locked.
- Stay away from windows and exterior entrances.
- Depending upon the type of event, individuals may be instructed to not leave their office or classroom. In some instances, classes and other campus functions may be allowed to continue.
- Monitors may be placed at some doors to allow authorized access.
- Instructions and updates will be announced or distributed by text messaging and/or email.
- No one will be allowed to leave until the “all clear” signal is received.

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Appendix S. Weather emergency: Dust storm (haboob)

Definition¹

Straight line winds in a thunderstorm can lift huge clouds of dust and reduce visibilities to near zero in seconds, which can quickly result in deadly, multi-vehicle accidents on roadways. An intense dust storm is called a haboob.

Watches and warnings

Watch the sky and stay tuned to National Oceanic and Atmospheric Administration weather radio, commercial radio, television, or internet for information.

- A dust storm watch tells you when and where dust storms are likely to occur.
- A dust storm warning is issued when visibility is one-half mile or less due to blowing dust or sand, and wind speeds are 30 miles per hour or more.

Immediate actions

- Dust storms usually last a few minutes or up to an hour at most. Stay where you are until the dust storm passes.
- If you are on campus or at home,
 - Close all doors and windows.
 - Turn off the air conditioner or HVAC system.
- Avoid driving into or through a dust storm.
- If you encounter a dust storm while driving,
 - Check traffic around your vehicle and begin slowing down.
 - Do not wait until poor visibility makes it difficult to pull off the roadway – do it as soon as possible. Completely exit the highway if you can.
 - Do not stop in a travel lane or in the emergency lane. Look for a safe place to completely pull off the paved portion of the roadway.
 - Turn off your headlights and taillights, put your vehicle in “park,” and take your foot off the brake so your brake lights are not illuminated. Other motorists tend to follow taillights in an attempt to get through the dust storm and may strike your vehicle from behind.
 - Stay in the vehicle with seatbelt buckled and wait for the storm to pass.
 - Keep a dust brush in your car. After the dust storm passes, use the dust brush to clean your engine cover, hood, and vents.
 - Keep an emergency pack in your car (e.g., bottled water, flashlight, blanket) in case your car won’t start due to the amount of dust and debris.

Prior to an emergency

- ATSU is committed to protecting students, faculty, staff, and guests from all types of hazardous weather including, but not limited to, tornadoes, severe thunderstorms, lightning, extreme heat, and winter weather. ATSU encourages all students, faculty, staff,

¹ Arizona Emergency Information Network (AZEIN)

and guests to be aware of changing weather and prepared to take appropriate safety precautions, as needed, for their specific location.

- The National Weather Service provides alert and warning information through weather.gov and maintains a listing of third-party sources that can deliver email and SMS weather alerts to individual subscribers' smartphone and electronic devices. Visit weather.gov for additional information.
- Since 2012, most cell phones are equipped with Wireless Emergency Alerts (WEA), which are free, text-like notifications that inform their subscribers of a dangerous situation – manmade or natural disasters – where you happen to be. In 90-characters or less, WEA states who is sending the alert, what is happening, whom is affected, and what action to take.

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Appendix T. Weather emergency: Flood/severe rain

Definition

A flood is large amount of water overflowing its normal confines, especially over what is normally dry land. Floods may be caused by a variety of factors, including a sudden accumulation of rain, rising rivers, tidal surges, ice jams, and dam failures. Flash floods are sudden, destructive local floods of short duration resulting from heavy rains.

Watches and warnings

- A flood watch indicates flooding is possible. Monitor radio and television for more information.
- A flood warning indicates an imminent threat. Flooding is occurring or will occur soon. If advised to evacuate, do so immediately.
- A flash flood watch indicates flash flooding is possible. Be prepared to move to higher ground. Monitor radio and television for more information.
- A flash flood warning indicates an imminent threat. A flash flood is occurring or will occur soon. Seek higher ground immediately.

Walking and driving during flood conditions

The Centers for Disease Control and Prevention report over half of all flood-related drownings occur when a vehicle is driven into hazardous flood waters. The next highest percentage of flood-related deaths is due to walking into or near flood waters. People underestimate the force and power of water. A mere six inches of fast-moving flood water can knock over an adult. Six inches of water is enough to stall some cars. A foot of moving water can float a vehicle, and two feet of moving water is enough to sweep away most vehicles. It is never safe to drive or walk into flood waters. Do not try to cross flooded roadways if you do not know the depth of the water.

Other precautions

- Do not touch electrical equipment if ground is wet.
- Stay well clear of downed or damaged power lines.
- When removing trees and debris, use only power equipment built to be used outdoors and in wet conditions.
- Gasoline and diesel powered generators, pumps, and pressure washers release carbon monoxide, a deadly colorless, odorless gas. These devices must be operated out of doors and never inside confined spaces.

Prior to an emergency

- ATSU is committed to protecting students, faculty, staff, and guests from all types of hazardous weather including, but not limited to, tornadoes, severe thunderstorms, lightning, extreme heat, and winter weather. ATSU encourages all students, faculty, staff, and guests to be aware of changing weather and prepared to take appropriate safety precautions, as needed, for their specific location.

- The National Weather Service (NWS) provides alert and warning information through weather.gov and maintains a listing of third-party sources that can deliver email and SMS weather alerts to individual subscribers' smartphone and electronic devices. Visit weather.gov for additional information.
- Since 2012, most cell phones are equipped with Wireless Emergency Alerts (WEA), which are free, text-like notifications that inform their subscribers of a dangerous situation – manmade or natural disasters – where you happen to be. In 90-characters or less, WEA states who is sending the alert, what is happening, whom is affected, and what action to take.

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Source: United States Department of Labor – Occupational Safety and Health Administration (OSHA); National Weather Service.

Appendix U. Weather emergency: Tornado

Definition

Tornadoes are violent acts of nature capable of completely destroying well-made structures, uprooting trees, and hurling objects through the air like deadly missiles. A tornado is a violently rotating column of air extending from the base of a thunderstorm down to the ground. Tornado intensities are classified on the Fujita Scale with ratings between F0 (weakest) to F5 (strongest). Although severe tornadoes are more common in states across the Plains, tornadoes have been reported in every state.

Tornado warning v. tornado watch

- Tornado warning – A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. An emergency notification will be announced using overhead paging, where available, and text messaging for those whom have registered for text service. Persons are advised to take immediate shelter.
- Tornado watch – Conditions are favorable for a tornado to occur in and near the watch area. Persons should review and discuss emergency plans and be ready to act quickly in the event of a tornado warning.

Prior to an emergency

- Be aware of designated shelter area locations.
- Supervisors and instructors should inform employees and students of designated shelter areas.
- ATSU is committed to protecting students, faculty, staff, and guests from all types of hazardous weather including, but not limited to, tornadoes, severe thunderstorms, lightning, extreme heat, and winter weather. ATSU encourages all students, faculty, staff, and guests to be aware of changing weather and prepared to take appropriate safety precautions, as needed, for their specific location.
- The National Weather Service (NWS) provides alert and warning information through weather.gov and maintains a listing of third-party sources that can deliver email and SMS weather alerts to individual subscribers' smartphone and electronic devices. Visit weather.gov for additional information.
- Since 2012, most cell phones are equipped with Wireless Emergency Alerts (WEA), which are free, text-like notifications that inform their subscribers of a dangerous situation – manmade or natural disasters – where you happen to be. In 90-characters or less, WEA states who is sending the alert, what is happening, whom is affected, and what action to take.

Upon receipt of an emergency notification

- Supervisors and instructors should lead employees and students to a designated shelter area, if possible.
- Be aware of persons with disabilities who may require help and assess the possibility of providing assistance, if it can be done safely. If necessary, persons with disabilities

should move to or be moved to a designated stairwell landing and wait for assistance by trained first responders.

- All persons should move to the lowest level of a building, to an inner room, or hall with no exterior windows.
- All persons located outdoors should seek shelter indoors immediately.
- Avoid areas where flying debris may occur.
- If a tornado is imminent, persons should take one of two positions. The preferred position is kneeling with the head between the knees facing a wall; the other is seated on the floor with back to the wall. Staying low will reduce potential from injuries from flying debris.
- If available, some form of covering should be used to protect heads, arms, and legs. Otherwise, cover head with arms.
- Remain in place until “all clear” is given by ATSU notification, emergency personnel, or trusted media source.

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Appendix V. Weather emergency: Winter storm (snow/ice)

Definition

Winter storms can range from moderate to heavy snow to blizzard conditions. Winter storms may be accompanied by dangerously low temperatures, strong winds, ice, sleet, and freezing rain. Road conditions may impede or prohibit vehicle movement. Winter storms can result in closed highways, blocked roads, and downed power lines. Exposure may result in frostbite or hypothermia.

Winter storm communications

The University will monitor weather conditions. If warranted, classes may be cancelled, and the campus closed. Information regarding cancellation of classes or closing of the campus will be shared by text messaging and/or email. No notification of a change in schedule means the University will operate as usual. Decisions about whether or not to maintain the University's normal schedule in the event of a winter storm will be made by the deans for the affected campus, in conjunction with the director of facilities. Campus security will advise the campus community of any closures by email and text message. The President's Office is responsible to advise local media of changes to the University's schedule due to a winter storm.

Prior to an emergency

- ATSU is committed to protecting students, faculty, staff, and guests from all types of hazardous weather including, but not limited to, tornadoes, severe thunderstorms, lightning, extreme heat, and winter weather. ATSU encourages all students, faculty, staff, and guests to be aware of changing weather and prepared to take appropriate safety precautions, as needed, for their specific location.
- The National Weather Service (NWS) provides alert and warning information through weather.gov and maintains a listing of third party sources that can deliver email and SMS weather alerts to individual subscribers' smartphone and electronic devices. Visit weather.gov for additional information.
- Since 2012, most cell phones are equipped with Wireless Emergency Alerts (WEA), which are free, text-like notifications that inform their subscribers of a dangerous situation – manmade or natural disasters – where you happen to be. In 90-characters or less, WEA states who is sending the alert, what is happening, whom is affected, and what action to take.

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