

# **KILGORE COLLEGE**

## **CRISIS MANAGEMENT PLAN**

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## SECTION I: INTRODUCTION

### PURPOSE

The basic emergency procedures outlined in this manual are to enhance the protection of lives and property through effective use of college and campus community resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measure, the president or the crisis management team may declare a state of emergency, and these contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this plan. These are: (1) large scale disorder, and (2) large scale natural or man-made disaster. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

### SCOPE

These procedures apply to all college personnel. Major emergencies and disasters may impact surrounding neighborhoods in addition to the campus. If this occurs, the college will make every effort to cooperate with local, state and federal officials in their delivery of emergency services and disaster relief to the surrounding community.

### TYPES OF CRISES AND DEFINITIONS

**Types** of crises covered by this manual are:

Natural Disasters/Events:

- a. Earthquake
- b. Fire
- c. Flood
- d. Tornado

Environmental Disasters/Events:

- e. Chemical Spill or Contamination
- f. Explosion or Aircraft Crash
- g. Food Poisoning
- h. Power Outage
- i. Water Loss or Contamination

Criminal or Terrorist Acts

- j. Bomb or Bomb Threat
- k. Criminal on or Near Campus
- l. Hostage Situation
- m. Murder on Campus
- n. Protest
- o. Unstable Person

## Definitions of Emergencies

The Director of Human Resources or his/her designee serves as the Crisis Management Team Leader during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist in determining the appropriate response. In such situations, the Team Leader or designee will inform the president of the college regarding the status of a given situation. The definitions of emergencies are:

**MINOR EMERGENCY:** Any incident, potential or actual, which will not seriously affect the overall functional capacity of the college. Report immediately to the Campus Police Department and the Police Officer on duty.

**MAJOR EMERGENCY:** Any incident, potential or actual, which affects an entire building or buildings, and which will disrupt the overall operations of the college. Outside emergency services may be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the college administration during times of crisis. Report all major emergencies immediately to the Campus Police Department and the Crisis Management Team Leader.

**DISASTER:** Any event or occurrence that has taken place and has seriously impaired or halted the operations of the college. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed.

In addition, any incident that has the potential to generate external media attention concerning campus resources and/or the instrumentality of the college should be promptly reported to the Public Information Office and the Crisis Management Team Leader.

## ASSUMPTIONS

The college emergency contingency plan is predicated on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines.

- a. An emergency or disaster may occur anytime of day or night, weekend or holiday, with little or no warning.
- b. The succession of events in an emergency are not predictable, hence, published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
- c. Disasters may affect residents in the geographical location of the college, therefore, city, county, state, and federal emergency services may not be available. A delay in off-campus emergency services may be extended for unknown lengths of time.
- d. A major emergency may be declared if information indicates that such a condition is developing or is probable.

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## SECTION II: CRISIS MANAGEMENT TEAM

### DIRECTION AND COORDINATION

The Kilgore College Crisis Management Team shall direct all emergency operations. When an emergency or disaster occurs, the on-duty campus police officer will be in charge until relieved by the team.

The Crisis Management Team Leader or a designated alternate shall coordinate all emergency operations. The direct operational control of the campus in the event of a major emergency or disaster is the sole responsibility of the Crisis Management Team. The coordination of campus emergency resource teams is the responsibility of the Crisis Management Team Leader who will coordinate all on-campus emergency functions as directed.

### CRISIS MANAGEMENT TEAM MEMBERS

In addition to establishing an emergency command post as necessary, the Crisis Management Team Leader shall immediately begin contacting all necessary members of the campus Crisis Management Team that consists of the following team members:

**TEAM LEADER:** Director of Human Resources

**ASSISTANT TEAM LEADER:** Chief of Police or Designee

**CAMPUS SECURITY:** Supervisor of Police, all officers/safety resources as directed

**DAMAGE CONTROL:** Safety Director or designee

**STUDENT AFFAIRS:** Vice President of Student Development or designee.

**COMMUNICATIONS:** Public Information Officer or designee.

**HAZARDOUS MATERIALS ADVISOR:** Safety Director or designee

**LONGVIEW COORDINATOR:** Counselor or designee.

Team members may coordinate as necessary with the Crisis Management Team Leader for implementation and coordination of campus operation plan and support as it pertains to their specific areas.

Team members are to be kept in constant communication with the EMERGENCY COMMAND POST. General responsibilities of the team members are listed below.

#### **TEAM LEADER:**

- a. Responsible for the overall direction of the college emergency response.
- b. Works with Assistant Team Leader and others in assessing the emergency and preparing the college's specific response.
- c. Supports and monitors emergency activities, assigning personnel as needed.

- d. Declares and ends, when appropriate, the campus state of emergency as provided for in this guide.
- e. Notifies and conducts liaison activities with the college administration, governmental agencies, and others as necessary.
- f. Assembles the members of the Crisis Management Team Leader, advises them of the nature of the emergency and coordinates plan implementation.

**ASSISTANT TEAM LEADER:**

- a. Assists the Team Leader with assessing the emergency and directing the overall direction of the college emergency response.
- b. Evaluates the site of the emergency and assists efforts of facility personnel as well as outside rescue and fires agencies.
- c. Assures guides for outside emergency services agencies and barricades are posted as needed.
- d. Assists with notification of the college administration, governmental agencies, Crisis Management Team, and others as necessary.
- e. Assists with conducting liaison activities with all available resources.
- f. Assumes the role of Team Leader when he or she is not available; assigns a temporary Assistant Team Leader.

**CAMPUS POLICE:**

- a. Maintains the Campus Police Office in a constant state of readiness.
- b. Notifies college administration of major emergencies.
- c. Monitors campus emergency warning and evaluation systems.
- d. Assists and supports the Assistant Team Leader in site evaluation and containment.

**DAMAGE CONTROL:**

- a. Provides equipment and personnel to perform shut down procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection.
- b. Provides vehicles, equipment operators for movement of personnel and supplies; assigns vehicles as required to Crisis Management Team for emergency use.
- c. Obtains the assistance of utility companies as required for emergency operations.
- d. Furnishes emergency power and lighting systems as required.

**STUDENT AFFAIRS:**

- a. Is present during emergency to provide students and parents with information concerning emergency.
- b. Assists student population with appropriate response to the emergency.
- c. Assigns and supports institution liaisons to families of students, as appropriate.

## **COMMUNICATIONS:**

- a. Establishes contact with public media as directed by the president.
- b. Establishes contact with local television and radio stations for public announcements.
- c. Arranges for photographic and audio-visual services.
- d. Advises president or designee of all news covering the situation or emergency affecting campus.
- e. Prepares news releases for approval and releases to media concerning emergency.

## **HAZARDOUS MATERIALS ADVISOR:**

Will be available to provide resource assistance on the scene when an emergency occurs involving the handling and/or disposal of possible hazardous waste and/or radioactive material. This type emergency might be a fire, tornado, or damage to the Engineering Science Building, Dodgen Building, or any other facility that maintains hazardous materials.

## **LONGVIEW COORDINATOR:**

Will be available to coordinate emergency services at Kilgore College – Longview until such time as the Crisis Management Team can be assembled.

It will be the responsibility of the team members to direct and contact other members of their staff as needed. It is the responsibility of the Crisis Management Team Leader to review this manual to determine that all information is current and correct. Any changes should be e-mailed to the entire campus and physically addressed by the keepers of the hard copies. It should also be changed on the website where it resides.

Evaluation should be done on an annual basis by the 15th of August of each year in order to be in place for the beginning of the school year. At the discretion of the Crisis Management Team, any changes that should have immediate attention can be made at anytime during the year.

Changes in the manual should include (but are not limited to): updates of names and telephone numbers of those serving in various positions; additions or deletions in the basic core material of the plan; changes in responsibilities of Crisis Management Team Members, Individual Building Contacts, etc.

### **TEAM MEMBERS AS OF 2003:**

	<b>HOME</b>	<b>WORK</b>
<b>TEAM LEADER:</b> Mr. Mike Jenkins	297-8328	ext. 102
<b>ASSISTANT TEAM LEADER:</b> Mr. Bill Lewis	986-3719	ext. 650
<b>SAFETY AND SECURITY:</b> Mr. Mike Phillips	845-2494	ext. 650
<b>-DAMAGE CONTROL:</b> Mr. Perry Myers	657-7849	ext. 257
<b>STUDENT AFFAIRS:</b> Mr. David Castles	984-7562	ext. 188
<b>PUBLIC INFORMATION:</b> Mr. Chris Moore		ext. 181
<b>HAZARDOUS MATERIALS:</b> Mr. Perry Myers	657-7849	ext. 257
<b>LONGVIEW:</b> Mr. Dennis Gronewald	759-8107	ext. 281

(It is the responsibility of team members to contact the Team Leader if the member has a change of phone numbers.)

## **DISASTER AND OFF - CAMPUS RESOURCES**

### **Kilgore Resources:**

Kilgore College Police Department	983-8650 or ext. 650
City of Kilgore Police Department	911 or 983-1559
City of Kilgore Fire Department	911 or 984-6333
City of Kilgore Water Department	984-5083
Laird Memorial Hospital	984-3505
Reliant Energy/Entex	984-0246
Sheriff's Department	984-0671
Southwestern Electric Power	1-866-223-8508
Texas DPS	1-800-525-5555
Texas National Guard	984-4323

### **Longview:**

Kilgore College Police Department	983-8650 or ext. 650
City of Longview Police Department	911 or 237-1199
City of Longview Fire Department	911 or 237-1210
City of Longview Water Department	237-1030
Good Shepherd Medical Center	315-2000
Longview Regional Medical Center	758-1818
Red Cross	753-2091
Salvation Army	753-4511
Texas National Guard	757-5464

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## **SECTION III. COLLEGE NOTIFICATION SYSTEM**

### **DECLARATION OF STATE OF EMERGENCY**

The authority to declare a campus state of emergency rests with the college president or his designee as follows:

During a time of campus emergency, campus police shall immediately place into effect the appropriate procedures necessary to meet the emergency, safeguard persons and property, and maintain educational facilities. The police department shall immediately consult with the Crisis Management Team Leader and the Assistant Team Leader. If unable to contact the above persons, the president should be contacted directly regarding the emergency and possible need for the declaration of a state of emergency.

When this declaration is made, only registered students, faculty, staff and affiliates (i.e. persons required by employment) are authorized to be present on campus. Those who cannot present proper identification (registration, employee ID card or other ID) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the penal code.

In addition, only those faculty and staff members who have been assigned Crisis Management Team duties, or issued an emergency pass by the Crisis Management Team Leader, will be allowed to enter the disaster area.

In the event of earthquakes, aftershocks, fires, storms, or major disasters occurring in or about the campus that involve college property, campus police officers will be dispatched to determine the extent of any damage to college property.

### **NOTIFICATION CHAIN**

The telephone is the primary means of emergency notification at Kilgore College. This system is intended for immediate transmission of specific information regarding an emergency to all affected areas of the campus. When available, Kilgore College e-mail and/or public access television will also be used for this purpose as a back-up system.

### **SAFETY AND SECURITY**

The Kilgore College Police Department is the focal point for two-way transmission of official emergency telephone communications to college administrators. Each college administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under his/her direction. The Team Leader will make the determination as to the need for the Crisis Management Team being called out. In his absence, one of the college officials may determine the need for the Crisis Management Team.

**IMPORTANT:** During an emergency, campus phones must be restricted to college official business only. In the absence of phone service, the Campus Police Department will provide runners for emergency notification, contingent on available personnel. In addition, personal and college cellular phones will be commandeered for Team use.

### **General Warning Devices**

The City of Kilgore maintains an emergency/danger warning device. This is designed to enhance, not replace, more conventional means of communications such as telephones and radios.

### **Individual Building Contacts**

Each building on campus has a contact and an alternate contact designated. These contacts will be responsible for such things as being sure buildings are evacuated and maintaining the best possible head count under the circumstances. These contacts and alternates for each building or area are listed below by location.

#### **Administration Building**

Building Contact: Gerald Stanglin, ext. 104  
Alternate: Darralyn Scobee, ext. 608

#### **Adult Education Center**

Building Contact: Mike Earley, ext. 664  
Alternate: Mary Martin, ext. 677

#### **Applied Technology Center**

Building Contact: Chris Marshall, ext. 158  
Alternate: Gail Jackson, ext. 168

#### **Auto Body Repair**

Building Contact: Terry Brewer, ext. 594  
Alternate: Randy Lewellen, ext. 130

#### **Band Hall**

Building Contact: Wayne Smith, ext. 272  
Alternate: Jeanne Johnson, ext. 121

#### **Baptist Student Ministries**

Building Contact: Blair Prevost, 984-7146  
Alternate: Faye King, 984-7146

### **Business Administration Building**

Building Contact: Randy Lewellen, ext. 130  
Alternate: Linda Smith, ext. 131

### **Child Development Center**

Building Contact: Virginia Booker, ext. 292  
Alternate: Lara Pauley, ext. 291

### **Campus Christian Center**

Building Contact: Britt Davis, 984-3700  
Alternate:

### **Davis Residence Hall**

Building Contact: Chastity Richmond, ext. 577  
Alternate: Edward Williams, ext. 520

### **Demonstration Farm**

Building Contact: Bob Young, 834-6255  
Alternate: Joe Don Thornton, 834-6255

### **Dodson Auditorium**

Building Contact: Dennis Cliborn, ext. 635  
Alternate: Arron Munn, ext. 595

### **East Texas Oil Museum**

Building Contact: Joe White, ext. 605  
Alternate: Sara Lugeanbeal, ext. 296/295

### **Engineering Sciences Building**

Building Contact: Louise Wiley, ext. 242  
Alternate: Becky Still, ext. 243

### **Fine Arts Center**

Building Contact: Raymond Caldwell, ext. 117  
Alternate: Alexa Duke, ext. 118

### **Fitness Center**

Building Contact: Kappy Edwards, ext. 630  
Alternate: Scott Chism, ext. 631

### **Journalism and Photography Building**

Building Contact: Bettye Craddock, ext. 194  
Alternate: O. Rufus Lovett, ext. 192

### **Liberal Arts Building**

Building Contact: Terry Booker, ext. 212 or Sarah Keith, ext. 536  
Alternate: Ginger Holley, ext. 213

### **Library and Bone Learning Center**

Building Contact: Kathy Fair, ext. 639  
Alternate: Janet Smith, ext. 238

### **Longview**

Building Contact: Julie Fowler, ext. 281  
Alternate: Nancy Starr/Eric Good, ext. 281

### **Master's Gym**

Building Contact: Jimmy Rieves, ext. 261-268  
Alternate: Scott Schumacher, ext. 270

### **Old Main**

Building Contact: Duane McNaney, ext. 107  
Alternate: Mike Jenkins, ext. 102

### **Physical Education Center**

Building Contact: Wendy Brown, ext. 262  
Alternate: Cathy Beckman, ext. 633

### **Physical Plant Building**

Building Contact: Jerry Rayburn, ext. 259  
Alternate: Perry Myers, ext. 258

### **Quads Residence Hall**

Building Contact: Jason Kilmer, ext. 504  
Alternate: Edward Williams, ext. 520

### **Radio Station**

Building Contact: Kathy Housby, ext. 625  
Alternate: Manny Almanza, ext. 626

### **Rangerette Gym**

Building Contact: Dana Blair, ext. 273  
Alternate: Shelley Wayne, ext. 273

### **Rangerette Showcase**

Building Contact: Pat Joslin, ext. 265  
Alternate: Lynn Oberthier, ext. 265

### **Spear Training Facility**

Building Contact: Brian Ruthven, ext. 172  
Alternate: Mike Earley, ext. 664

### **Stark Residence Hall**

Building Contact: Edward Williams, ext. 520  
Alternate: Jan Washburn, ext. 191

### **Student Center**

Building Contact: David Castles, ext. 188  
Alternate: Cecelia Sanders, ext. 189

### **Technical/Vocational Classroom Building**

Building Contact: D'Wayne Shaw, ext. 152  
Alternate: Rene Wiley, ext. 146

### **Vocational Shop Building**

Building Contact: Mike Ford, ext. 153  
Alternate: Kelly Bonicelli, ext. 153

### **Wesley Foundation**

Building Contact: VaLita Waits, 984-6922  
Alternate: Secretary, 984-6922

### **Woodfin Technology Center**

Building Contact: Charleen Worsham, ext. 700  
Alternate: Doris Johnson, ext. 701

### **List of Gathering Places Inside and Outside Buildings**

The following is a list of gathering places for each building (or area, in some cases) that should be used in case of an emergency that requires evacuation or the exchange of

information. Each building or area has denoted two inside locations (one for exchange of information, one as a place of optimum safety) and an outside central gathering location for evacuation purposes (such as a fire alarm).

Any modular units used on campus should be abandoned in case of tornado for a more permanent structure or other place of safety such as a ditch or ground depression.

### **Administration Building**

Outside Gathering Point:	North of building in front of Old Main
Inside Safety Location:	Board Room
Inside Information Point:	Board Room

### **Adult Education Center**

Outside Gathering Point:	South: Coldwell Banker-Lenhart Properties parking lot; North: St. Paul's Episcopal Church parking lot
Inside Safety Location:	Room 132
Inside Information Point:	Front registration office

### **Applied Technology Center**

Outside Gathering Point:	Parking lot at the back, Southeast corner of the building
Inside Safety Location:	Central hallway on the first floor
Inside Information Point:	ATC faculty lounge

### **Auto Body Repair**

Outside Gathering Point:	Southwest corner of the tennis courts
Inside Safety Location:	Classroom
Inside Information Point:	Classroom

### **Band Hall**

Outside Gathering Point:	Tennis Courts
Inside Safety Location:	Band Hall (rehearsal hall)
Inside Information Point:	Office #272

### **Baptist Student Ministries**

Outside Gathering Point:	Faculty parking lot behind the LA building
Inside Safety Location:	Dining area
Inside Information Point:	Just inside the front door

## **Business Administration Building**

Outside Gathering Point: Grassy area beside the Fine Arts building and Brooks Drive  
Inside Safety Location: Room 112  
Inside Information Point: Middle of first floor hallway

## **Child Development Center**

Outside Gathering Point: South entrance to the Shakespeare garden  
Inside Safety Location: Closet in hallway and closet in 2 year old classroom  
Inside Information Point: Director's office

## **Campus Christian Center**

Outside Gathering Point: Lot behind the building  
Inside Safety Location: The classroom  
Inside Information Point: The living room

## **Davis Hall and Annex**

Outside Gathering Point: North side of LA building along Nolan Street  
Inside Safety Location: Interior hallway of 1<sup>st</sup> floor  
Inside Information Point: Lobby

## **Demonstration Farm**

Outside Gathering Point: Main parking lot  
Inside Safety Location: Classroom  
Inside Information Point: Classroom

## **Dodson Auditorium**

Outside Gathering Point: Parking lot across the street by the Oil Derrick  
Inside Safety Location: For large groups: the "house" area  
For smaller groups: dressing room hallways  
Inside Information Point: The mezzanine area (PA system for large groups)

## **East Texas Oil Museum**

Outside Gathering Point: Lawn area fronting Ross Street, adjacent to the parking lot  
Inside Safety Location: Conference Room  
Inside Information Point: Orientation Lounge

## **Engineering Sciences Building**

Outside Gathering Point: Corner of Ross and Broadway, by the library  
Inside Safety Location: ES 122 classroom  
Inside Information Point: Hallway outside of the Dean's office (Rm. 202)

### **Fine Arts Center**

Outside Gathering Point: Field between the Fine Arts building and the ATC  
Inside Safety Location: Basement in front of make-up/dressing rooms  
Inside Information Point: Van Cliburn Auditorium

### **Fitness Center**

Outside Gathering Point: Catholic Church parking lot across the street  
Inside Safety Location: Men and Women's locker rooms  
Inside Information Point: Area in front of racquetball courts

### **Journalism and Photography Building**

Outside Gathering Point: Motorcycle parking area of the parking lot in front of building  
Inside Safety Location: Inside the photo gallery area by the photo offices, mailboxes and room 103  
Inside Information Point: Downstairs hallway just inside the front door

### **Liberal Arts Building**

Outside Gathering Point: L.A. Building Parking Lot  
Inside Safety Location: 1<sup>st</sup> floor hallways away from doors and windows  
Inside Information Point: 1<sup>st</sup> floor foyer outside of the dean's office

### **Library and Bone Learning Center**

Outside Gathering Point: Devall Student Center Lobby  
Inside Safety Location: Basement  
Inside Information Point: Circulation desk

### **Longview**

Outside Gathering Point: Northeast corner of the parking lot, under the magnolia trees  
Inside Safety Location: 500 Hallway or any interior classroom  
Inside Information Point: Main Office

### **Master's Gym**

Outside Gathering Point: Parking area across the street from Master's Gym  
Inside Safety Location: Interior front wall of the gym  
Inside Information Point: Front lobby

## **Old Main**

Outside Gathering Point: East side of building by HWY 259  
Inside Safety Location: Interior hallway, Business Office vault, HR Office file room  
Inside Information Point: Business Office conference room

## **Physical Education Center**

Outside Gathering Point: Catholic Church parking lot  
Inside Safety Location: Men's dressing room  
Inside Information Point: Front desk of fitness center

## **Physical Plant Building**

Outside Gathering Point: Sidewalk in front of building  
Inside Safety Location: Break room  
Inside Information Point: Secretary's office

## **Quad Student Housing**

Outside Gathering Point: North parking lot along Elder Street  
Inside Safety Location: Individual rooms shower areas  
Inside Information Point: TV Room, Quad 107

## **Radio Station**

Outside Gathering Point: Dodson Auditorium's back entrance driveway  
Inside Safety Location: Air studio and production studio  
Inside Information Point: Lobby

## **Rangerette Gym**

Outside Gathering Point: Sidewalk in front of Davis Hall  
Inside Safety Location: Restroom, Locker room (against the mirrored wall)  
Inside Information Point: Locker room

## **Rangerette Showcase**

Outside Gathering Point: Sidewalk on the west side of the library  
Inside Safety Location: Men and Women's locker room in Fitness Center  
Inside Information Point: Lobby

## **Spear Training Facility**

Outside Gathering Point: West parking lot  
Inside Safety Location: Storage room on South side of the building  
Inside Information Point: The office

## **Stark Hall**

Outside Gathering Point: Quad parking lot  
Inside Safety Location: 2<sup>nd</sup> and 3<sup>rd</sup> floor hallways  
Inside Information Point: Lobby by the elevators

## **Student Center**

Outside Gathering Point: North side of Master's Gym in front of band hall  
Inside Safety Location: Central stairwell across from the switchboard  
Inside Information Point: Hallway in front of switchboard

## **Technical/Vocational Classroom Building**

Outside Gathering Point: Far corner of ATC parking lot  
Inside Safety Location: Middle of downstairs hallway  
Inside Information Point: Secretary's office - #113

## **Vocational Shop Building**

Outside Gathering Point: Sidewalk at East end of the building  
Inside Safety Location: Print Shop store room  
Inside Information Point: Print Shop classroom

## **Wesley Foundation**

Outside Gathering Point: Beside the Wesley Foundation sign  
Inside Safety Location: Chapel  
Inside Information Point: Chapel

## **Woodfin Technology Center**

Outside Gathering Point: Handicap parking area for the Oil Museum  
Inside Safety Location: Faculty training room in the Northeast section of the building  
Inside Information Point: Main lobby at South entrance

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### **SECTION IV: EMERGENCY COMMAND POST**

When a major emergency occurs, or is imminent, it shall be the responsibility of the Crisis Management Team Leader to set up and staff an appropriate emergency command post as directed. The command post shall be kept fully operational at all times if possible.

#### **GENERAL COMMAND POST**

If the emergency involves a large portion of the campus, the command post is to be set up in the Old Main Building. If this site is unavailable, the Crisis Management Team Leader is to select an alternate location. At least one uniformed officer is to staff the command post at all times until the emergency situation ends. A marshaling area for outside and local agency assistance shall be established for operations of the combined on-site Crisis Management Team. A conference room with facilities for emergency teams and which is designed to accommodate multiple telephone and/or electrical appliances is desirable.

#### **FIELD EMERGENCY COMMAND POST**

If the emergency involves only one building or a small part of the campus, a campus security vehicle is to be used as the command post until the emergency ends. A small office with desk, chairs and a telephone may also be required near the scene.

Field Emergency Command Post Equipment could include:

- Barricades and/or barriers, barrier tape, signs for the scene
- Portable hand-held radios
- Cellular telephone(s)
- Portable public address system
- First Aid Kit
- Campus telephone directory and local telephone directory

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### SECTION V. CAMPUS RESOURCES AVAILABLE

#### ON - CAMPUS ASSISTANCE

1. The Crisis Management Team Leader and Assistant Team Leader's cellular telephone numbers are listed below. These numbers should be used in the event of downed telephone lines.

<b>Name</b>	<b>Home Phone</b>	<b>Cellular Phone</b>
Mike Jenkins	297-8328	720-5634
Bill Lewis	986-3719	983-9529

2. Physical Plant Department: Regular business hours are 7:00 a.m. until 4:00 p.m., Monday through Friday. They can be reached at ext. 157 or 983-8157. After hours and on weekends, the following individuals may be called:

<b>Name</b>	<b>Home Phone</b>	<b>Cellular Phone</b>
Jerry Rayburn	643-4816	720-5585
Rick Murphy	274-6333	987-1257
Perry Myers	657-7849	983-9014

3. Student Affairs and Residence Life: Regular business hours are 7:45 a.m. until 4:30 p.m. Monday through Friday. The Vice President of Student Development may be reached on his cell phone at anytime at 985-0212. The Director of Residence life can be paged at 986-7072.

4. Purchasing Department: Emergency procurement of materials and services can be arranged in direct support of any contingency.

5. Receiving: Central Receiving is located in the Adult Education Center.

6. Emergency Shutdown Procedures: In the event of a natural disaster where major structural damage is sustained, it is advisable to turn off hazardous utilities. Electricity and natural gas are of primary concern. Also, the gas system in the Engineering Science Building should be considered with the utmost caution.

#### EMERGENCY FOOD SUPPLY

The food services contractor for the college, Aramark, currently maintains a food supply designed to last several days in the event that their daily suppliers are unable to make deliveries, regardless of the reasons. They also have a contingency plan that addresses food contamination or loss of power and gas, both of which are essential to food preparation. Questions or concerns should be addressed with the Director of Food Services.

## **MATERIALS LIST AND LOCATION**

Individual offices should maintain basic emergency equipment that might be needed in order to continue operations as well as possible. Kits containing items such as flashlights, battery powered radios, extra batteries, "glow sticks" (for lighting), and basic first aid supplies are made available to each building on campus. Candles and matches are not recommended for lighting since they require an open flame that can be hazardous.

If needed, Physical Plant can furnish large items such as power generators and pumps for flooded areas.

## **MEDICAL SUPPLIES**

First aid kits are available in several areas of campus including Physical Plant, Campus Nurse, and in all police patrol cars. These supplies are to be used by first responders until such time as more qualified medical assistance can arrive on campus. These kits are replenished on a regular basis.

## **DOCUMENTATION**

Information for each student regarding phone numbers, permanent home phone numbers, etc., is maintained by the Registrar's Office. The Residence Life Team also maintains information cards on all residential students.

# KILGORE COLLEGE CRISIS MANAGEMENT PLAN

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## SECTION VI. EMERGENCY PROCEDURES AND GUIDELINES

### Emergency Evacuation Procedures

#### A. Building Evacuation.

1. All building evacuations will occur on notification by College Police or by individual choice when the emergency dictates.
2. When notification occurs, leave by the nearest marked exit and alert others to do the same.
3. Assist disabled persons leaving the building. Do not use elevators in the event of a fire, earthquake, or other emergencies where you could become trapped in an elevator.
4. Additional information regarding the evacuation of disabled persons in the event of an emergency is available through the Federal Emergency Management Agency. This material may be ordered by writing the following address and asking for Publication I.D. # 25, FA # 154 **United States Fire Administration Publications, 16825 South Seton Ave., Emmitsburg, Maryland 21727**. Or through their website, <http://www.usfa.fema.gov/downloads/pdf/publications/FA-154.pdf>. A copy is also on file at the Office of Human Resources.
5. Once outside, proceed to a clear area that is at least 50 yards away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.

#### B. Campus Evacuation

1. College Security or the Crisis Management Team Leader will announce the evacuation of all or part of the campus grounds.
2. All persons are to vacate immediately the area in question and relocate to another part of the campus or location as directed.

### Types of Crises, Identifying and Other Information

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#### NATURAL DISASTERS/EVENTS:

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#### EARTHQUAKE

##### Before the Emergency

Know the gathering locations and contact persons for each of the buildings you use for work or study.

##### Identify the Emergency

A state of emergency will begin with an earthquake of enough magnitude to affect any structures on campus and possibly render them unsafe. It is important that everyone remains calm and that all buildings are evacuated to a place of safety outdoors. Once outdoors, quickly move away from buildings, utility poles, or other structures that could possibly fall. Always avoid power or utility lines as they may be energized.

**DO NOT USE ELEVATORS TO EVACUATE BUILDINGS!**

If you should have to remain indoors for some reason, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.

If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle as it offers shelter.

Protect yourself at all times and be prepared for after-shocks.

**DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by a college official.

### **Take Appropriate Action**

After the initial shock, an evaluation process will begin to determine the amount of damage and the necessity for outside emergency assistance. Part of the evaluation process will be to determine the possibility of people being trapped under building debris. Depending on the magnitude of the earthquake, emergency assistance may or may not be available. Nursing students, police officers, and others trained in emergency first aid may be utilized to assist with the injured. A command post will be established and its location communicated to the Crisis Management Team members. Keep clear of the command post unless you have official business.

### **End Crisis Mode**

The crisis ends when everyone is accounted for and the immediate threat of danger has passed.

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## **FIRE**

### **Before the Emergency**

Know the location of fire extinguishers, fire exits, and alarm systems on campus and how to use them. Training and information is available from the Office of Safety & Security. Also, know the gathering locations and contact persons for each of the buildings you use for work or study. These are listed on pages 12-15 in this manual, in the section entitled "College Notification System."

### **Identify the Emergency**

An emergency exists when building fire alarms or sprinkler systems are activated, or when someone actually sees smoke or fire and sounds an alarm. The Campus Police Department should be notified immediately and the Fire Department called.

It is important that Campus Police be involved first because:

They can verify the emergency and know exactly who to call first for help;  
They can deal with small fires themselves using fire extinguishers; and  
They can implement an existing plan that calls for a police officer to meet fire equipment as it comes onto campus to show them exactly where the emergency is located.

Remember that outside agencies are not as familiar with our campus as Campus Police.

### **Take Appropriate Action**

When an alarm sounds, the building(s) affected must be evacuated immediately. Walk quickly to the nearest marked exit and alert others to do the same. Assist disabled persons in exiting the building. Close all doors to help confine the fire and reduce oxygen.

Should you decide to fight a small fire yourself (using a fire extinguisher), be sure to aim the charge of the extinguisher at the base of the fire.

**CAUTION!! NEVER USE A WATER FIRE EXTINGUISHER ON AN ELECTRICAL FIRE!**

**DO NOT LOCK DOORS!**

**DO NOT USE ELEVATORS DURING A FIRE!**

**DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by a college official.

If you become trapped in a building and a window is available, place an article of clothing outside the window as a marker to rescue crews. If no window is available, remain near the floor where the air will be less toxic. Shout periodically to alert emergency crews of your location.

**ABOVE ALL, DO NOT PANIC!**

Once outside, move to a clear area away from the affected building. (See the list of gathering places in this manual regarding where to go from particular buildings in order to be counted as safe.) Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary.

A Campus Emergency Command Post may be set up near the emergency site. Keep clear of command post unless you have official business. Any damage or injuries should be reported to the command post. This will be the site for immediate first aid. The Crisis Management Team will determine other action, as necessary.

A person and a second have been designated as the contact for each building (or area) on campus. This person, or his/her designate, will be responsible for securing (as much as possible) sensitive documents or materials. A separate safety manual lists materials of

concern (such as chemicals) that should be taken into consideration if a building is on fire. These lists will be made available to the fire department and others as necessary.

A fire, or alarm, will be constantly monitored by the Crisis Management Team to determine what action will be taken in regards to returning to the building or making other arrangements in case a building becomes untenable.

### **End Crisis Mode**

The College Notification System is put into action to notify campus and outside media. If injuries are incurred, designated offices will deal with types of injuries and family contacts (i.e. Student Services for student injuries/deaths). Designated offices will develop a follow-up plan for each type of crisis and hold a debriefing meeting to discuss problems or improve action plans. Written documentation of the particular crisis will be prepared for future use.

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## **FLOOD**

### **Before the Emergency**

Know the gathering locations and contact persons for each of the buildings you use for work or study. Alternate gathering places may have to be considered if the designated areas are flooded.

### **Identify the Emergency**

Although our campus is not in a low-lying area, flash flooding caused by heavy or prolonged amounts of rainfall can create an emergency. Flash flooding can cause electrical power sources to short out and water supplies to become contaminated. This can create a potentially dangerous situation or affect the normal operations of the college.

### **Take Appropriate Action**

If flooding occurs, the Campus Police Department should be notified immediately. They will begin the notifications needed to other areas of the college, such as Physical Plant Operations and the Public Information Office. Anyone in the affected area should quickly move to higher ground. The flooding should be contained as much as possible. Any sensitive materials or chemicals should be secured if feasible. An assessment of the area will be made by the appropriate college or outside officials and a plan of action put into effect.

### **End Crisis Mode**

The emergency will be considered over as determined by the Crisis Management Team Leader.

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## **TORNADO**

### **Before the Emergency**

Know the gathering locations and contact persons for each of the buildings you use for work or study.

### **Identify the Emergency**

The Campus Police and Office of Human Resources monitor the National Weather Service and local television stations in order to be aware of any inclement or dangerous weather approaching us. In the event a "Tornado Warning" is issued for our immediate area, the following notifications will be made (regardless of the hour of the day or night) by the Crisis Management Team Leader or, if after hours, the campus police officer on duty (in the order listed):

1. Director of Residence Life (or Resident Coordinator on Call)
2. Crisis Management Team

During business hours, the following notifications should be made next:

1. Office of the President
2. Office of Student Affairs
3. Director of Plant Operations
4. Public Information Office

Once these notifications are made, decisions will be made regarding other persons to contact. Once this process is completed and the campus has been put on alert, the Crisis Management Team Leader or his designate will decide when the alert is to be called off. When that is done, the above process will be repeated informing these offices that the emergency is over.

If a "Tornado Warning" is issued, an immediate place of optimum safety should be sought. Existing plans of action should be implemented as quickly as possible. Otherwise, the individual building contacts should begin to facilitate moving everyone to the designated place of optimum safety within their respective buildings. If indoors, seek refuge in a doorway, interior hallway, or under a desk or table on the lowest floor of the building. Stay away from windows and exterior doors.

### **Take Appropriate Action**

If outside and unable to get to shelter, seek a ditch or depression in the ground and lie flat on the ground.

CAUTION: Avoid power or utility poles as they may be energized.

If in an automobile, stop as quickly as safety permits. Exit the vehicle and seek shelter in a ditch or depression in the ground, and lie flat on the ground.

In the event a tornado does strike the Kilgore College campus, the Crisis Management Team Leader will coordinate efforts with the proper local authorities. A command post will be established and the Crisis Management Team will be activated. Staff members

will be utilized to help shut off utilities, provide first aid, etc. as needed. All other needs will be addressed through this method until the emergency is declared ended.

### **End Crisis Mode**

The College Notification System will be put into action to notify campus and outside media. If injuries are incurred, designated offices will deal with types of injuries and family contacts (i.e. Student Services for student injuries/deaths, etc.) Responsibility will be assigned to designate offices to develop a follow-up plan for each type crisis. The proper office will hold debriefing meetings to discuss problems or improve any action plans. They will also prepare written documentation of particular crisis for future uses.

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## **ENVIRONMENTAL DISASTERS/EVENTS:**

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### **CHEMICAL SPILL OR CONTAMINATION**

#### **Before the Emergency**

Know the gathering locations and contact persons for each of the buildings you use for work or study. If possible, know beforehand any chemicals or hazardous materials which may be stored in the buildings you use. This information may be useful to Fire Department officials in case of spill.

#### **Identify the Emergency**

Notification by whatever source that a spill or contamination has taken place on campus and can possibly affect persons here will constitute an emergency. Campus Police should be notified immediately. They will then notify the municipal fire department for assistance.

The College Notification System will be placed into motion. When calling Campus Police, be sure to give the following information:

- Name and telephone extension of person calling
- Substance and quantities involved
- Location: Building, floor and room number

#### **Take Appropriate Action**

Take all precautions to confine or contain the spill. If possible, do not let any of the spilled materials enter the sewer system (for example, through a floor drain). Personnel on site should be evacuated from the affected area at once. Any sources of ignition should be extinguished and the contaminated area sealed off to prevent further contamination. It should be determined if medical attention is needed.

When the proper authorities have arrived, assessment should be made to determine any further measures including clean up. Further assessment should also be made regarding medical attention.

Buildings may need to be evacuated. Assist disabled persons in exiting the building.

**IN CASE OF FIRE, DO NOT USE ELEVATORS!**

A command post may need to be established near the scene of the spill. Keep clear of the post unless you have official business.

### **End Crisis Mode**

The emergency will be considered over when determined so by the proper authorities.

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## **EXPLOSION OR AIRCRAFT CRASH**

### **Before the Emergency**

Know the gathering locations and contact persons for each of the buildings you use for work or study.

### **Identify the Emergency**

In the event of an explosion or an aircraft crash on campus, the Campus Police Department should be notified immediately. This will activate the notification of the Crisis Management Team and any outside agencies that will be involved. Most likely, there will be several injuries or fatalities involved and the possibility of additional explosions or fires will be high. There is also the probability of harmful fumes or chemicals.

### **Take Appropriate Action**

Any buildings in the immediate area should be evacuated immediately. To evacuate the building, a fire alarm should be sounded.

**DO NOT USE ELEVATORS IN ORDER TO EVACUATE A BUILDING.**

Only stairs should be used. Any disabled persons in the building should be assisted in leaving. If unable to leave a building for some reason, take cover under a desk or table. Be aware of the potential for falling glass or debris.

The College Notification System will be put into action immediately. A command post will be established near the scene of the disaster site. Keep clear of the command post unless you have official business.

**DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a college official.

### **End Crisis Mode**

The emergency will be considered over when determined by the Crisis Management Team Leader. This will probably be some time coming about since there will probably be

a considerable amount of damage with which to deal. Usually, secondary services will need to be called in to assist.

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## **FOOD POISONING**

### **Identify the Emergency**

An emergency exists when there is an outbreak of illness on campus that appears to be food poisoning or the result of possible contamination of food materials from Aramark.

### **Take Appropriate Action**

The Vice President of Student Development and Aramark's Director of Food Services should be contacted immediately and made aware of the situation. The campus nurse should also be contacted. The Residence Life Team should be notified to help spread the word among students and be aware if students in their facilities come down with the illness.

The Public Information Officer should be contacted to deal with outside media coverage. The Crisis Management Team Leader should also be notified, though the entire College Notification System may or may not need to be activated. The Team Leader will decide at this time what other notifications should be made.

If the source of the food poisoning is campus dining services or catering, all individuals who have come into contact with the contaminated food must be contacted and made aware of the situation. Campus Police should also be notified so as to be aware of what is taking place. The Vice President of Student Development and Aramark's Director of Food Services should designate emergency food suppliers. Efforts should be made to determine the source of contamination. Medical needs of those affected must be assessed and addressed by Health Services or outside agencies as deemed necessary. When investigation is complete, clean up efforts should begin to rid campus of the source of the contamination.

### **End Crisis Mode**

The crisis will be considered over when all persons affected have been given the proper assistance. The reason this happened should be addressed and steps taken to prevent a reoccurrence. Negative public relations fallout should be addressed on and off campus. Back-up food supply needs should also be addressed.

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## **POWER OUTAGE**

### **Identify the Emergency**

An emergency exists when there is an obvious loss of power. This will probably become evident to everyone very quickly. If telephones are out of service as well, information

may have to be passed by staff members going from point to point. Campus Police and Physical Plant Operations should be contacted immediately. Campus Police is responsible for contacting the Crisis Management Team Leader.

If the outage is prolonged, the College Notification System goes into effect. The time frame will be determined by external factors, but should not exceed one hour.

### **Take Appropriate Action**

The source of the outage should be identified as quickly as possible. If the problem is on campus, personnel from Physical Plant Operations should address it.

If the outage is caused by factors off campus, local electric service, gas, or any other outside agencies needed should be contacted for assistance. Heat, air, and food service needs should be assessed and addressed as needed. A command post may be set up if necessary. If this is done, keep clear of the command post unless you have official business.

### **End Crisis Mode**

The crisis will be considered over when proper authorities have taken charge and power is restored. Individual circumstances should be assessed to see if a back-up power source is warranted.

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## **WATER LOSS AND CONTAMINATION**

### **Identify the Emergency**

An emergency exists when the campus loses water or the water supply becomes contaminated in some way. This may be determined by widespread sickness, or a change in the color or odor of water.

### **Take Appropriate Action**

In this emergency, Physical Plant Operations would probably report the problem to the municipal water department and ask for assistance. Assessment would need to be made to determine the cause and location of the loss or contamination. Depending on the circumstances, the College Notification System could be used to notify the Crisis Management Team. The Public Information Office would handle any negative publicity.

In this emergency, the municipal water department would assist in supplying water from some other source until our normal water supply can be restored.

### **End Crisis Mode**

The emergency is considered over when service is restored or the contamination has been eliminated. Notification of this fact should be made to the entire campus.

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## **CRIMINAL OR TERRORIST ACTS:**

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### **BOMB OR BOMB THREAT**

#### **Before the Emergency**

Know the gathering locations and contact persons for each of the buildings you use for work or study. Be aware that there are cases in the past where buildings have been evacuated in response to a bomb threat only to have a bomb actually go off in the parking area outside the building.

#### **Identify the Emergency**

If someone receives a bomb threat or observes a suspicious object or package on campus, the Campus Police Department should be notified immediately. The municipal Police Department will be notified for assistance and the College Notification System will be activated.

If you receive a bomb threat, immediately fill out the bomb threat form that is found on the following page of this manual. This will provide information to the investigators regarding the call.

If you are in a building where a bomb is suspected,

**DO NOT OPEN DRAWERS OR CABINETS!  
DO NOT TURN LIGHTS OR OTHER SWITCHES ON OR OFF!  
DO NOT TOUCH ANY SUSPICIOUS PACKAGES!**

Clear the area immediately.

#### **Take Appropriate Action**

The Crisis Management Team, along with local authorities, will determine the plan of action. A decision on evacuation will be based on all available information. If the decision is to evacuate a building (or buildings), occupants should take personal packages, lunches, briefcases, etc. so they will not be mistaken for explosives. Because a bomb may be sound sensitive, building fire alarms should NOT be activated in order to prompt evacuation. Individuals charged with that responsibility should accomplish this quickly and quietly. Above all else, remain calm.  
**DO NOT PANIC!**

Should a bomb actually explode, the plan listed under "Explosion or Aircraft Crash" will be utilized.

#### **End Crisis Mode**

The crisis will be considered ended when declared so by the Police Department or the Crisis Management Team Leader. This will usually be after a sufficient amount of time has passed and the threat is considered over.

**BOMB THREAT REPORT FORM**  
**Threatening Phone Call**

Date and time call received \_\_\_\_\_

Exact words of person placing call: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Questions to Ask:

When is the bomb going to explode? \_\_\_\_\_

Where is the bomb right now? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What does it look like? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

**Description of Caller's Voice**

Check correct one(s) Male \_\_\_ Female \_\_\_ Young \_\_\_ Middle Age \_\_\_ Old \_\_\_

Tone of Voice \_\_\_\_\_

Accent \_\_\_\_\_ Background noise \_\_\_\_\_

Is voice familiar to you? \_\_\_\_\_ If so, who did it sound like? \_\_\_\_\_

Remarks \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Person receiving or monitoring call \_\_\_\_\_

Department \_\_\_\_\_ Phone # \_\_\_\_\_

Home address \_\_\_\_\_ Home phone \_\_\_\_\_

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## **CRIMINAL ON OR NEAR CAMPUS**

### **Identify the Emergency**

An emergency exists when the campus has been notified, through whatever means, that a crime has been committed and the suspect is located on or near our campus. This is usually reserved for more serious crimes in which the criminal may resort to desperate measures. Notification should be made to the entire campus population through e-mail, telephones, etc. The College Notification System should be activated as well.

### **Take Appropriate Action**

In this kind of emergency, the municipal Police Department would probably have a command post set up in the immediate area, though this post may or may not actually be on campus. A campus communications center would need to be activated as well. Campus police officers should be placed at strategic locations throughout campus to act as lookouts. Contact with the municipal police should be maintained by the Crisis Management Team to monitor developments. Attempts should be made to determine if the suspect(s) can be identified to determine if there are any connections on campus. The Public Information Office will be responsible for handling outside media (if necessary).

Individuals, when possible, should gather in an area of their building not easily accessed from the outside, preferably behind a locked door. Outside doors should be locked to prevent anyone entering the building and lights should be extinguished.

### **End Crisis Mode**

Events will be monitored and the campus notified when this situation is brought to conclusion.

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## **HOSTAGE SITUATION**

### **Identify the Emergency**

Should a hostage situation develop on campus, the Campus Police Department should be notified immediately. This will allow for the College Notification System to go into action as well as obtaining assistance from the municipal Police Department. It is imperative that the Police Department Hostage Negotiation Team becomes involved as quickly as possible. Activity from that point forward will need to be directed by that team.

### **Take Appropriate Action**

It is possible that buildings may need to be evacuated in this case, but that should not take place unless directed by a member of the College or City Police Department or a member of the Crisis Management Team. If this needs to be done, it should be accomplished as quickly and quietly as possible. Hostage situations are different from most crises in that the danger is ongoing until the problem is completely resolved. In most cases, the less movement there is the better.

Assessment will need to be made as to: what areas of campus may be threatened, are hostages actually involved, etc. A command post will probably be set up near the crisis point. Keep clear of the command post unless you have official business.

### **End Crisis Mode**

The emergency will be considered over when the situation has been entirely resolved by the Police Department and the Crisis Management Team. Notification of this will be accomplished by using the College Notification System.

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## **MURDER ON CAMPUS**

### **Identify the Emergency**

An emergency exists once the Campus Police Department has been notified, by whatever means, that a murder has been committed and that it happened (or the crime scene is located) on campus.

The College Notification System will be activated and municipal Police notified. Notification will also be made to departments and offices directly involved, such as Residence Life, Student Affairs, etc. Notification would also be made to areas indirectly involved, such as faculty and staff with offices in the building where the crime scene is being worked. This would be done within guidelines set forth by the Police Department.

### **Take Appropriate Action**

If a crime scene exists on campus, it should be secured immediately. This should be done by anyone available until police officers can arrive to assist. Assessment should be made to determine if anyone else is in danger, if a suspect might still be in the area, and if any buildings or other areas need to be evacuated or neutralized. Beyond this, the Police Department investigation should be monitored and assistance offered. A command post will probably be set up in the immediate area. Keep clear of the command post unless you have official business.

### **End Crisis Mode**

The Public Information Office will be responsible for handling any media attention brought on by this event. A relationship with the municipal police department will be developed regarding the continuation of this investigation and the desired results.

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## **PROTEST**

### **Identify the Emergency**

An emergency exists when there is a gathering, anywhere on campus, of students or other parties in protest fashion. When this is identified as such, the Campus Police Department

should be notified. As long as the protest is non-violent, campus police will monitor the situation to determine if other offices or agencies are needed.

The Public Information Office will be notified to form a statement for the media.

If the protest is violent, the municipal police department will be notified. The Crisis Management Team Leader will be notified to determine if and when to activate the College Notification System.

### **Take Appropriate Action**

A non-violent protest will be constantly evaluated. Proper college officials will be involved to offer reasonable solutions to help resolve the situation. A violent protest will be turned over to the Police Department for resolution. In that case, protesters will be dispersed and/or arrested.

### **End Crisis Mode**

The emergency will be considered over when the protesters are dispersed and there is no longer a danger presented to the campus population.

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## **UNSTABLE PERSON**

### **Identify the Emergency**

A psychological crisis (unstable person) exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations or uncontrollable behavior. A psychotic episode may also involve a person from a neighborhood hospital or a halfway house walk-away.

### **Take Appropriate Action**

Do not attempt to handle a situation you feel could be dangerous on your own. The person dealing with the unstable person should first call Campus Police. This will activate a plan of action that may include notifying the Kilgore College Counseling Staff. If the situation is occurring in a residence hall, the Residence Life Team staff may also be utilized.

Once the call has been made to the Campus Police Department, determine whether or not you can keep the individual in their current location. If you feel a potential threat, do not attempt to detain or restrain the individual. If appropriate, contact the municipal Police Department for assistance. These resource people will help assure that the individual receives proper medical or psychological attention.

### **End Crisis Mode**

The crisis will be determined over when the individual has been turned over to the proper authorities for assistance.

# **KILGORE COLLEGE CRISIS MANAGEMENT PLAN**

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## **SECTION VII: TRAINING AND MOCK DISASTERS**

It is a proven fact that human beings, when faced with adverse situations, tend to react in the way for which they have trained and practiced. Therefore, it is recommended that each area of the college plan training periods in which the previously listed reactions may be practiced. Each building contact should have regular meetings with people in their building to be sure everyone knows what to do and what to expect, as much as possible.

These meetings should be held often enough to keep everyone properly informed. Training sessions should be coordinated through the Director of Human Resources.

Meetings and training sessions should be documented by the building contacts. This documentation should include the attendee's name, affiliation with the college, date of training, location training was held, and any other specific information in regards to what was covered in this session. These records should be forwarded to the Director of Human Resources to be kept on file there.

It is also recommended that the college plan and execute a minimum of one mock disaster each calendar year in order to evaluate the preparedness and effectiveness of this plan.

# **KILGORE COLLEGE CRISIS MANAGEMENT PLAN**

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## **SECTION VII: SUMMARY**

In this manual, we have tried to identify steps to take in case of an emergency. We have listed the various types of crises and what constitutes a crisis beginning and ending. We have identified the Crisis Management Team Leader and the other members of the Crisis Management Team and how to best reach them in case of emergency. We have tried to develop as well as we can, a step-by-step process of reaction which will protect each individual as well as possible considering the variables and unknowns inherently involved.

Keep in mind that these guidelines are only that: suggested general directions that should be taken into consideration when deciding what action to take. Each situation must be evaluated individually and decisions made based on the factors present at that time. There are no ideal reactions, only suggestions based on previous experiences. We can only hope those reactions will be sufficient when they count most.