

# **Emergency Operation Protocols Manual Extended Learning Center**



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**I. Purpose:**

After the events of Virginia Tech, University of Delaware, and Columbine High school, education institutions recognize the need for a cohesive plan on dealing with disasters on campus. The purpose of the Emergency Operation Protocol Manual for the Extended Learning Center (ELC) is to articulate organized plans of action to certain situations which can place staff, students, civilians, or Troy University property in jeopardy. This manual will dictate circumstances in which it should be used, actions to be taken during the crisis, and steps for debriefing after the event is finished. This manual is not designed to overshadow the current Troy University Crisis Action Playbook, but to use in conjunction since the Extended Learning Center is physically located off campus. All rules and Guidelines stated in the aforementioned document depending on the crisis will supersede this manual. For more information feel free to contact Aaron Carolipio at [acarolipio@troy.edu](mailto:acarolipio@troy.edu) or 334-670-3787

## II. Classification of Emergencies

There are obvious differences between emergency situations and the response time that is required. For instance, a hurricane can have several days lead time before it becomes a threat to Troy University. A tornado, bomb threat, or violent individual requires immediate action. To better help define the emergencies, there are two different categories used: Phonetic and Color scheme. The phonetic scheme will be used to describe weather conditions. The color scheme will be used to describe threatening situations in the immediate vicinity of the Troy University Extended Learning Center.

Example

**Condition Alpha** – (A “Plain voice” all zone statement of threat and action required) **Immediate attention required.** Would be used when severe threatening weather is currently taking place or impending.

**Condition Bravo** – (“Plain voice” statement of threat and action required) **Moderate and advisement attention required.** Would be used to advise of impending threatening weather is approaching.

**Condition Charlie** – (“Plain voice” statement of threat and action required) **Delayed and advisement attention required.**

**All Clear** - Clear all weather advisements

**Condition Red** – (“Plain voice” statement of threat and action required) **Immediate attention required.** Would be used when dangerous situation is taking place or impending.

**Condition Yellow** - (“Plain voice” statement of threat and action required) **Moderate and advisement attention required.** Would be used to advise of impending threatening situations. (i.e. Incident taking place on main campus that might affect the Extended Learning Center campus of Troy University.)

**Condition Green/All Clear** – Clear all Emergency advisements.

As stated before, all conditions will be announced over the “All Call” public address system at the Extended Learning Center. All statements should be conducted in “Plain Voice” meaning no terminology or radio codes, use only laymen terms. The statement should include required personnel actions. (i.e. Please proceed to the nearest exit, Please proceed to Room XX, etc...)

### **III. Mapping of office zones**

Due to the size of the ELC campus and the amount of personnel, the building has been broken down into zones. The Zones will not only aid in evacuation of the building, they also aid in pinpointing the location of the emergency. Each zone has a primary exit, with a secondary exit in another zone. (Note: Zone 4 has two secondary exits due to the size of the zone). The next page show a map of the ELC divided into zones. The team leaders for each zone are shown by the XX symbol, with the secondary symbol as XX.

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ELC Zone Map

10/2/07

All staging areas are located in the **back end of the parking lot**

Zone Exit

Exit

Path to staging area

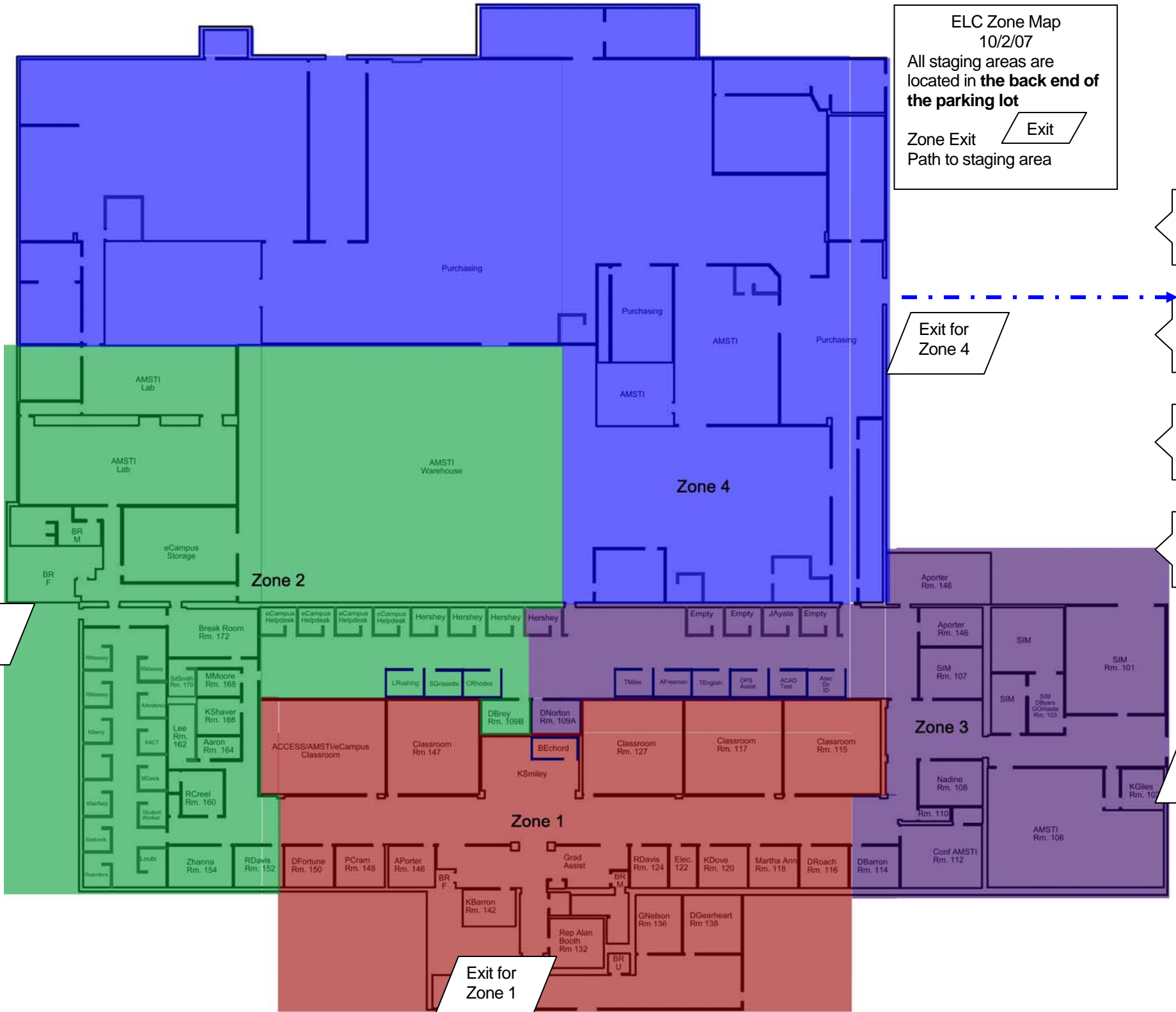
Zone 2 Staging Area

Zone 2 Staging Area

Zone 2 Staging Area

Zone 2 Staging Area

Exit for Zone 3



Exit for Zone 2

Exit for Zone 4

Exit for Zone 1

Zone 2

Zone 4

Zone 3

Zone 1

AMSTI Lab

AMSTI Lab

AMSTI Warehouse

BR M

BR F

eCampus Storage

Break Room Rm. 172

eCampus Helpdesk

eCampus Helpdesk

eCampus Helpdesk

eCampus Helpdesk

Hershey

Hershey

Hershey

Hershey

Empty

Empty

JAyala

Empty

RMassey

RMassey

SatSmith Rm. 170

MMoore Rm. 168

RMassey

AMoore

Lee Rm. 162

KShaver Rm. 166

KBerry

XAC1

Aaron Rm. 164

KBerfast

MCava

RCreel Rm. 160

KBerfast

Elbert Worker

Sabcock

Loubi

Zhanna Rm. 154

RDavis Rm. 152

DFortune Rm. 150

PCram Rm. 148

APorter Rm. 146

BR F

KBarron Rm. 142

Rep Alan Booth Rm. 132

BR U

GNelson Rm. 136

DGearheart Rm. 138

GRD Assist

RDavis Rm. 124

Elec. 122

KDove Rm. 120

Martha Ann Rm. 118

DRoach Rm. 116

DBarron Rm. 114

ACCESS/AMSTI/eCampus Classroom

Classroom Rm. 147

DBrey Rm. 109B

DNorton Rm. 109A

BEchord

Classroom Rm. 127

Classroom Rm. 117

Classroom Rm. 115

KSmiely

TMies

AFreeman

TEngle

OPS Assit

ACAD Test

Assoc Or ID

Aporter Rm. 148

Aporter Rm. 146

SIM Rm. 107

SIM

SIM Rm. 101

SIM

SIM DBryans GOrsata Rm. 103

Nadine Rm. 108

Rm. 110

Conf AMSTI Rm. 112

KGiles Rm. 102

AMSTI Rm. 106

#### **IV. Primary and Secondary Safety Officer for Troy University Extended Learning Center**

- Delegation - The Safety Officer for Troy University Extended Learning Center is an individual designated by nomination and vote by the directors physically located at the ELC. A secondary safety officer shall be delegated in the same aforementioned manner. The Secondary Safety Officer should perform the duties in conjunction with or in case the primary safety officer is not available. Upon delegation, main campus is to be informed and their names added to their roster of emergency personnel. To be a candidate for either Primary or Secondary safety officer, you must be a full time Troy University employee at the extended learning center in good standing. The role of Primary or Secondary Safety Officer is strictly volunteer and no monies or benefits shall be granted for this responsibility.
- Role – The role of the Primary/Secondary Safety officer is to:
  - i. Insure that everyday work is conducted in a safe manner
  - ii. Upkeep the Emergency Operation Protocols Manual Extended Learning Center
  - iii. Manage the team leaders in case of an emergency situation
  - iv. Broadcast announcement via the “All Call” paging system at the ELC
  - v. Insure that all ELC staff members have a copy of the Emergency Operation Protocol Manual
  - vi. Insure that the “Emergency Quick Glance sheet” is posted visibly in every occupied office space
  - vii. Provide ongoing training for the Team Leaders
  - viii. Provide informal training sessions for Troy University ELC employees to better health and safety
  - ix. Perform drills with everyone located at ELC Quarterly
  - x. Provide reports of the status of the drills
  - xi. Act as a liaison between main campus and emergency personnel in case of an event
  - xii. Request and maintain equipment needed to maintain a safe working environment.
  - xiii. Provide report of Emergency incident at the ELC campus
- Responsibility – It is the Primary/Secondary Safety officer’s responsibility to perform all of the aforementioned roles listed above. The Primary/Secondary Safety Officer must report any infractions that may be hazardous to equipment, employees, civilians, or students to the proper authorities.

#### **V. Team Leaders for Troy University Extended Learning Center**

- Delegation - The Team Leaders for Troy University Extended Learning Center are individuals designated by the Safety Officer and directors physically located at the ELC. Upon delegation, main campus is to be informed and their names added to their roster of emergency personnel. To be a candidate for the Team Leader position, you must be a full time Troy University employee at the extended learning center in good standing. The role of Team Leader is strictly volunteer and no monies or benefits shall be granted for this responsibility. The role of the team leaders are:
  - Inform personnel, civilians, students in their zone of potential or existing emergencies
  - Perform a “head count” of staff members in case of an evacuation
- Responsibility – It is the Team Leaders responsibility to perform all of the aforementioned roles listed above. The Team Leaders must report any infractions that may be hazardous to equipment, employees, civilians, or students to the Primary or Secondary Safety Officer.

## VI. Plans of actions

### a. Weather Hazard

#### i. Short Term Weather Hazards (i.e. Tornado Warnings, Thunderstorm Warning, etc...)

For short term weather hazards that could pose a threat to personnel, civilians, students, or equipment and “all call” page is to be made by the Primary or Secondary Safety officer announcing the Alert, followed by directions for staff to perform or observe.

- **For Thunderstorm Warning** – “Attention all personnel. We are in condition **Charlie**. There is a Thunderstorm warning in effect for Troy till (Time period). . Please save your work often due to the possibility of loss of power.”
- **For Tornado Watch** – “Attention all personnel. We are in condition **Bravo**. There is a Tornado watch in effect for Troy till (Time period). This means that conditions are favorable for tornado development. Please listen to overhead system in case this becomes a warning.”
- **For Tornado Warning** – “Attention all personnel. We are in condition **ALPHA**, **repeat ALPHA!** There is a Tornado warning in effect for Troy till (Time period). Please proceed to Classroom 149. If you cannot make it to Classroom 149, proceed to the inner most point of the building and stay under the desk until the all clear has been sound.”

#### ii. Long Term Weather Hazards (i.e. Hurricanes, Floods, Blizzards, etc...)

Long term weather hazards usually require an evacuation of the building prior to the emergency taking place. Protocols should be enacted upon prior to evacuation.

- **For Tropical Storm or Hurricane Watch** – E-mail broadcast should be made informing staff of condition (**Alpha, Bravo, Charlie**) and what actions should be taken. Management Staff at ELC (Directors) and Safety Officers meet to discuss plan of action, implementation and execution. If necessary, Team leaders should make sure that all equipment is secured and unplugged. All equipment should be placed in plastic bags and placed off of the ground.
- **For Tropical Storm or Hurricane Warning** – E-mail broadcast should be sent informing staff of condition **Alpha**. Primary and Secondary Safety Officers should meet and evaluate the ELC and make sure that **all equipment is secured and unplugged. All equipment should be placed in plastic bags and placed off of the ground. All electrical equipment should be unplugged from power outlet and network connections.**



**b. Bomb or Bomb Threat –**

A Bomb or Bomb Threat is a serious matter that can pose an immediate threat to everyone at the ELC campus.

- If you receive a bomb threat you are to try and get as much information as shown in the Bomb Threat Checklist and immediately notify the Safety Officers. The Safety Officers are to announce an “All Call” page stating the following. **“Attention all personnel, this is a condition RED situation, please proceed to the exit designated by your zone.”** Once everyone has been evacuated from the building, the Safety Officers will check in with team leaders to make sure that they have an accurate head count and inform them of the situation. **SAFETY OFFICERS AND TEAM LEADERS ARE TO MAKE SURE THAT EVERYONE IS FAR ENOUGH AWAY FROM THE BUILDING IN CASE THE DEVICE IS DETONATED AND THAT NO ONE ENTERS THE BUILDING.** Safety officers are then to contact local law enforcement agency explaining the situation providing as much information as possible.

**UNDER NO CIRCUMSTANCES SHOULD ANYONE RE-ENTER THE BUILDING UNTIL LOCAL LAW ENFORCEMENT STATES THAT IT IS SAFE.**

- If you see a possible bomb or suspicious package, **DO NOT TOUCH THE PACKAGE.** Immediately notify the Safety Officer. The Safety Officers are to announce an “All Call” page stating the following. **“Attention all personnel, this is a condition RED situation, please proceed to the exit designated by your zone.”** Once everyone has been evacuated from the building, the Safety Officers will check in with team leaders to make sure that they have an accurate head count and inform them of the situation. **SAFETY OFFICERS AND TEAM LEADERS ARE TO MAKE SURE THAT EVERYONE IS FAR ENOUGH AWAY FROM THE BUILDING IN CASE THE DEVICE IS DETONATED AND THAT NO ONE ENTERS THE BUILDING.** Safety officers are then to contact local law enforcement agency explaining the situation providing as much information as possible.

**UNDER NO CIRCUMSTANCES SHOULD ANYONE RE-ENTER THE BUILDING UNTIL LOCAL LAW ENFORCEMENT STATES THAT IT IS SAFE.**

**c. Violent individual(s) in building –**

**For a violent individual in or outside the building the “all call” announcement will be “CONDITION RED, LOCKDOWN. (proceeded by which zone the violent individual is located if known)”**

*Adapted from University of Indiana Police Department website*

*([http://www.indiana.edu/~iupd/active\\_shooter.htm](http://www.indiana.edu/~iupd/active_shooter.htm)) with permission granted by Captain Jerry Minger 10/8/07.*

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

**If an active shooter is outside your building, proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room.** One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location; **remain in place until the police, or a campus administrator known to you, gives the “all clear.”** Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

If an active shooter is in the same building you are, determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.

If an active shooter enters your office or classroom, try to remain calm. Dial 911, if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place. Normally the location of a 911 call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and **follow the instructions of any police officers you may encounter**. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police or campus administrators.

#### **What to expect from responding police officers**

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams of four (4); they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns, and might be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. **Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene**; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

#### **What you should do as a Troy University employee about a violent individual in the building.**

- I. **If possible contact the Safety Officer or Team Leader so that they can make an emergency "All call" announcement.**
- II. **Follow the guidelines listed above to keep yourself and others safe.**

#### **What you should do if a "Condition RED, LOCKDOWN" is announced.**

- I. **If the Zone of the Condition RED, LOCKDOWN is given, use the guidelines listed above to determine what the best possible action is.**

#### Safety Officers response

- I. Do an “All Call” announcing “Condition **RED, LOCKDOWN**” (proceeded by the Zone if known. If unknown, state “UNKNOWN” to inform all that the violent individual might be anywhere in the office so they may make the appropriate decision for their safety.)
- II. Use the guidelines listed above to determine what the best possible action is.
- III. Call 911, identify self and location explaining situation as known

#### Team Leaders response

- I. Do an “All Call” announcing “Condition **RED, LOCKDOWN**” (proceeded by the Zone if known. If unknown, state “UNKNOWN” to inform all that the violent individual might be anywhere in the office so they may make the appropriate decision for their safety.)
- II. Use the guidelines listed above to determine what the best possible action is.
- III. Call 911, identify self and location explaining situation as known

#### d. Hazardous Materials Situation

A Hazardous Materials Situation (or HAZMAT) involves any material that, because of its quantity, concentration, or physical or chemical characteristics, poses a significant present or potential hazard to human health and safety or to the environment if released into the workplace or the environment. "Hazardous materials" include, but are not limited to, hazardous substances, hazardous waste, and any material which a handler or the Certified Unified Program Agency (CUPA) has a reasonable basis for believing that it would be injurious to the health and safety of persons or harmful to the environment if released into the workplace or the environment.

A HAZMAT situation could be as common as a large spill of Bleach or as volatile as sulfuric acid. Effects may include: Burning or watery eyes, difficulty breathing, dry throat, light headedness (euphoric feeling), headaches, nausea, vomiting, chest pain, etc...

A HAZMAT situation should be handled in the following manner

**Employee** – Contact either the Primary/Secondary Safety officer or Team Leader. In form them of the situation, location, and time of event.

**Team Leader response** – Contact either Primary or Secondary Safety Officer. In form them of the situation, location, and time of event. In the event of a **major HAZMAT situation**, make an “All Call” announcement. “Attention all personnel. Condition **RED**, Evacuate the building immediately. Please proceed to the designated staging areas according to your zones”. Exit building and contact the Fire Department immediately. Do a head count of the staff you’re your responsible for and check in with the Primary or Secondary Safety Officer. **UNTIL CLEARED BY EMERGENCY PERSONNEL, DO NOT RE-ENTER BUILDING!**

#### **Primary or Secondary Safety officer –**

In the event of a **minor HAZMAT situation**, quickly evaluate the possible threat, confer with the Directors located at the ELC and inform them of the possible risks/hazards. Once a decision has been made, the appropriate “All Call” should be announced.

In the event of a **major HAZMAT situation**, make an “All Call” announcement. “Attention all personnel. Condition **RED**, Evacuate the building immediately. Please proceed to the designated staging areas according to your zones”. Exit building and contact the Fire Department immediately. Safety Officers will check in with team leaders to make sure that they have an accurate head count and inform them of the situation. **UNTIL CLEARED BY EMERGENCY PERSONNEL, DO NOT RE-ENTER BUILDING!**

e. **Terrorist or Terrorist threat**

**Terrorist in building** should be treated just like the “Violent person in building” situation. Please refer to page 10 section C of this manual

**Terrorist threat** should be handled just like the “Bomb threat” situation. Please refer to page 10, section B of this manual

f. **Fire**

A fire in the building is an immediate threat to all persons in the building. The easiest way to signal a fire is to pull the fire alarm boxes located in the building.

A fire should be handled in the following manner:

**For an individual** – Pull the fire alarm and **exit the building**. Contact the Fire Department then find your Team Leader or Safety Officer and inform them of the situation. **UNTIL CLEARED BY EMERGENCY PERSONNEL, DO NOT RE-ENTER BUILDING!**

**For a Team Leader** - Pull the fire alarm and **exit the building**. Contact the Fire Department then find the Primary or Secondary Safety Officer and inform them of the situation. Perform a head count of the people in your zone. Note who is un-accounted for. Coordinate with other Team Leaders to see if that person was at work today. **UNTIL CLEARED BY EMERGENCY PERSONNEL, DO NOT RE-ENTER BUILDING!**

**For a Primary or Secondary Safety Officer** - Pull the fire alarm and **exit the building**. Contact the Fire Department. Check with the Team Leaders and get a count on who is and is not accounted for. Coordinate with Emergency personnel informing them of the situation and who (if anyone) is unaccounted for. **UNTIL CLEARED BY EMERGENCY PERSONNEL, DO NOT RE-ENTER BUILDING!**

**VII. Debriefing –**

After any incident that required the use of this manual, a report needs to be filed by the Primary or Secondary Safety officer. The report should detail the events leading up to the emergency, the emergency itself, and the actions taken during and after the emergency. This report will aid the emergency personnel in reviewing the actions taken in order to critique and possibly update this manual.

Once the report has been filled out, it needs to be presented to the directors at the ELC and any other personnel the directors deem necessary. A blank form can be found in the back of this manual.

VIII. **Emergency Quick Glance sheet – This sheet should be kept near all phones at the ELC campus.**

**WEATHER EMERGENCIES**

- **Condition Alpha** – **Immediate attention required.** Would be used when severe threatening weather is currently taking place or impending. **Please follow directions immediately.**
- **Condition Bravo** – **Moderate and advisement attention required.** Would be used to advise of impending threatening weather is approaching. Please observe statement and listen for further advisements
- **Condition Charlie** – **Delayed and advisement attention required.**
- **All Clear** - Clear all weather advisements

**PHYSICAL EMERGENCIES**

- **Condition Red** – **Immediate attention required.** Would be used when dangerous situation is taking place or impending. **Please follow directions immediately**
- **Condition Yellow** - **Moderate and advisement attention required.** Would be used to advise of impending threatening situations. (i.e. Incident taking place on main campus that might affect the Extended Learning Center campus of Troy University.)
- **Condition Green/All Clear** – Clear all Emergency advisements.

**BOMB THREAT Callsheet**

EXACT TIME & DATE OF CALL:

EXACT WORDS OF CALLER:

Ask them to repeat the message, if necessary, and write as much as possible

Keep calm

ASK WHEN AND WHERE THE BOMB IS GOING TO EXPLODE? :

ASK WHAT THE BOMB LOOKS LIKE? :

ASK WHAT TYPE OF A BOMB IS IT? :

ASK WHAT WILL CAUSE IT TO DETONATE? :

ASK WHY THEY ARE DOING THIS? :

ASK WHERE ARE YOU CALLING FROM? :

TRY TO GET CALLERS FULL NAME:

TRY TO GET CALLERS EXACT LOCATION AND PHONE NUMBER:

LISTEN CAREFULLY TO THE VOICE; NOTE WHETHER IT'S A MAN OR A WOMAN; PITCH, ACCENT;

CIRCLE THE FOLLOWING:

Calm, Slow Nasal, Angry, Broke, Sutter, Disguised Lisp, Sincere Rapid, Giggler, Deep Crying, Squeaky, Excited, Stressed, Accent, Loud, Slurred, Normal.

IF THE VOICE IS FAMILIAR, WHO DID IT SOUND LIKE? :

BACKGROUND NOISES HEARD: (e.g. cars, train, etc.)

ANY OTHER PERTINENT INFORMATION:

PERSON RECEIVING CALL:

TELEPHONE NUMBER CALL RECEIVED AT:

NOTIFICATION TO FPS AND/OR IMMEDIATE SUPERVISOR (TIME/DATE):

