

**Emergency Operations Overview and General Emergency Response Protocols  
Northeastern State University**



**For All Emergencies Dial University Police  
Broken Arrow Campus, Ext. 6248  
Muskogee Campus, Ext. 5010  
Tahlequah Campus, Ext. 2468**

**Or Dial 911**

# **EMERGENCY OPERATIONS OVERVIEW**

## **Purpose of Overview**

The purpose of the Emergency Operations Overview is to summarize Northeastern State University emergency management plan. The Emergency Operations Overview document is designed to provide a snapshot of essential aspects of the NSU Emergency Management Plan as a reference tool for the campus community.

## **Emergency Management Plan Purpose**

The basic emergency procedures outlined in this guide are to enhance the protection of lives and property through effective use of University and Campus community resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President/designee may declare a state of emergency, and these contingency guidelines may be implemented. There are three general types of emergencies that may result in the implementation of this plan. These are (1) “minor emergency” described as small scale disorder (2) “major emergency” described as large-scale disorder, and (3) “disaster” described as large-scale natural/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.

## **Emergency Management Plan Jurisdiction**

These procedures apply to all students, personnel, buildings, and grounds owned/operated by Northeastern State University (NSU) to include those peripheral areas adjoining the University.

## **Declaration and Definitions of an Emergency**

The authority to declare and end a campus state of emergency rests with the University President or his/her designee. The University President/designee, in consultation with the Campus Emergency Response Team (CERT), serves as the overall emergency director during any minor emergency, major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist campus community response. Any emergency should be reported to University Police Department as soon as possible.

(1) Minor Emergency: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the university.

(2) Major Emergency: Any incident, potential or actual, which affects an entire building or buildings, and which will disrupt the overall operations of the university. Outside emergency services will likely be required, as well as, major efforts from campus support services. Major policy considerations and decisions will usually be required from the university administration during times of crisis. In all cases of major emergencies, an Emergency Command Post will be activated, and the appropriate support and operational plans will be executed.

(3) Disaster: Any event or occurrence which has taken place and has seriously impaired or halted the operations of the university. In some cases, mass 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 Command Post will be activated, and the appropriate support and operational plans

will be executed.

### **Assumptions**

The NSU Emergency Operations Overview is predicated on a realistic approach to the problems likely to be encountered on a campus during a minor emergency, major emergency or disaster. The following are general guidelines:

1. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
2. The succession of events in an emergency is not predictable. Operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
3. Disasters may affect residents adjacent to the university, therefore city, county, and federal emergency services may not be available. A major emergency may be declared if information indicates that such a condition is developing or is probable.
4. An emergency or disaster may occur with non-university persons on campus and may not be restricted to university students and/or personnel.

### **Emergency Response**

During the period of any campus major emergency the University Police Department, as required, shall place into immediate effect the appropriate procedures necessary to address the emergency, safeguard persons, property, and maintain facilities. University Police shall immediately consult with the Campus Emergency Response Team (CERT) Leader regarding the emergency and the possible need for a declaration of a campus state of emergency. The CERT Leader/designee will immediately contact the Executive Officers of NSU. Branch Campus designee(s), CERT, and any other campus official deemed necessary may be contacted at that time. Finally, only designated personnel will be allowed to enter the affected areas of the campus.

In the event of earthquakes, after-shocks, fires, storms, or a major disaster occurring in or about the campus, or which involves university property, University Police Officers will be dispatched to determine the extent of any damage to university property. At the conclusion of the on-site assessment, the University Police Officer will mobilize the necessary resources and follow pre-defined procedures.

The President/designee also notifies and conducts liaison activities with the university administration, federal, state, and local agencies, the Campus Emergency Management Team (CERT), and others as necessary. Whenever agencies other than the University become involved, the National Incident Management System (NIMS) will be utilized as appropriate.

### **Emergency Notification**

The CERT will authorize the use of the telephone, public announcement system, and e-mail systems as necessary to transmit immediate messages to large segments of the university notifying of an emergency situation. All available notification resources and modalities will be utilized in order to inform the campus constituencies of current status and follow up measures. Communication methods include, but are not limited to: NSU website, local community cable television channel, NSU email system; NSU telephone alert system, public announcement

systems, and emergency faxed messages to all university fax machines for posting.

### **Response Teams**

The following groups are formally organized to address the needs of the campus community before, during, and after an emergency.

*President's Cabinet* – The President's Cabinet serve as the group charged with the responsibility of leading the institution in core operations. Northeastern State University President's Cabinet consists of the President, Vice President for Academic Affairs, Vice President for Administration, Vice President for University Relations and Dean of Student Affairs.

*Campus Emergency Response Team (CERT)* – The CERT serves as the core leadership group charged with the responsibilities of developing, maintaining, and managing the University Emergency Management Plan which entails a campus-wide approach to mitigate, prepare, response, and recover from minor and major emergencies or disasters.

*Campus Emergency Management Team (CEMT)* – The CEMT serves as institutional support system for mitigating, preparing, responding, and recovering from crisis. The CEMT is comprised of University department representatives who have leadership responsibilities within respected area. CEMT may be called upon individually or collectively to assist with crisis response and/or recovery.

*Building Coordinators* – The Building Coordinators serve as a formal institutional communication resource. Building Coordinators are responsible for maintaining records of occupancy, classes and activities for designated University buildings. Building Coordinators aid in mitigating and preparing for crisis by bringing building community awareness of emergency response guidelines, notifying occupants of building exists and safety resources, assisting emergency personnel with response actions such as taking shelter from storms, exiting for fire alarms, etc.

### **Emergency Management Response Plan Oversight and Training**

The CERT will have overall responsibility for coordinating and implementing the Emergency Management Response Plan. As part of their responsibility, the CERT will meet regularly to evaluate the emergency procedures as outlined in the Emergency Management Response Plan and consider revisions and updates as necessary. The CERT will also assume responsibility of ensuring that each campus building has appropriate building coordinators assigned, and that emergency evacuation procedures are posted throughout each facility.

CERT will coordinate routine “table-top” exercises, drills, simulations, and general trainings throughout the year. CERT is charge with implementing at least one mock disaster drill annually in partnership with local and state agencies.

### **Off Campus Sources of Assistance During Emergencies**

Northeastern State University will utilize other local, state, and national resources as the needs arise. Resources are identified in the Emergency Management Plan.

### **On Campus Sources of Emergency Assistance**

#### **University Police Department**

Emergency dispatcher: while dialing from an on-campus telephone

Broken Arrow Campus, Ext. 6248    Muskogee Campus, Ext. 5010    Tahlequah Campus, Ext. 2468

Uniformed University Police Officers are on duty twenty-four (24) hours per day on Tahlequah and Broken Arrow campuses. External police and emergency agencies may become involved on the Muskogee campus.

### **Review of the Emergency Operations Overview**

The Emergency Operations Overview will be reviewed on an annual basis. Northeastern State University reserves the right to update and revise the document as needed.

# **GENERAL EMERGENCY RESPONSE PROTOCOLS**

## ***SEVERE WEATHER***

### **Severe Weather – General**

- Follow instructions as provided by the Emergency Procedures Protocol and NSUPD
- Listen to radio, television and NSU information systems for weather updates (link to local weather conditions)
- Check with emergency personnel for return to work status

### **Tornado**

- Go to basement or lowest floor of building
- Stay away from exterior walls, doors, and windows
- Move to interior hallways and small interior rooms (e.g., bathroom, closet, etc.)
- Get under a piece of furniture if possible (e.g., sturdy table, desk)
- Call the NSUPD or 911 if emergency help is needed

### **Lightning**

When lightning is approaching:

- Cease outdoor activities
- Seek shelter inside a building or automobile

Avoid -

- Open areas; places near water, trees, metal fences, overhead wires or power lines; or elevated ground or open vehicles
- Use of radios or cellular phones

### **Evacuation or Shelter-in plans**

In some emergency situations, such as flooding or release of hazardous materials, emergency personnel may order protective actions for persons who live or work on campus. Typically, these protective actions are either to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and the other protective action for a different area of campus. When such actions are warranted, you will be appropriately advised by NSUPD or via the NSU notification systems, loudspeakers, door-to-door notifications, or other appropriate means. During an actual disaster, if Building Coordinators have not been notified in a timely enough manner, they are to use their best judgment as to whether to evacuate or shelter in place. As many crises are fluid in nature, decisions may need to change to meet the situations.

## **Area Evacuation**

An evacuation is an organized withdrawal from a building or area to reach safe haven. Upon notification to evacuate, consult the Emergency Procedures Protocol and the building(s) evacuation diagram in order to:

Evacuate the building using the nearest exit (or alternate if the nearest exit is blocked).

Assist all individuals with disabilities or special needs.

Do not use elevators!

Take personal belongings (keys, purses, wallets, etc).

Secure any hazardous materials or equipment before leaving.

Follow directions given by emergency personnel.

## **Shelter in Place**

When emergency conditions do not warrant or allow evacuation, the safest method to protect individuals may be to take shelter inside a campus building and await further instructions.

- Move indoors or remain there – avoid windows and areas with glass
- If available, take a radio or television to the room to track emergency status
- Keep telephone lines free for emergency responders, do not call 911 for information

If hazardous materials are involved,

- Turn off all ventilation systems and close all inlets from the outside
- Select a room(s) which is easy to seal and, if possible, has a water supply and access to restrooms
- If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breath through it in as normal a fashion as possible

## **Local weather conditions**

Local media outlets and the NSU notification systems will provide updates and information on severe weather. NSU officials will notify local outlets regarding closings or return-to-work situations.

## ***VIOLENT OR CRIMINAL BEHAVIOR***

### **Immediately Contact the Appropriate Emergency Telephone Number**

Campus Police is located at the corner of Grand & Crafton Streets and provides 24-hour help and protection. This service is provided seven (7) days a week on a year-round basis.

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
2. If you are a victim or a witness to any on-campus offense, promptly notify Campus Police as soon as possible and report the incident, including the following:
  - a. Nature of the incident
  - b. Location of the incident
  - c. Description of person(s) involved
  - d. Description of property involved
3. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify NSU Police and report the incident.
4. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
5. Should gunfire or a shooting threat occur on campus, your judgment regarding appropriate actions is paramount in order to achieve the most positive outcome. The location of the shooting or threat will likely guide your decisions. In general, if the shooting is in your immediate vicinity, have all persons take cover immediately using all available concealment. After the disturbance, seek emergency first aid if necessary. If the threat comes from adjacent or distant areas, it is likely that you will attempt to direct persons away from the source using the safest route. **In all cases, attempt to remain calm, composed and in control of the situation and persons in your charge.**

## ***HANDLING OF BOMB THREATS***

### **Using a Land-Line Telephone**

#### **Immediately Contact the Appropriate Emergency Telephone Number**

These precautions will be followed upon receipt of a threat to detonate an explosive device in a building or otherwise create a situation hazardous to persons or structures on the campus of Northeastern State University.

- A. **Responsibilities of recipients of a bomb threat**
  1. If a message of an impending explosion is transmitted to a faculty or staff member, they should find out the name of the caller and determine the basis of the claim.
  2. **DO NOT REPORT WITH OR USE A CELL PHONE.** Turn off cell phones and instruct others to do the same.



3. The NSUPD should be contacted immediately upon receipt of any direct threat, or unconfirmed report of a threat to bomb property on campus.
4. The Campus Police Chief will determine the need to evacuate any building.

B. Initial action by the Campus Police

Employees of the Campus Police will take the following actions upon receiving a bomb threat notification:

1. Find out information on how the threat was received, attitude of the caller, and other information that might be helpful in identifying the person making the threat.
2. The Campus Police Shift Supervisor will be notified immediately.
3. A search will be made of the building or area threatened as quickly as possible. The occupants of the building will not be notified of the threat under normal circumstances.
4. If an object is located that is suspected of being an explosive device, it will not be touched, and it will remain where it was found until arrival of demolition experts. Removal of persons from a building containing such a device will be made at the discretion of the Campus Police Chief or shift supervisor.

C. Further action by the Campus Police

1. Arrangements will be made with the telephone company to hold phone lines open after a caller has hung up in an attempt to identify callers making bomb threats.
2. Patrol Officers will be familiar with these procedures and will be given periodic training in the identification and handling of explosive devices.
3. All Faculty and Staff members will be informed of action requested of them in the event of a bomb threat on campus.

D. Bomb threats/searching for an explosive device

A decision has to be made to conduct a search of the premises and how extensive the search should be. This decision will usually be made by management of the facility and the Campus Police. An explosive device can be virtually any size or shape. Any foreign object, therefore is suspect.

If a suspicious object is found, it must NOT be touched. Its location and description should be reported immediately to the Campus Police personnel at the scene. Upon receiving the confirmation of a possible explosive device the Campus Police Officer will:

1. Establish a clear zone with a radius of at least 500 feet. This includes the floor above and below the suspected device.

2. Total evacuation should be a decision made by management of the facility and the Campus Police. (Note: Evacuating a facility for any reason, particularly in response to a bomb threat is a drastic reaction. Total evacuation could result in exposing a great number of people to the blast.)

### ***CHEMICAL OR RADIATION SPILL***

1. Any spillage of a hazardous chemical or radioactive material is to be reported immediately to University Police.
2. When reporting, be specific about the nature of the involved material and exact location. Campus Police will contact the necessary specialized authorities and medical personnel.
3. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Campus Police personnel.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Campus Police. Required first aid and cleanup by specialized authorities should be started at once.
5. If an emergency exists, activate the building fire alarm and report the emergency by phone.
6. When the building fire alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
7. **Be aware of individuals that may need assistance in exiting the building!!** Do not use elevators in case of evacuation. **Do not panic!!**
8. Once outside, move to a clear area at least 500 feet away and upwind from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
9. If requested, assist emergency crews as necessary.
10. A Campus Incident Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
11. Do not return to an evacuated building unless told to do so by emergency personnel.

## ***EXPLOSION, AIRCRAFT DOWN (CRASH) ON CAMPUS***

In the event a mishap occurs such as an explosion or a downed aircraft (Crash) on campus, take the following action:

1. Immediately take cover under tables, desks or other objects which will give protection against falling glass or debris.
2. After the effects of the explosion and/or fire have subsided notify NSUPD or call 911. Give your name and describe the location and nature of the emergency.
3. If necessary, or when directed to do so, activate the building fire alarm and report the emergency by telephone.
4. When the building fire alarm is sounded or when told to leave by university officials, walk quickly to the nearest marked exit and ask others to do the same.
5. **Be aware of individuals that may need assistance in exiting the building!!** Do not use elevators in case of fire. **Do not panic!!**
6. Once outside, move to a clear area that is beyond the affected building. Keep streets and walkways clear for emergency vehicles and crews.
7. If requested, assist emergency crews as necessary.
8. A Campus Incident Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
9. Do not return to an evacuated building unless told to do so by a University Official.

## ***EARTHQUAKE***

During an earthquake, remain calm and quickly follow these steps.

1. If indoors seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. If outdoors, move quickly away from buildings, utility poles, and other structures. **Caution:** Always avoid power or utility lines as they may be energized.
3. 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 vehicle for the shelter it offers.
4. After the initial shock, contact the NSUPD or call 911. Protect yourself at all times and be prepared for after-shocks.

5. Damaged facilities should be reported to NSU Campus Police. **Note:** Gas leaks and power failures create special hazards.
6. **Be aware of individuals that may need assistance in exiting the building!!** Remember that elevators are reserved for disabled persons to use. Do not use elevators in case of fire. **Do not panic!!**
7. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
8. If requested, assist emergency crews as necessary.
9. A Campus Incident Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
10. Do not return to an evacuated building unless told to do so by a University Official.

#### ***ADDITIONAL INFORMATION PROCEDURES***

In the event that the following occur, notify maintenance at **Ext. 2400**. After 5:00 p.m. notify NSUPD

**ELECTRICAL/LIGHT FAILURE:** Campus building emergency lighting should provide sufficient illumination in corridors and stairs for safe exiting. It is also advisable to have a flashlight and a portable radio available for emergencies.

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

**PLUMBING FAILURE/FLOODING:** Cease using all electrical equipment.

**GAS LEAK:** Cease all operations. Do not switch on lights or any electrical equipment. Remember electrical arcing can trigger an explosion!!

**STEAM LINE FAILURE:** Immediately Call Maintenance at **Ext. 2400** and if necessary, vacate the area.

**VENTILATION PROBLEMS:** If smoke odor comes from the ventilation systems immediately notify NSUPD or call 911, and if necessary, cease all operations and vacate the area.