

The University of Louisiana Monroe



Emergency Response Plan

Section I. Introduction

1. Purpose

This Emergency Response Plan (ERP) is designed for use by the Crisis Response Team (CRT) and the ULM Incident Commander to respond to an actual crisis event. Ongoing and overall university emergency response and recovery operations are defined in The University of Louisiana at Monroe Business Continuity Plan (BCP).

Each department (the various support departments, operational groups or other defined infrastructure entities of the university) with important emergency planning and response assignments, has developed a department **Emergency Operations Plan**. The Department Emergency Operations Plan defines the actions of the department during an emergency situation.

All of these plans have important specific purposes and are intended for use in concert to greatly lessen the extent of injuries and limit equipment, material and property damage.

2. Mission

The University of Louisiana at Monroe will respond to an emergency situation in a safe, effective and timely manner. University resources and equipment will be utilized to accomplish the following priorities:

- Priority I: Protection of Human Life
- Priority II: Support of Health & Safety Services
- Priority III: Protection of University Assets
- Priority IV: Maintenance of University Services
- Priority V: Assessment of Damages
- Priority VI: Restoration of General Campus Operations

3. Incident Commander

The Emergency Response Plan is organized under the “Incident Command System” – a system utilized by FEMA (Federal Emergency Management Agency) and many other organizations. Under this system, a single Incident Commander directs all university resources. Although the ULM Incident Commander may consult with other individuals, it is imperative that all employees follow the decisions made by the ULM Incident Commander*.

The ULM Incident Commander is the highest available individual on the following list:

ULM Incident Commander (IC)

- 1. Tom Torregrossa, Director of University Police**
- 2. Casey Baker, Captain - University Police**
- 3. Dr. Bill Graves, VP – Business Affairs**

After the initial emergency is contained and controlled, the recovery efforts will be directed by the ULM President or designee.

4. Executive Management Group (EMG)

The university also has designated an Executive Management Group to oversee and direct the university's response. Members are as follows:

Executive Management Group

Director of University Police
ULM President
VP for Academic Affairs
VP for Business Affairs
Asst. VP Academic Affairs
Asst. VP for Business Affairs
Exec. Director of Marketing & Comm.
Director of Athletics
Internal Counsel

5. Crisis Response Team (CRT)

The university has designated a Crisis Response Team to respond to emergency situations. Team Members are as follows:

Crisis Response Team

Department
Headed by the ULM Incident Commander
Academics
Athletics
Auxiliary Enterprises
Controller
Counseling Center
Food Services
EH&S
Facilities & EHS
Financial Aid
Human Resources
Library/IT
Physical Plant
Marketing/Communications
Registrar
Residential Life
Student Health Services
OSAA/Student Services
Student Success Center
Telecommunications
University Computing
University Police
University Media Relations
Admissions
Electrical

6. Communications

Plan Activation

In the case of any type of emergency, individuals making the discovery should first move to a safe location and then contact University Police (318-342-5350). Initial responders should never intervene with any ongoing crime or dangerous event. The Police Dispatch on duty should follow standard operating procedures and contact Civil Authorities (Emergency Medical Services, Fire, etc.), as necessary.

If the emergency warrants, the Police Dispatch should communicate immediately with the ULM Incident Commander. The ULM Incident Commander will assess the situation and direct Police Dispatch to contact and summon the necessary personnel required to contain and control the emergency. During a crisis situation, members of the CRT should be prepared to report to the Emergency Operations Center (EOC) or other location as directed by the ULM Incident Commander.

Media Communications

Communication procedures and authorities are detailed in the Crisis Communication Plan (maintained by the Office of Marketing and Communications). OMC will serve as the primary source of information to the news media, including the designated spokesperson. Given that outside agencies provide information to the media directly, OMC will identify outside agency spokespersons and coordinate information dissemination with them. OMC also will provide relevant timely updates to the general public on the University's website and main social media networks. University police will provide all Warhawk Alerts when immediate attention is needed.

For emergency information regarding events that are affecting or may impact normal university operations, visit the ULM website (www.ulm.edu). This information is updated at 6:00 AM and 6:00 PM, or more frequently if necessary, during emergency periods. Warhawk Alert is an emergency notification system that provides instant notification capabilities during a crisis on campus. As a member of the ULM community, you are registered with Warhawk Alert through your ULM-issued email account. For more information, refer to <http://www.ulm.edu/ens/>.

7. Acronyms and Abbreviations

ACADIAN	Acadian Ambulance Service
BCP	Business Continuity Plan
CICC	Critical Incident Command Center
CRT	Crisis Response Team
EH&S	Environment Health and Safety
EMG	Executive Management Group
EMS	Emergency Medical Services
EOC	Emergency Operations Center
IC	Incident Commander
OMC	Office of Marketing and Communications
UPD	University Police Department
WMD	Weapons of Mass Destruction

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Section II. Pre-Disaster Action Steps

8. *Ongoing*

- Crisis Response Team (CRT)
 - Meet periodically, once quarterly or more frequently as needed
 - Review and exercise the entire Crisis Communication Plan
 - Review and approve changes to plan documentation
- Information Technology
 - Secure electronic information
 - Provide information security and access to Banner
 - Maintain plans to reconstruct the data center
 - As applicable, maintain plans for alternate recovery site operations
- Physical Plant
 - Monitor utility services
 - Maintain emergency supplies and equipment to protect university assets
- Residential Life
 - Maintain and exercise evacuation and shelter-in-place plans
 - Be prepared to open and maintain the Student Shelter
- Office of Marketing and Communications
 - Coordination of all information disseminated to internal and external constituents
 - Create and disseminate message templates to be used in emergency situations
- University Police
 - Monitor and communicate warnings & threats
 - Maintain the Communications Center
 - Continue routine patrol
- All Departments
 - Maintain updated department Emergency Operations Plan documentation
 - Submit updated department Emergency Operations Plan documentation to the BCP Coordinator (Lt. Casey Baker) annually
 - Secure hardcopy information
 - Remain prepared to perform critical operations manually

9. *Alert, Watch & Warning Periods*

- Events with an Alert, Watch or Warning are typically weather-related events
- Specific disaster preparation steps are outlined in this Emergency Response Plan under each threat that provides such a warning

10. ULM Proximity Threat Analysis

The University of Louisiana at Monroe (ULM) is located in eastern Ouachita Parish at 700 University Avenue, Monroe, LA 71209. This assessment is designed to identify, and where possible, discuss mitigation of the threats posed by nearby businesses and transportation routes.

Procedures – Hazardous Release Outside

Hazardous Release could be a result of many different scenarios such as – train derailing, airplane crash, tanker spill from the interstate, barge collision on the Ouachita River, chemical spill from Graphic Packaging, paper mill, in West Monroe, or an accident at Ouachita Fertilizer.

1. Employees in hallways or open areas are to seek shelter in the nearest room
2. Close windows & window treatments
3. Everyone is to remain quiet and not enter hallways or open areas
4. Crouch down in areas that are away from windows
5. Air ventilation systems will be shut down
6. Should the fire alarm sound, **do not evacuate the building unless:**
 - a. You have first-hand knowledge that there is a fire in the building, or
 - b. You have been advised by University Police to evacuate the building, or
 - c. You can contact reliable sources by cell phone to assess the situation, or
 - d. There is imminent danger in the immediate area.

PROXIMITY THREATS

Light Industry: There are a number of small to medium sized light industry concerns located within 1 mile of the University but none of them appear to pose a specific identifiable hazardous materials incident threat.

U. S. Hwy 165: By far, the most dangerous proximity threat for ULM is U.S. Hwy. 165. It runs north and south and is located less than 1000 feet to the west of campus. On an average day, thousands of tractor-trailers will pass the campus, and a significant number of them will be carrying hazardous materials of one type or another. They include explosives, gases, flammable liquids and solids, oxidizing substances, poisonous and infectious substances, radioactive materials, corrosive substances and many other hazardous wastes. Each of these substances poses a risk for explosion, toxic release and fire. Hazardous materials incidents are 10 times more likely to occur when being transported by truck as compared to rail.

Fertilizer Plant: The Ouachita Fertilizer Company is located less than one mile north of the University on U.S. Hwy. 165. OFC blends fluid fertilizer for retail distribution to farm customers

throughout Louisiana. Although chemicals handled can be considered highly hazardous, the company's proven safety program and track record negate any excessive precautions needed.

Interstate 20: Of mild threat to the campus is Interstate 20. It runs east and west and is located only 2 miles to the south of the campus. Again, thousands of tractor-trailers will pass through on an average day, and a significant number of them will be carrying hazardous materials of one type or another but pose no immediate threat.

Rail Line: A Kansas City Southern – Union Pacific rail line runs east and west and is located about 2000 feet to the south of the campus. An additional branch from this line runs north and south and is located approximately 2000 feet to the west of campus. Trains using this route carry the same types and quantities of hazardous materials as trucks, but they are more likely to carry more dangerous gasses and liquids like chlorine and anhydrous ammonia. Even accounting for the more dangerous cargo, the increased distance and better safety record of rail transportation make the rail line less of a threat to the campus. It must be remembered, however, that the threat is certainly not negligible.

Airport: Monroe Regional Airport is located 2 miles southeast of campus. The airport supports commercial, private, military, and cargo transportation. The campus is not in direct line with the glide path for any runway. Although the airport presents a threat potential, it is minimal.

Gas Lines: There are buried natural gas lines on and near the ULM campus. Normal precautions, as laid out in the Gas Line Safety procedures, are sufficient to limit risk from these lines.

NON-THREAT ISSUES

Evacuation: ULM is not isolated in that several improved roads service the campus from all sides. Procedures are spelled out in the "Emergency Evacuation Procedures". Immediate action will be taken to secure the campus, the safety of the students, employees, and visitors based on visual observations and immediately available facts. Upon contact with Emergency Authorities, Campus Administrators will carry out all directions and actions ordered.

Section III. Disaster Event

11. Disaster Impact – with Warning

- The ULM Incident Commander is notified of a pending emergency
- The Emergency Operations Center (EOC) may be activated
- Faculty, Staff & Students may be evacuated or instructed to shelter-in-place as designated in alert
- If possible, normal university operations will be maintained
- All focus is on life safety and health maintenance issues during the disaster event
- University Police will monitor the situation
- If the disaster is expected to be severe and if sufficient warning time permits, ULM may:
 - Activate Online/Virtual Operations
 - Close the campus
 - Open and direct students to the designated Student Shelter (Fant-Ewing)

12. Disaster Impact – no Warning

- Most non-weather-related disasters provide no advanced warning
- Faculty, Staff & Students will follow the steps that are outlined in their Emergency Response Plan
 - Building evacuation
 - General campus evacuation; or,
 - Shelter-in-place
- All efforts will focus on life safety and health maintenance matters
- University Police will:
 - Secure affected area(s)
 - Contact the ULM Incident Commander
 - Contact members of the Crisis Response Team as directed by the ULM Incident Commander
- Normal university operations will be discontinued
- Outside services (Fire, EMS, etc.) will be contacted as necessary

13. Immediate Response Steps*

- University Police
 1. Determine if an evacuation or shelter-in-place order should be given
 2. Address injuries and life safety issues in conjunction with local providers
 3. Take steps to contain the incident
 4. Have Police Dispatch notify designated members of the EMG
 5. Assemble designated CRT members at the EOC or CICC
 6. Cordon off any dangerous areas
 7. Establish contact with Police Departments, Hospitals and other Civil Authorities
 8. Provide access control

9. Ensure that faculty/staff, students and visitors avoid the disaster area
- President's Office
 - Provide leadership
 - Provide resource direction
 - Executive Assistant to the President for External Affairs & Community Outreach will serve as liaison to the president and advisor to CRT
 - CRT to commence response & recovery efforts including identifying parties
 1. Address injuries and life safety issues
 2. CRT members who have not been designated to report should
 - Stay away from the disaster scene
 - Be prepared to receive emergency instructions
 - Report to the EOC if you believe communications to be disabled
 3. Account for all employees & students
 4. For any missing employees or students
 - Note the place they were last seen
 - Get search and rescue teams activated
 5. If applicable, direct Physical Plant to contact utility providers to shutdown services as appropriate
 6. EMG will determine if the Student Shelter should be opened
 7. Address physical damage & operational issues
 8. Restore essential services
 9. Determine if the university should close and the campus evacuated

Make safety matters the top priority throughout the entire disaster response and recovery process

- Executive Director of Marketing & University Communications
 - Establish contact with the ULM Incident Commander
 - Assist University Police in internal information dissemination
 - OMC will follow all guidelines established in the Crisis Communication Plan (this is an internal document)

* Certain emergency steps should be taken automatically. For example, if a fire breaks out, the fire alarm should be activated, and an evacuation should commence.

- Residential Life, Food & Auxiliary Services
 - Execute resident safety procedures
 - Food services will access supply levels and communicate to EOC
- Student Health Services
 - OSAA & Self Development, Counseling, & Special Accommodations Center
 - Address emergency medical needs
 - Depending on the scale of the disaster, health and hospitals will be notified including ACADIAN
- Information Technology
 - Maintain/restore the operation of intranet, data, video, voice and wireless communications services
 - Off Site Server
- Physical Plant & EH&S
 - Deploy equipment designed to maintain environmental controls, give special attention for:
 - Assets of high value
 - Perishable assets
 - Non-replaceable assets
 - Establish contact with Civil Authorities and utility companies and EOC
 - Determine if the campus and building environments are safe; if applicable, direct physical plant to contact utility providers to shutdown services as appropriate
 - Determine what generators should be activated
 - Work with University Police to cordon off any dangerous areas
 - Make a preliminary damage assessment
 - Building structures
 - Building contents & equipment
 - Campus grounds
 - Water and gas leaks
 - Downed power lines
- All Faculty, Staff & Students
 - Do not congregate around disaster scenes
 - These areas are prohibited
 - You may interfere with police, medical and other recovery efforts
 - Follow the instructions of University Police and other university officials

Section IV. Flood

Most Critical Resources:

- Physical Plant, EH&S, Property Control
- University Police
- VP for Student Affairs
- Office of Marketing and Communications

Expected Impact:

- Possible building content damage from flooding
- Utility disruptions possible
- Travel may become difficult or impossible (especially if the flooding conditions are caused by a high wind event, such as a Tropical Storm)
- In an extreme situation, general university operations may be closed due to transportation disruptions

Action Steps:

At the Watch Point (36 hours from expected impact)

- Conduct regular meetings of the CRT
 - Meetings should be held at 7:00 AM (early morning meetings may be conducted by telephone among selected CRT members) & 4:30 PM or more frequently as necessary
 - Government officials will generally announce evacuation orders in either the late afternoon or pre-dawn hours following weather updates
- The EOC will monitor the weather continuously
- Physical Plant checks
 - Emergency equipment
 - Fuel levels
 - Vehicles
 - Generators
 - Emergency supply quantities
- Physical Plant
 - Deploys sump pumps, water barricades, etc.
 - Secures special assets and, as necessary, backup equipment required to maintain environmental controls. Special attention for:
 - Assets of high value
 - Perishable assets
 - Non-replaceable assets

At the Warning Point (24 hours from expected impact)

- Outdoor activities will likely be cancelled
- The campus will need to be closed before travel conditions become dangerous

Faculty & Staff

The university will monitor the weather on an ongoing basis if the Ouachita River is approaching flood stage and/or if flash floods are forecast.

1. Notification of a pending flood will be announced by siren, voice address systems, loud speaker, e-mail, Warhawk Alert, or telephone - fire/evacuation alarms are not to be activated.
2. Campus will evacuate and close if the need arises, such as in the case of a 100 or 300-year flood.
3. Stay away from flooded area because the water table will be high, and ground can become unstable and easily wash away.
4. Do not drive through flood waters, find an alternate route.
5. Do not swim in or drink flood water.
6. Stay tuned to radios, televisions, and Warhawk Alerts for instructions on reopening campus.

Section V. Hurricanes and Related Storms

Most Critical Resources:

- Physical Plant, EH&S, Property Control
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Residential Life, Food Services

Expected Impact:

Category #1

- Some wind damage/trees down
- Possible building content damage from flooding/wind driven rain
- Temporary utility disruptions likely
- Normal operations may be disrupted

Category #2

- Wind damage/trees down
- Some building content damage likely from flooding/wind driven rain and/or high winds
- Building structure damage possible
- Utility disruptions likely (downed power lines)
- Normal operations may be disrupted

Action Steps:

At the Alert Point (72 hours from expected impact)

- Open the EOC and conduct regular meetings of the EMG
 - Meetings should be held to coordinate with Region 8 Office of Emergency Preparedness
- Secure any needed fuel, supplies, food, etc.
- The EOC will monitor the weather continuously

At the Watch Point (36 hours from expected impact) or earlier

- Maintain the EOC and conduct regular meetings of the CRT
 - Meetings should be held at 7:00 AM (early morning meetings may be conducted by telephone among selected CRT members) & 4:30 PM or more frequently as necessary
 - The National Hurricane Center will update forecasts every 3-6 hours
 - Government officials will generally announce evacuation orders in either the late afternoon or pre-dawn hours following weather updates
- Physical Plant
 - Secures the campus grounds
 - Secures building structures
 - Deploys sump pumps, water barricades, etc.
 - Secures the grounds/remove or secure loose items
 - Secures building structure(s)/deploys shutters, water barricades, etc.
 - Secures special assets and, as necessary, backup equipment required to maintain environmental controls. Special attention for:
 - Assets of high value
 - Perishable assets
 - Non-replaceable assets
 - Generators

At the Warning Point (24 hours from expected impact)

- The campus will need to be closed before travel conditions become dangerous
- University Police monitor the weather continuously
- Residential Life opens the Student Shelter if necessary
- Physical Plant completes asset protection measures

Faculty & Staff

1. For information not secured by IT, back-up computer hard drives. Secure diskettes, tapes and CD's in zip-lock bags and take duplicate copies off site.
2. Unplug computers, printers and other electrical appliances.
3. Relocate contents from bottom drawers of desks and file cabinets to locations safe from water damage.
4. Move all equipment, books, papers and other valuables away from windows, off the floor, and consider moving to interior areas of the building. *(Be sure that equipment and other valuables that are moved outside your work area are tagged for easy identification and retrieval).*
5. For ground floor occupants in buildings subject to flooding: If necessary, relocate equipment and other valuables to a higher floor or higher location. *(Be sure that equipment and other valuables that are moved outside your work area are tagged for easy identification and retrieval).*
6. Cover and secure or encase and seal equipment and other valuables with plastic.
7. Clear desktops, tables and exposed horizontal surfaces of materials subject to damage.
8. Close and latch (or secure with tape) all filing cabinets.
9. To the extent possible, turn bookcases, shelving units, etc. around to face walls.
10. Place telephones in desk drawers. Leave telephones plugged in *(you will be able to receive emergency messages).*
11. Check contents of refrigerators and set to coldest setting.
12. Empty trash receptacles of items likely to rot.
13. Take home all personal items of value.
14. Close and latch all windows. Close and lock all doors.
15. Stay tuned to the radio/television for additional information, or check the university website.

Section VI. Severe Winter Storm

Blizzards/Ice Storms/Snow Events

Most Critical Resources:

- Physical Plant
- Residential Life, Food Services
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications

Expected Impact:

- Building and building content damage
- Utility disruptions
- Travel will become affected
- University closures may be required

Action Steps:

At the Watch Point (36 hours from expected impact)

- Conduct a meeting of the EMG/Open the EOC
- Physical Plant checks
 - Emergency equipment
 - Fuel levels
 - Vehicles
 - Generators
 - Emergency supply quantities
- Physical Plant
 - Secures salt and sand where appropriate
 - Physical Plant to secure special assets and, as necessary, backup equipment required to maintain environmental controls. Special attention for:
 - Assets of high value
 - Perishable assets
 - Non-replaceable assets
- UPD monitors the weather continuously
- UPD secures campus grounds
- Residential Life prepares for utility disruptions
- Food Services secures water and prepares menus for on-campus residents

At the Warning Point (24 hours from expected impact)

- Conduct regular meetings of the EMG
 - Meetings should be held to coordinate with Region 8 Office of Emergency Preparedness
- Physical Plant to secure special assets and, as necessary, backup equipment required to maintain environmental controls. Special attention for:
 - Assets of high value
 - Perishable assets
 - Non-replaceable assets
 - Take precautions to avoid frozen pipes
- UPD monitor the weather continuously

Post Disaster

- Remove snow, ice, etc., from parking lots and walkways
- Spread salt, sand and ice-melting chemicals as necessary
- Check for frozen pipes and damage
- Check generators

Section VII. Severe Thunderstorm

Most Critical Resources:

- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Student Health Services
- Crisis Counseling
- Physical Plant

Expected Impact:

- Wind damage/trees and power lines down
- Damage to university assets
- Utility disruptions likely

Action Steps:

Pre-Disaster

At the Watch Point

- UPD monitors the weather continuously

At the Warning Point & During the Event

- The ULM Incident Commander is notified
- Warning notifications will be utilized if necessary

Post Disaster

- Extensive damage is unlikely, however, if serious injuries or fatalities are involved, the EOC should be activated and the EMG should be assembled to discuss the situation
- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community
- UPD summon Emergency Medical Services
- Student Health Services participates to the extent appropriate with local health providers
- Physical Plant contacts utility services/restores utility services

Faculty & Staff

Observe the following rules if lightning is occurring or is about to commence:

1. Avoid water fixtures, telephone lines, and any electrical conducting materials.
2. Stay inside buildings and off the campus grounds.
3. Modern buildings are designed to withstand significant damage resulting from thunderstorm wind, rain, hail and lightning strikes.
4. If you are working outdoors or not at work, depending on your location, keep the following in mind:
 - a. In your home or a building - follow the above-mentioned rules.
 - b. In your car - because cars are low profile and supported on rubber tires (an effective electric insulator) they are generally (but not always) safe from lightning strikes. Electrical current will also generally follow a path around, rather than through, the passenger compartment (not necessarily true for convertibles).
 - c. In an open area - go to the nearest ditch or ravine and drop to your knees. **Do not** do any of the following:
 - i. stand in an open area
 - ii. stand underneath a tall tree (especially if it is in an isolated area)
 - iii. seek shelter in a small structure in an open area
 - iv. stand in or around a body of water
5. In a wooded area - go to a low area of small trees / bushes
6. Stay away from anything metal - farm equipment, golf clubs, wire fences, metal buildings, etc.
7. If you feel your hair standing on end, drop to your knees bend forward putting your hands on your knees. Do not lie flat on the ground.

Section VIII. Tornado

Most Critical Resources:

- Physical Plant, EH&S, Property Control
- Residential Life, Food Services
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Student Health Services
- Crisis Counseling
- If the event is severe, nearly all resources critical

Expected Impact

- Wind damage/trees and power lines down
- Building content and structural damage
- Utility disruptions likely
- Injuries likely
- Fatalities possible
- Normal operations disrupted

Action Steps:

Pre-Disaster

At the Watch Point

- UPD monitor the weather continuously
- The ULM Incident Commander is notified
- EMG and EOC should be notified

At the Warning Point

- Warning notifications will be utilized if necessary
- Go to a small interior room on the lowest floor of the building; put as many walls as possible between you and the outside
- Avoid windows
- A bathroom, closet, under a stairwell, or an interior hallway with no windows offers the best protection
- Crouch as low as possible to the floor, facing down; and cover your head with your hands. If possible, cover yourself with some sort of thick padding (mattress, blankets, etc.) to protect against falling/flying debris.
- Stay off elevators; you could be trapped in them if the power is lost.

Post Disaster

- If serious injuries or fatalities are involved, the EOC should be activated and the CRT should be assembled to discuss the situation
- Extensive damage is possible and full University Response Steps may be necessary

- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community
- UPD summon Emergency Medical Services as needed
- Student Health Services participates to the extent appropriate with local health providers
- Physical Plant contacts utility services/restores utility services

Faculty & Staff

If a tornado is spotted or imminent take the following steps immediately:

1. Notification of a pending disaster will be announced by siren, voice address systems, loud speaker, e-mail, Warhawk Alert, or telephone - fire/evacuation alarms are not to be activated.
2. Evacuate all trailers and temporary structures. Proceed immediately to a structurally secure building.
 - a. Go to the interior area of the building.
 - b. Take cover under a sturdy object.
 - c. Protect your head, neck, and face.
 - d. Stay away from windows, glass and items that might fall.
3. There is not a sufficient warning period to close the university or to effectively protect university assets. Therefore, no special effort should be made to protect university assets; all attention should be directed towards life safety procedures.
4. If you are working outdoors or not at work, depending on your location, keep the following in mind:
 - a. In a house or small building - go to the basement or cellar; if there is no basement; go to an interior room on the lowest level. Take cover under a sturdy object covering your head, neck and face.
 - b. In a school, office, shopping center, etc. - go to an interior hallway on the lowest level.
 - c. Do not seek shelter in Gyms, Auditoriums, and other large open areas.
 - d. In a high-rise - go to an interior hallway on the lowest level possible. Do not take the elevator!
 - e. In a car - if the tornado is nearby, get out. Tornadoes can move swiftly and are often erratic.
 - f. In a mobile home - get out immediately!
 - g. In an open field - lie face down in a ditch or nearest ravine and cover your head with your hands. This procedure is preferable to remaining in a car or mobile home.

Section IX. Civil Disturbance

14. Peaceful Demonstration

Most Critical Resources:

- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Student Health Services

Expected Impact:

- General distraction
- Escalation possible

Action Steps:

- UPD monitor the situation
- UPD will secure the perimeter (may utilize multijurisdictional agencies)
- University Office of Marketing and Communications is placed on alert
- The ULM Incident Commander is notified

15. Violent Demonstration

Expected Impact:

- Injuries possible
- Physical damage possible
- Normal operations will likely be disabled until the situation stabilizes

Action Steps:

- The ULM Incident Commander is notified
- The EOC/EMG is activated
- Alert multijurisdictional agencies
- If applicable, UPD contact Emergency Medical Services
- Student Health Services participates to the extent appropriate with local health providers
- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community
- Physical Plant addresses any damages
- Faculty, Staff & Students
 - May be instructed to conduct an emergency lockdown
 - May be released and routed out of harm's way

Section X. Criminal Acts

16. Active or Ongoing Dangerous Criminal Threats

Most Critical Resources:

- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Student Health Services participates to the extent appropriate with local health providers
- Crisis Counseling

Expected Impact:

- Injuries possible
- Fatalities possible

Action Steps:

- The ULM Incident Commander and EMG is notified
- EOC may be activated
- University Police establish perimeter control around affected areas
- UPD contact outside emergency services (Police, EMS, etc.) as necessary
- The UPD will establish perimeters, responses and other desired resources as needed
- Student Health Services participates to the extent appropriate with local health providers
- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community

Section XI. Hazardous Release

17. ULM Community/Surrounding Areas

Most Critical Resources:

- Physical Plant
- EH&S
- Residential Life
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Student Health Services
- Crisis Counseling

Expected Impact:

- Injuries or sickness
- Fatalities or fatal exposures
- Building operations are shut down
- Some physical damage possible
- Environmental contamination possible

Action Steps:

- The ULM Incident Commander/EMG is notified
- The EOC is activated
- UPD establish perimeter control around affected areas
- Prepare to quarantine affected individuals
- UPD contact outside emergency services (Fire, EMS, etc.)
- Physical Plant shuts down ventilation systems to affected areas
- Student Health Services participates to the extent appropriate with local health providers
- Direct unaffected individuals to relocate to a safe area
- Evacuation gathering areas should be located upwind of the contaminated area
- Consider activation of student shelters
- EOC will notify EH&S
- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community

Faculty & Staff

1. If a hazardous substance is discovered, the individual shall immediately contact University Police and provide as much information as possible. At a minimum, the individual should provide a description of the substance (color and texture) and any specific characteristics (odor, smoke, etc.). Exposed individuals should quarantine themselves at a safe location.
2. If a telephone call or information is received stating HAZMAT material is somewhere:
 - a. Recipient will write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc., and the possible location.
 - b. Recipient does not hang up the phone when the call is completed. Keep the line open or place it on 'hold'.
 - c. Recipient immediately contacts University Police and advises him/her of the call, and provides a detailed written text.
3. All employees will vacate all affected areas and move into a safe location as designated by officials on site.
4. In addition to contacting the ULM Incident Commander, University Police will advise local fire/HAZMAT authorities of the situation and request local emergency services assistance. Fire/HAZMAT authorities should be updated of the situation upon their arrival. Law enforcement officials should be sent to initiate any police actions.
5. The ULM Incident Commander will direct that the affected area be evacuated and isolated.
6. University Police will be posted to ensure no one enters the isolated area until emergency personnel arrive and the area is determined to be safe.
7. When necessary, Physical Plant will isolate the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the air-borne spread of any substance.
8. Once fire/HAZMAT authorities arrive, the ULM Incident Commander will coordinate any information or assistance with them. Only trained personnel should attempt to perform a methodical search of the buildings.
9. The fire/HAZMAT authorities will notify the ULM Incident Commander when reentry to the isolated area can be made. There is no specified time limit for when employees will be permitted back into the isolated area. This will depend solely upon the information received and the results of the findings of the fire/HAZMAT authorities.
10. If a hazardous release occurs outdoors at a nearby location that may affect the university, the following procedures will be taken:
 - a. A Shelter-in-Place order will be issued
 - b. Physical Plant will shut down the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the air-borne spread of any substance.

Section XII. Unexpected Critical Incident

18. Airplane Crash/Building Collapse/Explosion/Fire

Most Critical Resources:

- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Physical Plant, EH&S, Property Control
- Student Health Services
- Crisis Counseling
- Residential Life
- Nearly all resources critical

Expected Impact:

- Injuries likely
- Fatalities likely
- Structural damage
- Environmental contamination

Action Steps:

- The ULM Incident Commander and EMG is notified
- EOC should be notified
- Physical Plant notifies utility services

Post Disaster

- If serious injuries or fatalities are involved, the EOC should be activated and the EMG should be assembled to discuss the situation
- The University Police Department will establish perimeters, responses, and other desired resources as needed
- University Office of Marketing and Communications activates their plan
 - Contact with news media
 - Contact with family members of any affected individuals
 - Contact University community
- UPD summon Emergency Medical Services as needed
- Student Health Services participates to the extent appropriate with local health providers
- Physical Plant contacts utility services/restores utility services

Most Critical Resources:

- University Police

19. *Fire and Facility Evacuation*

Procedures to be followed by faculty & staff:

1. If a fire is discovered, the individual shall immediately pull the closest fire alarm switch or call UPD at 318-342-5350 if there are none.
2. When a fire alarm is activated, all occupants will evacuate the building in an orderly and safe manner.
3. Should a person have to remain in the building due to circumstances beyond his/her control, notify the arriving fire officials of the person's location and the condition of the individual (e.g., handicapped, wheelchair bound, injured, etc.). All stairwells are considered Areas of Refuge when the fire doors are closed. Areas of Refuge are a safe place for these individuals to remain until emergency personnel can get to them.
4. The alarm systems are designed to notify the fire alarm monitoring company of a fire condition at the location in which the alarm was activated.
5. Each Department/Floor should have designated meeting place and meet in that location for a head count.
6. University Police will determine the response needed and will inform the arriving emergency personnel of their findings and will assist with traffic and crowd control

Section XIII. Terrorist Attack – Weapons of Mass Destruction

A Weapon of Mass Destruction (WMD) includes biological, chemical, incendiary, nuclear or highly explosive material and any combination thereof.

20. University Community and Surrounding Areas

Most Critical Resources:

- University Police
- VP for Student Affairs
- University Office of Marketing and Communications

Expected Impact:

- Injuries or sickness possible
- Fatalities or fatal exposures possible
- Additional acts possible
- Physical damage possible
- Environmental contamination likely

Action Steps:

- The ULM Incident Commander and EMG is notified
- The EOC is activated
- UPD contact outside emergency services (Fire, EMS, etc.)
- Student Health Services participates to the extent appropriate with local health providers
- Physical Plant shuts down ventilation systems
- University Office of Marketing and Communications activates their plan
- Counseling Center will be contacted by EOC if necessary

Faculty & Staff

1. Notify University Police
 - a. Call 911 to dispatch police/bomb-squad and fire/hazmat
2. In most cases Authorities will set-up an Incident Command Center upwind of the hazard
3. Avoid Contamination
 - a. At the point of the release
 - b. By exposed individuals
 - c. Limit access in the area to those responsible for rescue or material/device analysis
4. Do not touch or move any Suspicious Object
 - a. Do not use radios, cell phones, etc. that may trigger detonation
 - b. Evacuate the area
5. If an Unknown Material has been released
 - a. Physical Plant will shut down ventilation systems
 - b. If the release is internal, secure the affected area and evacuate
 - c. Affected individuals should quarantine themselves at a safe location
 - d. If the release is external, secure the perimeter and do not evacuate
6. If a hazardous release occurs off-site
 - a. If the contamination is expected to affect the university, you will be given instructions to remain indoors
 - b. If the contamination is not expected to affect the university, you will be given instructions on avoiding any contaminated areas.

21. Bomb Threat or Suspicious Package

1. If a suspicious package is discovered, the individual making the discovery shall immediately contact University Police and provide as much information as possible. At a minimum, the individual should provide a description of the suspicious package and any specific characteristics.
2. If a telephone call or information is received stating a bomb is somewhere nearby:
 - a. Recipient will write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc., and the possible location. (Note: Use the attached checklist for bomb threats.)
 - b. Recipient does not hang up the phone when the call is completed. Keep the line open or place it on "hold."
 - c. Recipient immediately contacts University Police and advises them of the call, and provides a detailed written text.
3. Everyone will vacate the affected building(s), and move to a safe location as designated by officials on site, staying at least 300 feet from the nearest building.
4. In addition to contacting the ULM Incident Commander, Police Dispatch will advise local emergency services authorities of the situation about the bomb threat or suspicious package, and request local emergency services assistance. Local emergency services authorities should receive updated information upon their arrival.
5. University Police will be posted to ensure no one enters the building(s) until emergency personnel arrive and the area is determined to be safe.

6. Once local emergency service authorities arrive, the ULM Incident Commander will coordinate any information or assistance with them. Only trained personnel should attempt to perform a methodical search of the buildings.
7. The local emergency services authorities will notify the ULM Incident Commander when reentry to the building can be made. There is no specified time limit for when employees will be permitted back into the isolated area. This will depend solely upon the information received and the results of the findings of the local authorities.

BOMB THREAT CHECKLIST & TELEPHONE PROCEDURE

INSTRUCTIONS: BE CALM\COURTEOUS, AND LISTEN. DO NOT INTERRUPT THE CALLER. NOTIFY SUPERVISOR OR SECURITY OFFICER BY PRE-ARRANGED PLAN WHILE CALLER IS ON THE LINE.

Name of Operator _____ Time _____ Date _____

Number at which call was received _____

Caller's Identity:

Male: _____ Female: _____ Adult: _____ Juvenile: _____ Approximate Age: _____

Origin of Call: Local: _____ Long Distance: _____ Booth: _____ Internal: _____

VOICE CHARACTERISTICS:

___ Loud ___ Soft
___ High Pitch ___ Deep
___ Raspy ___ Pleasant
___ Intoxicated ___ Other

LANGUAGE:

___ Excellent
___ Good
___ Fair
___ Poor
___ Foul

MANNER:

___ Calm ___ Angry
___ Rational ___ Irrational
___ Coherent ___ Incoherent
___ Deliberate ___ Emotional
___ Righteous ___ Laughing

SPEECH:

___ Fast ___ Slow
___ Distinct ___ Distorted
___ Stutter ___ Nasal
___ Slurred ___ Lisp

ACCENT:

___ Local
___ Not Local
___ Foreign
___ Race
___ Religion

BACKGROUND NOISES:

___ Factory ___ Trains
___ Bedlam ___ Animals
___ Music ___ Quiet
___ Office ___ Voices
___ Airplanes ___ Mixed
___ Traffic ___ Party

PRETEND DIFFICULTY WITH HEARING, KEEP CALLER TALKING; QUESTIONS TO ASK:

When will it go off? _____

Where is it located? _____

What kind of bomb is it? _____

Where are you calling from? _____

What is your name and address? _____

ACTION TO TAKE IMMEDIATELY AFTER RECEIVING CALL:

- Write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc. and the possible location.
- Do not hang up the phone when the call is completed. Keep the line open or place it on "HOLD".
- Immediately contact University Police and advise them of the call.
- Write out the message in its entirety with any other comments.

Section XIV. Medical Emergency/Epidemic/Pandemic

22. University Community and Surrounding Area

Most Critical Resources:

- Student Health Services
- Food Services
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Crisis Counseling
- Residential Life
- GOHSEP (Governor's Office of Homeland Security and Emergency Preparedness)

Expected Impact:

- If the event is serious, the university may be quarantined
- Individual classes may be affected
- University may close
- Medical facilities may become overloaded

Action Steps:

- The ULM Incident Commander/EMG is notified
- EOC may be activated
- IC contacts GOHSEP (Governor's Office of Homeland Security and Emergency Preparedness)
- Student Health Services participates to the extent appropriate with local health providers
- University Office of Marketing and Communications activates their plan

During the Event:

- Assist Student Health Services and other emergency medical responders with services needed
- Maintain contact with University community (Marketing and Communications)
- Prepare for possible reduction in work force

Section XV. Prolonged Utility Disruptions

23. Utility disruptions for greater than 1 hour (electrical, gas, water, sewer, telecommunications)

Most Critical Resources:

- Physical Plant
- Utility Providers
- Student Health Services
- Food Services
- University Police
- VP for Student Affairs
- University Office of Marketing and Communications
- Residential Life

Expected Impact:

- If the event is serious, the university may be closed
- Individual classes may be affected
- Potential for loss of hot water, air conditioning and heating systems
- Potential loss to telecommunications and network capabilities
- Environmental contamination
- Generators could be disabled due to loss of natural gas

Action Steps:

- The ULM Incident Commander/EMG is notified
- EOC may be activated
- EOC contacts utility provider and other resources as needed
- Physical Plant monitors situation and maintains contact with utility provider and EOC
- UPD check elevators for stranded passengers during electrical outage
- EOC/Physical Plant activates generators as needed for loss of electrical
- Student Health Services participates to the extent appropriate with local health providers
- University Office of Marketing and Communications activates their plan

During the Event:

- Assist Student Health Services and other emergency medical responders with services needed
- Maintain contact with University community (OMC)