

CRISIS MANAGEMENT PLAN



Revised 9/25

Phillips Community College of the University of Arkansas

CRISIS MANAGEMENT PLAN TABLE OF CONTENTS

Team Definitions	4
Critical Incidents.....	4-5
Post Crisis Transition.....	5
Post Incident Recovery.....	5
Communication Policy	6

DEWITT CAMPUS

1. Team Leaders/Teams	7-8
2. Command Post	9

Procedures for Crises

1. Automobile Accident.....	10
2. Bomb Threat	10-12
3. Active Shooter	12
4. Civil Disturbance	13
5. Fire	14
6. Inclement Weather	14-15
7. Injury or Illness	15
8. Physical Plant	16-17
9. Building/Area Contacts	18
10. Emergency Contacts.....	19

HELENA-W. HELENA CAMPUS

1. Team Leaders/Teams	20
2. Command Post	20-22

Procedures for Crises

1. Automobile Accident	23
2. Bomb Threat	23-25
3. Active Shooter	25-26
4. Civil Disturbance	26
5. Fire	27
6. Inclement Weather	27-28
7. Injury/Illness.....	28
8. Physical Plant	29-30
9. Building/Area Contacts	31
10. Emergency Contacts	32

STUTTGART CAMPUS

1. Team Leaders/Teams	33
2. Command Post	34

Procedures for Crises

1. Automobile Accident	35
2. Bomb Threat	35-37
3. Active Shooter	37
4. Civil Disturbance	38
5. Fire	39
6. Inclement Weather	39-40
7. Injury/Illness.....	41
8. Physical Plant	41-42
9. Building/Area Contacts	43
10. Emergency Contacts.....	44

APPENDIX

Equal Opportunity/Affirmative Action Statement.....	46
Mission Statement/Core Values	46
Employee Data	47
Student Data	48
DeWitt Campus Map	49

DeWitt Campus-Ag Center Map	50
Helena-W. Helena Campus Map	51
Stuttgart Campus Map	52
Grand Prairie Center Map	53
Stuttgart Campus-War Memorial Training Center Map	54
Civil Defense.....	63
Evaluation	64

Crisis Management Plan

The purpose of this plan is to provide a mechanism that will allow college employees to work together as a team to address a crisis so that maximum safety is provided to college personnel and property and minimum losses and dangers are experienced. This plan is also designed to allow the college to communicate effectively internally and externally while preserving the integrity of the institution.

The following guidelines, which the college will operate under during a real or potential emergency are guidelines and may be modified depending upon the situation. **PLEASE NOTE: Each campus may have different procedures. Please consult each section of the plan.**

TEAM DEFINITIONS:

Emergency Team Leader is responsible for:

- A) The overall direction of the emergency response.
- B) Works with team in conducting plan.

Information Team-Information Officer will be responsible for:

- A) Media Unit-liaison with law enforcement media counterpart, verbal, and written response to the medical personnel
- B) Web Unit-update information on website
- C) Telephone Unit-call on campus and off campus contacts; monitor in-coming calls
- D) Implementing the Crisis Communication Plan

Facilities Management Team- Determine the status of facilities on campus. Assess when campus can be restored to normalcy (property repairs, sanitation, etc.) This involves handling and/or disposal of possible hazardous waste material.

Incident Recovery Team- Establish a center for providing information to affected faculty, staff, students, and any family members. Information will be released only when provided by the Information Officer as official information. Communicate status of classes and activities on campus as decided by VC of Instruction. Create staging areas for family members. Contact additional resources such as: mental health/grief counseling.

CRITICAL INCIDENT-FIRST STEPS

- A. Notify local emergency services (911). The college is under the control of responding law enforcement officials for all law enforcement matters.
- B. Contact college security and Emergency Team Leader, who will then contact the emergency team via text messaging.
DeWitt: Kim Kirby Helena-W. Helena: Rhonda St. Columbia Stuttgart: Kim Kirby
- C. Leader calls the Team into action and activates the command post.
- D. Information Officer-notifies campus of incident to shut down campus and call other on-campus and off-campus contacts.
Options to notify faculty/staff/students include text messaging, e-mail, college phone system, social media and through desk top computers
- E. Leader activates Incident Recovery Team.
- F. Leader works with law enforcement until crisis has ended to successfully coordinate the college's responses to the incident.
- G. Leader identifies danger zone and establishes a perimeter-inner and outer.

POST CRISIS TRANSITION

This is the time between the actual event and the return to campus normalcy. While local law enforcement may be in control of the crime scene, the following will need to be assessed:

- A. Assess perimeters
- B. Identify campus damage
- C. Identify campus personnel who have been injured and contact information and report to incident recovery team
- D. Prepare college media release (refer all specific questions to primary responding law enforcement agency). Begin a dialogue on returning the college to "Open" status.
- E. Document and record any damage by written descriptions and take photographs and record with video.

POST INCIDENT RECOVERY

- A. Follow up with affected faculty, staff, students, and any family members
- B. Mental health/grief counseling resource referrals should be available for:
 - 1. Affected victims and their families.
 - 2. Affected college employees.
 - 3. Affected college students.

- C. Determine the final status of classes and activities on campus
- D. Restore campus to normalcy (repairs, etc.)
- E. Identify necessary community closure:
 - 1. College statements
 - 2. College memorials

COMMUNICATION POLICY

As prescribed by Board Policy 230, the following guidelines and procedures are provided for the release of public information. Unless otherwise authorized by the Chancellor, the College Advancement Office is a clearinghouse to avoid the duplication of materials that are released to the public and to maintain consistent public relations. At no time should members of the faculty or administration submit releases directly to the media.

Interviews

The Information Officer will coordinate all interviews and inquiries with the media. If an individual is contacted by the media directly, the Information Officer should be notified at once. All requests from the media for information concerning legal or controversial issues will be referred to the Information Officer.

Guidelines:

- A. Gather the facts. Provide complete accurate, verifiable information. Never speculate on the cause, effect or any other aspect of the event.
- B. Put a statement in writing for the press and for the communications team, so that everyone has the same information, and the college speaks with one clear voice. (Do not use “no comment”. Repeat prepared statement). Provide concise, factual statements that college secretaries and receptionists may read for consistency.
- C. Ideally, news media, employees and students should be notified at the following times:
 - 1. immediately upon hearing of the crisis
 - 2. after the first assessment of the situation
 - 3. when further details are available regarding status/progress
 - 4. final announcement stating that the situation is under control and what actions will be taken to avoid future crisis situations.
- D. Provide information via text messaging, social media, and e-mail.
- E. Fax daily fact sheets to local principals, board members, and media

Establish Media Center to provide information to Parents, students, staff, news media, board, etc.

TEAMS – DEWITT CAMPUS

The following Team Leaders comprise the Crisis Team. The Critical Incident Commander is in charge of the Crisis Team. Each Team Leader also is in charge of the operations of the Team under his/her direction. The name in parentheses is the back-up leader if the leader is unable to fulfill the task for any reason.

Critical Incident Commander/Emergency Team Leader:	Kim Kirby	(Randy Van Camp)
Information Officer:	Kim Rawls	Rhonda St. Columbia (Savanna Bisswanger)
Facilities Team Leader:	Randy Van Camp	(Savanna Bisswanger)
Recovery Team Leader:	Shawna Wansley	(Toni Carter)
Critical Incident Commander/Emergency Team Leader:	Kim Kirby	(Randy Van Camp)

Critical Incident

- A. Notify local emergency services (911). The college is under the control of responding law enforcement officials for all law enforcement matters.
- B. Contact Campus VC and Emergency Team Leader.
- C. Information Officer-notifies campus of incident to shut down campus and call other on-campus and off -campus contacts.
- D. Leader activates the command post.
- E. Leader activates Incident Recovery Team.
- F. The leader works with law enforcement until the crisis has ended to successfully coordinate the college's responses to the incident.
- G. The leader identifies danger zones and establishes a perimeter-inner and outer.

Emergency Team Leader is responsible for:

- A. The overall direction of the emergency response.
- B. Works with team in conducting plan.

Information Officer: Kim Kirby (Rhonda St. Columbia)

Information Team- will be responsible for:

- A) Media Unit-liaison with law enforcement media counterpart, verbal, and written response to the medical
- B) Web Unit-update information on website
- C) Telephone Unit-call on campus and off campus contacts; monitor in-coming calls
- D) Implementing the Crisis Communication Plan

Facilities Team Leader: Randy Van Camp (Savanna Bisswanger) (Joe Fitzpatrick) (Jamie Branson)

Facilities Management Team- Determine the status of facilities on campus. Assess when campus can be restored to normalcy (property repairs, sanitation, etc.) to include the handling and/or disposal of possible hazardous waste material.

Recovery Team Leader: Shawanna Wansley (Toni Carter)

Incident Recovery Team- Establish a center for providing information to affected faculty, staff, students, and any family members. Information will be released only when provided by the Information Officer as official information. Communicate status of classes and activities on campus as decided by VC of Instruction. Create staging areas for family members. Contact additional resources such as: mental health/grief counseling. (Names listed in parenthesis should be informed of actions taken).

Emergency Team

Kim Kirby
Shawanna Wansley
Randy Van Camp
Savanna Bisswanger
(Monica Quattlebaum)
(Keith Pinchback)

Information Team

Savanna Bisswanger
Rhonda St. Columbia

Facilities Management Team

Randy Van Camp (Stan Sullivant)
Savanna Bisswanger
Joe Fitzpatrick
Sha Baylark
Jamie Branson

Incident Recovery Team

Shawanna Wansley	Toni Carter
Ronda Golden	(Monica Quattlebaum)
Melanie Hudson	(Kimberley Johnson)

Those names in parentheses should be informed about the incident, as well as Executive Council.

I. Command Post: Main Campus

- a. Primary
 - 1. Outside: Maintenance Area
 - 2. Inside: Administrative Suite
- b. Alternative
 - 1. Outside: Flag Plaza
 - 2. Inside: Community Room

Command Post Equipment: Main Campus

- a. All equipment located in Maintenance Area
- b. Barricades, barriers, barrier tape
- c. Portable hand-held radios
- d. Cellular telephones
- e. Campus and local telephone directory
- f. Copy of Emergency Plan

II. Command Post: Technology Center (or ARCO Fairgrounds)

- a. Primary
 - 1. Outside: East porch
 - 2. Inside: Shared Office
- b. Alternative
 - 1. Outside: Exterior Storage Building
 - 2. Inside: Computer Lab

Command Post Equipment: Technology Center

- a. All equipment located in Exterior Storage Building
- b. Barricades, barriers, barrier tape
- c. Portable hand-held radios
- d. Cellular telephones
- e. Campus and local telephone directory
- f. Copy of Emergency Plan

PROCEDURES FOR CRISES

DEWITT CAMPUS

FOR ANY EMERGENCY, THE CONTACT ORDER FOR THE EMERGENCY TEAM IS AS FOLLOWS: (in this order, stopping when you reach someone)

1. Kim Kirby Campus VC: ext. 1825 or (501) 516-7191
2. Randy VanCamp, Supv. Plant Maintenance: ext. 1606 or (870) 816-7033
3. Shawanna Wansley: ext. 1628 or (870) 509-1595

AUTOMOBILE ACCIDENT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

If you are involved in or witness an automobile accident on campus, you should:

1. Assess the Accident. Is medical assistance needed? If so, call 911. (PCCUA may not be responsible for medical expenses).
2. Report the accident to the front desk, who will ask if 911 has been contacted. Front desk will then notify Campus VC, Supv. Plant Maintenance and DeWitt Police Department.
3. PCCUA employee reporting accident or Supv. Plant Maintenance will complete Incident Report. (Form available in My RidgeNet). The report should include the date and time of the accident and the names of the parties involved.
4. If injured, contact the workplace injury hotline 1-855-339-1893. Notify the supervisor of the injury.
5. The Campus VC should request a copy of the police report and Incident Report. Forward copies of all reports to VC Finance/Administration.

If driving a PCCUA vehicle... Complete UA Accident Report. A copy of this form should be in the glove box with insurance and vehicle registration information.

1. Call 911 and report the accident. Request medical assistance if necessary. If possible, contact DeWitt Campus front desk Ext. 1600.
2. Complete the UA Accident Report. (Form available My RidgeNet if not in glove box).
3. If injured, contact the workplace injury hotline 1-855-339-1893. Notify supervisor of the injury.
4. The Campus VC will request a copy of the police report and submit all reports to VC Advancement and the VC Finance/Administration.

BOMB THREAT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted. While the call is in progress, anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information from the caller as possible. Anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information from the caller as possible. (See form next page)

Anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information as possible

1. When is bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. If so, why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of the threat: _____

Sex of caller: M or F: Race _____; Age _____;

Length of Call _____; Time _____; Date _____:

Threat Language:

_____ Well Spoken _____ Incoherent
 _____ Taped _____ Foul
 _____ Irrational

Background Sounds:

_____ Street noises _____ Clear
 _____ PA System _____ Motor
 _____ Animal noises _____ Voices
 _____ House noises
 _____ Other _____

Caller's Voice:

_____ Calm _____ Distinct
 _____ Angry _____ Slurred
 _____ Excited _____ Familiar, who did it sound like? _____
 _____ Slow _____ Rapid
 _____ Laughter _____ Soft
 _____ Crying _____ Loud
 _____ Normal

Number at which the call was received _____.

Campus: DeWitt Helena-W. Helena Stuttgart

Call 911, the campus administrators, and the maintenance department to assist with evacuation. Emergency team leader will inform the emergency team of the incident. After the assessment of the situation, a decision will be made whether to notify faculty/staff/students.

Faculty will remain in control, stay with their class, and if possible, take their class rosters with them.

Report any suspicious conduct, activities or items found on campus to Campus VC.

Emergency team leader will:

Evacuate the Building:

1. Call 911 and report the threat. Call Campus VC and Emergency Team Leader.
2. Evacuate the building.
 - a. Everyone must leave the building immediately and remain at least 300 feet (length of a football field) away from the building.
 - b. Leave the lights on.
 - c. Leave doors unlocked but closed.
 - d. Go out at the nearest exit.
 - e. Move at least 300 feet from the building.
 - f. Do not return to the building until it is declared safe by the authorities.
 - g. If you think someone may still be inside, report that information to the authorities.
 - h. DO NOT try to re-enter the building to find someone.
3. Work with authorities to resolve the threat and return the campus to normal function.

ACTIVE SHOOTER PROTOCOL-When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

If you hear shots or see weapons:

1. If you are outside and hear gunshots, immediately seek shelter in another building or escape to a safe area away from the sounds of the gunshots. Call 911 when you are in a safe location. Contact the switchboard.
2. Lock the doors, cover door windows if possible. Set your cell phone to vibrate or silent.
3. If you are present where a shooter is active:
 - **Avoid:** Leave the area immediately. If necessary, break windows or glass to get out of the area. Run in the opposite direction of the disturbance or shots; cover your head with books or other items for protection. DO NOT stop running until you are in a safe area. If police officers are in the area, listen and comply with all their commands. Raise your hands or keep them in plain sight so you are not perceived as a threat to the police.
 - **Deny:** If you choose to stay in your room. Do not leave until instructed to do so by a police officer. LOCK YOUR DOOR! Stay away from and below any window. Position furniture or other items in front of the door. Turn off the lights and call 911.
 - **Defend:** If the first two options do not work, defend yourself and those around you. Utilize any objects available to you to distract or interrupt the actions of the shooter.
4. Stay low to the ground and away from windows and doors.
5. Remain in a safe location until you receive instructions from the police.
6. As soon as possible, call 911
7. Give the police dispatcher as many details as possible about your location, the location of the individual with the weapon, or the location of the gunshots.
8. Include the number of persons involved, description of armed subject(s), weapons displayed locations of victims, direction of travel, threats made, etc.

9. Remain calm!

WHEN LAW ENFORCEMENT ARRIVES:

- Drop items in your hands (bags, jackets)
- Raise hands and spread fingers
- Always keep hands visible
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming, or yelling

CIVIL DISTURBANCE– Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

A civil disturbance (hostage situation, unstable person, death on campus, etc.) is any set of circumstances that, in the judgment of the administration, would cause a disruption of normal college activities and would potentially jeopardize the safety of students, faculty or staff. **In case of injury, death, or other serious accidents, a 911 call will be made by the first responding PCCUA employee with access to a telephone. Faculty will remain in control of and stay with their classes, and, if possible, keep their class rosters with them upon leaving the classroom.**

Call the Campus VC or Emergency Team Leader.

Provide the following information:

1. Nature of the incident
2. Location of incident
3. Description of person involved
4. Description of property involved

FIRE

When a fire is discovered in any building on campus, take the following steps immediately.

1. Call 911. Warn others: Call the Front Desk Ext. 1600 and describe the problem and location. Then notify Campus VC and Supv. Plant Maintenance to meet the fire department personnel.
2. Evacuate the Building: When the alarm sounds, all people will leave the building. Close doors as you exit.
 - a. Assigned building/area contacts will direct evacuees to the nearest and safest locations at least 500 feet away from the building.
 - b. Faculty will remain in control of, stay with their class, and if possible, take their class rosters with them.
 - c. All must remain in a safe area until the building is determined safe by the authorities.
3. Stay clear: Get at least 300 feet away from the building. Make sure that everyone in your area is out of the building. Notify the fire department of any students/employees missing.
4. Stay in Safe Area: No one will be allowed to go back into the building for any reason until the fire department officials declare the area safe.

If applicable, faculty and staff should be aware of the location of fire alarms and fire extinguishers in their area. Faculty will remain in control, stay with their class, and if possible, take their class rosters with them.

INCLEMENT WEATHER

When the weather conditions are bad enough to warrant limited activities at PCCUA, students and employees will be advised through our RAVE emergency system. Only under emergency or threatening conditions, PCCUA may close during normal operating hours. The emergency team leader will inform the emergency team of the incident. After the assessment of the situation, a decision will be made whether to notify faculty/staff/students. The VC Instruction will be notified of the cancellation of classes.

FLOODING

In the event of a flood or potential flood, the Physical Plant Director shall initiate the response plan. **NOTE:** If laboratory buildings are affected by a flood, the existence, location, and quantity of any water reactive chemicals needs to be determined. Water reactive chemicals react on contact with water and/or humid air. The chemical reaction could include the release of a gas that is either flammable or presents a toxic health hazard. The chemical reaction could also produce enough heat for the item to spontaneously combust or explode.)

Naturally Occurring Floods

1. The responding employee calls Physical Plant Director at 1606.
2. The Physical Plant Director should check drainage around affected buildings to ensure it is functioning properly.
3. If necessary, supplies such as sandbags, flashlights, submersible pumps, hoses, and emergency generators will be used to prevent the flow of water into buildings.
4. Physical Plant Director obtains protective equipment.
5. If flooding occurs and water begins accumulating within the building, the Physical Plant Director will conduct a hazard assessment of flooded areas prior to entry by response personnel. The Director will assess the following hazards: health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
6. If safe to do so, the Physical Plant Director will de-energize any electrical equipment and outlets in the affected areas. If flooding occurs, maintain all safe and reasonable efforts to protect the building.
7. The building manager or designated personnel shall move any equipment or supplies possible and relocate to a higher floor in the building.
8. Security will restrict access to the affected areas by appropriate means.

TORNADOES– If immediate danger is imminent: Front desk notifies building area contacts. If potential danger has been forecasted, the emergency team leader will notify the front desk concerning PCCUA operations and building area contacts will be notified. Decisions concerning campus closing will be communicated via text messaging, college phone system, e-mail and website. (See page 58 for designated safe locations).

In a tornado warning, the following steps are to be taken by everyone in the building:

1. Move immediately to a safe location
2. DO NOT attempt to leave the building as dangerous conditions may exist.
3. Remain in a safe location until notified that the danger has passed.

Faculty will remain in control of and stay with their classes, and, if possible, keep their class rosters with them upon leaving the classroom.

INJURY OR ILLNESS

1. Report the injury/illness (911) and to Campus VC immediately. Complete the UA Accident Report. (Form available in My RidgeNet).
2. Contact the Campus VC immediately, who will notify the involved person's family.
3. Remain with the ill or injured person until the authorities take over.
4. Faculty and Staff should follow the universal precautions in handling body fluids as recommended by the Center for Disease Control and Prevention. Personal protective equipment should be always used.

DEWITT CAMPUS

PHYSICAL PLANT-(BUILDING PROBLEMS) – Emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether to notify faculty/staff/students.

Electrical/Light Fixture: Stop using electrical equipment immediately. Call Physical Plant Dir. at ext.1606 or ext. 1600.

Plumbing Failure/Flooding: Call Physical Plant Dir. at ext. 1606 or ext. 1600.

Gas leaks: Stop all activities. Leave the building. Do not touch the light switch or any electrical equipment. This can cause an explosion. Call Physical Plant Dir. at ext. 1606 or ext. 1600.

Ventilation Problems: If smoke or foul odors come from the ventilation system, immediately notify Physical Plant Dir. at ext. 1606 or ext. 1600.

Floods Due to Building Systems

Floods due to building systems shall be managed as follows:

1. The Physical Plant Director determines the cause of the flood.
2. If water is accumulating within the building, the Physical Plant Director conducts a hazard assessment of flooded areas prior to entry by response personnel. The Physical Plant Director will assess the following hazards: health hazards (e.g., contaminated water, either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
3. If necessary and safe to do so, the Physical Plant director will de-energize any electrical equipment and outlets in the affected areas.
4. The Physical Plant Director will take measures to stop the flow of water through the building (i.e. Shut off valves controlling the flow of water).
5. The Physical Plant Director and other building personnel shall move any equipment or supplies possible and relocate to an unaffected area of the building.
6. All personnel not involved in flood response may be evacuated.
7. The Physical Plant Director may restrict access to the affected areas by appropriate means.

Recovery for Floods Due to Natural Occurrences or Building System Failure

Recovery for floods due to natural occurrences or building system failures shall be managed as follows:

1. The Physical Plant Director will determine if any building systems (e.g., fire alarm, fire suppression), building equipment (e.g., heating, ventilating and air conditioning equipment), or building materials have been affected and the extent of the damage.
2. If the water is not considered hazardous or bio-hazardous, the Physical Plant Director will initiate water removal activities and contact for additional help.
3. The Physical Plant Director will immediately contact remediation professionals if damaged building materials need to be removed or dried and disinfected or when the water is hazardous or biohazardous.
4. The Physical Plant Director will contact outside contractors if any office or lab equipment needs to be tested.
5. Physical Plant Director will contact, coordinate, and manage outside contractors for installation of new building materials.
6. The affected areas shall be evaluated for safety hazards (e.g., open walls, building materials, tools left out in the area) or any health concerns (e.g., mold/fungal growth due to the flood or contaminated materials). Once those concerns have been addressed and resolved, the Physical Plant Director will declare areas safe for re-occupancy.

Re-Occupancy

The Physical Plant Director will be responsible for assessing areas affected by a flood for re-occupancy. The affected areas shall be declared ready for re-occupancy when the construction work is complete or near complete and no longer poses a hazard to the occupants. The area shall be assessed to ensure that all wall and floor openings are closed up, tools and equipment have been removed from the area, and building systems (e.g., ventilation, fire alarm, fire suppression) have been restored.

Infection Control

When there is a possibility that water from flooding is hazardous or bio-hazardous, a remediation contractor shall complete the entire clean up. Contact the VC Finance/Administration.

At-Risk Locations

The following have been identified as most vulnerable to flooding: The east side (Student Center) of the building and all outside doorways, vestibules, and hallways.

DEWITT CAMPUS

Weekend/Nights: Physical Plant emergency services can be reached by calling Plant Maintenance Director or Campus VC.

BUILDING/AREA CONTACTS – DEWITT CAMPUS

UPDATED: 9/2025

Area	Primary Contact	Ext.	Home Number Cell Number		Alternate Contact	Ext.	Home Number Cell Number
Front Lobby	Kalli Manis	1600			Kim Rawls	1690	870-344-1547 (C)
D-Wing	Tonya Horner	1621	870-659-7134 (C)		Joe Fitzpatrick	1606	870-946-3954(H) 870-946-5618(C)
Student Center	Tonya Horner	1621	870-659-7134 (C)		Shawanna Wansley	1628	870-946-5101(C)
A-Wing	Melanie Hudson	1614	870-509-2359 (C)				
Welding	Ronald Cagle	1618	870-753-2549(C)		Joe Fitzpatrick	1606	870-946-3954(H) 870-946-5618(C)
B-Wing	Melanie Hudson	1614	870-509-2359(C)		Randy VanCamp	1606	870-946-4074(H) 870-816-7033(C)
Agri Center	Jamie Branson	1672	870-659-7789(C)				
South Office Area	Savanna Bisswanger	1608	870-509-1040(C)		Shawanna Wansley	1628	870-509-1595(C)
N-Wing	Shannon Putter	1638	870-946-9361(C)		Shannon Putter	1638	870-946-9361(C)

EMERGENCY CONTACTS – DEWITT CAMPUS

UPDATED 9/2025

Assignment	Office	Cell		Office	Cell
Campus VC–K. Kirby	1825	501-516-7191		1825	501-516-7191
Chancellor – K. Pinchback	1233	501-230-3586		1233	501-230-3586
Security & Maintenance- Randy Van Camp	1606	870-816-7033		1606	Joe Fitzpatrick 870-946-5618
Info Tech –Lee Williams	1328	870-228-2730		1328	870-228-2730
VC Instruction - Quattlebaum	1331	870-816-5356		1331	870-816-5326
Police-(Chief)	Dial 911 or 870-946-2122			870-946-2122	
Sheriff	870-659-2060			870-659-2060	
Mayor	870-946-2191				
FBI	501-221-9100				
EPA (terror threat)	1-800-424-8802				
BOV – Rick Duffield		870-344-2860			870-344-2860
Co. Judge	870-659-2100			870-659-2100	
Grief /Mental Health	870-673-1633			870-673-1633	
Hospital (DCH)	870-946-3571			870-946-3571	
Office of Emerg. Serv.		870-672-1121			870-672-1121
911 Coordinator		870-672-2317			870-672-2317
Entergy (for outages)	800-968-8243				
First Electric	800-489-3594				

TEAMS – HELENA-W. HELENA CAMPUS

The following Team Leaders comprise the Crisis Team. The Critical Incident Commander oversees the Crisis Team. Each Team Leader also oversees the operations of the Team under his/her direction. The name in parentheses is the back-up leader if the leader is unable to fulfill the task for any reason. (Names listed in parenthesis should be informed of actions taken).

Crisis Team

Critical Incident Commander/Emergency Team Leader:	Rhonda St. Columbia	(Keith Pinchback)	Lee Williams
Information Officer:	Rhonda St. Columbia	(Kaylyn Clayton)	
Facilities Team Leader:	Stan Sullivant	(David Dunigan)	
Recovery Team Leader:	Monica Quattlebaum	(Wandra Williams)	

Emergency Team

Keith Pinchback
Rhonda St. Columbia
Stan Sullivant
Monica Quattlebaum
Kimberley Johnson
Michelle Waites

Information Team

Rhonda St. Columbia
Kaylyn Clayton
Jessica Hindsley
Lee Williams (DJ Burkes)
(Keith Pinchback)
(Kim Kirby)

Facilities Management Team

David Dunigan (James Donaby)
Terry T. Turner
Sammie Henry
Carl Nelson

Incident Recovery Team

Carol Birth
Shanna Pryor
Joe St. Columbia

Those names in parentheses should be informed about the incident, as well as Executive Council.

Helena-W. Helena Campus

Command post-primary post is the Administration Building. This is a sequential list. If the Administration Building is not available, move to the next building listed.

a. Administration Building

- i. Primary
 - 1. Outside: Upper Floor Front Doors
 - 2. Inside: Boardroom
- ii. Alternative
 - 1. Outside: First Floor Doors
 - 2. Inside: A-120 Classroom

b. T & I Building

- i. Primary
 - 1. Outside: Cosmetology Doors
 - 2. Inside: TI 129 CV Room
- ii. Alternative
 - 1. Outside: Welding Shop Bay
 - 2. Inside: Area inside main entrance

c. Library

- i. Primary
 - 1. Outside: Quadrangle
 - 2. Area inside main entrance of Library
- ii. Alternative
 - 1. Outside: First Floor of Bldg.
 - 2. Inside: Computer Training Room

d. Arts & Sciences

- i. Primary
 - 1. Outside: Flagpole in Quadrangle
 - 2. Inside: C-302 Student Support Services
- ii. Alternative
 - 1. Outside: Area of First Floor Adult Ed
 - 2. Inside: C-100 Adult Ed Room

e. Bonner Center

- i. Primary
 - 1. Outside: Patio area
 - 2. Inside: Bonner Room
- ii. Alternative
 - 1. Outside: South Entrance Patio/Service entrance
 - 2. Inside: Student Center

f. Nursing Building

- i. Primary
 - 1. Outside: Front Entrance Area
 - 2. Inside: Nursing Lounge Area
- ii. Alternative
 - 1. Outside: Student Parking Lot
 - 2. Inside: Classroom 101

g. Fine Arts Center

- i. Primary
 - 1. Outside: Front Entrance
 - 2. Inside: Hendrix Gallery
- ii. Alternative
 - 1. Outside: Backside under canopy
 - 2. Inside: Community Room

h. Alternative/Off Campus-PT House

- i. Primary
 - 1. Outside: Front Entrance
 - 2. Inside: Classroom

II. Command Post Equipment

A. Administration Building

- i. All barricades are in the Maintenance Area.
- ii. Barriers, barrier tape are in marketing closet
- iii. Portable hand-held radios (S. Sullivant, K. Pinchback, R. St. Columbia, and Switchboard)
- iv. Cellular telephones
- v. Campus and local telephone directory at Switchboard
- vi. Copy of Emergency Plan at Switchboard

B. Maintenance Building

- i. All equipment located in Exterior Storage Building
- ii. Barricades, barriers, barrier tape
- iii. Portable hand-held radios
- iv. Cellular telephones
- v. Campus and local telephone directory
- vi. Copy of Emergency Plan

PROCEDURES FOR CRISES

HELENA-W. HELENA-CAMPUS

AUTOMOBILE ACCIDENT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

If you are involved in or witness an automobile accident on campus, you should:

1. Assess the Accident. Is medical assistance needed? If so, call 911. (PCCUA may not be responsible for medical expenses).
2. Report the accident to Campus Police, ext. 9999, who will ask if 911 has been contacted. Campus Police will then notify VC Advancement and/or VC for Finance/Administration.
3. PCCUA employee reporting accident, Campus Police or VC Advancement will complete Incident Report. (Form available in My RidgeNet). The report should include the date and time of the accident and the names of the parties involved.
4. If injured, contact the workplace injury hotline 1-855-339-1893. Notify supervisor of the injury.
5. Campus Police or VC Advancement should request a copy of the police report and Incident Report. Forward copies of all reports to VC Finance/Administration. If necessary, VC Student Services/Registrar will contact immediate family.

If Campus Police officer is not available, the PCCUA staff person on site should complete an Incident Report. (Form available in My RidgeNet) Submit it to VC Advancement.

If driving a PCCUA vehicle... Complete UA Accident Report. The form should be in the glove box with insurance and vehicle registration information.

1. Call 911 and report the accident. Request medical assistance if necessary. If possible, contact Campus Police at 870-816-0377.
2. Complete the UA Accident Report. (Form available in My RidgeNet if not in glove box). Return to VC Advancement.
3. If injured, contact the workplace injury hotline 1-855-339-1893. Notify the supervisor of the injury.
4. VC Advancement will request a copy of the police report and will submit to the VC Finance/Administration.

BOMB THREAT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

While the call is in progress: anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information from the caller as possible. (See form on next page)

HELENA-W. HELENA CAMPUS

Anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information as possible:

1. When is bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. If so, why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of the threat: _____

Sex of caller: M or F: Race _____; Age _____;

Length of Call _____; Time _____; Date _____;

Threat Language:

_____ Well Spoken _____ Incoherent
_____ Taped _____ Foul
_____ Irrational

Background Sounds:

_____ Street noises _____ Clear
_____ PA System _____ Motor
_____ Animal noises _____ Voices
_____ House noises
_____ Other _____

Caller's Voice:

_____ Calm _____ Distinct
_____ Angry _____ Slurred
_____ Excited _____ Familiar, who did it sound like? _____
_____ Slow _____ Rapid
_____ Laughter _____ Soft
_____ Crying _____ Loud
_____ Normal

Number at which the call was received _____.

Campus: DeWitt Helena-W. Helena Stuttgart

Call 911 and report the threat Immediately. Camus Security, ext. 9999, who will contact emergency team leaders along with the maintenance department at ext. 1350 to assist with evacuation. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. **Faculty will remain in control, stay with their class, and if possible, take their class rosters with them.**

Report any suspicious conduct, activities or items found on campus-to-Campus Security at 870-816-0377 or ext. 9999.

Evacuate the Campus: If the building has been identified, evacuation of that building will be first, and then subsequent buildings will be evacuated. Contacts are listed on page 31. Everyone must leave the building immediately, remain at least 300 feet (football field) away from the building, and remain off campus until notified by our message system.

Emergency team leader will:

Evacuate the Building:

- A. Call 911 and report the threat. Call Campus Police, who will alert the emergency team leader.
- B. Evacuate the building: pull the fire alarm and proceed as if a fire exists.
 - 1. Everyone must leave the building immediately and remain at least 300 feet (length of a football field) away from the building.
 - 2. Leave the lights on.
 - 3. Leave doors unlocked but closed.
 - 4. Go out of the nearest exit.
 - 5. Move at least 300 feet from the building.
 - 6. Do not return to the building until it is declared safe by the authorities.
 - 7. If you think someone may still be inside, report that information to the authorities.
 - 8. DO NOT try to re-enter the building to find someone.
- C. Work with authorities to resolve the threat and return the campus to normal function.

ACTIVE SHOOTER PROTOCOL-When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

If you hear shots or see weapons:

- 1. If you are outside and hear gunshots, immediately seek shelter in another building or escape to a safe area away from the sounds of the gunshots. Call 911 when you are in a safe location. Contact Campus Police.
- 2. Lock the doors, cover door windows if possible. Set your cell phone to vibrate or silent.
- 3. If you are present where a shooter is active:
 - **Avoid:** Leave the area immediately. If necessary, break windows or glass to get out of the area. Run in the opposite direction of the disturbance or shots; cover your head with books or other items for protection. DO NOT stop running until you are in a safe area. If police officers are in the area, listen and comply with all of their commands. Raise your hands or keep them in plain sight so you are not perceived as a threat to the police.
 - **Deny:** If you choose to stay in your room. Do not leave until instructed to do so by a police officer. LOCK YOUR DOOR! Stay away from and below any window. Position furniture or other items in front of the door. Turn off the lights and call 911.
 - **Defend:** If the first two options do not work, defend yourself and those around you. Utilize any objects available to you to distract or interrupt the actions of the shooter.
- 4. Stay low to the ground and away from windows and doors.
- 5. Remain in a safe location until you receive instructions from the police.
- 6. As soon as possible, call 911
- 7. Give the police dispatcher as many details as possible about your location, the location of the individual with the weapon, or the location of the gunshots.

8. Include the number of persons involved, description of armed subject(s), weapons displayed locations of victims, direction of travel, threats made, etc.
9. Remain calm!

WHEN LAW ENFORCEMENT ARRIVES:

- Drop items in your hands (bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming, or yelling

CIVIL DISTURBANCE- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

A civil disturbance (hostage situation, unstable person, death on campus, etc.) is any set of circumstances that, in the judgment of the administration, would cause a disruption of normal college activities and would potentially jeopardize the safety of students, faculty or staff. **In case of injury, death or other serious accidents, a 911 call will be made by the first responding PCCUA employee with access to a telephone. Faculty will remain in control, stay with their class, and if possible, take their class roster with them.**

Call Campus Police Ext. 9999 or 870-816-0377. Campus Police will notify the appropriate administrator, who will prioritize building evacuations. Do not attempt to handle on your own a situation you feel could be dangerous. The emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. **Faculty will remain in control, stay with their class, and if possible, take their class roster with them.**

Provide Campus Police/emergency respondent with the following information:

1. Nature of the incident
2. Location of incident
3. Description of person involved
4. Description of property involved

FIRE

1. Call 911. Warn others.
2. Call Campus: Describe the problem and location. Campus Police will immediately notify the emergency team. The emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students.
3. Evacuate the Building: All people will leave the building. Close doors as you exit.
4. Stay clear: Get at least 300 feet (football field) away from the building. Make sure that everyone in your area is out of the building. Notify the fire department of any students/employees missing.
5. Stay in Safe Area: No one will be allowed to go back into the building for any reason until the fire department officials declare the area safe.

Faculty and staff should be aware of the location of fire alarms and fire extinguishers in their area. Faculty will remain in control, stay with their class, and if possible, take their class roster with them.

INCLEMENT WEATHER

When the weather conditions are bad enough to warrant limited activities at PCCUA, students and employees will be advised by the RAVE emergency system of any closing. Only under emergency or threatening conditions, PCCUA may close during normal operating hours. The emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. VC Instruction will be notified of the cancellation of classes.

FLOODING

In the event of a flood or potential flood, the Physical Plant Director shall initiate the response plan.

NOTE: If laboratory buildings are affected by a flood, the existence, location, and quantity of any water reactive chemicals needs to be determined. Water reactive chemicals react on contact with water and/or humid air. The chemical reaction could include the release of a gas that is either flammable or presents a toxic health hazard. The chemical reaction could also produce enough heat for the item to spontaneously combust or explode.)

Naturally Occurring Floods

1. The responding employee calls Physical Plant Director at 1350, who will notify Campus Police.
2. The Physical Plant Director checks drainage around affected buildings to ensure it is functioning properly.
3. If necessary, supplies such as sandbags, flashlights, submersible pumps, hoses, and emergency generators will be used to prevent the flow of water into buildings.
4. Physical Plant Director obtains protective equipment.
5. If flooding occurs and water begins accumulating within the building, the Physical Plant Director will conduct a hazard assessment of flooded areas prior to entry by response personnel. The Director will assess the following hazards: health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
6. If safe to do so, the Physical Plant Director will de-energize any electrical equipment and outlets in the affected areas. If flooding occurs, maintain all safe and reasonable efforts to protect the building.
7. The building manager or designated personnel shall move any equipment or supplies possible and relocate to a higher floor in the building.
8. Campus Police will restrict access to the affected areas by appropriate means.

TORNADOES-If immediate danger is imminent: Switchboard notifies building area contacts (see page 26). **If potential danger has been forecasted,** the emergency leader will notify switchboard concerning PCCUA operations, who will notify building area contact. Decisions concerning campus closings will be communicated via text messaging, college phone system, e-mail and website.

In a tornado warning, the following steps are to be taken by everyone in the building:

1. Move immediately to a safe location in an interior hallway or room. Avoid glassed areas.
2. DO NOT attempt to leave the building as dangerous conditions may exist.
3. Remain in a safe location until notified that the danger has passed.

Faculty will remain in control of and stay with their classes and, if possible, keep their class roster with them upon leaving the classroom.

INJURY OR ILLNESS

1. Report the injury/illness to Campus Police (ext. 9999) immediately, who will notify the involved person's family. Complete the UA Accident Report. (Form available in My RidgeNet).
2. Contact VC Advancement immediately at ext. 1130.
3. Remain with the ill or injured person until the authorities take over.
4. Faculty and Staff should follow the universal precautions in handling body fluids as recommended by the Center for Disease Control and Prevention. Personal protective equipment should be used at all times.

PHYSICAL PLANT (BUILDING PROBLEMS) - Emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students.

Electrical/Light Fixture: Stop using electrical equipment immediately. Call the Physical Plant Director at ext. 1350 or Campus Police at ext. 9999.

Plumbing Failure/Flooding: Call Physical Plant Dir. at ext. 1350 or Campus Police at ext. 9999.

Gas leaks: Stop all activities. Leave the building. Do not touch the light switch or any electrical equipment. This can cause an explosion. Call the Physical Plant Dir. at ext. 1350 or Campus Police at ext. 9999.

Ventilation Problems: If smoke or foul odors come from the ventilation system, immediately notify Physical Plant Dir. at ext. 1350 or Campus Police at ext. 9999.

Weekend/Nights: Physical Plant emergency services can be reached by calling Campus Police at 870-816-0377 or Physical Plant Director.

Floods Due to Building Systems

Floods due to building systems shall be handled as follows:

1. Physical Plant Director determines the cause of the flood.
2. If water is accumulating within the building, the Physical Plant Director conducts a hazard assessment of flooded areas prior to entry by response personnel. The Physical Plant Director will assess the following hazards: health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
3. If necessary and safe to do so, the Physical Plant director will de-energize any electrical equipment and outlets in the affected areas.
4. The Physical Plant Director will take measures to stop the flow of water through the building (i.e. Shut off valves controlling the flow of water). The Physical Plant Director and other building personnel shall move any equipment or supplies possible and relocate to an unaffected area of the building.
5. All personnel not involved in flood response may be evacuated.
6. Security shall restrict access to the affected areas by appropriate means.

Recovery for Floods Due to Natural Occurrences or Building System Failure

Recovery for floods due to natural occurrences or building system failures shall be managed as follows:

1. The Physical Plant Director will determine if any building systems (e.g., fire alarm, fire suppression), building equipment (e.g., heating, ventilating and air conditioning equipment), or building materials have been affected and the extent of the damage.
2. If the water is not considered hazardous or bio-hazardous, the Physical Plant Director will initiate water removal activities and contact for additional help.
3. The Physical Plant Director will immediately contact remediation professionals if damaged building materials need to be removed or dried and disinfected or when the water is hazardous or biohazardous.
4. The Physical Plant Director will contact outside contractors if any office or lab equipment needs to be tested.
5. Physical Plant Director will contact, coordinate, and manage outside contractors for installation of new building materials.
6. The affected areas shall be evaluated for safety hazards (e.g., open walls, building materials, tools left out in the area) or any health concerns (e.g., mold/fungal growth due to the flood or contaminated materials). Once those concerns have been addressed and resolved, the Physical Plant Director will declare areas safe for re-occupancy.

Re-Occupancy

The Physical Plant Director will be responsible for assessing areas affected by a flood for re-occupancy. The affected areas shall be declared ready for re-occupancy when the construction work is complete or near complete and no longer poses a hazard to the occupants. The area shall be assessed to ensure that all wall and floor openings are closed up, tools and equipment have been removed from the area, and building systems (e.g., ventilation, fire alarm, fire suppression) have been restored.

Infection Control

When there is a possibility that water from flooding is hazardous or bio-hazardous, a remediation contractor shall complete the entire clean up. Contact the VC Finance/Administration.

At-Risk Locations

The following have been identified as most vulnerable to flooding:

A creek coming from Springdale Road through the eastern side of the Helena-W. Helena Campus could overflow and possibly flood the Community Service Building, the Maintenance Building and, in a long shot, the Adult Education Building. Due to geographic locations, no other buildings have the possibility of flooding.

BUILDING/AREA CONTACTS – HELENA-W. HELENA CAMPUS

updated 9/2025

Area	Primary Contact	Ext.	Home Number Cell Number		Alternate Contact	Ext.	Home Number Cell Number
Administration	Jessica Hindsley	1234	870-995-1914(C)		Stephanie Dunigan	1281	870-338-4982(C))
	Rhonda St. Columbia	1130	870-714-0797(C)		Kayla Holland	1397	870-995-4867(C)
Adult/Dev Education	Christina Sanderlin	1104	870-494-6348(H) 870-714-9783(C)		Christina Sanderlin	1394	870-714-9783(C)
Arts & Sciences	Amy Hudman	1181	870-995-2504(C)		Bennie Fonzie	1178	
Bonner Center	Deborah Gentry	1214	870-338-1358(C)		Shawndus Gregory	1116	
Fine Arts Center	Liz Byrd		870-714-1194		Liz Byrd		870-714-1194
Great Rivers		870-338- 6461					
Gym/Fitness Center	Anthony McDonald	1367			Robert Ballard	1283	870-816-6432(C)
Library	Linda Washington	1143			Front Desk	1246	
Maintenance	David Dunigan	1350	870-714-1346(C)		James Donaby	1166	870-816-5823(C)
Nursing	Shanna Pryor	1371	870-816-5719(C)		Erica Bentley	1254	
T & I	Joe St. Columbia	1937	870-817-2000(C)		Ken Elliott	1114	
PT House	Liz Byrd		870-714-1194		Stan Sullivant	1274	662-561-6067 (C)

EMERGENCY CONTACTS – HELENA-W. HELENA CAMPUS

updated 9/2025

Campus Police: (870) 816-0377; EXT. 9999

Assignment	Day		Evening	
	Office	Cell	Office	Cell
Chancellor – Keith Pinchback	1233	501-230-3586	1233	501-230-3586
Police-Rhonda St Columbia	1130 or 9999	870-714-0797		870-816-0377
VC-Admin/Finance S. Sullivant	1274	870-753-2548	1274	870-753-2548
Maintenance–David Dunigan	1350	870-714-1346	1350	870-714-1346
Info Tech – Lee Williams DJ Burkes	1328 1010	870-228-2730	1328 1010	870-228-2730
VC Instruction –Monica Quattlebaum	1241	870-816-5326	1241	870-816-5326
VC-Student Svcs, Campus Life,-Kimberley Johson	1235	870-926-1931	1235	870-926-1931
VC-Admissions, Student Records	1111	870-995-4678	1111	870-995-4678
Police	Dial 911		Dial 911	
Fire	Dial 911		Dial 911	
Sheriff-	Dial 911		338-5555	
VC ARCO-Kirby	1825	501-516-7191	1825	501-516-7191
County Judge-	870-338-5500			
Mayor	870-817-7400		870-817-7400	
FBI	501-221-9100			
EPA (terrorist threat)	1-800-424-8802			
BOV –Rick Duffield		870-344-2860		870-344-2860
Grief Counseling/ Mental Health	870-338-3900		1-800-382-3117	
Hospital	870-338-5800		870-338-5800	
LEPC	870-338-5530			
Entergy (for outages)	800-968-8243			
Energy	800-992-7552	800-844-7440		

TEAMS – STUTTGART CAMPUS

The following Team Leaders comprise the Crisis Team. The Critical Incident Commander oversees the Crisis Team. Each Team Leader also oversees the operations of the Team under his/her direction. The name in parentheses is the back-up leader if the leader is unable to fulfill the task for any reason. (Names listed in parenthesis should be informed of actions taken).

Crisis Team

Critical Incident Commander/Emergency Team Leader:

Kim Kirby (Renee Robison)
Rosary Jones Rhonda St. Columbia

Information Officer:

Randy VanCamp
Valerie Colvin (Kylia Neasley)

Facilities Team Leader:

Recovery Team Leader:

Emergency Team

Kim Kirby Renee Robison
Randy VanCamp Kelly Roberts
(Keith Pinchback) (Monica Quattlebaum)
Kimberley Johnson

Information Team

Rosary Jones Rhonda St. Columbia
Kena Henderson Michelle Blasengame Lee Williams
Kim Kirby (Keith Pinchback) Scott Gunem

Facilities Management Team

Randy VanCamp Ashton Fields
Kevin Hamilton Amanda West
Tim Crosby (Stan Sullivant)

Incident Recovery Team

Kelly Roberts Shanna Place Scott Gunem
Thomas Moss (Sonya Allen) Patricia West
(Monica Quattlebaum)

Those names in parentheses should be informed about the incident, as well as Executive Council.

Stuttgart Campus

I. Command Post: Main Campus

- a. Primary
 - 1. Outside: D Building (maintenance)
 - 2. Inside: Administrative Suite
- b. Alternative
 - 1. Outside: Flag Plaza
 - 2. Inside: B-Wing Lobby

Command Post Equipment: Main Campus

- a. All equipment located in D Building storage area.
- b. Barriers, barrier tape-VC Office
- c. Cellular telephones
- d. Campus and local telephone directory
- e. Copy of Emergency Plan

II. Command Post: War Memorial Training Center (WMTC)

- a. Primary
 - 1. Outside: WMTC Annex
 - 2. Inside: Administrative Office
- b. Alternative
 - 3. Outside: Exterior Kitchen
 - 4. Inside: C&TC Coordinator Office

Command Post Equipment: WMTC

- a. All equipment is located in WMTC Annex storage area.
- b. Barriers, barrier tape
- c. Portable hand-held radios
- d. Cellular telephones
- e. Campus and local telephone directory
- f. Copy of Emergency Plan

III.

Command Post: Grand Prairie Center (GPC)

- a. Primary
 - 1. Outside: PC Marquee Sign
 - 2. Inside: GPC Business Office
- b. Alternative
 - 1. Outside: Flag Plaza (same as main building)
 - 2. Inside: Catering Kitchen

Command Post Equipment: GPC

- a. All equipment located in D Building storage area.
- b. Barrier tape- located in the GPC Director office
- c. Cellular telephones
- d. Campus and local telephone directory
- e. GPC laptop computer
- f. Copy of Emergency Plan

FOR ANY EMERGENCY, THE CONTACT ORDER FOR THE EMERGENCY TEAM IS AS FOLLOWS: (in this order, stopping when you reach someone)

1. Kim Kirby: ext. 1825 or (501) 516-7191
2. ShaRhonda Thomas: ext. 1814 or (870) 659-8638
3. Randy VanCamp: ext. 1837 or (870) 816-7033
4. Evening Contact: (870) 830-8861
5. WMTC Day: 870-659-1300
6. GPC Day: ext. 1896 or (501) 680-1227

AUTOMOBILE ACCIDENT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

If you are involved in or witness an automobile accident on campus, you should:

1. Assess the Accident. Is medical assistance needed? If so, call 911. (PCCUA may not be responsible for medical expenses).
2. Call the Campus VC to call (911) and/or the local police department.
3. Complete and Submit the Required Reports: The PCCUA employee on site should complete an Incident Report. (Form available in My RidgeNet). The reports should include the date and time of the accident and the names of the parties involved. Submit copies to the VC Advancement and the VC Finance/Administration.
4. If an employee is injured, contact the workplace injury hotline 1-855-339-1893. Notify the supervisor of the injury.

If driving a PCCUA vehicle... A copy of the PCCUA accident report and UA Accident Form should be in the glove box with insurance and vehicle registration information.

1. Call 911 and report the accident. Request medical assistance if necessary. If possible, ext. 1800.
2. Complete the UA Accident Report and return to VC Student Services/Registrar.
3. If injured, contact the workplace injury hotline 1-855-339-1893. Notify the supervisor of the injury.
4. The Campus VC will request a copy of the police report and submit it to VC Advancement and the VC Finance/Administration.

BOMB THREAT- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

While the call is in progress: anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information from the caller as possible. (See form on next page).

STUTT GART CAMPUS

Anyone receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information as possible:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. If so, why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of the threat: _____

Sex of caller: M or F: Race _____; Age _____;

Length of Call _____; Time _____; Date _____:

Threat Language:

_____ Well Spoken _____ Incoherent
_____ Taped _____ Foul
_____ Irrational

Background Sounds:

_____ Street noises _____ Clear
_____ PA System _____ Motor
_____ Animal noises _____ Voices
_____ House noises
_____ Other _____

Caller's Voice:

_____ Calm _____ Distinct
_____ Angry _____ Slurred
_____ Excited _____ Familiar, who did it sound like? _____
_____ Slow _____ Rapid
_____ Laughter _____ Soft
_____ Crying _____ Loud
_____ Normal

Number at which the call was received

_____.
Campus: DeWitt Helena-W. Helena Stuttgart

Contact Reception Desk (1800) or Student Services (1803 or 1806) immediately:

Responding employee becomes the temporary emergency leader until the emergency team leader is contacted. That person will contact the Campus VC at ext. 1825. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. Faculty will remain in control, stay with their class, and if possible, take their class roster with them.

Evacuate the Campus: If the building has been identified, evacuation of that building will be first, and then subsequent buildings will be evacuated. Contacts are listed on page 43. Everyone must leave the building immediately, remain at least 300 feet (football field) away from the building, and remain off campus until notified by our message system.

Emergency team leader will:Evacuate the Building:

Call 911 and report the threat. Call the Campus VC, who will alert the emergency team leader.

1. Evacuate the building: pull the fire alarm and proceed as if a fire exists.
 - a. Everyone must leave the building immediately and remain at least 300 feet (length of a football field) away from the building.
 - b. Leave the lights on.
 - c. Leave doors unlocked but closed.
 - d. Go out of the nearest exit.
 - e. Move at least 300 feet from the building.
 - f. Do not return to the building until it is declared safe by the authorities.
 - g. If you think someone may still be inside, report that information to the authorities.
 - h. DO NOT try to re-enter the building to find someone.
2. Work with authorities to resolve the threat and return the campus to normal function.

Report Call Immediately To: 911, the local police department and then Campus VC at ext. 1825.

ACTIVE SHOOTER PROTOCOL-When an active shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

If you hear shots or see weapons:

1. If you are outside and hear gunshots, immediately seek shelter in another building or escape to a safe area away from the sounds of the gunshots. Call 911 when you are in a safe location. Contact the Campus VC.
2. Lock the doors, cover door windows if possible.
3. Set your cell phone to vibrate or silent. If you are present where a shooter is active:
 - **Avoid:** Leave the area immediately. If necessary, break windows or glass to get out of the area. Run in the opposite direction of the disturbance or shots; cover your head with books or other items for protection. DO NOT stop running until you are in a safe area. If police officers are in the area, listen and comply with all of their commands. Raise your hands or keep them in plain sight so you are not perceived as a threat to the police.
 - **Deny:** If you choose to stay in your room. Do not leave until instructed to do so by a police officer. LOCK YOUR DOOR! Stay away from and below any window. Position furniture or other items in front of the door. Turn off the lights and call 911.
 - **Defend:** If the first two options do not work, defend yourself and those around you. Utilize any objects available to you to distract or interrupt the actions of the shooter.
4. Stay low to the ground and away from windows and doors.
5. Remain in a safe location until you receive instructions from the police.
6. As soon as possible, call 911

7. Give the police dispatcher as many details as possible about your location, the location of the individual with the weapon, or the location of the gunshots.
8. Include the number of persons involved, description of armed subject(s), weapons displayed locations of victims, direction of travel, threats made, etc.
9. Remain calm!

WHEN LAW ENFORCEMENT ARRIVES:

- Drop items in your hands (bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming, or yelling

CIVIL DISTURBANCE- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

A civil disturbance is any set of circumstances that, in the judgment of the administration would cause a disruption of normal college activities and would potentially jeopardize the safety of students, faculty or staff. Do not attempt to manage on your own a situation you feel could be dangerous. The emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. **In case of injury, death or other serious accidents, the first responding PCCUA employee will make a 911 call with access to a telephone. Faculty will remain in control, stay with their class, and if possible, take their class roster with them.**

Call the reception desk ext. 1800 or the Student Services Office (1805 or 1806).

Provide security with the following information:

- a. Nature of the incident
- b. Location of incident
- c. Description of person involved
- d. Description of property involved

The employee will contact the Campus VC (1825) or the plant manager (1837). During evening hours, the evening security person should be contacted.

FIRE- Responding employee becomes the temporary emergency leader until the emergency team leader is contacted.

When a fire is discovered in any building on campus, take the following steps immediately.

1. Call 911. Warn others: If applicable, sound the fire alarm immediately. The fire alarm consists of pull alarm boxes.
2. Call ext. 1800 and describe the problem and location. The Receptionist will immediately notify the Campus VC. (1825).
3. Evacuate the Building: When the alarm sounds, all people will leave the building. Close doors as you exit.
4. Stay clear: Get at least 500 feet away from the building. Make sure that everyone in your area is out of the building. Notify the fire department of any students/employees missing.
5. Stay in Safe Area: No one will be allowed to go back into the building for any reason until the fire department officials declare the area safe.

Faculty and staff should be aware of location of fire alarms and fire extinguishers in their area. Faculty will remain in control, stay with their class, and if possible, take their class roster with them.

INCLEMENT WEATHER

When the weather conditions are bad enough to warrant limited activities at PCCUA, students and employees will be advised by text messaging, e-mail, and social media announcements of any closing. Only under emergency or threatening conditions will PCCUA be closed during normal operating hours. The emergency team leader will inform the emergency team of the incident via text message. After the assessment of the situation, a decision will be made whether or not to notify faculty/staff/students. VC Instruction will be notified of the cancellation of classes.

FLOODING

In the event of a flood or potential flood, the Physical Plant Director shall initiate the response plan. **NOTE:** If laboratory buildings are affected by a flood, the existence, location, and quantity of any water reactive chemicals needs to be determined. Water reactive chemicals react on contact with water and/or humid air. The chemical reaction could include the release of a gas that is either flammable or presents a toxic health hazard. The chemical reaction could also produce enough heat for the item to spontaneously combust or explode.)

NATURALLY OCCURRING FLOODS

1. The responding employee calls Physical Plant Director at 1837.
2. The Physical Plant Director checks drainage around affected buildings to ensure it is functioning properly.
3. If necessary, supplies such as sandbags, flashlights, submersible pumps, hoses, and emergency generators will be used to prevent the flow of water into buildings.
4. Physical Plant Director obtains protective equipment.
5. If flooding occurs and water begins accumulating within the building, the Physical Plant Director will conduct a hazard assessment of flooded areas prior to entry by response personnel. The Director will assess the following hazards: health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
6. If safe to do so, the Physical Plant Director will de-energize any electrical equipment and outlets in the affected areas. If flooding occurs, maintain all safe and reasonable efforts to protect the building.
7. The building manager or designated personnel shall move any equipment or supplies possible and relocate to a higher floor in the building.
8. Security will restrict access to the affected areas by appropriate means.

TORNADOES

The campus is equipped with a weather radio and is within range of the city's tornado warning system, as well as having access to weather services via the Internet. (See page 58 for designated safe locations).

In the event of an emergency, the Emergency Team Leader will notify members of the campus Emergency Team and the DeWitt and Helena-W. Helena campus contacts via text message as soon as it is possible to do so safely.

In a tornado warning, the following steps are to be taken by everyone in the building:

1. Move immediately to a safe location in an interior hallway or room. Avoid glassed areas.
2. Building floor plans are posted in each room indicating the closest safe location.
3. DO NOT attempt to leave the building as dangerous conditions may exist.
4. Remain in a safe location until notified that the danger has passed.

Faculty will remain in control of and stay with their classes and, if possible, keep their class rosters with them upon leaving the classroom.

INJURY OR ILLNESS

1. Report the injury/illness (911) and the Campus VC. Complete the UA Accident Report. (Form available in My RidgeNet).
2. Contact the Campus VC immediately at ext. 1825, who will notify the involved person's family.
3. Remain with the ill or injured person until the authorities take over.
4. Faculty and Staff should follow the universal precautions in handling body fluids as recommended by the Center for Disease Control and Prevention. Personal protective equipment should be always used.

PHYSICAL PLANT (BUILDING PROBLEMS)

Electrical/Light Fixture: Stop using electrical equipment immediately. Call the Physical Plant Director at ext. 1837 or ext. 1800.

Plumbing Failure/Flooding: Call Physical Plant at ext. 1837 or ext. 1800.

Gas leaks: Stop all activities. Leave the building. Do not touch the light switch or any electrical equipment. This can cause an explosion. Call the Physical Plant at ext. 1837 or ext. 1800.

Ventilation Problems: If smoke or foul odors come from the ventilation system, immediately notify Physical Plant at ext. 1837 or ext. 1800.

Weekend/Nights: Physical Plant emergency services can be reached by calling Evening Security at (870) 830-9047, Physical Plant at ext. 1837 or Campus VC at ext. 1825 or (501) 516-7191.

Floods Due to Building Systems

Floods due to building systems shall be handled as follows:

1. Physical Plant Director determines the cause of the flood.
2. If water is accumulating within the building, the Physical Plant Director conducts a hazard assessment of flooded areas prior to entry by response personnel. The Physical Plant Director will assess the following hazards: health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
3. If necessary and safe to do so, the Physical Plant director will de-energize any electrical equipment and outlets in the affected areas.
4. The Physical Plant Director will take measures to stop the flow of water through the building (i.e. Shut off valves controlling the flow of water).
5. The Physical Plant Director and other building personnel shall move any equipment or supplies possible and relocate to an unaffected area of the building.
6. All personnel not involved in flood response may be evacuated.
7. Emergency teams will restrict affected areas by appropriate means.

Recovery for Floods Due to Natural Occurrences or Building System Failure

Recovery for floods due to natural occurrences or building system failures shall be managed as follows:

1. The Physical Plant Director will determine if any building systems (e.g., fire alarm, fire suppression), building equipment (e.g., heating, ventilating and air conditioning equipment), or building materials have been affected and the extent of the damage.
2. If the water is not considered hazardous or bio-hazardous, the Physical Plant Director will initiate water removal activities and contact for additional help.
3. The Physical Plant Director will immediately contact remediation professionals if damaged building materials need to be removed or dried and disinfected or when the water is hazardous or biohazardous.
4. The Physical Plant Director will contact outside contractors if any office or lab equipment needs to be tested.
5. The Physical Plant Director will contact, coordinate, and manage outside contractors for installation of new building materials.
6. The affected areas shall be evaluated for safety hazards (e.g., open walls, building materials, tools left out in the area) or any health concerns (e.g., mold/fungal growth due to the flood or contaminated materials). Once those concerns have been addressed and resolved, the Physical Plant Director will declare areas safe for re-occupancy.

Re-Occupancy

The Physical Plant Director will be responsible for assessing areas affected by a flood for re-occupancy. The affected areas shall be declared ready for re-occupancy when the construction work is complete or near complete and no longer poses a hazard to the occupants. The area shall be assessed to ensure that all wall and floor openings are closed, tools and equipment have been removed from the area, and building systems (e.g., ventilation, fire alarm, fire suppression) have been restored.

Infection Control

When there is a possibility that water from flooding is hazardous or bio-hazardous, a remediation contractor shall complete the entire clean up. Contact VC Finance/Administration immediately at extension 1274.

At-Risk Locations

The following have been identified as most vulnerable to flooding: exterior parking lots.

BUILDING/AREA CONTACTS – STUTTGART CAMPUS

UPDATED 9/2025

Area	Primary Contact	Ext.	Home Number Cell Number		Alternate Contact	Ext.	Home Number Cell Number
Administrative Suite	Sharonda Thomas	1814	870-659-8638(C)		Keri Simpson	1145	
Maintenance Building	Randy VanCamp	1837	870-816-7033(C)		Tim Crosby	1837	870-456-9174(C)
Library	Keri Simpson	1819	870-830-3299(C)		Sharonda Thomas	1814	870-659-8638(C)
Student Services	Kena Henderson	1822	870-6741-4447(C)		Valerie Colvin	1809	870-830-8239(C)
Reception	Michelle Blasengame	1816	870-674-7933(C)		Kylia Neasley	1801	501-258-1190(C)
Learning Center	Sonya Allen	1828	870-456-2005(C)		Rosary Jones	1826	870-673-8192(H) 870-830-4697(C)
War Memorial Training Center	Amanda West	1852	870-509-3070(C)				
Grand Prairie Center	Renee Robison	1896	(501) 680-1227		Ashton Fields	1895	870-659-0488 (C)

EMERGENCY CONTACTS – STUTTGART CAMPUS

UPDATED 9/2025

Assignment	Day		Evening	
	Office	Cell	Office	Cell
VC– Kim Kirby	1825	501-516-7191	1825	501-516-7191
Chancellor –K. Pinchback	1233	501-230-3586	1233	501-230-3586
Security & Maintenance – Randy VanCamp	1837	870-816-7053	1837	Patricia West 870-816-0383 (c)
Info Tech-Lee Williams	1078	870-228-2730	1078	870-228-2730
VC Instruction – M. Quattlebaum	1241	870-816-5326	1241	870-995-2467
Police-(Chief)	Dial 911		Dial 911	
Sheriff	870-6592060		870-673-2121	
Stuttgart City Planning Commission	City Hall 870-673-3535		City Hall 870-673-3535	
Mayor	870-673-4566		870-673-4566	
FBI	501-221-9100			
EPA (terror threat)	1-800-424-8802			
BOV –R. Duffield		870-344-2860		870-344-2860
County Judge	870-659-2100			
Grief /Mental Health Counseling	870-673-1633		870-673-1633	
Hospital (Bapt. Health)	870-673-3511		870-673-3511	
Office of Emerg. Serv.		870-672-1121		870-672-1121
911 Coordinator		870-672-2317		870-672-2317
Entergy (for outages)	800-968-8243			
Energy	800-992-7552			

APPENDIX

EQUAL OPPORTUNITY/AFFIRMITIVE ACTION

The University of Arkansas is an equal opportunity institution. The University does not discriminate in its education programs or activities (including in admission and employment) on the basis of any category or status protected by law, including age, race, color, national origin, disability, religion, protected veteran status, military service, genetic information, sex, sexual orientation, or pregnancy. Questions or concerns about the application of Title IX, which prohibits discrimination on the basis of sex, may be sent to the University's Title IX Coordinator and to the U.S. Department of Education Office for Civil Rights.

MISSION STATEMENT

Phillips Community College of the University of Arkansas is a multi-campus, two-year college serving the communities of Eastern Arkansas. Through robust partnerships, the College is committed to building stronger communities by delivering quality, affordable education for college transfer and work skills training. We provide multiple services and support to ensure student access with success and encourage the pursuit of knowledge and life-long learning striving to build a better life for all.

CORE VALUES

Phillips Community College respects the diversity of its student body and community. The college also recognizes the worth and potential of each student. Therefore, the college affirms the following beliefs and values:

Student Success

We are committed to the success of every student. We believe all students, given the right conditions, can learn. We believe those conditions include high expectations reflected in a rigorous curriculum and personal engagement evidenced by a faculty and staff who invest themselves in the lives of our students and our communities.

The Power of Education

We believe learning begins at birth and should last a lifetime. We believe in the power of education to transform lives and build strong, productive communities.

Respect for All

We respect the inherent worth and dignity of every person.

Employee Data

updated 9/2025

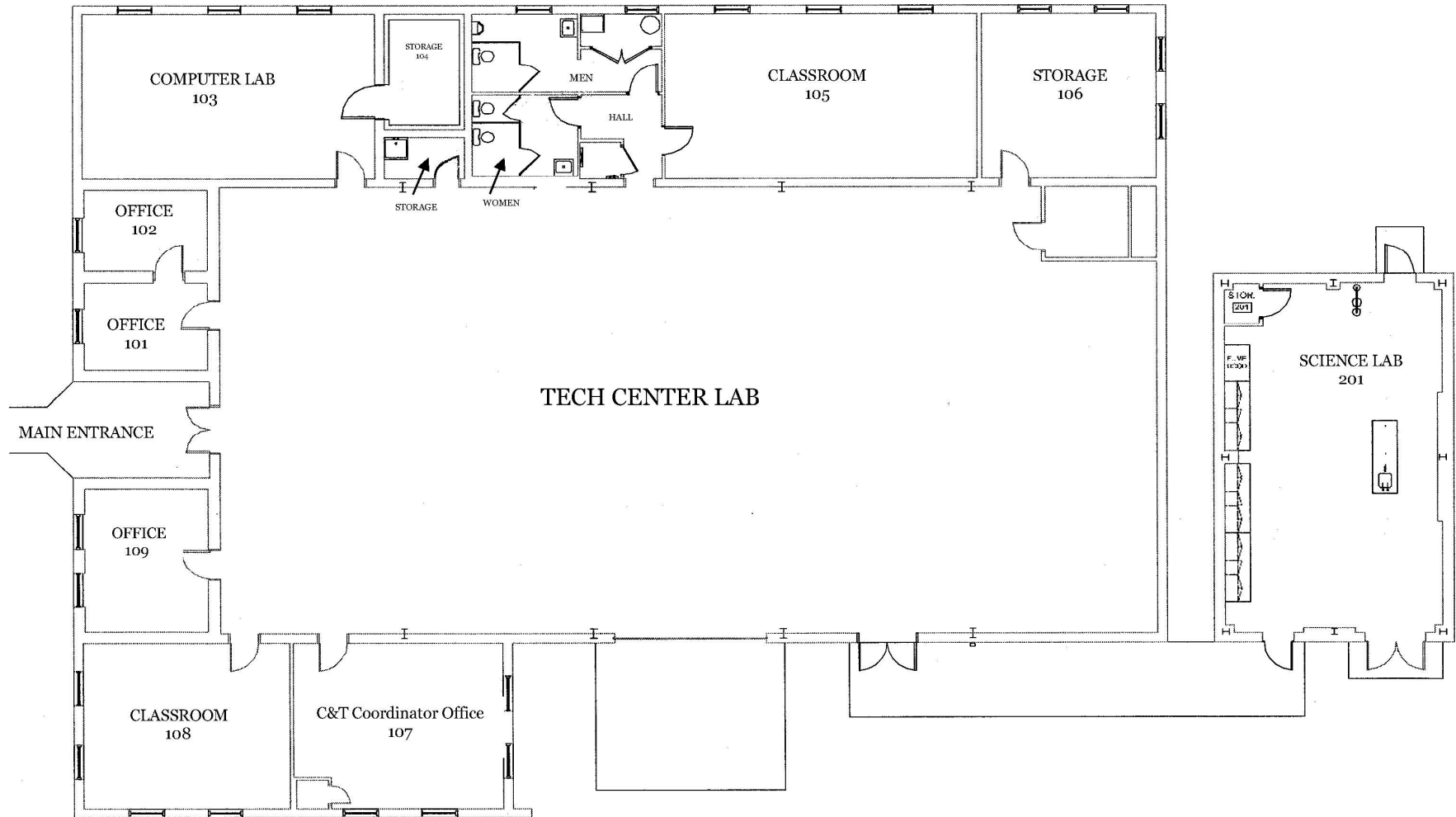
Full-time Employees (as of 9/25)

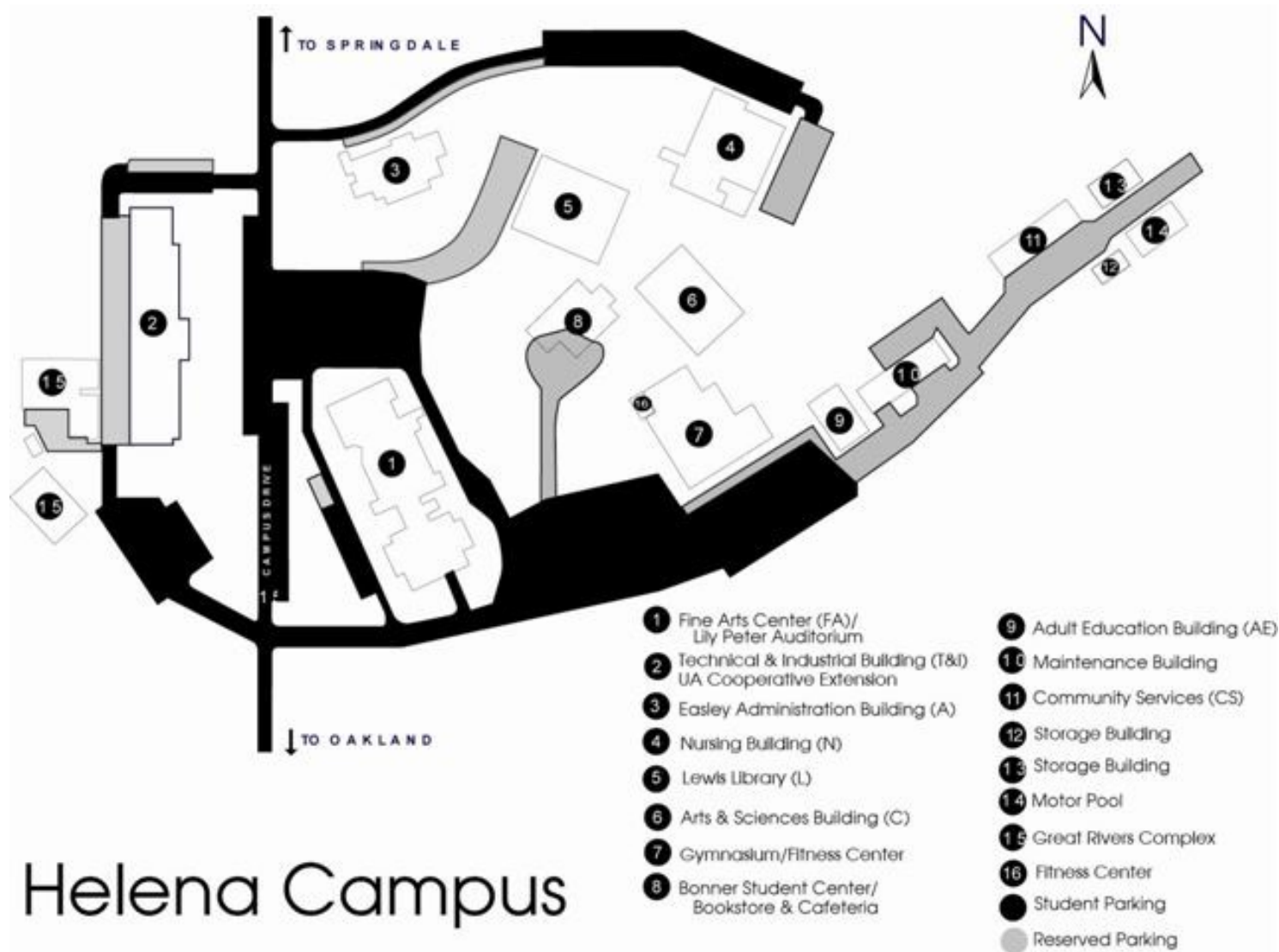
DeWitt Campus:	17
Helena-W. Helena Campus:	108
Stuttgart Campus:	<u>38</u>
TOTAL	163 full-time employees

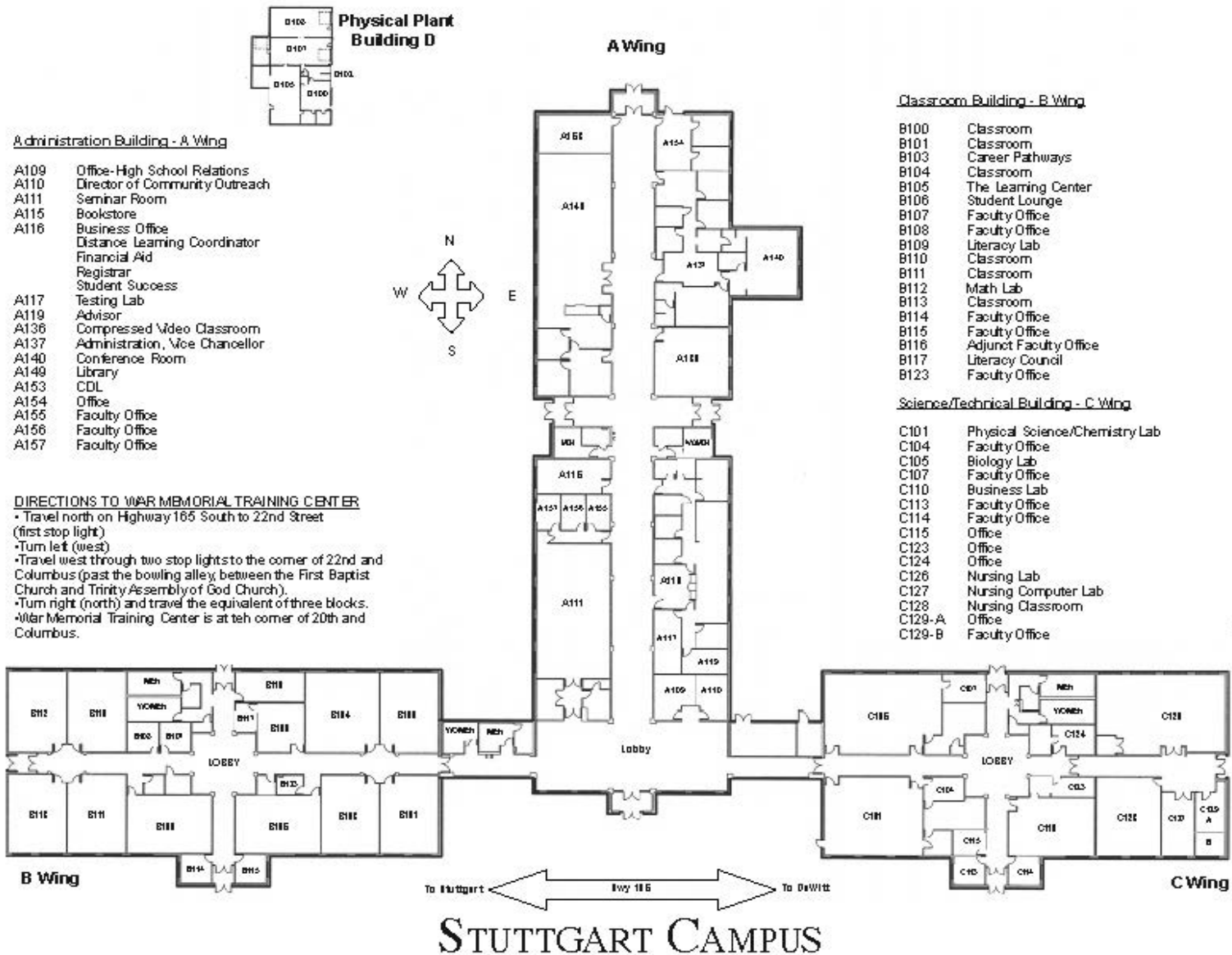
Student Data-

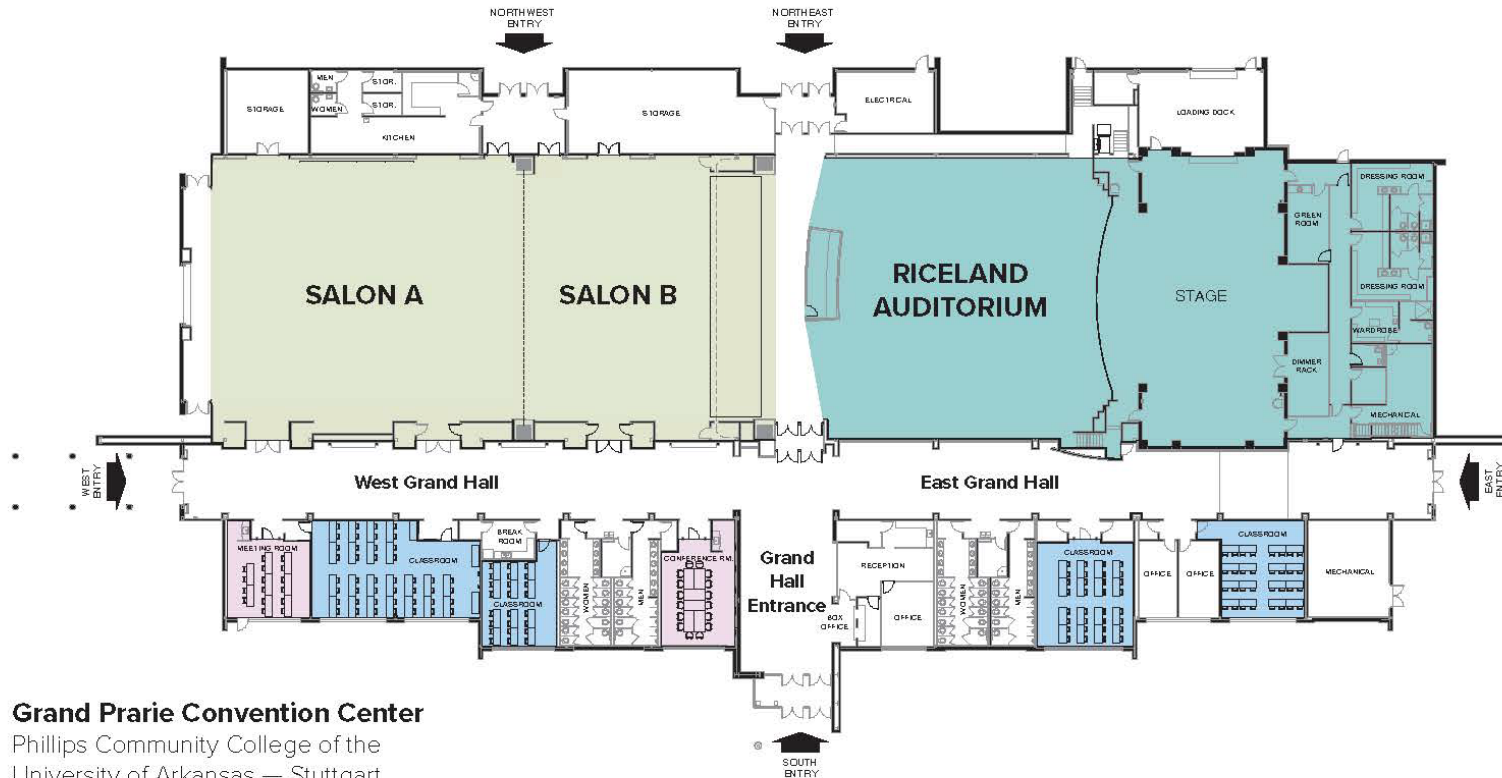
Fall 2024		
Headcount	1203	
SSCH	10,291	
Gender		
Male	479	39.8%
Female	721	60%
Unknown	3	.002%
	1203	

Center for Technology & Training, Agriculture & Renewable Energy DeWitt Campus









Grand Prairie Convention Center

Phillips Community College of the
University of Arkansas — Stuttgart
2709 Hwy. 165 S,
Stuttgart, AR 72160
(870) 673-4201 ext. 1896

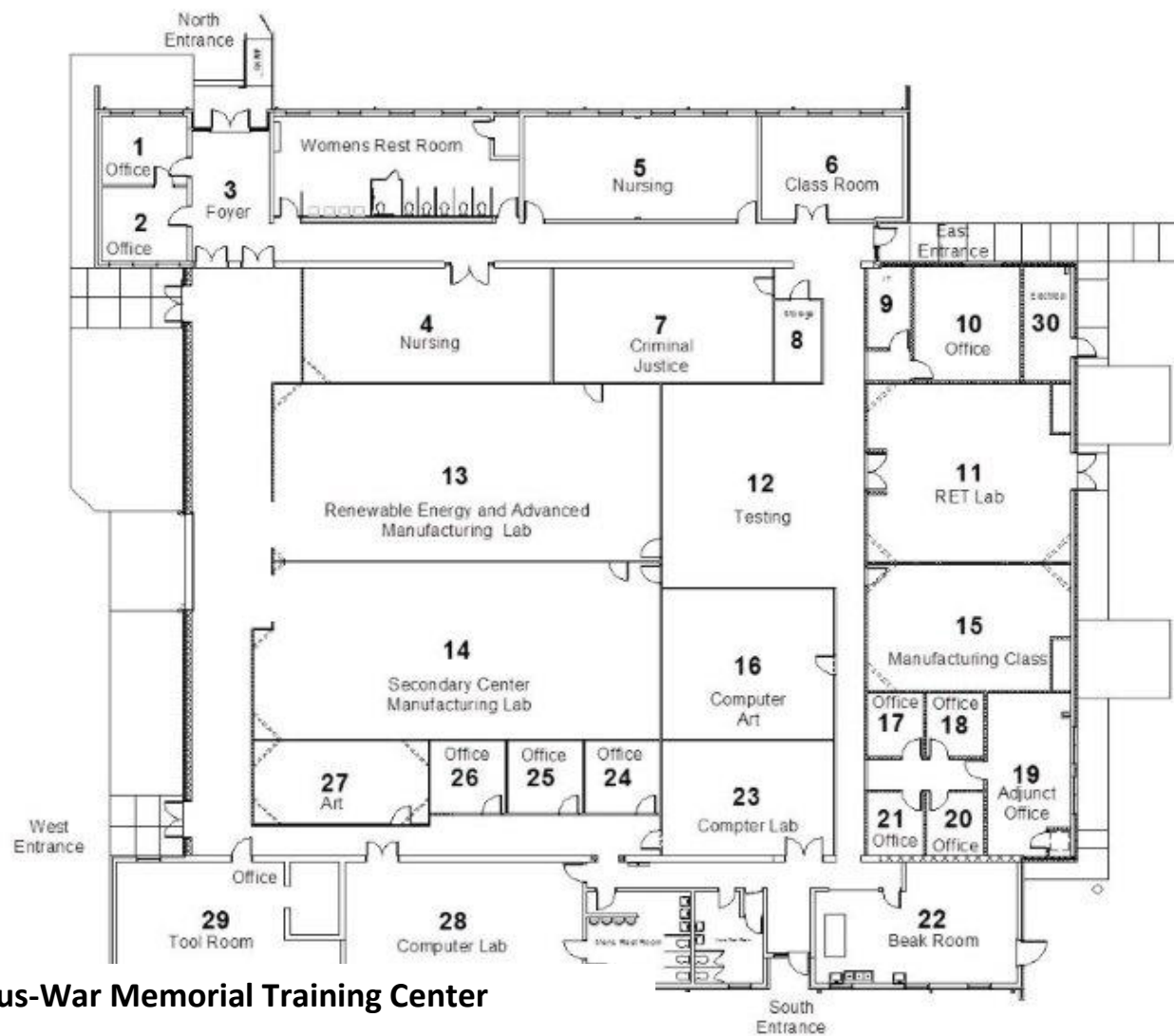
Renee Robison

Center Director
rrobison@pccua.edu
pccua.edu/GPC

Room	Fixed Seats	Retractable Seats	Total Capacity
Riceland Auditorium	668	525	1,193
Salon A		420	650
Salon B		210	350
• Salon A-B		630	1,000

Seated Dinner

Reception



Stuttgart Campus-War Memorial Training Center

The Office of Civil Defense has made a survey of PCCUA and has designated an area of safety for each building.

PHILLIPS COUNTY

Administration Building: Areas from 120B to 117A hall; Classrooms 120B-117A.

Library: Bottom floor of library.

Math & Science (C Building): All classroom areas in Learning Lab.

Gym: Lobby portion (close doors to gymnasium floor).

Adult Education: All inside offices; classroom away from windows.

Nursing: Lower part of Nursing Auditorium; all inside faculty offices and lab; entire hall area away from glass doors.

Technical & Industrial: the entire hall area away from glass doors; all inside offices.

Lily Peter Auditorium/Fine Arts Center: Entrance to auditorium and stairs; center of community room.

Bonner Student Center: Entire hall area away from glass.

ARKANSAS COUNTY

Rooms in the interior areas of each building are designated tornado shelter areas for DeWitt and Stuttgart campuses.

Evaluation

Proper evaluation and follow up is critical. It is important to evaluate how the situation was handled for future implications and future crises.

- a. Determine how/if the crisis could have been prevented.
- b. Determine, if it happened again, what—if anything—would be done differently
- c. Evaluate the strengths/weaknesses of plan; make changes if necessary
- d. Evaluate the strengths/weaknesses of team members; make changes if necessary
- e. Write summary of crisis, how it was handled and the evaluation results.