

KENNESAW STATE UNIVERSITY



EMERGENCY ACTION PLAN

Revised October 2009

TABLE OF CONTENTS

Introduction

Preface	4
Resources and Contacts	5

Early Warning Systems and Procedures

Early Notification Systems	6
Alert Notification Process	8
Early Notification System (ENS) Messages	9
Early Notification System Scripts	10

Crisis Situations

KSU Planning Alert and Response System (KSPARs)	11
Early Notification Systems	12
Crisis Response Levels 1, 2, & 3	13
Emergency Operations Center (EOC)	14
Responsibilities Training and Drills	15
Outdoor Early Warning Siren Test	16
Lockdown Notification Process	17
Shelter-In Place Process	18
Evacuation Guidelines	19

Categories of Potential Events

Active Shooter	21
Hostage Situation	23
Work Place Violence	24
Violent or Criminal Behavior	25
Psychological Crisis	26
Bomb Threat	27
Suspicious Package	28
Bomb Threat Check List	29
Civil Disturbance/ Protest	30
Medical Emergencies	
Severe Weather/Tornado	31
Inclement Weather Process	32
Fire Alarm	33
Mechanical Failures	34
Fire-Watch Notification	35
Elevator Entrapment Response Plan	36
Hazardous Material Incidents	37
Chemical/Radiation	38
Utility Failure	39

Authority	40
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Kennesaw State University
Emergency Action Plan

Mutual Aid Agreements	41
Incident Command	42
ICS Chart	43
ICS Structure	44
Pre-Designated ICS Organization	45
ICS Incident Type	46
University Relations PIO	47
Board of Regents USG Emergency Notification Plan	48
Purpose, Scope & Authority	49
Definitions	50
General Responses/Notifications	51
USO Notifications	52
Notification Chart	53
Appendices	
Appendix A: Mutual Aid Agreement	54
Appendix B: Dissemination Chart	55
Appendix C: Facilities Plant Operations Emergency Contact List	56
Appendix D: KSU Center Emergency Operations Center Diagram	57
Appendix E: Emergency Operations Center Assignment Sheet	58
Appendix F: Bomb Threat Checklist	60

PREFACE

The KSU *Emergency Action Plan (EAP)* is designed to provide a resource for Kennesaw State University Crisis Coordinators and other administrators to assist with information and guidelines in planning for a crisis. While the Plan does not cover every conceivable contingency situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

All Campus administrators, especially those whose responsibilities and authority include the operational areas specified in the manual, must adhere to these guidelines. Only those University administrators responsible for directing and/or coordinating emergency operations may approve exception(s) to these crisis management procedures as required to fulfill the emergency response.

The AVP for Strategic Security & Safety (SSS) will be responsible for annual review of these procedures with input from the Directors of Environmental Health Safety (EHS) and Public Safety.

KSU Resources and Contacts

Emergency Resource	Contact Information	Purpose & Responsibilities
<p>Strategic Security & Safety</p> <p>Robert F. Lang, Assistant Vice President and CSO (Chief Security Officer)</p>	<p>Office Annex Build # 14</p> <p>X-6985 or 770-423-6985 MB# 1402</p>	<p>Crisis Management and Emergency Response programs. Develops community response programs in preparation for natural and manmade disasters coordinate's first aid certifications, NIMS certification. Established and commands Emergency Warning Systems (KSPARS).</p>
<p>SSS, Office Annex, Building 14 Emergency Operations Center (EOC) for Early Warning Siren and Early Warning Notifications Location Center</p> <p>(Emergency Operations Center Director)</p>	<p>Primary EOC: Virtual using Emergency Software emanating from the Office Annex with On-site location within Kennesaw Hall and other departments associated with the Emergency Response NIMS protocols.</p> <p>Major Incident Relocation Site: KSU Center- Burrus Institute</p>	<p>The Crisis Manager for Kennesaw State University may request activation of the University's Early Warning Notifications. Emergency Operations Communication Center for Early Warning Notifications will be created and activated during emergencies from the office of Strategic Security & Safety during regular business hours. After hours by Public Safety Officials.</p>
<p>Department of Public Safety</p> <p>Chief Ted Cochran (Director)</p>	<p>Police Emergency X-6666 or 770-423-6666</p> <p>Non Emergency # X-6206 or 770-423-6206</p> <p>Police Building # 20 MB# 2001,</p>	<p>Police Communications Center 24 hours a day 7 days a week including holidays. Responds to <u>all</u> calls for service including but not limited to: fire, medical emergencies, hazardous material spills or release, motor vehicle accidents, stranded motorist, etc... The Incident Commander, in consultation with the KSU Crisis Manager, will decide on the use of available resources and communicate with outside agencies, and authorities.</p>
<p>University Relations Francis Harrison (Director and PIO)</p>	<p>Town Point Office Complex 770-423-6203 MB# 9103</p>	<p>Serves as the point of contact between the Media, and members of the campus community.</p>
<p>Environmental Health, Safety & Risk Management</p> <p>Gerald Donaldson (Director)</p>	<p>X-3321 or 770-499-3321 Located at Chastain Point</p>	<p>Provides support, training, consultation and support for building emergencies. Maintain guidelines in environmental compliance in hazardous waste management, fire, life & safety, biological safety, industrial hygiene, recycling.</p>

<p>Facilities / Plant Operations</p> <p>John Anderson/Jodie Sweat (AVP/Director)</p>	<p>Contact # 770-423-6777</p> <p>Hours of operation: Monday through Friday 7am till 5pm Located at Chastain Point</p>	<p>Plant Operations maintains buildings, facilities, vehicles, & grounds, respond to fire alarms, heating operation, HVAC systems, plumbing, electrical and other utilities. For after hours and weekends contact Public Safety 24 hours a day 7 days a week, including holidays.</p>
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Early Notification Systems

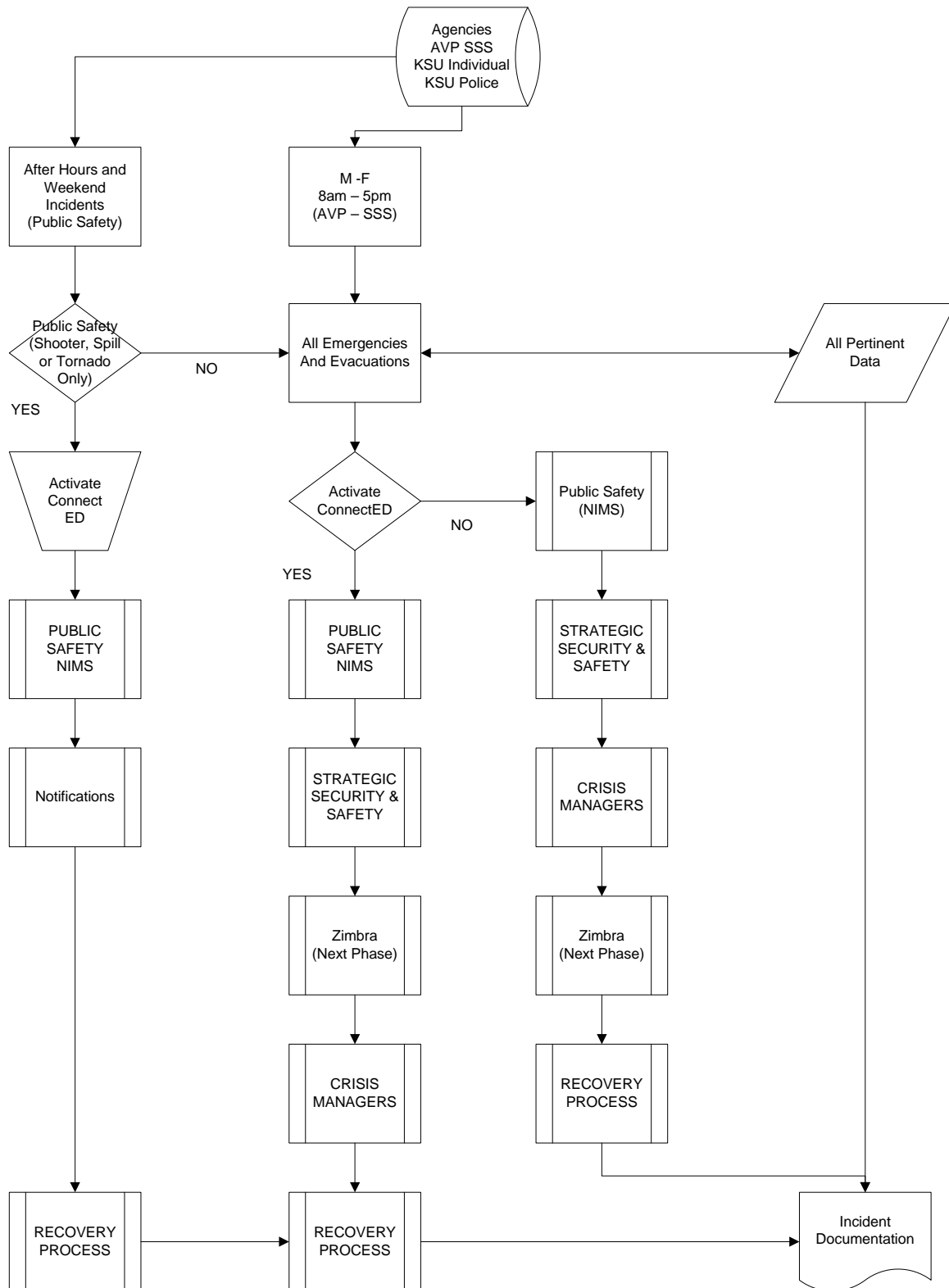
Communications prior, during, and after an incident are critical to protecting community and property. While information may be available through various external sources such as various TV network stations, and the NOAA Weather Radio, **only official information disseminated by the university may be communicated to staff**, unless the information is deemed vital to the protection of life and property. As conditions require, communications will be clear, effective, and timely.

Types of official university information sources include:

- a. KSU Campus Advisory Webpage (www.Kennesaw.edu/advisories/) – will display emergency and non-emergency notifications.
- b. Connect-ED® Early Notification System – a system designed to send rapid email, text and/or phone message announcements to all faculty, staff, and students.
- c. Emergency Desktop Alert System – An emergency notification message window pop-up will be sent campus wide displayed on all computer monitors, both PC and Mac. This message will remain on all computer screens until cancelled by the Administrator.
- d. Early Warning Siren – Activated during severe threatening weather conditions or other emergency situations when Shelter-in notifications are needed.
- e. KSU Information Phone-Line – Recorded emergency and non-emergency notifications via telephone message system at (770-423-6000).
- f. Public Address System – Public Safety Officers may utilize public address systems in police vehicles to announce information to large crowds.
- g. Awareness Bulletins –Campus-wide email may be utilized to notify faculty/staff and students of urgent threatening conditions, i.e. weather warnings, etc.

- h.** Emergency Operations Center (EOC) – Manage and coordinate resources and the flow of information required to deal effectively with an urgent situation. Will use the Virtual Emergency Operations Center concept with the appropriate software and networking.
- i.** Fax/ Brochures/ Posters – Information displayed on bulleting boards, near classroom doors, posted in all areas frequently utilized by students, staff or faculty designed to increase community awareness.

ALERT NOTIFICATION PROCESS



Early Notification System (ENS) Messages

Alert Types	Emergency Messages
Mobile Phone Scripts	This is an important emergency announcement from the Kennesaw State University emergency alert system. The National Weather Service has issued a tornado warning for Cobb County. A tornado warning means that a tornado has been sighted or indicated on radar in the Cobb County area. Seek shelter indoors immediately. Proceed to the lowest level of the building. Stay off phones to enable you to receive additional emergency instructions. An “all clear” message will be sent when the tornado warning is discontinued. This is not a drill.
Tornado All Clear	This is an important emergency announcement from the Kennesaw State University emergency alert system. The National Weather Service has discontinued the tornado warning for Cobb County area. Be cautious in returning to your normal activities. Call the KSU Police at 770-423-6666 to report any injuries, gas or chemical smells or damage to your building.
Monthly Test Message	This is a test of the Kennesaw State University’s emergency alert system. We will use this system and other methods to notify you of real emergency situations that require you to take immediate action. If this had been a real emergency situation, you would have received instructions on what emergency action to take. If you need to update your contact information, log onto Banner or the HR portal. This is only a test. Thank you.
Location Specific Evacuation	This is an important emergency announcement from the Kennesaw State University emergency alert system. For safety reasons we need all persons located in _____ to safely and calmly evacuate the building or area. Please follow the instructions of emergency and law enforcement personnel on scene. Do not use your phone unless it is an emergency. This will allow you to receive additional emergency instructions. This is not a drill.
Location Specific Shelter in Place	This is an important emergency announcement from the Kennesaw State University emergency alert system. For safety reasons we need all persons located in _____ to remain inside your building or area. Please do not go outside at this time. Please stay off your cell phone unless it is an emergency. This will allow you to receive additional emergency instructions. This is not a drill.

Early Notification System (ENS) SMS Scripts

Alert Types	Emergency Messages
Tornado Warning	KSU is under a tornado warning Seek shelter indoors immediately.
Tornado All Clear	The tornado warning for KSU has expired.
Test Message	This is a test message from the KSU Alert System.
Location Specific Evacuation	All persons located in _____ need to safely and calmly evacuate the building.
Location Specific Shelter in Place	All persons located in _____ need to remain inside the building. Do not go outside.

Early Warning System (EWS) Siren Scripts

Alert Types	Emergency Messages
Severe Weather Warning	Attention, Severe Weather Watch. A severe watch has been issued for this area. Please seek shelter immediately, and stay alert for additional notifications. Severe Weather Watch.
Violent Crime Alert	Attention, Violent Crime Alert. Shelter in place immediately. Close and lock all windows and doors and do not attempt to enter or exit any building until advised to do so by appropriate authority. Report suspicious persons and events to the KSU Police at 770-423-6666. Violent Crime Alert.
Tornado Warning	Attention, Tornado Warning. A tornado warning has been issued for this area. Please seek shelter inside immediately. Tornado Warning.
Hazmat Incident	Attention. Hazardous Material Incident. A Hazardous Material Incident has occurred. Please stay away from the affected areas, and follow the instructions of the emergency personnel. Hazardous Material Incident.
Flash Flood Warning	Attention, Flash Flood Warning. A flash flood warning has been issued for this area. All persons in the vicinity of streams and creeks should take immediate precautions to protect life and property. Do not attempt to cross swiftly flowing waters or water of an unknown depth by foot or in an automobile. Flash Flood Warning.

Crisis Situations:

Natural Occurrences	Acts of Violence	Hazardous Material Incidents	Mechanical Failures
Medical Emergency	Active Shooter/ Armed Intruder	Chemical Spill	Utility Disruption
Fire and Equipment Fire	Murder/ Suicide	Biological Agent Release	Heating/Cooling Loss
Flooding	Violent/ Criminal Behavior	Chemical/ Radiation Leak or Spill	Information Service Issues
Tornado	Hostage Situation	Natural Gas Leak	Telephone Outage
Threatening Severe Weather	Workplace Violence	Motor Vehicle Accidents	Elevator Entrapment
Snowfall	Bomb Threat	Explosion/ Aircraft Disaster	Structural Collapse
Flu Pandemic	Civil Disturbances/ Rioting		
Psychological Crisis			

KSU Planning Alert and Response System (KSPARs)

KSU’s Early Notification System is used as part of the overall Kennesaw State Planning Alert and Response system (KSPARs). KSPARS is designed to alert all members of the campus community of imminent or dangerous situations. Any decision to evacuate, shelter in or lockdown will be communicated through any or all of these Early Warning Notification systems, and/or by members of the KSU Police, Campus Administrators, or by members of the Crisis Management teams. The decision rests with the Crisis Manager of Kennesaw State University.

Early Notification Systems:

When situations occur, campus police must immediately be notified by calling X-6666 (from a campus phone) or 770-423-6666. Dialing 911 is an alternative however it may be quicker to contact KSU PD instead.

- The KSU dispatcher shall notify the Director of Public Safety, or the designated Command Personnel, upon receiving notification of any dangerous situation or any incident, potential or actual, which negatively impacts an entire building or buildings, human life, or the overall operation of the campus community.
- The Office of Strategic Security and Safety will monitor the Public Safety Radio traffic to ensure effective and timely initiation of emergency notifications when warranted, especially during the daytime operational period.
- The Director of Public Safety, or designated Command Personnel, shall immediately notify the Vice President of Operations, the AVP of Strategic Security & Safety, and the Director of University Relations of the situation, and of the need to activate the KSU Early Notification Systems, when appropriate.
- General notifications of a non-emergency nature shall **NOT** be permitted. The Kennesaw State University Early Warning Systems shall be activated during:
 1. **Active Shooter/ Physical Assault** – Weapons used, significant violence, perpetrator(s) at large (e.g. active shooter; hostage situation)
 2. **Other Life Threatening** – Any other condition where lives are in immediate danger and the Emergency Alert System has the potential to reduce the potential of harm.
 3. **Severe Weather** – Any severe weather that has the potential to cause injury to lives or property (i.e. flooding, thunderstorm, wind, tornado, snow/ice/cold, etc.)
 4. **Fire** – Any fire that will endanger other lives outside the immediate area.
 5. **Bomb Threat** – There is intelligence to indicate the threat is credible (e.g. potential device has been located).
 6. **Suspicious Package** – A package that is believed to have the potential to cause injury to a wide spectrum of lives or property. Alert sent to avoid area.
 7. **Civil Disturbance** – A demonstration by a large group that is disrupting normal activities and/or showing signs of aggressive behavior and potential escalation.
 8. **Hazardous Material Release** – A dangerous material (i.e. chemical, biological, or radiological) that is spreading from a contained area and/or causing lives to be placed in danger.
 9. **Missing Person** – Only to assist in a wide distribution method.

Crisis Response Levels 1, 2, & 3

For planning purposes, the University has established three levels of response to crisis situations. The following criteria are based on the level of severity, the nature of crisis, and the availability of campus resources:

<p>LEVEL 1:</p>	<ul style="list-style-type: none"> a. A minor localized incident that is quickly resolved using existing university resources and limited outside help. b. Has little or no impact on personnel, or disrupt normal operations outside the locally affected area. c. Does not require activation of the University Emergency Operations Plans, Early Notification Systems, or require activation of the Emergency Operation Center (EOC). <p>These include: Odor complaints, small localized chemical spills, small isolated fires, localized power failure, plumbing failure, water leaks, and minor medical emergencies that require normal/routine Police, EMS, or Fire Rescue response.</p>
<p>LEVEL 2:</p>	<ul style="list-style-type: none"> a. Any major incident or potential threat that disrupts a sizable proportion of the campus community. b. Emergencies that may require additional assistance from external organizations. c. Any event that could escalate quickly, and have serious consequences for missions-critical functions, or may threaten life, or property. d. Any incident that may require activation of the University Emergency Action Plans, Early Notification Systems, and require activation of the Emergency Operations Center EOC. e. When this occurs, Incident Command protocol will be established to support the distribution of resources, personnel, and/or information. <p>These include: Structure fires, structural collapse, significant hazardous materials release, extensive power or utility outages, severe weather emergencies, severe flooding, multi-fatality incidents, or an existing or imminent external emergency that may affect University personnel or disrupt normal operations.</p>
<p>LEVEL 3:</p>	<ul style="list-style-type: none"> a. Any major disaster or imminent threat involving, or could potentially involve the entire campus, and surrounding areas. b. Any incident where normal University operations are disrupted or suspended. c. Any incident where the effects of the crisis situation are wide-ranging, complex, and university-wide, and require extensive cooperation/coordination with external jurisdictions. d. Requires integration of the University Emergency Action Plans (EAP), Early Warning Siren (EWS) Systems, or Emergency Operations Center (EOC) activation. e. When this occurs, Incident Command protocol will be established to support the distribution of resources, personnel, and/or information. <p>These include: Active Shooter incidents, violent or criminal behavior, hostage situations, large scale evacuations, chemical, biological, or radiation leak or spills, severe weather damage, pandemics, structural collapse, or any other event capable of causing or have caused loss of life, severe injury, significant property damage, environmental damage, or adverse public relations.</p>

Emergency Operations Center (EOC)

Scope

The EOC serves as a secondary operations center for information management, resource support, allocation, and decision making to support the Incident Commander during the management and recovery process. Activation of the EOC will be determined by the Incident Commander, or by the Director of Public Safety.

EOC Locations:

1. **Primary EOC:** Office Annex - Virtually using Emergency Operations Web type software.
2. **Alternate EOC:** When required for total off site location - Burruss Institute, KSU Continuing Education Center, 3333 Busbee Drive, Chastain Road, Room 310.

Emergency Communications Phone Bank

The Off-site EOC is equipped with 8 pre-established phone lines, designated for receiving incoming calls. Internet capabilities can also be found by connecting to any GREEN port.

KSU Emergency Response I.D. Badges

All crisis managers will be issued black and gold KSU Photo Identification Badges in lieu of the normal white badge. This badge will provide unlimited access to assist in all critical response support.

Important Contact Numbers:

KSU Police Emergency	X-6666 / 770-423-6666
Cobb County Police (Fire & Ambulance)	911 or 770-499-3911
University Health Clinic	770-423-6644
Strategic Security & Safety (SSS)	770-423-6985
Environmental Health and Safety (EHS)	770-499-3321
Facilities/ Plant Operations	770-423-6777

KSU Crisis Coordinators

Crisis Coordinators serve as a point of contact in the emergency response initiative for Kennesaw State University. These teams have been established as an administrative decision-making group to respond to critical incidents that may occur at Kennesaw State University. Critical incidents are generally defined as those campus-wide emergencies that threaten life or property, or those

which impact a significant portion of the university community (including, but not limited to: major fires, civil disturbances, and weather disasters).

The Emergency Action Plan (EAP) serves as a reference in case of a natural or man-made disaster. The goal is to bring the user to the point of, knowing **what** is to be done, and **who** is to do it. It may include information relative to **when** and **where** the response will be effective, and even **why** it will be done.

Responsibilities include:

1. Assist with decision-making, communications flow and operational response capability.
2. Attend training sessions on emergency response, preparedness and mitigation.
3. Hold training sessions, team meetings and drills that may include fire extinguisher handling, bomb threat responses, evacuation planning, etc.
4. The Lead Crisis Manager act emergency management building coordinator during an emergency situation by:
 - a. Directing others to exits,
 - b. Assembling at a predetermined place, and taking roll if necessary
 - c. Maintaining order and discipline during the emergency,
 - d. Serve as a "go to" person,
5. Maintains a "Red-book" on rosters, evacuation plans, shelter-in plans, and procedures from both templates and documents provided by the office of Strategic Security and Safety.

Training and Drills:

- a. National Incident Management Systems (NIMS) and Incident Command System (ICS) certifications as appropriate to their emergency role.
- b. First Aid Emergency Techniques.
- c. Receive certification in Cardiopulmonary Resuscitation (CPR), and Automated External Defibrillator (AED) training.
- d. Fire extinguishers and First-aid equipment training.
- e. Intermittent Drills designed for effective mobilization in the event of a large-scale evacuation.

Drills/Test Alerts — serve as a functional test of the systems, as well as an educational tool for the campus community. Drills shall be conducted intermittently or as often as, the AVP of Strategic Security & Safety finds appropriate, and to ensure that the system are effective and operational. There will be two types of drills/tests, an administrative test and a functional test.

1. **Functional test** — will test the Early Notification Systems by broadcasting a non-emergency message to students, staff, and faculty informing them of the test, and providing information regarding what to do if this had been an actual emergency.
2. **Administrative test** — will test how much time it takes to get emergency information from the dispatcher or senior ranking police officials, to KSU Administrators, Faculty, Staff, Students, and Visitors.

- a. At the sound of an alarm, a total building evacuation must take place immediately.
- b. All occupants are asked to remain calm and walk to the nearest exits.
- c. Elevators are not to be used under any circumstances.
- d. **Evacuate** during all Fire Alarms or Fire Drills.

Outdoor Early Warning Siren Test

Sirens are placed around campus to alert people of imminent severe/threatening weather, and used when individuals should (**shelter-in**) seek shelter inside a building.

1. Tests are conducted the first Wednesday of each month around noon, following the Cobb County Siren Test.
2. Broadcast will last only 1-3 minutes.
3. If an actual emergency, the EWS will be activated and the siren would remain active.

Pre-planning Measures:

1. Post emergency numbers near all telephones, especially X6666. .
2. Periodically check fire extinguishers to make sure they are usable.
3. Know the location of fire primary and alternate fire exits.
4. Make sure your floor has at least two unobstructed exits.
5. Sound the Alarm if smoke or fire is present
6. Call campus Police ext. 6666
7. Gather Redbooks, Radios, Vest, Keys and Flashlights, etc...
8. Be familiar with the evacuation routes, and building floor plans, designated Meeting Sites.
9. Do not use the elevators.
10. Know the location of fire alarm pull box locations

If you receive an Early Notification via Connect-ED Phone & Text Messaging System, or receive a Emergency Desktop Alert message will popup on your computer screen, or hear the KSU Early Warning Siren, it is imperative that you follow the instructions provided. These could include instructions to:

1. **Evacuate:**
 - Immediately upon activation of a Fire Alarm.
 - Use the Stairs to reach ground level exits.
 - DO NOT use elevators
2. **Shelter-In/ Stay in Place - Weather:**
 - When outside danger is imminent
 - Remain INSIDE for your own safety away from windows and doors.
3. **Shelter-In/ Stay in Place - Shooter**

- Take immediate shelter inside away from obvious danger into an area of refuge.
- Lock all exterior doors, turn off lights, and cover all windows if possible.
- DO not huddle together spread out, and hide out behind desk or any large object.
- Remain quiet, and wait for law enforcement personnel to assist you.

Emergency Shelter In Notification Process

The decision to implement a campus controlled environment will only be put into action if serious risk to faculty, staff, and students exist, or any incident that could threaten life, property, or impact a significant portion of the university community. The Emergency Plan will initiated only be at the discretion and direction of the Vice President of Operations, the AVP of Strategic Security and Safety, and Director of Public Safety. These systems are components of the overall Kennesaw State Planning Alert and Response system (KSPARs) designed to alert all members of the campus community of imminent, threatening, or dangerous situations.

- a. **Connect-ED® Early Notification System** – a system designed to send rapid email, text and/or phone message announcements to all faculty, staff, and students
- b. **Emergency Desktop Alert Notification** – An emergency notification message window pop-up will be sent campus wide displayed on all computer monitors. This message will remain on all computer screens until cancelled by the Administrator.
- c. **Early Warning Siren** – will be activated during severe/threatening weather conditions or other emergency situations when Shelter-in notifications are needed.
- d. **KSU Campus Advisory Webpage** (www.Kennesaw.edu/advisories/) – will display both emergency, and non-emergency notifications.

When the announcement is made to initiate an *Emergency Controlled Access* these steps should be followed:

1. Stay in your work area with all doors locked
2. If unable to leave proceed to an area/room that can be secured.
3. Lock, and/or barricade the door with furniture and equipment
4. Close blinds or cover windows with other available materials.
5. Turn off lights.
6. Remain silent.
7. If trapped in an area where the doors opens outward, such as a restroom, use whatever is available to restrict entry to the room such as:
 - Barricading the area with furniture/equipment, or
 - Using a belt or other available items to secure the door handle to a stable fixture.
8. Move away from the door, Do Not huddle, Spread Out.
9. Put cell phones on silent/vibrate, and if communication is needed use text messaging.
10. Remain under Lockdown until advised by Campus Police, Campus Administrators, or by members of the Crisis Management teams.
11. Once Police arrive, obey all commands, and keep hands up in the air where they can see them.
12. Leave the campus ONLY if it is safe to do so.

13. After the lockdown order has been lifted, crisis managers, faculty and staff should attempt to restore normalcy, comfort and assist all occupants, determine their needs, and appoint a liaison to alert officials.

Shelter-In Place Process

Sheltering in provides protection from external hazards, minimizes the chance of injury and/or provides the time necessary to allow for a safe evacuation. This should be done by selecting a small, interior room if possible, with no or as few windows as possible. When authorities provide directions to shelter-in-place, do not walk outdoors, take refuge indoors immediately.

A shelter-in-place order may be issued for several reasons:

- Severe weather
- Hazardous materials
- Civil Unrest
- Hostage situation
- Or any situation where it is best for you to stay where you are to avoid any outside threat.

When this occurs:

1. Remain CALM.
2. Faculty should not allow any students to leave.
3. If you are in dorm rooms, remain there.
4. Select a small interior room with no or few windows as possible.
5. Close and lock all windows, exterior doors, and any other openings that lead to the outside.
6. Stay away from all windows, doors.
7. Plant Operations personnel or trained Crisis Managers should shut down all building ventilation fans and air conditioners.
8. If you are told there is danger of explosion, close the window shades, blinds, or curtains.
9. Select interior room(s) above the ground floor, with the fewest windows or air vents.
10. Room(s) should have adequate space for everyone to be able to sit down comfortably.
11. Avoid overcrowding by selecting several rooms when necessary.

For severe weather and civil unrest:

1. Stay inside and move away from windows.
2. Close and lock all exterior doors and offices.
3. For extreme weather, relocate to lower levels in the building

For external chemical, biological or radiological incidents:

1. Stay inside and move to an inner corridor or office.
2. Plant Operations personnel or trained Crisis Coordinators should shut down all building ventilation fans and air conditioners.

3. Since many chemical agents are heavier than air, and tend to hold close to the ground move to higher levels of the building if possible to reduce the transfer of contaminated air from outside to inside.
4. Remain alert for instructions and updates as they become available from the emergency personnel and university administrators.

Evacuation Guidelines

At the sound of a fire alarm or if you are instructed to evacuate, leave your work area immediately and proceed to the nearest exit, and leave the building. If you are the first to recognize a fire situation, activate the alarm, evacuate to a safe location using the nearest exit, and notify Police Emergency at ext. 6666 or dial 770-423-6666.

1. Remain Calm
2. Do Not use Elevators, Use the Stairs.
3. Assist the physically impaired. If he/she unable to exit without using an elevator, secure a safe location near a stairwell, and immediately inform KSU Police of the individual's location.
4. Proceed to a clear area at least 150 feet from the building. Keep all walkways clear for emergency vehicles.
5. Make sure all personnel are out of the building.
6. Do not re-enter the building.

Muster and Head Count

Individuals in leadership positions should account for students, faculty, staff, and visitors who are under their supervision at the time of the evacuation. Those positions may include:

- Faculty or Instructors in the classroom,
- Directors
- Office Managers
- Supervisors

Once you have assembled at your designed meeting place, conduct a reasonable role-call. Inform Public Safety officials or Crisis Coordinators if someone is unaccounted for, or if you suspect someone did not exit the building, and inform them of the missing person's last known whereabouts.

Assisting People with Disabilities

Visual Impaired

1. Explain nature of the emergency.

2. Guide the person to nearest safe exit.
3. Provide further assistance as necessary.

Hearing Impaired

1. Explain nature of the emergency to hearing-impaired persons (speak slowly and clearly while facing the person or use writing).
2. Guide him/her to nearest safe exit.
3. Provide further assistance as needed.

Mobility Impaired

Transporting a person in a wheelchair down stairs is never safe. Stairway evacuation of wheelchair users should be conducted by trained professionals only. Untrained people should not attempt to evacuate wheelchair users, except in situations of extreme danger. Wait until heavy traffic has passed before entering the stairway.

Crisis Coordinators should:

1. Assist him/her to the nearest safe exit or stairwell. Fire and Police personnel will complete the rescue.
2. Notify the on-site emergency personnel of the location of person(s) with disabilities.
3. Assign someone to notify Fire and Police personnel of their whereabouts.
4. Designate someone to remain with the individual until they can be assisted safely out of the building. .
5. Establish a “Buddy System” until the situation returns to normal.
6. Designate someone to remain with the individual(s) if the crisis situation is localized and further evacuations are no longer necessary.

Categories of Potential Events

A crisis event may take many forms. However, in order for any event to qualify as a crisis, it must be capable of causing or have caused loss of life, sever injury, significant property or environmental damage, or adverse public relations. Major categories of potential events that may affect KSU include the following:

Natural Occurrences	Acts of Violence	Hazardous Material Incidents	Mechanical Failures
Medical Emergency	Active Shooter/ Armed Intruder	Chemical Spill	Utility Disruption
Fire and Equipment Fire	Murder/ Suicide	Biological Agent Release	Heating/Cooling Loss
Flooding	Violent/ Criminal Behavior	Chemical/ Radiation Leak or Spill	Information Service Issues
Tornado	Hostage Situation	Natural Gas Leak	Telephone Outage

Kennesaw State University
Emergency Action Plan

Threatening Severe Weather	Workplace Violence	Motor Vehicle Accidents	Elevator Entrapment
Snowfall	Bomb Threat	Explosion/ Aircraft Disaster	Structural Collapse
Flu Pandemic	Civil Disturbances/ Rioting		
Psychological Crisis			

ACTIVE SHOOTER/ PERSON WITH A GUN

Violent incidents such as an active shooter on campus can occur with little or no warning, or within close proximity of university property. These situations are dynamic and can evolve rapidly demanding immediate notification of law enforcement officer's to bring a stop to the shootings, and to mitigate harm to innocent victims. This section is designed to provide guidance if you are caught in an active shooter situation.

Things to remember:

Figure out
Get out
Call out
Hide out
Keep out
Spread out
Take out

An Active shooter is the term coined by police to describe a person(s) who appears to be actively engaged in killing or attempting to kill people in populated areas through the use of firearm(s) and there is no pattern or method to their selection of victims.

- a. Call the KSU Police Emergency at ext. 6666 or Dial (770-423-6666).
- b. Controlled Access and Shelter In procedures will be initiated.
- c. Do not sound fire alarms, this may cause others to flee the buildings and put them at risk.
- d. Remain Calm, Be Safe, and Be Patient.
- e. DO NOT attempt to get involved, unless it is a last resort for survival.
- f. Let the police do their job.

Initial Response:

- 1- Figure Out** (in advance of an incident)
 - a. How would you survive?
 - b. How would you get out (paths of escape)?
 - c. Will you hide out?
 - d. What are your options if confronted by the shooter?

- 2- Get out** (if you know where the Shooter is and can)
 - a. Exit the building immediately.
 - b. Move quickly. Don't wait for others to validate your decision.
 - c. Leave your belongings behind.

If you determine that you can get out to a safer area, than do so. Get out fast. Don't wait for others to validate your decision. Leave your belongings behind. The best way to survive an active shooter situation is not to be where the shooter is, and not to go where he can see you. Once you are safely out of the area/building immediately:

3- Call out

- a. Call KSU Emergency help line at extension ext. 6666 or 770-423-6666. Provide:
 1. Your name and location of the incident
 2. Number of shooters
 3. Description and identity of shooter(s)

In some cases, you may not be able to get out. The shooter may be between you and the only exit, or perhaps you would have to enter the area or the hallway where the shooter is positioned. It might be safer for you to remain in place because you are well hidden and protected. **If you can not get out then:**

1- Hide out

- a. Go to the nearest room or office.
- b. Close, lock and barricade the door with heavy furniture.
- c. Cover windows if possible.
- d. Turn the lights out.
- e. If the shooter is near by than just lock the door and remain silent.
- f. Turn off the lights.
- g. Silent all noise producing sources that might alert the shooter of your presence.

2- Spread out (if more than one person)

- a. Spread out in the room.
- b. Keep quiet. Act as if no one is in the room.
- c. DO NOT answer the door.

3- Call the KSU Police at X-6666 or 770-423-6666. Provide your:

- a. Name, telephone number, and location of the incident
- b. Number of shooters
- c. Description and identity of shooter(s)
- d. Wait for police to assist you out of the building.

If someone near you has a life-threatening injury, and if it's possible for you to provide first-aid to keep them alive, then do so. Let others around you know what is happening, and try to remain calm. Demonstrating calmness can have a contagious effect on others; it will help them remain focused on survival.

HOSTAGE SITUATION

- 1- If you are able to leave the area or the building, do so without placing yourself in danger.**
 - a. Take the closest exit, and Contact Campus Police at:
 - b. Ext. 6666 or 770-423-6666, or
 - c. From any Emergency Call Box
 - d. Clearly state the Location and type of incident
 - e. Description of the Suspect/Perpetrator
 - f. Type of Weapons involved
 - g. Your Name and telephone #
 - h. Number of Injuries if any
 - i. The number people or area it involved.
 - j. If you are not in immediate danger, don't hang up until told to do so.

- 2- If you are unable to leave the area or the building or find yourself in a Hostage situation**
 - a. Remain calm
 - b. Follow directions
 - c. Be alert
 - d. Avoid sudden movements
 - e. Don't turn your back
 - f. Maintain eye contact (but don't stare)
 - g. Find the middle position (not too assertive/passive)
 - h. Don't argue or be a nuisance
 - i. Personalize yourself

- 3- Take out** (only as a last resort.)

Law enforcement personnel suggest that if you determine there is no where to go, and you have no other option than to take out the shooter, then you must be prepared to do what ever is necessary to neutralize the threat. To do this:

- a. You must either disrupt his actions or incapacitate him by throwing things, yelling, using improvised weapons can be effective in this situation.
- b. If two or more of you, make a plan to over come the shooter "Do the best that you can"
- c. Choose to survive.

WORK PLACE VIOLENCE

Workplace violence is any physical assault, threatening behavior, or verbal abuse occurring in the work setting. This includes, but is not limited to, the buildings and surrounding perimeters, including the parking lots, field locations, clients' homes and traveling to and from work assignments.

Workplace violence should be reported promptly to the appropriate authorities. Faculty, staff and students are encouraged to report behavior that they reasonably believe poses a potential for workplace violence as defined above. It is important that all members of the University community take this responsibility seriously to effectively maintain a safe working and learning environment. Any person experiencing or witnessing imminent danger or actual violence involving weapons or personal injury should call the Campus Public Safety Office immediately, at X- 6666 or 770-423-6666

- a. Physical assault and/or threat.
- b. Stalking or continuous harassment that causes fear, worry or intimidation.
- c. Actions aimed at disrupting or sabotaging operations.
- d. Indirect threats, such as "I know where you live."

1. If you are a victim or witness

- a. If the violence is life threatening, call campus police and report your location, weapons involved, injuries and a description of the person making threats.
- b. If it is not life threatening, advise your supervisor or Human Resources.
- c. Try to move to a safe area.

2. If you are confronted by a threatening person

- a. Leave the area, if possible.
- b. Call X-6666.
- c. Try to stay a safe distance away.
- d. Try to calm the person.
- e. Try to get the attention of a co-worker who can call for help.
- f. Listen to the person and let him/her do most of the talking.
- g. Use delaying techniques to give the person time to calm down.
- h. Acknowledge the person's feelings.
- i. Be respectful and empowering.
- j. Be reassuring and point out choices other than violence.
- k. Don't belittle, criticize, agitate or argue with the person.
- l. Don't reject all of the person's demands from the start.
- m. Don't use body language or speech that challenges the person.
- n. Don't make sudden movements.
- o. Don't make false statements or promises.

VIOLENT OR CRIMINAL BEHAVIOR

While much media attention has been focused on “workplace violence” we must recognize that all members of the campus community share the responsibility of recognizing the early warning signals and making the appropriate notification to the KSU Department of Public Safety. Self protection means knowing how to avoid being the victim of an attack and knowing what to do if you are. If you observe a criminal act or a person acting in a suspicious manner on campus immediately:

- a. Leave the immediate area if possible and direct others to do so.
- b. If unable to leave, take cover in a secure area.
- c. Close lock and barricade doors.
- d. Notify the Campus Police of all violent or threatening behavior.
 - **X-6666** from any campus phone, **emergency call boxes** or dial
 - **770-423-6666** from a cell phone or off campus phone.
- e. Include the following information
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Indicate if the person is armed with a weapon
- f. Be Alert for the unexpected and don't take unnecessary chances.
- g. If you are attacked, you may consider using your natural defenses.
 - Make a scene (scream, yell, kick) and try to get away
 - Avoid isolated areas or not well lighted.
 - Do not panic.
 - Get a good description of the assailant if possible
 - Be security conscious, and watch out for others and their property.
- h. If the violent person has left the area prior to your notification, relay as much information as you can about the subject and the direction of travel and mode of transportation if possible.
- i. Immediately report any observed or suspected criminal behavior.
- j. Report any suspicious persons/ behaviors/ noises immediately.
- k. Be extra alert when walking alone. If you have any safety concerns arrange for a member of the Campus Police to escort you to your vehicle/office.

PSYCHOLOGICAL CRISIS

A Psychological Crisis exists when an individual is threatening harm to him/her self, threatening to harm others, or is out of touch with reality, exhibit uncontrollable behavior or hallucinations. Persons in this condition may also exhibit radical changes in their demeanor with little or no warning.

For the safety and well-being of the individual it is recommended that transportation to a medical facility be conducted under the supervision of emergency medical personnel, but with the aid of KSU Police if necessary. This is largely due to the fact that emergency medical responders are specialized in handling, and transporting persons undergoing psychological distress.

Kennesaw State University has established a “Triage Group” of personnel to assist in identifying, educating, reacting to, and providing assistance to those who exhibit distressing behavior.

Members of the Campus Triage Group includes:

1. **Robert F. Lang** (AVP for Strategic, Security & Safety, X-6985 or 770-423-6985)
2. **Dr. Bob Mattox** (Student Success Services Ext. 6600) Office hours Monday – Thursday 8:00 am to 7 pm and Fridays 8:00 am to 5:00 pm.
3. **Lt. Edward Stephens** (KSU Police, X- 6206 or 770-423-6206)
4. **Dr. Dorothy Graham** (Faculty/Student Ombudsman, X-6112 or 770-423-6112)
5. **Dr. Valerie Whittlesey** (Academic Affairs, X-6603 or 770-423-6603)
6. **Ms. Anne Nichols** (Campus Health Clinic) X- 6642
7. **Dr. Michael Sanseviro (Dean of Student Success and Director of Residence Life)**

If you **observe** a person undergoing psychological distress notify the Department of Public Safety immediately, and keep in mind the following priorities:

1. Remain Calm
2. When you notify University Police provide your:
 - a. Name
 - b. Location
 - c. Observed behaviors or symptoms, and
 - d. Individuals name if known
3. Until help arrives, be pleasant, considerate, and understanding to avoid aggravating the situation
4. Do not argue with the individual. Try to determine and accept the individual’s point of view.

5. Do not confront or detain the individual if violent or combative.
6. If you are unsure whether the individual is of immediate danger to self or others use caution, your protection and the protection of bystanders are your first priority.

BOMB THREAT

Take Bomb Threats seriously. They can be received either by telephone, in written form or in the form of a suspicious package. The person receiving a telephone bomb/CBRNE threat should remain calm and obtain as much information as possible by completing the Bomb Threat Checklist. Immediately contact Campus Police at X-6666 or dial 770-423-6666 when calling from an off campus. The responding officers will determine what immediate actions are appropriate

Receiving a Telephone Bomb Threat:

1. If your phone is equipped with caller ID, write down the number that is on the display screen.
2. Listen closely to the caller.
3. Obtain information listed on the Bomb Threat Check List use it as your guide, and record all information obtained from the caller.
4. Note if the caller has knowledge of floor plans of the college.
5. If possible, note whether the call is originating from within the College or from an outside line.
6. Immediately call KSU Police Emergency at X-6666 from any on campus phone, or dial 770-423-6666 when calling from a cell phone or off campus phone, and notify your immediate supervisor.
7. Provide the dispatcher information from the completed Bomb Threat Check list and as soon as a police officer arrives provide him/her with the completed list.
8. Evacuation decisions will be made by the Public Safety Officers, Administrators or Crisis Managers

Note: *Keep the Bomb Threat Checklist near your phone at all times.*

SUSPICIOUS PACKAGE

Hazardous materials incidents include chemical spills, chemical releases, explosions, and exposures or injuries to these materials. Mail and packages can be used to deliver suspicious and potentially hazardous materials. Before opening, take care to examine the item for anything unusual.



<http://www.usps.com/communications/news/security/mailcenter>

If a package seems unusual

- 1.** Do not shake or empty the contents of any suspicious package or envelope.
- 2.** Notify KSU Police immediately and advise them if you observe any:
 - a.** Powder or liquid coming from the suspicious package.
 - b.** Oily stains or discolorations.
 - c.** Excessive tape or strings.
 - d.** Strange odors.
 - e.** Misspelled words.
 - f.** If package is unusually lopsided or uneven.
 - g.** Excess postage.
 - h.** No return address.
- 3.** Alert others in your area, close doors, and leave the area.
- 4.** Prevent others from entering the area and await public officials to arrive.

BOMB THREAT CHECKLIST

Description Detail Report

Questions to ask:

- 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) Why?
- 8) What is your address?
- 9) What is your name?

Exact wording of the threat: _____

Sex of Caller: _____ Race: _____

Length of call: _____ Age: _____

Date: _____ Time: _____

Number at which call was received: _____

Notes:

Callers Voice - Circle as applicable:

- | | |
|------------|-------------------|
| • Calm | • Nasal |
| • Angry | • Stutter |
| • Excited | • Lisp |
| • Slow | • Raspy |
| • Rapid | • Deep |
| • Soft | • Ragged |
| • Loud | • Clearing Throat |
| • Laughter | • Deep Breathing |
| • Crying | • Cracked Voice |
| • Normal | • Disguised |
| • Distinct | • Accent |
| • Slurred | • Familiar |

If voice is familiar, whom did it sound like?

Background Sounds:

- | | |
|-----------------|--|
| • Street Noises | • Factory Machinery |
| • Animal Noises | • Voices |
| • Clear | • PA System |
| • Static | • Local Call |
| • Music | • Long Distance |
| • House Noises | • Weather
(wind, rain, thunder, etc.) |
| • Motor Engine | • Office Machinery |
| • Other | |

Threat Language:

- Well Spoken (educated)
 - Incoherent
 - Foul
 - Irrational by threat maker
- Taped
- Message read

Remarks:

CIVIL DISTURBANCE/ PROTEST

Planned or unplanned demonstrations may become large and uncontrollable. In some cases, participants could become violent, causing the destruction of property and injury or even death to themselves or observers. KSU Police and the Crisis Management Teams are prepared for these emergencies. If this should occur, contact the KSU Police Emergency line immediately by dialing X-6666 or 770-423-6666 when calling from an off campus phone.

1. Avoid area of disturbance
2. Avoid provoking or obstructing demonstrators.
3. If disturbance is outside, Stay Inside, stay away from doors or windows.
4. Secure your areas (lock all doors) continue with your normal routines as much as possible.
5. If the demonstration escalates prepare for evacuation or relocation.
6. You will be instructed to evacuate by the KSU Police, Administrative Officials, or Crisis Managers.
7. Log off and shut down all computers to protect files and vital records, and equipment and lock all doors.

MEDICAL EMERGENCY

If someone becomes ill or injured and requires immediate attention:

1. Dial X-6666 or 770-423-6666 and report the emergency. Provide the following information:
 - a. Your name
 - b. Type of emergency
 - c. Location of the ill or injured person
 - d. Condition of the ill or injured person
 - e. Any dangerous conditions
2. Unless trained, do not attempt to render first aid before assistance arrives. Protect yourself from blood or body fluid exposures.
3. Attempt to obtain the following information from the ill or injured person
 - a. Name
 - b. Description of symptoms
 - c. Allergies
 - d. Medications
4. Do not attempt to move a person who has fallen or appears to be in pain.
5. Keeps the person lying down, and keep them as comfortable as possible.

6. Do not transport individuals who are injured or ill in your personal vehicle or University vehicle.
7. Have someone standby outside of the building to direct emergency responders to the person needing attention.
8. If a hazardous material was involved, provide the name of the hazardous materials to the dispatcher and emergency medical personnel.
9. Remain at the scene after emergency personnel have arrived to provide additional information if needed.

SEVERE WEATHER/ TORNADO

1. **TORNADO WATCH** - means that conditions are favorable for tornados and severe thunderstorms in and close to the watch area.
2. **TORNADO WARNING** - is an urgent announcement that a tornado has been reported and warns you to take immediate action to protect life and property.

Crisis Coordinators should:

1. Check their floors to make sure that everyone has heard the siren.
2. Alert faculty, students, and staff that a warning has been sounded, and to advise them to move to the hallway or other designated areas away from windows and doors.
3. Close all doors and remain in place until the warning period expires, and the “All Clear” message has been given.

If outside Seek Shelter

1. **Shelter-In** a building immediately in a building closest to you.
2. Stay indoors, Do Not Exit the Buildings or use elevators. You could be trapped in them in if the power is lost.
3. If inside, evacuate offices and areas containing windows and move to areas by using the stairwell exits and go to areas of the building that does not contain windows.
4. Go directly to an enclosed windowless area in the center of the building, corners of buildings.
5. Help direct people with special needs to a safe place.
6. If instructed to evacuate, see evacuation plan...
7. Stay away from all windows and large glass objects.
8. Crouch down and cover your head.
9. Interior stairwells are usually good places to take shelter.
10. Remain in place until the All-Clear message has been given.

INCLEMENT WEATHER PROCESS

Weather-related emergencies include, but are not limited to, tornadoes, severe thunderstorms with dangerous cloud to ground lightning, flash floods, and winter storms. After consulting the National Weather Service, local weather forecasters, and other local media networks, inclement weather or other adverse conditions may occasionally force the VP of Operations, in consultation with the Provost of Kennesaw State University, or his designee to suspend or halt normal operations. If conditions necessitate closure of the university, the following notifications will be authorized. These include:

1. Close campus.
2. Suspend classes
3. Suspend events
4. Delay opening the campus
5. Remain open with no changes in scheduled normal operations
6. Severe weather

Process:

- a. Emergency notification information on the KSU Campus Advisory Webpage (www.Kennesaw.edu/advisories/)
 - b. Send email and text announcements to all faculty, staff, and students via Connect-ED® Early Notification Messaging System
 - c. If conditions exist during normal working hours send notification through the KSU Emergency Desktop Alert System
 - d. Place a recorded telephone message on the University Information Phone-Line at (770-423-6000), and
 - e. Tune into your Local and Regional Radio and Television networks for closure information
1. The Vice President for Operations and the AVP for Strategic Security & Safety (SSS) will be notified whenever forecasts or weather conditions suggest that travel in the area could become hazardous, or the potential is great.
 2. Prior to 5:00 a.m., Public Safety officials will monitor the conditions of streets, roadways, parking lots, and parking decks, and will notify the Director of Public Safety, the Vice President for Operations, and the AVP for Strategic Security and Safety (SSS) of the current road conditions, and the anticipated changes in weather.
 3. The Director of Public Safety will notify the Director of University Relations, the Vice President of Student Affairs, and the appropriate Finance and Business Offices, and the Director of Facilities.
 4. If severe weather develops during the course of a workday, the same procedures and processes will be used to decide whether to dismiss employees early or to cancel

afternoon or evening classes, the V.P. for Operations will authorize the AVP for Strategic Security & Safety to send a broadcast email to notify faculty students, and staff.

5. Departments that have responsibility for critical 24-hour-a-day, 7-day-a-week operations should have prearranged plans established for staffing during periods of inclement weather so that services or operations are not interrupted.

FIRE ALARM RESPONSE PLAN

Persons discovering a fire, smoky condition, or explosion should pull the nearest fire alarm pull station. Any pertinent fire or rescue information should be conveyed to KSU Police at Ext. 6666 or 770-423-6666.

Evacuation Procedures:

DO NOT use elevators as an escape route.

1. Activate the Building Evacuation Plan
2. Advise everyone to **Remain Calm**, and exit the building in an orderly fashion.
3. Shout verbal commands if people are still in the building, or the alarm has not sound due to a malfunction.
4. Advise faculty/staff to close all doors and immediately exit the building using the pre-established evacuation routes.
5. For accountability ask Faculty members to immediately collect their class rosters and Muster and headcount once they have reached the pre-designated meeting site.
6. Assist, visitors, students and others who are not familiar with the evacuation plans and guidelines.
7. Assist persons with disabilities using the established guidelines.
8. Once at the Designated Meeting Site await further instructions from their Administrator, Crisis Management Leader or Public Safety Official.

Alerting or signaling building occupants in the event of a fire:

1. Activate the nearest **fire alarm pull station** or additional fire alarm pull stations if necessary.
2. Contact KSU Police Emergency at ext. 6666 or 770-423-6666 from a safe location. *This should be done while exiting the building.*
3. State the nature of the call your location, you name, and the telephone number you are calling from.
4. Speak slowly and clearly.
5. Stay on the line with the dispatcher until you have been instructed to hang up.

Operating Fire Extinguishers:

P.A.S.S.

- Pull the pin
- Aim at the base of the fire
- Squeeze the discharge handle
- Sweep from side to side



1. Never enter a room that is smoke filled.
2. Before opening doors check to ensure it is not hot to the touch. If hot do not open. If warm open slowly to check room/hallway conditions.
3. Portable fire extinguishers can be used for small fires. However, this is at the employee's discretion and an immediate readiness to evacuate is essential.
4. Never use water on an electrical or flammable liquid fire. Use a dry chemical or carbon dioxide extinguisher only.
5. When using a dry chemical extinguisher on a flammable liquid fire, stay back a minimum of 10 feet from the fire
6. Start at the leading edge of the fire and use a side to side sweeping motion to extinguish the fire

MECHANIAL FAILURES

Fire-Watch Process

A fire-Watch is required when the emergency notification system cannot alert building occupants of hazards or the need to evacuate. When this occurs, all members are advised to be on the look out for signs of fire (flames, smoke, burning odors, and/or increased temperatures). This involves conducting a continuous patrol through common areas, corridors, mechanical, and storage rooms on all floors on an hourly basis.

Fire-Watch patrol will be necessary when:

- a. Loss of local audible fire alarm warning signals
- b. There is loss of power, including battery backup, to a fire alarm control panel.
- c. Damage occurs to any fire alarm components, making an alarm system ineffective.
- d. Loss of automatic sprinklers, standpipes, or other types of fire suppression systems in building that have no automatic smoke detection in common areas, corridors, mechanical, and storage areas
- e. Loss of alarm communication between the fire alarm panel and both University Police and central monitoring station.

Fire-Watch Notification Process

- Campus Police will notify the AVP of Strategic Security & Safety (SSS) if a fire-watch is needed
- The Dept of Strategic Security & Safety will mobilize members of the crisis management team via Connect-ED or utilizing the Emergency Call-Tree system, notifying each member by telephone that a fire-watch is needed due to a system outage/ malfunction.

Ending the Fire-Watch:

- Campus Police will advise AVP of SSS that the fire-watch has been lifted.
- The Dept of Strategic Security & Safety will notify CM members via telephone or Connect-ED that the watch has been lifted.

Elevator Entrapment Response Plan:

If an individual becomes trapped in an elevator, they should activate the elevator press the emergency phone located on the controls panel inside the elevator to contact KSU Police. Each elevator is equipped with an emergency phone/call box, and instructions to follow in the event of an entrapment. There are two types of elevator entrapments:

1. Non-life threatening
2. Life threatening

Non-Life Threatening Elevator Entrapment

The majority of elevator entrapments are non-life threatening. If someone is trapped in the elevator you should immediately contact:

1. KSU Police at X-6666 or dial 770-423-6666 advise the dispatcher of any additional information (injuries, difficulty breathing, etc.)
2. KSU Police dispatch will notify Plant-Ops, the elevator service technician, and other appropriate personal.
3. Attempt to communicate with the passenger by any means possible, including yelling through the closed doors, and ask them to remain calm and let them know that help is on the way.
4. Do not attempt to open the elevator shaft door.
5. Remain at the location until Police arrive on the scene.
6. Ask them to remain calm, and assure them that help is on the way,

Life Threatening Elevator Entrapment

A life threatening entrapment is one in which one or more individuals in the elevator are experiencing a serious medical emergency (e.g. heart attack, stroke, severe bleeding, psychological emergency, woman in labor) or where a fire or other emergency in the building is threatening the life of the individuals in the elevator. Contact KSU Police immediately at X-6666 or 770-423-6666.

1. KSU Police dispatch will notify Plant-Ops, the elevator service technician, and other appropriate personal.
2. Call 9-1-1 Cobb County EMS and provide first-hand information to the 911 operator.

Important Note:

Under no circumstances should anyone, other than a trained and experienced elevator technician, attempt to rescue any entrapped passenger(s) or attempt to perform repairs to the elevator. Do not attempt to open the elevator shaft door.

HAZARDOUS MATERIAL RELEASE /INCIDENTS

Natural Gas Leak

Natural Gas - is odorless, colorless, and dangerous. A harmless substance that resembles the smell of rotten eggs has been added to natural gas to so that a leak can be easily detected.

Procedures for Reporting a Suspected Natural Gas Leak:

- a. During business hours (7:00 am – Midnight, Mon - Fri) or
- b. After-hours (Midnight - 7:00 a.m., Mon – Fri., weekends and holidays.)
- c. Contact KSU Police, and your call will be forwarded to the appropriate department.

KSU Police Emergency	Ext. 6666 / 770-423-6666
Cobb County Police (Fire & Ambulance)	911 or 770-499-3911
Strategic Security & Safety	770-426-6985
Environmental Health and Safety	770-499-3321
Facilities Plant Operations	770-423-6777

Provide:

- a. Your name.
- b. Your contact information.
- c. Location of the problem.
- d. Public Safety will notify the proper authorities.

If you detect s gas leak:

- a. Leave the area immediately and go to a location where you no longer smell the suspicious odor.
- b. Do not use open flame devices (matches/lighters) or smoke a cigarette.
- c. Do not try to locate the source of the gas leak.
- d. Do not use any electrical device, including cellular phone, etc.
- e. Do not turn light switches on and off.
- f. Do not re-enter the building or return to the area until it has been declared safe to do so by the appropriate authorities.

CHEMICAL OR RADIATION SPILL/LEAK

Report uncontrolled spillage of hazardous chemical or radioactive materials, immediately to the KSU Department of Public Safety Department at X-6666 or dial 770-423-6666. Public Safety will contact HAZMAT and Environmental Health Safety (EHS).

Provide:

1. Your name.
2. Name of material spilled.
3. Estimated amount spilled.
4. Exact location of the spill.
5. Report any known injuries.
6. Report actions you have taken.
7. If safe to do so, stay on line until the operator advises you to hang up.

Evacuate the area:

1. Remove personnel from the area of the spill and hold them nearby until they can be checked for contamination by Environmental Health Safety (EHS).
2. Vacate and seal the room.
3. Go to a safe area; avoid contaminating additional staff.
4. As practical, take precautions to limit the spread of contamination to other areas.
5. If a building emergency exists, activate the fire alarm.
6. Evacuate the building at least 500 feet away from the affected building.
7. If disabled persons cannot safely evacuate the building, assist them to the nearest stairwell away from the spill site and immediately alert public safety of their locations.
8. Do not return to an evacuated building until authorized to do so by the KSU Police, or Authorized Officials.

Explosions:

1. Call X-6666 or dial 770-423-6666 from a safe location.
2. If necessary or if directed, activate the building fire alarm.
3. Calmly and safely evacuate the building, and inform others to do the same.
4. Report incident to KSU Police as soon as possible.
5. Do not return to an evacuated building until authorized to do so by the KSU Police, or Authorized Officials.

UTILITY FAILURE

Power Failure

If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger from electricity, evacuate the area. Use caution when moving through wet or flooded areas to avoid slipping or falling.

1. Any machinery and equipment in use should be switched to the OFF position to prevent unexpected or sudden start up when power is restored. This does not apply to refrigerators and freezers.
2. Turn off all light switches. The voltage may fluctuate and damage any lights that are on.
3. Set all equipment and appliance switches to the OFF position. This is to protect against kicking out the circuit breakers, blowing fuses, or damaging equipment when the full surge or current hits as the power comes back on.
4. Report all persons trapped in elevators to KSU Police by calling X-6666 or 770-423-6666.
5. If it becomes necessary to evacuate the premises during a power failure, be sure to protect all valuables and make sure that all equipment is safe when the power comes back on.
6. When there is a power failure, do not use the elevator. It may become inoperative and you will become trapped.

Water Line Breaks

Serious water damage can occur from a number of sources: broken pipes, clogged drains, broken skylights or windows, construction oversights, or inclement weather. If a water leak occurs, call Public Safety at X-6666 or 770-423-6666 and Plant Operations at X-6777 or 770-423-6777.

1. Advise the dispatcher of the location and severity of the leak.
2. Indicate whether this poses imminent danger to computer equipment, books or any other valuables that may be affected.
3. Advise if the source of the leak is the result of condensation from un-insulated piping, sprinkler systems, and plumbing problems.

The National Incident Management System and the Incident Command System

Authority

This plan is developed under the authority of the President of Kennesaw State University and the Board of Regents.¹

Purpose

The purpose of the Emergency Action Plan is to provide members of the University Community with a plan of action, and procedures necessary to perform specific actions to prevent or minimize consequences during a natural or man-made disaster.

Definitions

1. **Natural Disaster** – Any natural catastrophe (including hurricane, tornado, storm, high water fire, flood, hazardous material spill, explosion) causing widespread destruction, or seriously impairing, or halting core operations of KSU.
2. **Man-made Disaster** – are events (including bioterrorism, pandemic outbreak, or radioactive agents) which, either intentionally or by accident cause severe threats to public health and well-being.
3. **Emergency** – any incident, potential or actual, which negatively impacts an entire building, or buildings, poses risk to human life or well-being, and which disrupts the overall operation of the University.
4. **Incident** – Any event that temporarily results in the disruption of operations or impairs the use of facilities where the primary threat to safety/security has ended or has been greatly reduced.
5. **Medical Emergency** – is an injury or illness that poses an immediate threat to a person's life or long term health
6. **Emergency Preparedness** - activities, programs, and systems that exist before an emergency and that are used to support and enhance response to an emergency or disaster.
7. **Emergency Response** - immediate actions to save lives, protect property, and meet basic human needs.
8. **Lockdown:** procedures require that all faculty, staff and students take immediate shelter inside a building and all exterior doors are locked, and all windows are covered.
9. **Shelter-In:** All faculty, staff and students must immediately take shelter inside a secure building, in an interior room away from all windows. KSU Warning Siren will be activated to alert all faculty, staff and students.

¹ Board of Regents Policy Manual, Section 204; “The president of each institution in the University System shall be the executive head of the institution and of all its departments, and shall exercise such supervision and direction as will promote the efficient operation of the institution.”

Assumptions

The following assumptions are made and should be used as general guidelines in planning, preparation, and mitigation.

1. An emergency or disaster may occur at any time, day, night, weekend or holiday.
2. The succession of events in an emergency or disaster is not predictable. Therefore published operational plans, such as this Plan, should serve only as a guide and may require modification in order to meet the requirements of the crisis situation.
3. An emergency or a disaster may be declared if information indicates that such conditions are developing or probable.
4. Disasters may be community-wide. Therefore it is necessary for the University to plan for and carry out disaster response plans, and short-term recovery operations in conjunction with, or without aid from local resources.

Mutual Aid Agreements

Kennesaw State University has the legal authority to enter in to reciprocal agreements with county or municipal authorities.² Officers of Kennesaw State University responding to requests for assistance under the Mutual Aid Act, O.C.G.A. 36-69-0, shall have the same powers of arrest, duties, privileges, and immunities as if they are on campus or a member of the political subdivision requesting such assistance.³ The Department of Public Safety division works closely and cooperatively with federal, state and local agencies on problems of mutual concern.

Appendix A: Mutual Aid Agreements

National Incident Management System (NIMS) and the Incident Command

Incident Command System (ICS) is established as soon as possible, even in potential, threatening situations. The Incident Commander is identified as one with specialized knowledge, training, skills, and immediate access to resources appropriate for the specific incident. Incident Commanders must have completed the appropriate training as identified by the Federal Emergency Management Agency and the Georgia Emergency Management Agency.

The IC determines if Section Chiefs are required. If so, the IC identifies appropriate personnel with the proper training, skills, and knowledge required. As the incident changes from response

² Board of Regents Policy Manual, Section 204 C. “*Reciprocal emergency law enforcement agreements between institutions of the University System of Georgia and county and municipal authorities, as authorized by the Georgia Mutual Aid Act, as amended (BR Minutes, 1993-94, pp. 63-64)*”; O.C.G.A. 36-69-1, Mutual Aid Act.

³ O.C.G.A. 36-69-4, Mutual Aid Act, “Whenever the employees of any political subdivision or institution within the University System of Georgia are rendering aid outside their political subdivision or campus, respectively, and pursuant to the authority contained in this chapter, such employees shall have the same powers, duties, rights, privileges, and immunities as if they were performing their duties in the political subdivision or on the campus of the institution in which they are normally employed.”

to facility recovery, or as otherwise necessitated, command is then transferred to a more appropriate Incident Commander to continue the response/recovery efforts.

Incident Commander Responsibilities & Authorities

The Incident Commander (IC) is the leader, manager of the incident response system and is an individual that “...*is always a highly qualified individual trained to lead the incident response.*”⁴ The Incident Commander has overall responsibility for managing the incident by objectives, planning strategies, and implementing tactics.⁵ The Incident Commander has primary responsibility for:

1. Ensuring incident safety,
2. Providing information services to internal and external stakeholders,
3. Establishing and maintaining liaison with other agencies participating in the incident.

The Incident Commander also assigns personnel to additional ICS roles as required. Those assigned by the IC have the “...*authority of their assigned positions, regardless of the rank they hold within their respective agencies.*”⁶

ICS Command Staff

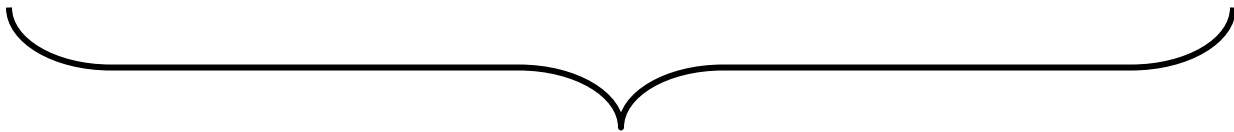
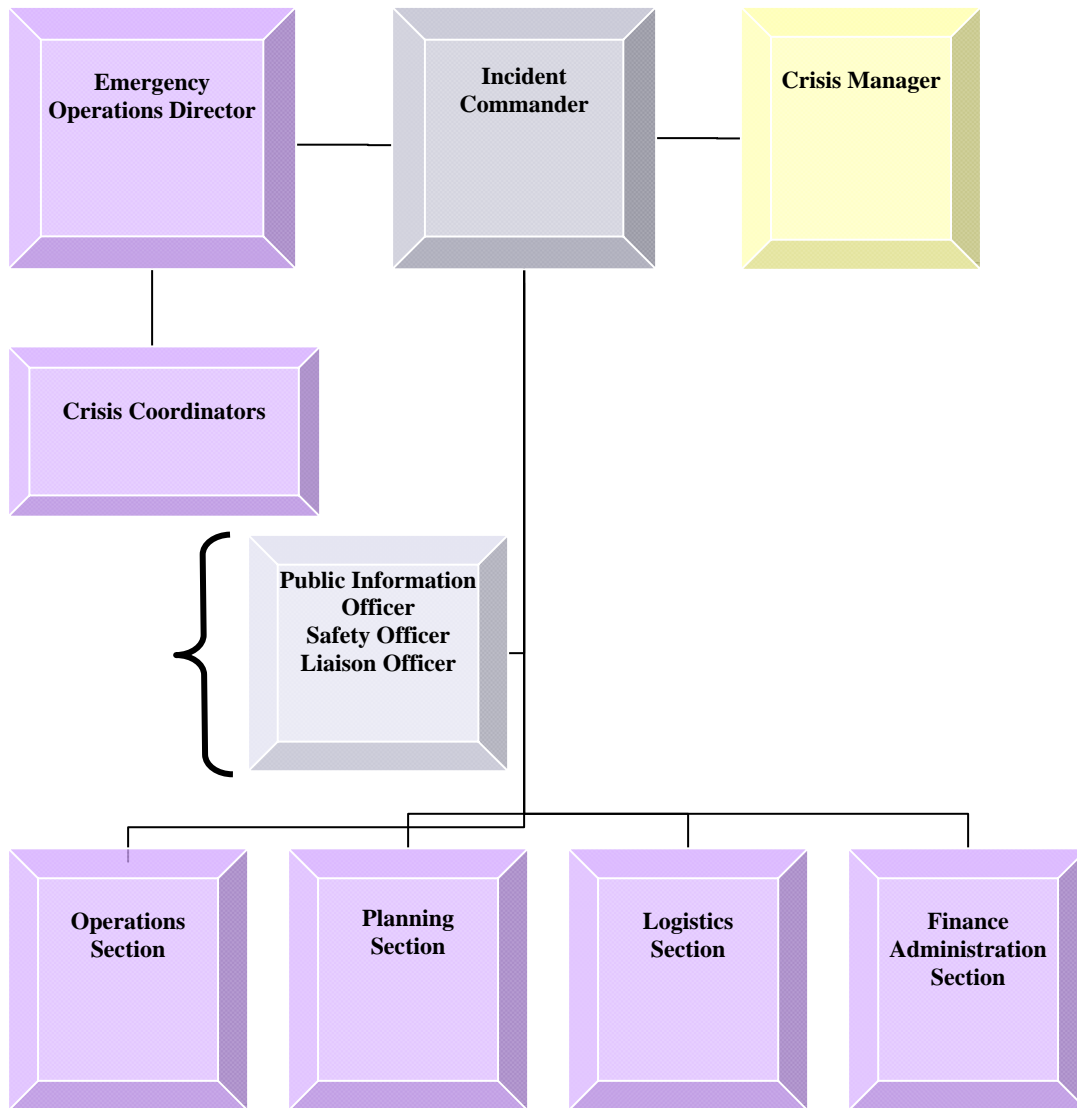
Depending upon the severity of the situation, the IC may require the services of Command Staff which include; Safety Officer (SO), Liaison Officer (LO), or Public Information Officer (PIO). These individuals will be identified and Section Chiefs made aware.

1. **Public Information Officer** – responsible for sharing information with University constituencies and the media in reference to the incident. This position will maintain information activities with the Executive Policy Council.
2. **Safety Officer** – ensures the safety of responding personnel.
3. **Liaison Officer** – primary contact for supporting agencies and is generally only required when a multi-agency, multi-jurisdictional response is required.

⁴ IS-100- Incident Command System, Training; Federal Emergency Management Agency (FEMA); retrieved 11/2005; National Incident Management System, FEMA, March 1, 2004.

⁵ IS-100 Training, FEMA, retrieved 11/2005.

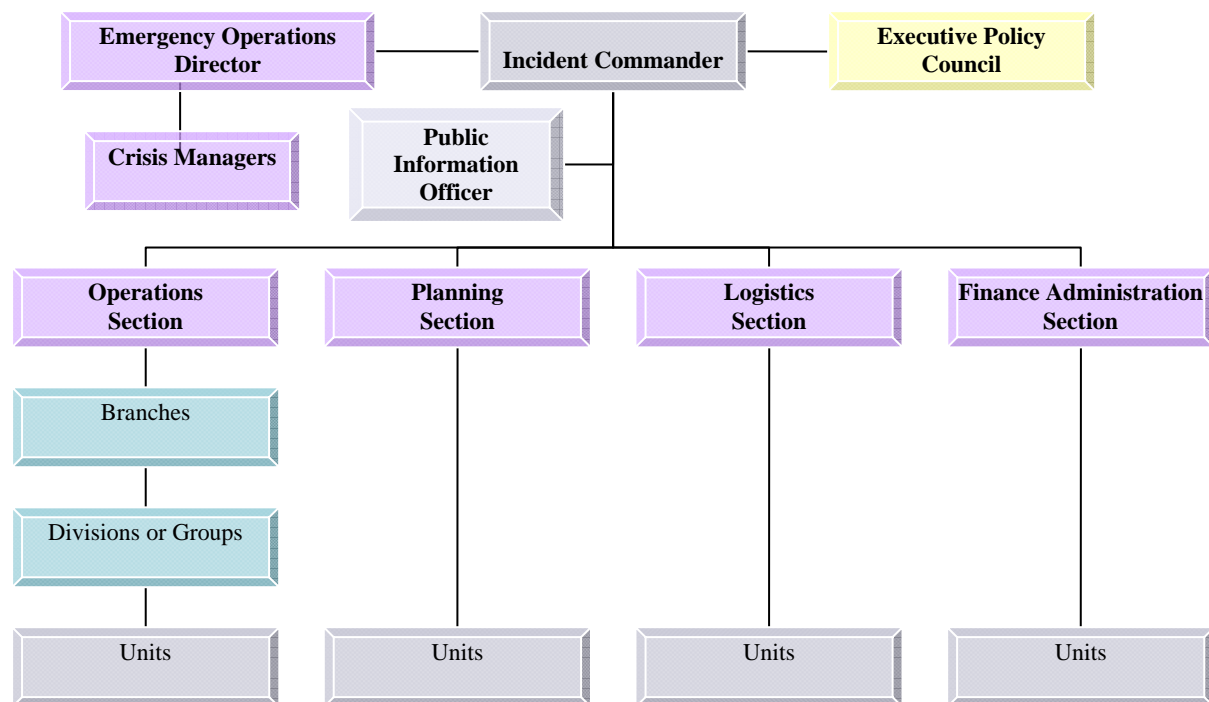
⁶ IS-100 Training, FEMA, retrieved 11/2005.



ICS Organizational Structure

The ICS organizational structure can be expanded or reduced as required for specific situations. Often, the Incident Commander will serve as section head for all sections and direct Branch Directors, Supervisors, or Unit Leaders.

The organizational structure is sub-divided as to; Incident Commander; Command Staff; Executive Policy Council; Sections; Branches; Divisions or Groups; Units (*See Chart*).



Incident Commander or Liaison Officer will ensure that the Executive Policy Group is notified of the following: nature of incident, location of Incident Command Post, name and titles of command staff.

General Staff

General Staff report to the IC. Section Chiefs oversee their assigned area and have the ability to expand their section as required. These positions are; Operations Section Chief, Planning Section Chief, Logistics Section Chief, Finance Administration Section Divisions and Units covered in more detail in the following chapters.

Pre-designated Incident Command Structure

Incidents relegated to University resources and facilities in a pre-designated Incident Command structure are designated for specific situations. Incident Command leaders are responsible for completing required training as identified by the Federal Emergency Management Agency and participating in University designated training programs.

<i>ICS Organization</i>		
Organizational Element	Leadership Position	Primary Responsibilities/Assignments
Incident Command	Incident Commander	Overall responsibility for incident response
Executive Policy Council	Crisis Manager	Identifies policy modifications, establishes directives, for the University operations and communicates situation reports to the University System Offices.
Command Staff	Officer	Public Information Officer (PIO); Safety Officer (SO); Liaison Officer (LO) supporting IC.
Section	Section Chief	Oversee section assigned, (Operations, Planning, Logistics, Finance/Administration)
Branch	Branch Director	Reports to Section Chief
Divisions & Groups	Supervisors (Operations Only)	Provides supervision of assigned divisions
Unit	Unit Leader	(Applies to subunits of Planning, Logistics, and Finance/Administration Divisions)
Emergency Operational Director		Coordination or Emergency Operation Center works with Executive Policy Council and Coordinates crisis manager's support.
Crisis Coordinators		Crisis Coordinators are immediate responders to incidents and supports ICS initiatives.

Pre-Designated Incident Commanders by Incident Type

<i>Incident Type</i>	<i>Incident Commander</i>	<i>Command Center Location</i>	<i>Alternate Location*</i>	<i>Additional Incident Description/Assignments</i>
Facility damage, Recovery operations	AVP Facilities	Facilities Building	Public Safety Communications Center	Due to natural disaster, extensive repairs, or other facility related damage.
Security Threats, Severe Weather, Civil Disorders	Director of Public Safety	Public Safety Offices	Facilities Building	Immediate security threats as a result of domestic unrest, criminal action(s), threatening weather and/or immediate response situations.
Fire, Hazardous Materials Incident	Public Safety then City or County Fire Chief or Designee	To be determined by Incident Commander	Public Safety Office	Situations involving fire to grounds or facilities, hazardous materials spills, CBRNE incidents.
Local Emergency Conditions	Director of Public Safety	Public Safety Office	Facilities Building	Situations immediately surrounding the University that threaten the safety of the University community.
Community Health issues	Dean of Health Sciences	Public Safety Office	KSU Health Clinic	Threats of pandemic, airborne pathogens, or diseases that threaten the community.
University community domestic unrest/protest	Vice President for Student Affairs	Public Safety Office	Vice President for Student Affairs	Student protests that have the potential for violent acts, etc.

University Relations Public Information Officer

All media relations during a campus emergency shall be conducted in accordance with the Kennesaw State University Crisis Communications Plan, published under the guidance of the Special Assistant to the President for External Affairs. Direct all inquiries from the news media to the Director of University Relations office of the Special Assistant for University Affairs, or if the Incident Command System is established, the Public Information Officer (PIO). This will likely be the Director of University Relations.

When the Incident Command System is established, in most situations, the Director of University Relations will serve as a member of the command staff in the position of Public Information Officer. This ensures that the media receives timely and accurate information while reducing the likelihood of confusion precipitated by irresponsible statements from uninformed sources.

Additional guidelines concerning media relations are as follows:

1. Executive and managerial personnel are reminded to report all emergencies to the Vice President of Operations, the AVP of Strategic Security & Safety, and the Department of Public Safety. They should avoid speaking to outsiders, especially media, *on behalf of the University*, unless authorized to do so by the Public Information Officer (PIO).
2. The President, other top Administrators and the Director of University Relations are to be informed immediately of any and all developing situations. Complete details will be made available to them, including the nature of the crisis, how it originated, the parties involved, the current status, and what action(s) response personnel have taken.
3. The President, the Director of University Relations, and all other authorized personnel involved shall confer, and decide on the appropriate information to be disseminated.
4. The President and the Director of University Relations are responsible for any news media contacts to include; development and distribution of press releases, and initiate news broadcasts in reference to suspension of University operations. In addition, the Director of University Relations will assist in the development and/or distribution of information to faculty/staff.
5. Faculty, staff and/or students will direct all requests for information from the news media to the Director of University Relations. Staff and/or Faculty are not authorized to communicate with the media without first receiving prior approval from the Director of University Relations.



BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA

EMERGENCY NOTIFICATION PLAN

March 2008

Part I. Purpose, Scope & Authority

A. Purpose

To establish procedures for University System of Georgia (USG) Unit(s), University System Office Departments/Divisions to notify University System Office core personnel of incidents or emergency situations. Procedures are identified for responding to requests for USG resources from the Georgia Emergency Management Agency (GEMA).

B. Scope

This Emergency Notification Plan applies to all USG Unit(s) and USO Departments/Divisions.

C. Authority

This plan is developed under the authority of the Chancellor for the Board of Regents of the University System of Georgia.

D. Responsibility

1. The USO Office of Facilities will be responsible for conducting an annual review of the Emergency Notification Plan, completing revisions as required.
2. USG Units are responsible for maintaining accurate, up-to-date contact information for core personnel and providing the information to the Director of Safety & Security, USO.

E. Distribution

This plan will be disseminated to:

1. Core USO personnel identified in Part II.
2. Core USG Unit personnel identified in Part II.

Part II, Definitions

A. Situation Definitions

For the purposes of this Emergency Notification Plan, situations are defined as follows:

1. Disaster – Any event or occurrence seriously impairs or halts the core operations of the Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.
2. Emergency – Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.
3. Emergency Conditions – Conditions that are developing, or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.
4. Incident – Any event that temporarily results in the disruption of operations or impairs the use of facilities where the primary threat to safety/security has ended or has been greatly reduced.

B. Unit Core Personnel

1. President
2. Chief Business Officer
3. Chief Information Officer
4. Chief Academic Officer
5. AVP for Strategic Security & Safety
6. AVP for Facilities
7. Director of Public Safety

Part III. General Responses/Notifications

A. USG Unit(s)

The following diagram provides general guidance for USG Unit(s) in notifying the Director of Safety & Security, USO.

	Event			
	Incident	Emergency Conditions	Emergency	Disaster
Definition	Any event that temporarily results in the disruption of operations or impairs the use of facilities where the primary threat to safety/security has ended or has been greatly reduced.	Conditions that are developing, or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.	Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.	Any event or occurrence seriously impairs or halts the core operations of the USG Unit or USO Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.
Operations	No disruption to minor disruption	Minor temporary disruption	Medium to severe interruption	Full interruption of operations
Duration	Generally event has concluded prior to being reported	Predictable amount of time, generally not exceeding 48 hours	Extended period of time in the response and recovery from the event.	Extended period of time to allow for recovery
Response	Limited to standard USG Unit , USO response(s)	USG Unit/USO, or local services responses	Low to high response required from USG Unit, USO and/or off-campus personnel.	Significant response from local, state and/or federal agencies, as well as other USG Unit(s) or USO personnel.
Notification	Immediate notification of the Director of Safety & Security is generally not required.	Director of Safety & Security is notified as soon as possible	Director of Safety & Security is notified as soon as possible	Director of Safety & Security is notified as soon as possible

B. USO Notifications

Dependent upon the circumstances and situation reported, the Director of Safety and Security may notify:

1. Chief Operating Officer
2. Associate Vice Chancellor for Media and Public Relations and/or Senior Vice Chancellor for External Affairs
3. Others as required for response to the situation/incident.

C. Requests for USG Resources

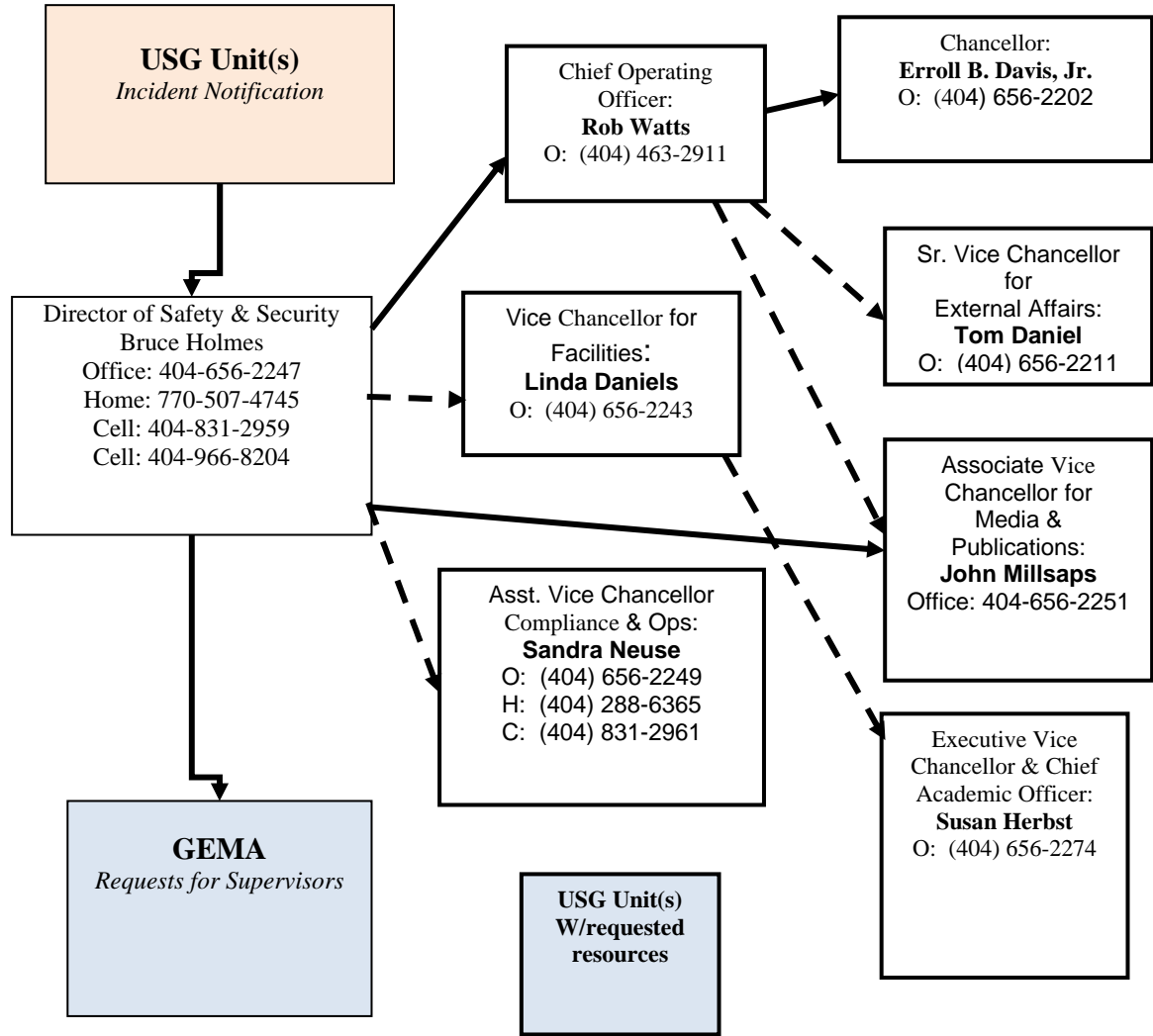
1. Requests received from, or in response to Georgia Emergency Management Agency requests:

In the event USG resources, personnel and/or equipment are requested by the Georgia Emergency Management Agency, the Director of Safety and Security will be notified and will coordinate the response to the request.

2. Requests received by USG Unit(s) by local agencies, or in response to localized emergency:

Requests received by USG Unit(s) in response to localized emergencies as a part of mutual aid agreements will be coordinated by the USG Unit. USG units will direct requests for resources beyond their capability to the Director of Safety and Security.

Notification/Requests



APPENDICIES

1. Appendix A: KSU Police Mutual Aid Agreement
2. Appendix B: Dissemination Chart
3. Appendix C: Facilities Emergency Contact List
4. Appendix D: Emergency Operations Center
5. Appendix E: EOC Assignment Sheet
6. Appendix F: Bomb Threat Check List

Appendix A:

KSU Police

Standard Operating Procedure

New () Amends () Rescinds (X) **SOP 16-2**

Subject: **Mutual Aid**

SOP Number:
16-2a

Date:
20 Jul 1998

Reference:
CALEA 2.1.3

Emergency situations often require augmented law enforcement capabilities to restore order and assist victims. Kennesaw State University has executed a Public Safety Mutual Aid Agreement with Cobb County to promote and facilitate cooperation between KSU and Cobb Police personnel during local emergencies. The verbiage of the Agreement closely follows that found in Official Code of Georgia Annotated (OCGA) 36-39-1 et seq., otherwise known as the “Georgia Mutual Aid Act.” The following are highlights of the Agreement:

NOTE: “Local emergencies” include, but are not limited to, natural disasters, riots, civil disturbances, and similar situations likely to be beyond the capabilities of a single agency to control.

- ⇒ Either KSU or Cobb County may ask the other for extraterritorial assistance in handling local emergencies involving the prevention or detection of crime, the apprehension of law breakers and the prosecution of criminal cases.
- ⇒ When employees of KSU or Cobb County are rendering such assistance, they possess the same authority and immunities as if they were acting within their customary jurisdictions.
- ⇒ Salary and other benefits (including worker’s compensation) of personnel rendering aid under the Agreement are paid by their regular employer.
- ⇒ The senior KSU or Cobb County public safety officer present at the scene of a local emergency may request extraterritorial assistance from the other. Whenever possible, this assistance should be coordinated through Cobb 911.
- ⇒ The agency requesting assistance retains command authority over all response personnel.

Our Public Safety Mutual Aid Agreement with Cobb County merely provides guidelines for cooperation in accordance with Georgia law. It does not *require* either agency to respond to requests for extraterritorial assistance from the other, or to remain at the scene of a local emergency for any set period of time after responding to such a request. All Department members are strongly encouraged to develop close working relationships with Cobb Police personnel during normal, day-to-day operations. This will greatly enhance trust and respect when men and women from both agencies find themselves working side by side under crisis conditions.

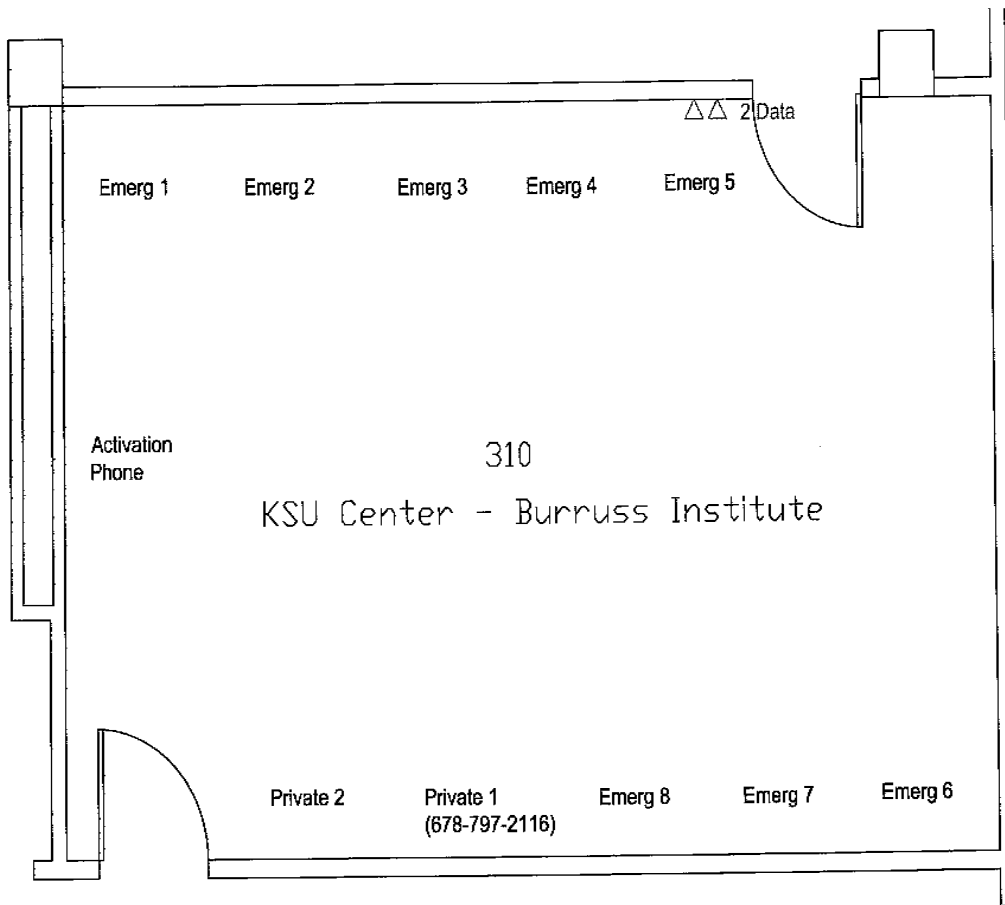
Appendix C:

Facilities Plant Operations Emergency Contact List

Utility	Name/Job Title	Location	Telephone Number
Facilities			
Electricity			
Water			
Gas			
HVAC			
Plumber			
Custodian/Building Coordinator			
Alarm Systems			
Elevator Tech			

Appendix D:

KSU Center Emergency Operations Center Diagram



D Remote ID: R page of

Appendix F:

BOMB THREAT CHECKLIST

Description Detail Report

Questions to ask:

- 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) Why?
- 8) What is your address?
- 9) What is your name?

Exact wording of the threat: _____

Sex of Caller: _____ Race: _____

Length of call: _____ Age: _____

Date: _____ Time: _____

Number at which call was received: _____

Notes:

Callers Voice - Circle as applicable:

- | | |
|------------|-------------------|
| • Calm | • Nasal |
| • Angry | • Stutter |
| • Excited | • Lisp |
| • Slow | • Raspy |
| • Rapid | • Deep |
| • Soft | • Ragged |
| • Loud | • Clearing Throat |
| • Laughter | • Deep Breathing |
| • Crying | • Cracked Voice |
| • Normal | • Disguised |
| • Distinct | • Accent |
| • Slurred | • Familiar |

If voice is familiar, whom did it sound like?

Background Sounds:

- | | |
|-----------------|--|
| • Street Noises | • Factory Machinery |
| • Animal Noises | • Voices |
| • Clear | • PA System |
| • Static | • Local Call |
| • Music | • Long Distance |
| • House Noises | • Weather
(wind, rain, thunder, etc.) |
| • Motor Engine | • Office Machinery |
| • Other | |

Threat Language:

- Well Spoken (educated)
 - Incoherent
 - Foul
 - Irrational by threat maker
- Taped
- Message read

Remarks: