

ARKANSAS STATE UNIVERSITY NEWPORT

CRISIS MANAGEMENT PLAN

LEVEL 1 CRISIS – PERSONS IN CRISIS PRESENTING A PROBLEM TO FACULTY OR STAFF

A Level I Crisis situation is defined as one where a person in crisis presents the problem to a faculty or staff member or is referred by another faculty or staff member and can be successfully dealt with through intervention.

- I-1** Anxiety or distress about college or personal life issues
- I-2** Anger about college issues or college personnel
- I-3** Accusations against college personnel
- I-4** Persons exhibiting symptoms of mental disorder
- I-5** Loss or grief situation
- I-6** Serious illness or disease
- I-7** Disturbance/Demonstration
- I-8** Power Failure

LEVEL II CRISIS – STUDENTS OR OTHERS IN CRISIS SITUATION ON CAMPUS

A Level II Crisis is defined as one occurring on campus that involves University Police Officers and possibly outside agencies. In the case of fire or severe injury, employees should contact the Fire Department or EMS directly. In other cases, the University Police will make the determination of whether to involve outside agencies. The Crisis Management Team is anticipated to be a resource for both the persons directly involved in the crisis and for witnesses to the crisis.

- II-1** Accidents with injury to one or more persons
- II-2** Emotional distress which warrants intervention
- II-3** Situation with possibility of violent behavior
- II-4** Sexual assault
- II-5** Weapon on campus
- II-6** Suicide attempt or threat
- II-7** Accusations against students or college personnel about illegal activities
- II-8** Travel Emergency

LEVEL III CRISIS – MAJOR CRISES AFFECTING CAMPUS

A Level III Crisis is defined as one involving a serious threat to life or property and possibly requiring the assistance of outside agencies. In the case of fire or severe injury, employees should contact the Fire Department or EMS directly. University Police will make the determination about involving outside agencies. A Level III Crisis would likely involve media attention and a need for a campus spokesperson.

- III-1** Tornado, earthquake, severe storm, or flood
- III-2** Fire, explosion, or plane or vehicle crash into building
- III-3** Environmental hazard
- III-4** Hostage situation
- III-5** Gunfire
- III-6** Bomb threat
- III-7** Death
- III-8** Assault and Battery
- III-9** Riot
- III-10** Contagious Disease outbreak

LEVEL ONE CRISIS ACTION PLAN

1-1 ANXIETY OR DISTRESS ABOUT COLLEGE OR PERSONAL LIFE ISSUES

1. Assess degree of anxiety being experienced.
2. Allow ample time for expression of all concerns and set follow-up visits if needed.
3. Discuss options to diminish anxiety or distress
4. Make appropriate referral for assistance or for further counseling if necessary.

1-2 ANGER ABOUT COLLEGE ISSUES OR COLLEGE PERSONNEL

1. Interview to learn about the perceived problem(s).
2. Determine whether anger might lead to harm, and, if so, take actions to warn or safeguard the individual or persons threatened. These actions may include contacting family members or University Police.
3. Allow sufficient time for the person to vent feelings of anger, and set further sessions, if needed.
4. Discuss options to deal with the problem.
5. Make appropriate referral for assistance or for further counseling if necessary.

1-3 ACCUSATIONS AGAINST COLLEGE PERSONNEL ABOUT IMPROPER ACTIVITIES

1. Conduct interview to determine whether the person wishes to pursue a formal complaint.
2. If a formal complaint is desired, consult with the Vice Chancellor for Student Affairs and Student Services about the most appropriate venue for that complaint.
3. If no complaint is desired, allow sufficient time for full expression of feelings about the activities and set further sessions, if needed.
4. Make appropriate referral to appropriate staff that might assist with the problem and for further counseling, if needed.

1-4 PERSONS EXHIBITING SYMPTOMS OF MENTAL DISORDER

1. Conduct an interview to determine the person's ability to function and whether any other reason might exist for the symptoms. Make referral to counseling staff.
2. Seek information about current treatment or medications, and assess the possibility of harm to the person or others.
3. If the possibility of harm exists to the person, take action to safeguard the individual, which may include notification of a family member or a request for any emergency order of detention. If harm is possible to others, take action to warn or safeguard those threatened.
4. If no harm is believed likely, allow sufficient time for the person to express any concerns.
5. If the person is currently under treatment, make referral to that therapist. If no current treatment exists, make appropriate referral to community agencies that might assist with the problem and for further counseling.

1-5 LOSS OR GRIEF SITUATION

1. Assess the emotions being experienced by the person.
2. Allow sufficient time for full expression of the person's feelings and set further sessions, if needed.
3. Make appropriate referral to community agencies that might assist with the problem and for further counseling if needed.

1-6 SERIOUS ILLNESS OR DISEASE

1. Assess whether adequate medical attention is being received and the person's emotional state.
2. Allow sufficient time for full expression of all concerns and feelings about the disease, make referral if needed.
3. Make appropriate referral to community agencies for adequate medical attention and further counseling, if needed.

1-7 DISTURBANCE/DEMONSTRATION

1. Demonstrators may be asked to terminate activity.
2. Conduct college business as normal.
3. Public Safety Officer will monitor situation.

1-8 POWER FAILURE

1. Contact Physical Plant immediately.
2. If an emergency, all will be told to evacuate building.
3. If non-emergency, evacuation will not be necessary.

Counseling Services	7890
Vice Chancellor for Student Affairs	7812
University Police	7866
Director of Physical Plant	7829
Chancellor's Office	7851

LEVEL TWO CRISIS ACTION PLAN

II-1 ACCIDENTS WITH INJURY TO ONE OR MORE PERSONS

1. Notify University Police
2. Assess the need for medical assistance.
3. Deal with the cause of injury.
4. Determine the need for family notification.
5. Determine the need for Public Information notification.

II-2 EMOTIONAL DISTRESS WHICH WARRANTS INTERVENTION

1. Assess the degree of distress being experienced and the appropriate action to deal with that distress.
2. Allow sufficient time for an expression of all concerns and circumstances that prompted the distress, make referrals, if needed.
3. Make appropriate referral to counseling services that might assist with the problems for further counseling, if needed.

II-3 SITUATION WITH POSSIBILITY OF VIOLENT BEHAVIOR

1. Contact University Police immediately.
2. Be available to assist by assessing the likelihood of violence, and, if safe to do so, by using counseling skill to defuse the situation.
3. Make appropriate referral to counseling services for assistance with the problem and for further counseling, if needed.

II-4 SEXUAL ASSAULT

1. Notify University Police immediately.
2. Assess whether medical attention is needed and whether the person wishes to pursue a formal complaint.
3. Assess the emotional impact on the person from the incident and encourage counseling.

II-5 WEAPONS ON CAMPUS

1. Contact University Police immediately, and remain on the line with operator to provide updated information.
2. Upon arrival of University police, direct them to the location of the individual.
3. Follow directions of University Police.

II-6 SUICIDE ATTEMPT OR THREAT

1. If suicide attempt or threat occurs on campus, contact University Police immediately.
2. If a threat of suicide is made, assess the likelihood of harm and take steps to ensure the person's safety.
3. University Police will contact Counseling Services.

II-7 ACCUSATIONS AGAINST STUDENT OR COLLEGE PERSONNEL ABOUT ILLEGAL ACTIVITIES

1. Notify University Police.
2. Encourage the reporting party/parties to cooperate with the investigation.

II-8 TRAVEL EMERGENCY

1. Establish contact with emergency officials at location of emergency.
2. Notify family members of persons involved with emergency if necessary.
3. Provide assistance where needed.

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LEVEL THREE CRISIS ACTION PLAN

III-1 TORNADO, EARTHQUAKE, SEVERE STORM, OR FLOOD

1. University Police, Physical Plant, and Vice Chancellor for Fiscal Affairs will communicate with division/department heads or their designees to determine what action is warranted.

Actual Tornado or Severe Storm

1. University Police officers, Physical Plant personnel and Vice Chancellor for Fiscal Affairs will assess the situation and determine necessary action.
2. Campus personnel will utilize appropriate shelter areas.

In the Aftermath of a Storm

1. University Police, Physical Plant and Vice Chancellor for Fiscal Affairs make determination and notifications of when it is safe to exit the shelter area(s).
2. The location of the emergency command post will be determined.
3. The Crisis Management Team will meet for briefing.
4. The possibility of injuries will be determined and reported.

III-2 FIRE, EXPLOSION, OR AIRPLANE OR VEHICLE CRASH INTO BUILDING

1. Notify University Police.
2. University Police officers and Physical Plant personnel will assess the situation and contact appropriate agencies.
3. Employees should remain available to assist as needed.

III-3 ENVIRONMENTAL HAZARD

1. Evacuate the area immediately.
2. Notify University Police.
3. University Police officers and Physical Plant personnel will assess the situation and contact appropriate agencies.

III-4 HOSTAGE SITUATION

1. Evacuate the area immediately (if possible).
2. Notify University Police.
3. University Police officers will assess the situation and contact outside law enforcement agencies.

III-5 GUNFIRE

1. Notify University Police.
2. University Police officers will assess the situation and contact outside law enforcement agencies.
3. Evacuate area as direct by Police Officers.

III-6 BOMB THREAT

1. Notify University Police.
2. University Police officers will assess the situation and determine the need to evacuate and or contact outside agencies if needed.

III-7 DEATH

1. Do not touch anything.
2. Notify University Police.
3. University Police offices will assess the situation and contact outside law enforcement.
4. To the extent possible, identify all individuals present.

III-8 ASSAULT AND BATTERY

1. Offer Assistance to the injured.
2. Notify University Police.
3. Provide University Police with a physical description of witness(es) and vehicle(s).

III-9 RIOT

1. Notify University Police.
2. University Police officers will assess the situation and contact outside agencies as needed.
3. Remain inside unless directed otherwise.

III-10 CONTAGIOUS DISEASE OUTBREAK

1. Report information about persons having a contagious disease to the Office of the Vice Chancellor for Student Affairs, who will notify appropriate college officials to assess the severity of any disease outbreak and decide what actions are needed to protect students and staff.

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Arkansas State University Newport strives to provide as safe an environment as possible to facilitate the pursuit of educational goals. In keeping with this philosophy, ASU Newport has created a Crisis Management Team to deal with any and all crisis situations that may arise. The Crisis Management Team shall consist of the following persons.

The Vice Chancellor for Student Affairs

The Vice Chancellor for Fiscal Affairs

The Vice Chancellor for Academic Affairs

The Director of Physical Plant

Director of Continuing Education

University Public Safety Officer

Two Faculty Members appointed by the Chancellor