

The University of Arizona Gilbert



EMERGENCY MANAGEMENT & INCIDENT RESPONSE PROCEDURES

THIS MANUAL HAS BEEN ADAPTED FROM PHOENIX BIOMEDICAL CAMPUS' INCIDENT MANAGEMENT PROCEDURES



Incident Management Procedures

Dear Employees,

As we all have come to know, it is more commonplace for emergency situations involving evacuations and lockdowns to take place these days. Emergencies are not planned, yet our preparedness for emergencies can be prepared for through information sharing and training. Corporations and governmental agencies are more focused than ever on preparing their employees on how to respond to emergencies. Due to the unexpected nature of emergencies, we should all be prepared to respond swiftly and with a reduction of human and property resources being compromised.

The purpose of this guide is to make you familiar with life safety issues and how to address or respond to those; in other words, to acquaint you with a formalized set of procedures for handling all types of life safety incidents. This information is designed as guidance for the various units or departments within Near You Network campuses to train employees in dealing with emergencies. The information contained within this document will be combined with conducting both tabletop and actual drills.

Emergency preparation and planning should include answers to the questions such as the following:

- What do I do in case the fire alarms sound off?**
- What should I do if I'm asked to seek shelter in place?**
- How should I get to the closest exit?**
- How should I assist others in evacuation?**
- What should I know about emergency information and supply locations?**

Knowing the answers to questions like these ahead of time can possibly save your life and the lives of others. A coordinated response is much better than a chaotic one! During an emergency, you will need to think quickly while acting calmly with purpose. This document, used as a guide and combined with drilling and training, will help prepare you for an emergency.

Thank You,

Kim Hanes
Manager, Operations Strategy,
Online, Distance, and Continuing Education



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1 EXECUTIVE SUMMARY

The University of Arizona Gilbert (UAZ Gilbert) is part of the university's distance campus, known as the Near You Network (NYN). Hosting the College of Nursing (CON), UAZ Gilbert is a leased space located on the third and fourth floors of the University Building in Downtown Gilbert. UAZ Gilbert's landlord is the Town of Gilbert, and the location includes pedestrian areas, parking lots, landscape, and a parking garage. The University Building is also home to Park University on the first and second floors. The location is bordered by major arterials and various other corporate and government operations. The primary responders to emergencies on campus are the Town of Gilbert Police and Fire Departments.

Depending on the severity of the incident, the response may begin and be managed by the local NYN and CON leadership. If, in managing the incident, it is necessary to utilize other City, County, State, and Federal Emergency Response Agencies, PD or Fire Department will expand the incident management to include the Town of Gilbert Office of Emergency Management. In case of an incident whereby emergency personnel is activated, the University of Arizona Police Department, CON, and Park University should be notified as well as the campus responders.

During an incident, managing staff and students as well as visitors will be coordinated by local leadership and/or Gilbert PD and Fire as outlined in the Incident Management Diagram. This diagram delineates standardized procedures employees can utilize during an event (see diagram on page 7).

This Incident Management Procedures document is formatted with an explanation of how the incident will be managed and recommended actions that NYN and CON employees should take. All incidents will be managed in a manner consistent with the National Incident Management System (NIMS).

This procedures document is a component of emergency and recovery planning for UAZ Gilbert. This Plan works in conjunction with disaster, emergency management and Continuity of Operations (COOP) plans. The Plan will formalize the Emergency Management process by addressing Mitigation, Preparedness, Response, and Recovery.

The information contained in this manual is not all-inclusive but covers standard actions that must be taken during most emergencies. In the absence of a specific direction, people should be prevented from being harmed (including yourself) then things.

This procedure manual will be reviewed annually and may be amended or expanded.

2 MISSION STATEMENT AND GOALS

1. Mission

The purpose of these UAZ Gilbert Incident management procedures is to prepare the location for an incident by showing what may be expected and how we should react in certain incidents. Our primary focus is life safety. The 'Communications' section of this document is designed to provide immediate information to key leaders of UAZ Gilbert and the greater University which will expedite and facilitate decision-making in response to an incident.

2. Goals

The Goals of the UAZ Gilbert Incident Management Procedures are to:

- 1) Maximize the survival of people, prevent and/or minimize injuries, and preserve property and resources by making use of all available manpower, equipment, and other resources in the event of a natural, man-made, or national security emergency/disaster.
- 2) Provide for the integration of resources and capabilities for hazard mitigation and for survival and recovery operations when any disaster threatens or occurs.
- 3) Provide a basis for the preparation and dissemination of detailed emergency operating procedures, and training by the UAZ Gilbert Emergency Management Team.

3 CONTEXT, AUDIENCE, AND IMPLEMENTATION

1. Context

This procedures document is a component of the UAZ Gilbert Continuity of Operations Plan and is built to support the State of Arizona Continuity of Government (COG) Plan as well as the State Emergency Response and Recovery Plan (SERRP)

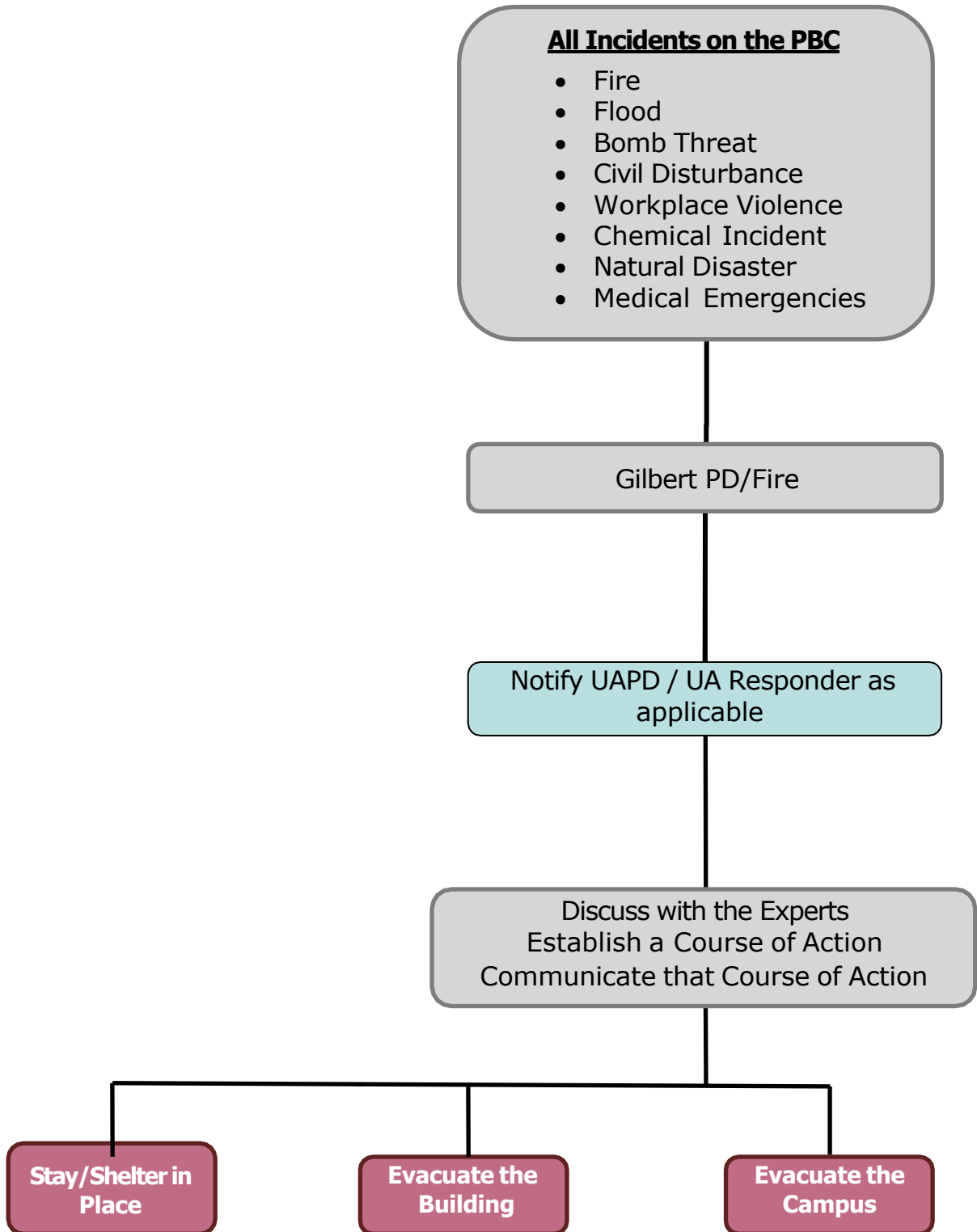
2. Audience

This document is designed as a resource guide for key staff members in preparing for and dealing with incidents. This procedures document can be used as a training and information guide for all employees.

3. Implementation

UAZ Gilbert leadership is responsible for assigning resources to the training and coordination of these procedures.

4 INCIDENT MANAGEMENT DIAGRAM



5 INCIDENT RESPONSE - ACTIONS

In managing employees and visitors in our facilities, Incident Responders may request that staff within a building take certain actions. Different circumstances require different actions.

1. Stay in Place (Civil Disturbance, Active Shooter, Etc.)

- 1) Close and lock all exterior doors and secure/block all windows if possible.
- 2) Stay inside the building until notified.
- 3) Monitor the messages from UAZ Gilbert Notification Systems

Stay in Place

5.2 Shelter in Place (Chemical Plume, Weapons of Mass Destruction, Nuclear Incident)

- 1) Shut off the HVAC system if possible.
- 2) Close, lock, and seal all exterior doors and windows.
- 3) Stay inside the building until notified it is safe to leave.
- 4) Monitor the messages from UAZ Gilbert Notification Systems

Shelter in Place

5.3 Evacuate the Building (Fire, Flood, Etc.)

- 1) If safe, secure essential records and shut down electrical equipment.
- 2) Take all medication, cell phones, and small personal items; you may not be coming back.
- 3) Proceed to your predetermined exit or alternate exit if necessary to Assembly Points.
- 4) If possible, assist disabled employees or visitors. Otherwise, temporarily locate them in the stairwells (areas of refuge); self-evacuate and notify emergency responders when they arrive, where they are located.
- 5) Proceed quietly and in an orderly manner. Remove high heels to avoid tripping.
- 6) DO NOT USE ELEVATORS.
- 7) DO NOT OPEN A DOOR if heat or smoke is present.
- 8) Once outside, follow the Building Monitors to the designated assembly area. Make sure you are accounted for and stay there until notified it is safe to return to the building.

Evacuate the Building

5.4 Evacuate the Location (Major incident)

- 1) Follow the same procedures for evacuating the building.
- 2) Follow the instructions of Police, Fire, Incident Managers, and other emergency responders.
- 3) Emergency officials may provide transportation arrangements to secure an orderly and organized evacuation from the area, or you may be permitted to evacuate in your own personal vehicle.

Evacuate the Location

6 INCIDENT RESPONSE - BOMB THREAT

A bomb is used to cause catastrophic damage, disrupt commerce, or make a statement. The fact that a bomb is a “hidden” threat makes dealing with the issue a complex problem. While bomb threats are rarely legitimate, they are all taken seriously.

Due to the magnitude of bomb threats reported to local law enforcement agencies, it is critical for affected employees to act in partnership with emergency responders. Because it is far more efficient for employees who are familiar with a work area to assist with the search of a threatened location, follow these procedures:

1. Bomb Threat by Telephone

Use the Bomb Threat Checklist in this procedures manual to capture critical information!

- 1) DON'T HANG UP.
- 2) Stay as calm as possible.
- 3) Follow the list of questions on the Bomb Threat Checklist.
- 4) Call **9-1-1** as soon as you hang up with the caller.
- 5) A Gilbert police officer will be dispatched to the location of the threat.
- 6) On arrival, Gilbert PD will assist in any possible manner and immediately notify Police Communications if the device or suspicious object is located.
- 7) Employees are encouraged to look around their area for anything that is out of place. If you see a package or item that is out of place, DO NOT ATTEMPT TO MOVE IT.
- 8) Once a determination regarding the validity of the threat is made, Gilbert PD, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

6.2 Recognizing a Bomb (letter or parcel)

- Foreign Mail, Air Mail, and Special Delivery
- Restrictive Markings such as Confidential, Personal, etc.
- Excessive Postage
- Handwritten or Poorly Typed Addresses
- Incorrect Titles
- Titles but no Names
- Misspellings of Common Words
- Unusual Odors
- Oily Stains or Discolorations
- No Return Address
- Excessive Weight
- Rigid Envelope
- Lopsided or Uneven Envelope
- Protruding Wires or Tinfoil
- Excessive Securing Material such as Masking Tape, String, etc.
- Visual Distractions

- 1) Call **9-1-1** as soon as you identify a suspicious item.
- 2) A Gilbert Police Unit will be dispatched to the location of the threat.
- 3) Once a determination regarding the validity of the threat is made, Gilbert Police, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

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?

10) Exact wording of the threat:

Sex of Caller: _____ Race: _____

Age: _____ Length of call: _____

Number at which call was received:

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 the voice is familiar, who did it sound like?

Background Sounds - Circle as applicable:

- | | |
|---------------------|-----------------|
| • Street Noises | • Clear |
| • Animal Noises | • Voices |
| • Factory Machinery | • PA System |
| • Static | • Local Call |
| • Music | • Long Distance |
| • House Noises | • Phone Booth |
| • Office Machinery | • Motor |
| • Other | |

Threat Language - Circle as applicable:

- | | |
|-----------------------------------|--------------|
| Well Spoken
(Educated) | • Incoherent |
| • Foul | • Taped |
| • Message read
by threat maker | • Irrational |

Remarks:

7 INCIDENT RESPONSE – CHEMICAL INCIDENT

UAZ Gilbert is close to a booming downtown, and a variety of industries. It could be vulnerable to the effects of spills or releases of chemicals (hazardous materials). A chemical incident could result in serious injury to UAZ Gilbert personnel and/or visitors. Chemical incidents could occur on local streets, roads, or rail lines, which might give rise to problems at UAZ Gilbert.

5.5 Chemical Spill or Release – Inside a Building

- 1) Call **9-1-1**.
- 2) Evacuate the area and building if necessary.
- 3) Gilbert PD and Fire will manage the incident with local emergency responders, if necessary.
- 4) Time and safety permitting, shut down equipment, secure the area, and essential records.
- 5) Do not attempt to personally control a major spill or release.

**Evacuate the
Building**

5.6 Chemical Spill or Release – Outside

- 1) Call **9-1-1**.
- 2) Gilbert Police will manage the incident with local emergency responders, if necessary.
- 3) Prepare staff to “Shelter in Place” or “Evacuate the Location”.

Shelter in Place

OR

**Evacuate the
Building**

8 INCIDENT RESPONSE – FIRE

Office and business environments, due to their close confines, complex infrastructure, and the presence of combustible materials, pose a continual fire threat to their inhabitants.

1. If there is a fire on your floor:

- 1) Remain calm, call **9-1-1**, and report the location of the fire.
- 2) Activate the fire alarm, alert others, and move everyone away from the area of the fire.
- 3) Use fire extinguishers on small (waste basket size) fires only if safe to do so.
- 4) For larger fires, GET OUT, close doors, and confine fire as much as possible.
- 5) If your clothing catches fire ... STOP ... DROP ... ROLL.

8.2 When a fire alarm is activated:

- 1) Proceed to the nearest EXIT. FOLLOW THE DIRECTIONS OF EMERGENCY PERSONNEL.
- 2) Feel the top of the door, if it is hot, or smoke is visible, do not open.
- 3) Do not attempt to save possessions at the risk of personal injury.
- 4) DO NOT USE ELEVATORS.
- 5) DO NOT BREAK WINDOWS. Oxygen Feeds Fires
- 6) ALL fires, regardless of size, must be reported to the Fire Department or Gilbert Police.

8.3 If trapped in a room:

- 1) Call **9-1-1** and notify them of your location.
- 2) Place cloth material around/under the door to prevent smoke from entering.
- 3) Close as many doors as possible between you and the fire.
- 4) **DO NOT** open or break windows unless necessary to escape (outside smoke may be drawn in).
- 5) Be prepared to signal your location through the window.

8.4 If caught in smoke:

Drop to your hands and knees, crawl, holding your breath as much as possible. Breathe through a filter (blouse, shirt, jacket, etc.) and breathe through your nose.

8.5 Advancing through flames:

If forced to advance through the flame, hold your breath, move quickly, cover your head and hair, and keep your head down and your eyes closed as much as possible.

**Evacuate the
Building**

UNIVERSITY OF ARIZONA GILBERT
FIRE ALARM POLICY for BUILDING OCCUPANTS

COLLEGE OF NURSING
92 W VAUGHN AVE BUILDING # 301 GILBERT, AZ 85233

In the event of a fire or fire alarm, The University of Arizona requires all occupants of university buildings to NOTIFY appropriate groups of the fire and EVACUATE the building.

NOTIFICATION PROCEDURE

If you discover a fire, or if you smell or see smoke:

- Activate the building's fire alarm by pulling a manual fire alarm station. These devices are located at all stairwell doors and exits from the building.
- Follow the evacuation procedures outlined below.

EVACUATION PROCEDURE

If you hear the fire alarm sirens or see the fire alarm strobes flashing:

- Evacuate the building immediately via the closest exit or stairs. **DO NOT USE THE ELEVATORS.** If you are working in a laboratory, as quickly as possible, shut down any lab procedures involving heated reactions before you leave. As you leave your work area, **close all doors**, including any that have been propped open.
- Move away from the building so you are not between it and where the fire department will respond. All building occupants that exit the building must congregate in one of the evacuation points outlined below:

- **Primary Evacuation Point: Grassy area next to the parking lot (next to the canal and in front of mailboxes)**
- **Alternate Evacuation Point: Parking garage (Be careful of moving vehicles and street crossing)**



- Report any details of the fire to the Gilbert Police Department (911) after evacuating. State that you are calling from the **University of Arizona College of Nursing at 92 W. Vaughn Ave Building # 301 Gilbert, Arizona 85233.**
- Remain outside the building, at the designated evacuation points, until Gilbert Police and Fire Personnel give the ‘ALL CLEAR’. **ONLY PEOPLE LOCATED AT THE DESIGNATED EVACUATION POINTS WILL BE NOTIFIED WHEN THE BUILDING MAY BE RE-OCCUPIED.** If you evacuate to another location, you may not receive the “ALL CLEAR” notice.

It is important that you **NEVER ENTER A BUILDING IF YOU HEAR THE FIRE ALARM SIREN OR SEE THE FIRE ALARM STROBES FLASHING.** A fire or other emergency could be in progress, and you may be putting yourself in danger.

procedure for disabled persons.

- If a disabled person can exit the building without the use of the elevator (i.e., the person is on the ground level of the building) then they should exit the building and proceed to one of the evacuation areas.
- If a disabled person is located on the 2nd, 3rd, or 4th floors, they should proceed to the nearest enclosed or exterior stairwell.

It is even more important that you **NEVER RE-ENTER A BUILDING YOU HAVE EVACUATED UNTIL YOU HAVE HEARD THE "ALL CLEAR"**. Both Gilbert Police and Gilbert Fire Department will silence the fire alarm sirens when they arrive at a building so they can communicate over their radios. Just because you may hear the fire alarm siren turn off does not mean the building can be re-entered. Wait at the designated evacuation point for an update from Gilbert Police Department (GPD) or Gilbert Fire Department (GFD) so that you can go back into the building.

Before a fire alarm happens, supervisors should specifically make sure that any disabled employee is informed of the closest safe refuge area locations and evacuation procedures in the event of an emergency. All other staff members should also be informed of the evacuation.

- The disabled person should remain in the stairwell. **DO NOT ATTEMPT TO CARRY ANYONE UP OR DOWN THE STAIRS!** Enclosed stairwells are safe refuge areas for people who cannot evacuate because the stairwells have a higher fire-resistant construction than the surrounding building and a separate ventilation system. Exterior stairs are protected by the fire-rated walls of the building. It is acceptable for a staff member to remain with a disabled person **ONLY** if there is another staff member evacuating that can report to the Gilbert Police Department (GPD) or Gilbert Fire Department (GFD) the location and number of people in a stairwell.
 - Make sure any doors to the stairwell are closed. Open doors will violate the safe "envelope" and might allow smoke, and possibly fire, into the stairwell.
 - Once outside, staff should inform an emergency responder (GPD or GFD) that someone is in a stairwell and the location of that stairwell. Gilbert Fire Department will make the determination to evacuate people in the stairwell if necessary.

After GPD and GFD have given the "ALL CLEAR", the co-worker or supervisor should go immediately to the safe refuge area and notify the disabled person.

9 INCIDENT RESPONSE – FLOOD

Faulty water systems, seasonal rains, or dam failure can cause flooding. Flooding can cause severe damage to buildings, equipment, and critical data.

In the event of flooding at UAZ Gilbert wherein the safety of employees and visitors is threatened, the local responders and UAZ Gilbert Emergency Managers will monitor National Weather Service and other emergency advisories to determine necessary actions.

In the event that the closure of UAZ Gilbert is necessary, UAZ Gilbert Leadership will communicate with the Town of Gilbert (Landlords) and the UAPD/UA CERT regarding such closure.

1. If Flooding Occurs in Your Building

- 1) Notify a supervisor and UAZ Gilbert Leadership.
- 2) Secure your area and essential records. Prepare to receive and comply with directions from Response Personnel.
- 3) USE EXTREME CAUTION around appliances or outlets near the leak and/or water.
- 4) If you know the source of the water and can safely stop it, do so CAUTIOUSLY.
- 5) If directed to evacuate, do so according to the “Evacuation” section of these directions.

9.2 If Flooding Threatens the Campus

- 1) UAZ Gilbert will utilize the UA Text Alert Notification System

**Evacuate the
Building**

10 INCIDENT RESPONSE – CIVIL DISTURBANCE/WORKPLACE VIOLENCE

1. Civil Disturbances are riots, demonstrations, marches, groups, or assemblies that have become riotous or threatening. A civil disturbance may also involve a hostage situation or an active shooter.

- 1) Restrict both employee and visitor movement in your area. Consider implementing the “Stay in Place Procedure”.
- 2) Prepare for evacuation from your building or possibly from the UAZ Gilbert.
- 3) Secure all work areas, lock doors, safes, files, essential records, etc.
- 4) Monitor information and possibly further instructions provided by Gilbert Police.

Stay in Place

OR

Evacuate the Building

10.2 Workplace violence can constitute physical violence, witnessing violence upon a co-worker, and the threat of violence.

- 1) Learn to recognize, avoid, or defuse potentially violent situations.
- 2) Attending personal safety and security training as well as handling hostile client classes.
- 3) Have a system in place to alert supervisors to any concerns about safety or security. Utilize the campus Threat Assessment Management (TAM) Team. Contact Information is found in the Appendices.
- 4) Plan an emergency code to alert others that a potentially violent situation is occurring.
- 5) Speak calmly; do not agitate the angry person.
- 6) Call **9-1-1** for assistance.
- 7) Familiarize yourself with the Workplace Violence Prevention and Education Guide:
[UA Workplace Violence Prevention & Education Guide](#)

10.3 Protests on Campus.

- 1) There may be protests or demonstrations on campus that are non-threatening in nature.
- 2) Protests are viewed as a 1st Amendment Right by the University and Town of Gilbert, provided they are not threatening or intimidating. Protesters cannot block entrances or exits to buildings, sidewalks, walkways, etc.
- 3) Do your best to ignore protesters. Do not engage them. Once you do you will be subject to the same laws and policies as the protesters.
- 4) Resist the temptation to be a spectator. This could hinder the efforts of campus staff, and police who are trying to manage the protest.
- 5) Immediately report any threats or intimidation to Gilbert Police.

11 INCIDENT RESPONSE – NATURAL DISASTERS

Arizona is subject to violent seasonal storms that may have an impact on life and property at UAZ Gilbert. During these seasonal storms, we can expect high winds, tornados, or a microburst accompanied by heavy rain.

1. Earthquakes

During an Earthquake:

- 1) Take cover underneath the nearest doorway, desk, or table and protect your neck and head.
- 2) Stay away from windows and objects which could fall on you.
- 3) Do not run outside as falling debris could cause injury.
- 4) Do not use elevators.
- 5) If outdoors, stay in an open area and do not enter buildings.

2. Tornados/Microbursts

- 1) Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level.
- 2) If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- 3) Put as many walls as possible between you and the outside.
- 4) Get under a sturdy table and use your arms to protect your head and neck.
- 5) Do not open windows.

12 INCIDENT RESPONSE – MEDICAL EMERGENCIES

Knowing what to do and reacting quickly in a medical emergency may make a “life and death” difference. Cardiopulmonary resuscitation (CPR), automatic external defibrillator (AED), and First Aid training are periodically made available.

1. Unconscious Victims - If the rescuer is trained in CPR/AED/First Aid:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Send someone for the AED unit (if available)
- 3) Check for Circulation
- 4) Establish Airway
- 5) Check for Breathing
- 6) Start Ventilation or CPR if necessary
- 7) Utilize the AED unit

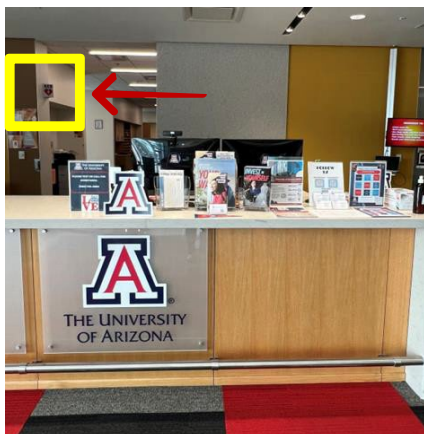
2. Unconscious Victims - If the rescuer is not trained in CPR/AED/First Aid:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**

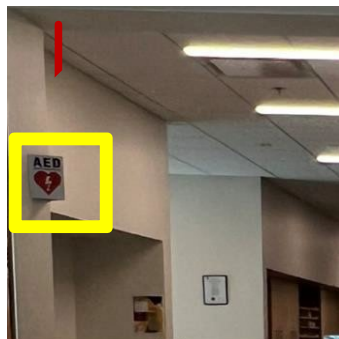
3. Conscious Victims:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Do not move the patient or allow the patient to move around.
- 3) Try to control any heavy bleeding using direct pressure on the wound.
- 4) Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible.

Adult & Pediatric AED Machine



Located behind the front desk on the 1st floor



13 INCIDENT RESPONSE - BIOLOGICAL HAZARDS

1. Biological incidents can be as small as an infected dead animal and as large as a terrorist-launched bio-hazardous attack.

13.2 Sick/Infected Animals

- 1) If you encounter a dead animal or an animal that appears to be sick or injured, do not approach, or pick it up.
- 2) Contact the Town of Gilbert Facilities Department.
- 3) Arrangements will be made for medical treatment or removal and testing (if necessary).

13.3 Envelope with powder and powder spills out onto a surface:

- 1) DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.), and do not remove this cover!
- 2) Then LEAVE the room and CLOSE the door, or section of the area to prevent others from entering (i.e., keep others away).
- 3) WASH your hands with soap and water to prevent spreading any powder to your face.
- 4) Call **9-1-1** and notify your supervisor.
- 5) When you call **9-1-1** emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions.

13.4 Biological Weapons of Mass Destruction

- 1) Gilbert PD, Fire, or local Emergency Management will notify UAZ Gilbert Leadership using the most appropriate methods.
- 2) You may be required to Shelter in Place.
- 3) Gilbert PD or local Emergency Managers will keep you informed using the best available Notification System and let you know when it is safe to leave your building.

Shelter in Place

14 THREAT AWARENESS

Employees should be aware of suspicious factors that may indicate a possible threat. These factors should be considered collectively in assessing a possible threat. This is intended to provide practical information to state employees but may not encompass every threat or circumstance. If employees encounter any suspicious activity, they should contact Gilbert Police or local law enforcement immediately. ACTIC hotline number: **1- 877-2SAVEAZ (1-877-272-8329)**

1. Suspicious Factors to Consider

Possible Suicide Bomber Indicators – A.L.E.R.T.

- 1) Alone and nervous
- 2) Loose and/or bulky clothing (may not fit weather conditions)
- 3) Exposed wires (possibly through the sleeve)
- 4) Rigid mid-section (explosive device or may be carrying a rifle)
- 5) Tightened hands (may hold detonation device)

Potential Props

- 1) Baby stroller or shopping cart
- 2) Suspicious bag/backpack, golf bag
- 3) Bulky vest or belt

Recruitment Techniques

CAUTION: The following factors, which may constitute activity protected by the United States Constitution, should only be considered in the context of other suspicious activity and not be the sole basis of law enforcement action:

- 1) Public demonstrations and rallies
- 2) Information about new groups forming
- 3) Posters, fliers, and underground publications

15 IMPORTANT WEBSITES AND PHONE NUMBERS

University Building:

- ODCE, Manager, Operations Strategy, Kim Hanes: (404) 642-6291
- UAZ Gilbert Operations Coordinator, Kim Plinski: (602) 827-3636
- Town of Gilbert Facilities Manager, Milan Perisic: (480) 653-2157
- Town of Gilbert 24/7 On-Call Facilities Line: (480) 797-0523
- Town of Gilbert Landlord, Jennifer Graves: (480) 503-6971
- Park University, Ben Zibers: (480) 923-0023

Town of Gilbert:

- Town of Gilbert Police Department Non-Emergency: (480) 503-6500
- Town of Gilbert Fire and Rescue Non-Emergency: (480) 503-6300
- Town of Gilbert Emergency: **911**

County/State:

- Emergency Services (Police, Fire, Medical): **911**
- Arizona Counter Terrorism Information Center (ACTIC): (602) 644-5805
(To report any suspicious activity that might be terrorist-related) 877-2SAVEAZ
- Maricopa County Emergency Management: (602) 273-1411
- Arizona Division of Emergency Management Duty Officer: (602) 469-3401 www.azdema.gov
- Arizona Department of Homeland Security: (602) 542-7030 - www.azdohs.gov

University of Arizona:

- University of Arizona Police Department: (520) 621-8273
- UAPD Non-Emergency: (520) 621-8273
- UA Manager of Emergency Preparedness: (520) 621-3507



- Threat Assessment and Management (TAM) Team: <https://tamt.arizona.edu/>
- UA Cert: <http://cert.arizona.edu/>
- UA Risk Management: <https://risk.arizona.edu/>
- UA Risk Management Team: <https://directory.arizona.edu/risk-management-services>
- Workplace Violence Info: <https://policy.arizona.edu/human-resources/workplace-violence>
- UAPD: <http://www.uapd.arizona.edu/>
- UA Weapons Policy: <https://www.uapd.arizona.edu/resources/policies/weapons-policy>

16 EVACUATION AND ASSEMBLY



Primary Assembly Area – Grassy area next to the parking lot (next to the canal and in front of mailboxes)

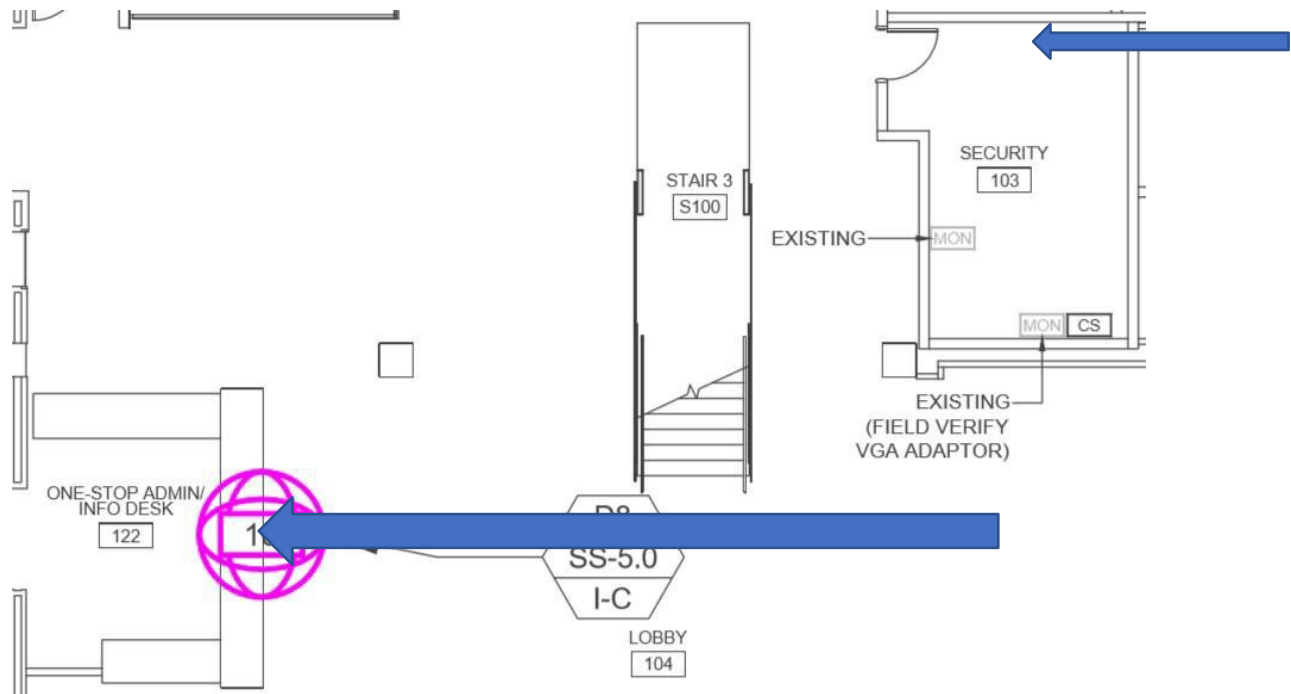
Alternate Assembly Area 1 – Parking garage (Be careful of moving vehicles and street crossing)

- The key to a successful evacuation is to stay calm and orderly
- DO NOT leave the site until given permission
- DO NOT talk to members of the press
- Remember – Get to the grass!

17 EMERGENCY COMMUNICATIONS ON CAMPUS

Interior Duress Button Locations:

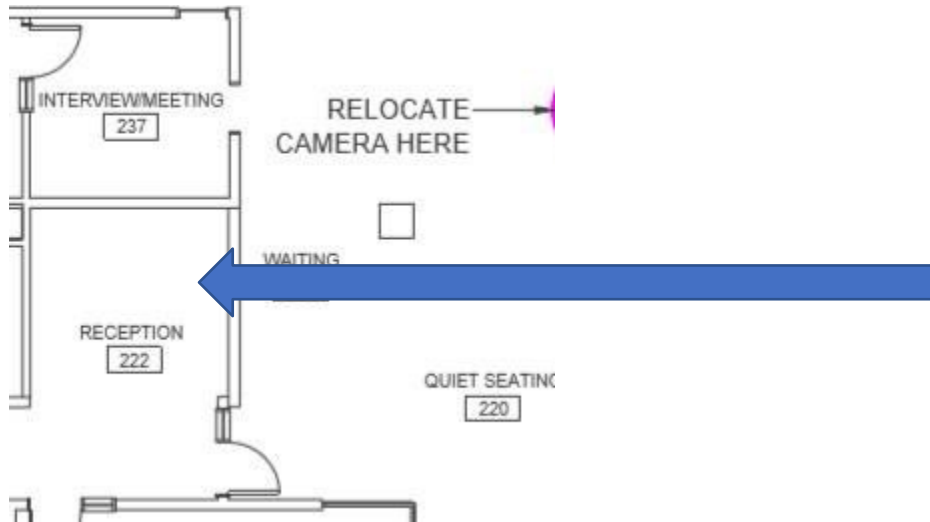
1st-floor duress button:



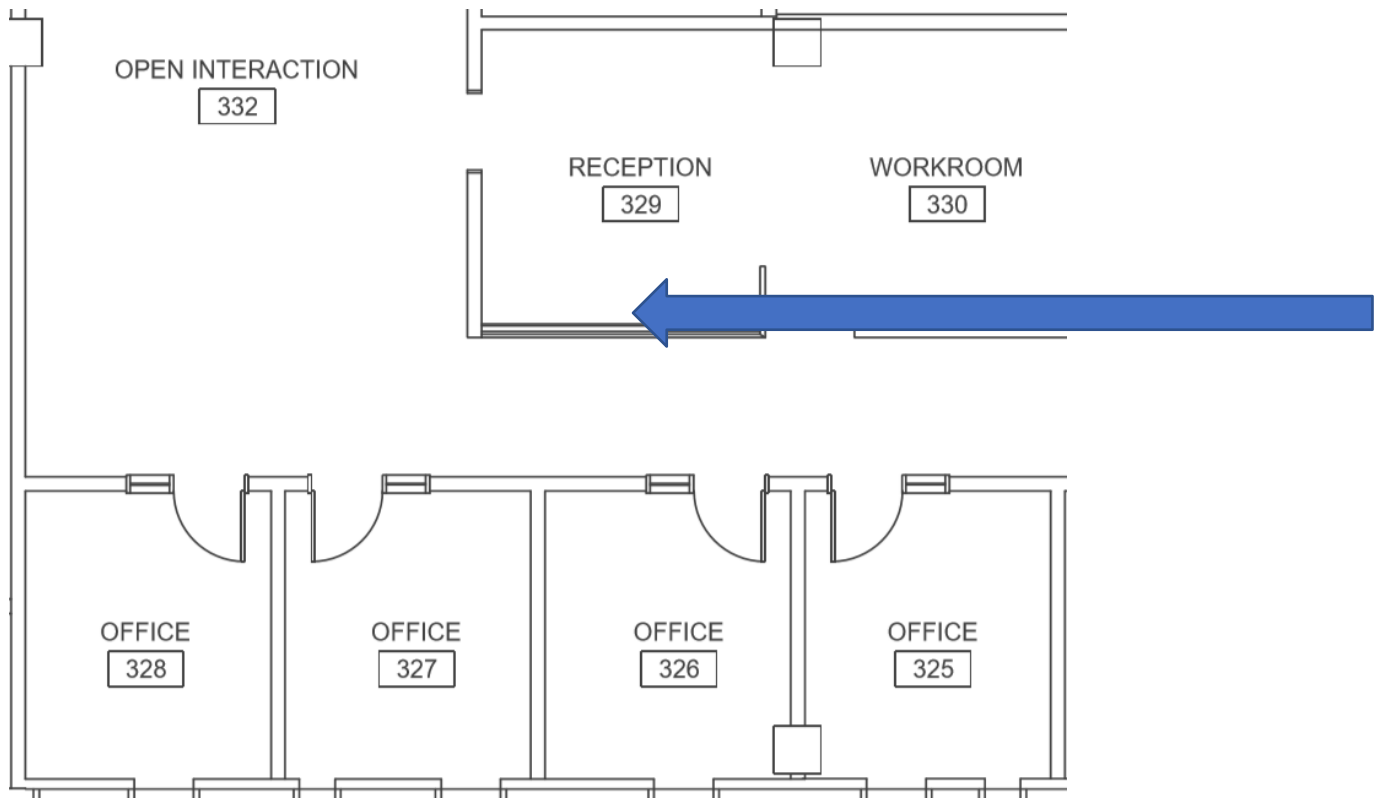
1st floor AED:



2nd floor duress button:



3rd floor duress button:



Exterior Emergency Call Box

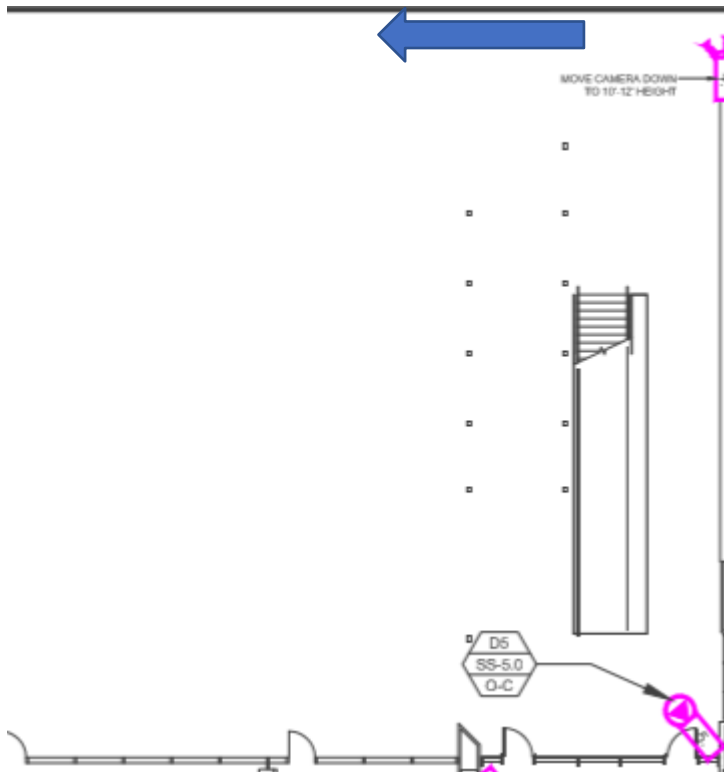
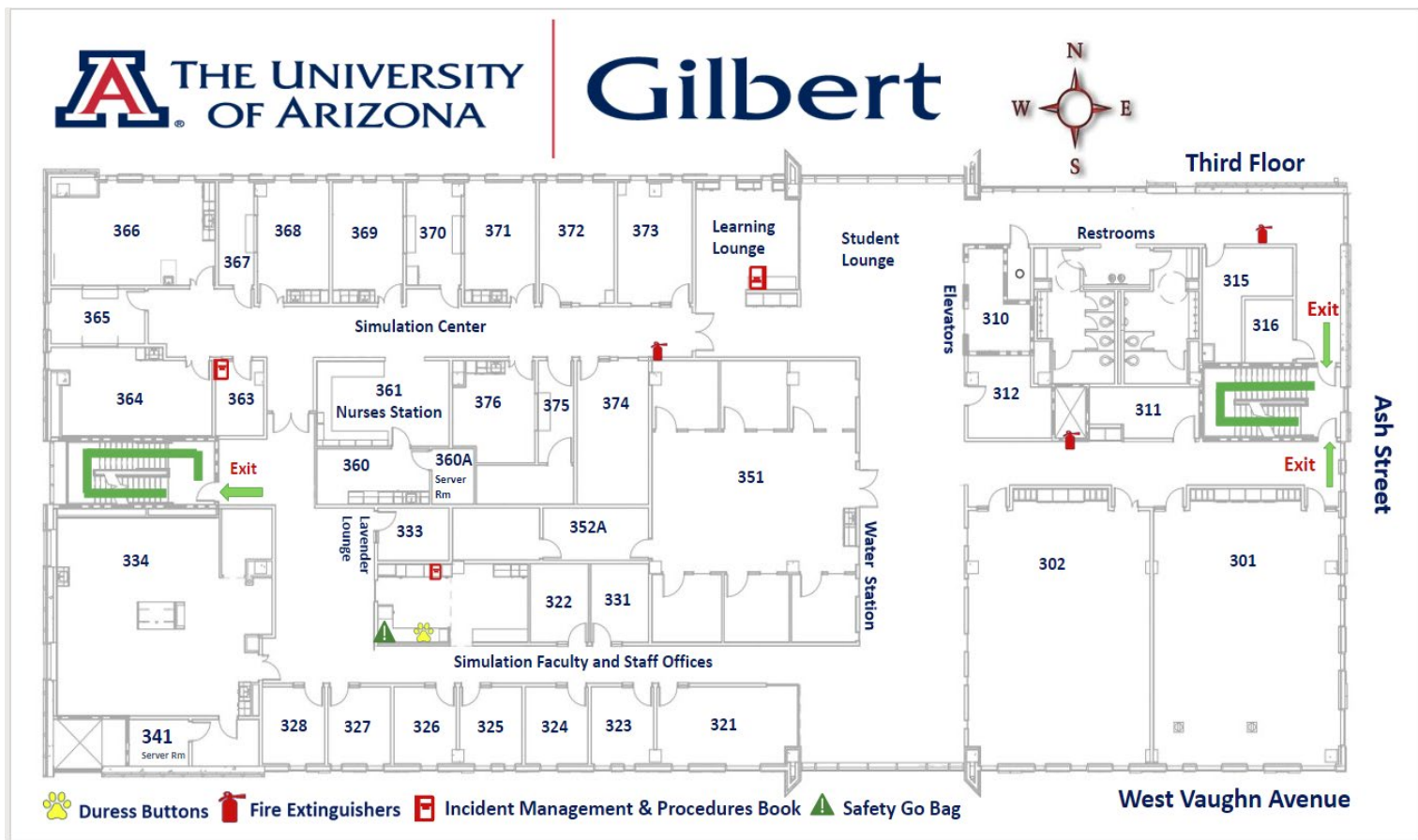


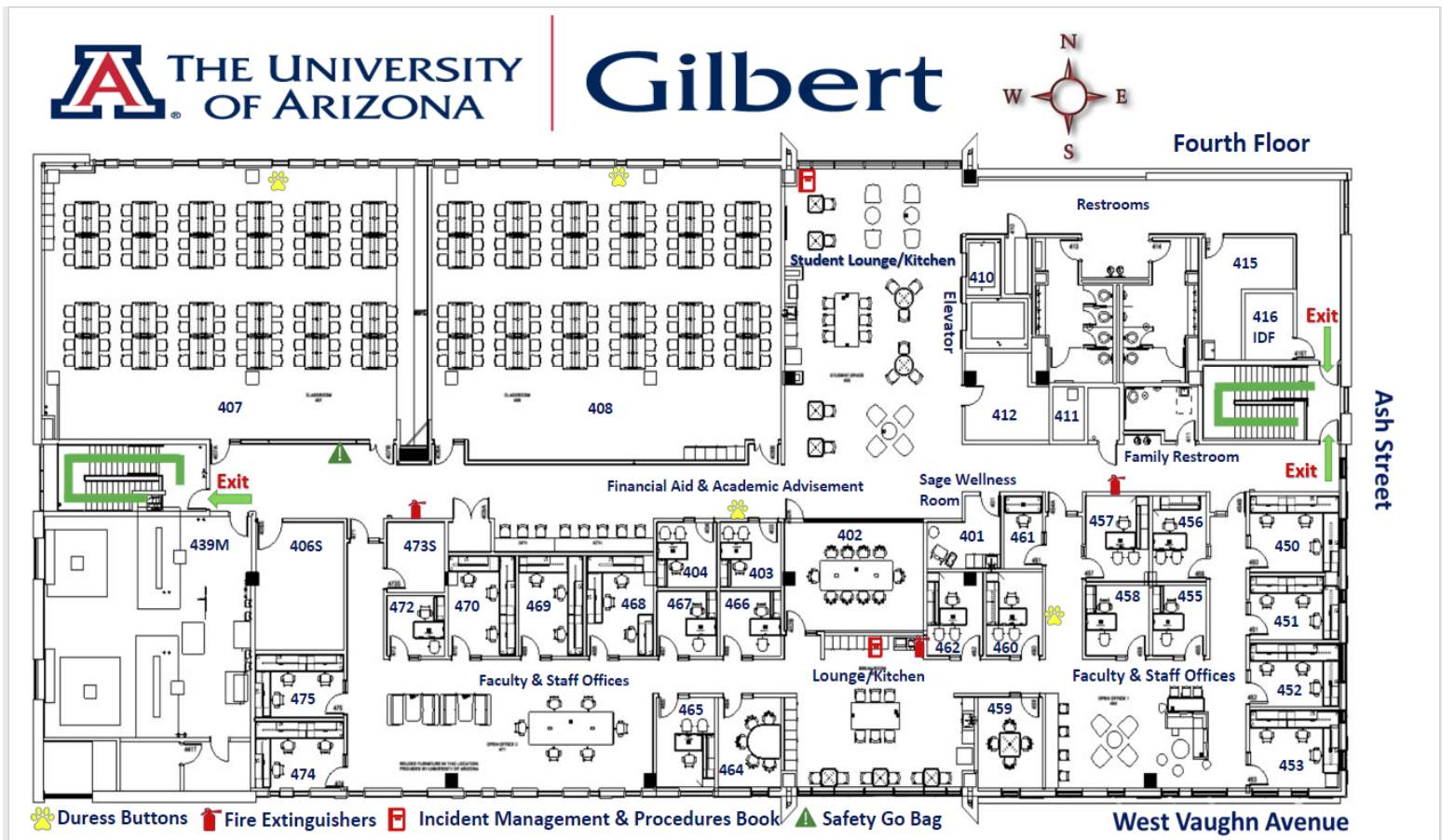
Photo of exterior location



The University of Arizona Gilbert 3rd Floor Map



The University of Arizona Gilbert 4th Floor Map



Area of Refuge

An Area of Refuge is a designated location within a building specially designed to hold people safely during an emergency. The area of refuge is set aside for situations when evacuation may not be possible or is otherwise unsafe.

Areas of Refuge are commonly used in a fire situation when elevators are immediately turned off and the stairwell is the only means of getting out of the building. Those who cannot use the stairwell should convene at the closest Area of Refuge and await rescue.

There are currently “Areas of Refuge” adjacent to the elevator doors on the 2nd, 3rd, and 4th floors. Below is what each Area of Refuge looks like:



Calling 911

- You don't need anyone's permission to call 9-1-1!
- Rule of thumb – “If you were home and would call 9-1-1 in this situation, then Call 9-1-1 now!”
- Please notify UAZ Gilbert Leadership and Town of Gilbert immediately after calling 9-1-1
- If you call 9-1-1: **Know your address! Know why you are calling!**

18 ACTIVE SHOOTER

ACTIVE SHOOTER RESPONSE

RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Take your keys and cell phone if it doesn't delay your escape
- Keep your hands visible – raise them above your head

HIDE

- In an area out the the shooter's view
- Block entry to your hiding place and lock the doors, if possible
- Silence cell phone and/or pager

FIGHT (Take Action)

- As a last resort and only when your life is in danger
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items as the shooter

Call
9-1-1
When it is
safe to do so

When Law Enforcement Arrives

- Remain calm, and follow instructions
- Put down any items in your hand (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Don't stop to ask officers for help or direction when evacuating; proceed in the direction from where officers are entering the building/area

Information to Provide Law Enforcement or 9-1-1 Operator

- Location of the active shooter/s
- Number of shooters
- Physical description of the shooter/s
- Number and type of weapons possessed by the shooter/s
- Number of potential victims and their locations

**The Incident Management Procedures guide has been approved by the following
University of Arizona collaborators:**

- *Kimberly Hanes, Online, Distance, and Continuing Education*
- *Lane Spalla, Emergency Management*
- *Herb Wagner, Risk Management*