

**Clovis Adult Education**

**2024-2025**

**EMERGENCY ACTION PLANS**

**CRISIS ASSESSMENT TEAM HANDBOOK**



**Clovis Unified School District**

## **District ReACT Number**

**327-9107 or 327-9380**

(Norm Anderson)

(Steve France)

## **Clovis Police /Fire Department**

**Imminent Danger – Call 911**

**Non-Emergency Situations – Call Clovis PD 324-2800  
and/or Clovis FD 324-2200**

## **Phone and Cell Numbers for Site Contacts**

<b>School Extension</b>		
<b>Principal</b>	<b>Marci Panoo</b>	<b>72870 cell 994-1473</b>
<b>Office Manager</b>	<b>Marie Lackey</b>	<b>72871 Cell 313-3316</b>
<b>Learning Director</b>	<b>Courtney McMahon</b>	<b>72872 cell 288-2365</b>
<b>Guidance &amp; Learning Director</b>	<b>Melissa Holdener</b>	<b>72861 cell 325-2912</b>
<b>Guidance &amp; Learning Specialist</b>	<b>Crystal Rodriguez</b>	<b>72875 cell 289-2562</b>
<b>Guidance &amp; Learning Director/CPO</b>	<b>Ramon Esquivel</b>	<b>72822 cell 930-4424</b>
<b>SSSA</b>	<b>Ann-Maura Cervantes</b>	<b>79200 or 79206</b>
<b>Plant Manager Night Plant Manager</b>	<b>Adrian Rosales Pa Cha</b>	<b>72817 72817</b>

## EMERGENCY TELEPHONE NUMBERS

**\*\*\*Emergency/Life Threatening Situation----CALL 911\*\*\***

<b>District</b>	
CUSD District Office	327-9000
CUSD Police Department	327-9221
CUSD Maintenance After-Hours Supervisor Maintenance Grounds	327-9777 (Cell) 351-2773 (Cell 351-2773 Weekends) 994-3032 (June-Sept only)
CUSD Maintenance School Hours Director Maintenance Manager	327-9495 327-9491
CUSD Custodial School Hours Manager	327-9259 (Secondary Sites) 327-9252 (Elementary Sites) 327-9250 (Main Dept number)
CUSD Psychologist / Wellness Dept	327-0531
CUSD Ed Services Super. Steve France	327-9380
CUSD Transportation	327-9701 327-9673 327-9674
CUSD Adult Transitions Program	327-9901 (Katie Shea)
CUSD Technology Hotline	327-9595 / 327-0700 Main office
<b>Fire</b>	
Clovis Fire Department (Headquarters)	324-2200
Fresno Fire Department (Same as Police) More numbers for Fresno Fire Dept.	Non-Emergency 324-2200 621-2489
<b>Police</b>	
Clovis Police Department Non-Emergency Accidents	324-2800 / 324-2400
Emergencies	911
Fresno Police Department	(Non-Emergency) 621-7000
Sheriff Emergencies & Dispatch Information Only	488-3111 488-3939
Highway Patrol Local CHP Local CHP Offices	441-5400 441-5441
<b>City of Clovis</b>	
Clovis Public Utilities Refuse & Street Sweeping	324-2604
Parks & Streets	324-2614
Water & Sewer	324-2607
City Hall (Information)	324-2101
Engineering	324-2354

## EMERGENCY TELEPHONE NUMBERS continued

**\*\*\*Emergency/Life Threatening Situation----CALL 911\*\*\***

<b>City of Fresno</b>	
Water Department After 4:30 P.M.	621-5300 621-1100
Traffic Signals & Traffic Department	621-1492
Fresno City Parks & Recreation	621-2900
Fresno Sewer Maintenance / Public Utilities	621-1496 / 621-6888
<b>PG &amp; E</b>	
CUSD's District Rep – Leonor Inguez	513-0348 (cell)
24-Hr. Outage Hot Line	1-800-743-5000/5002
Weekend Emergencies	263-5575
<b>Security</b>	
Sonitrol of Fresno	264-5924
<b>AT &amp; T</b>	
Priority Repair	1-800-332-1321
<b>Medical Services</b>	
St. Agnes Medical Center	450-3000
Kaiser-Permanente Medical Center	448-4500
Clovis Community	324-4000
Community Regional Medical Center	459-6000
Valley Children's Hospital	353-3000
Poison Control Center	1-800-222-1222
American Red Cross	455-1000

**CLOVIS ADULT EDUCATION  
PUBLIC ADDRESS SYSTEM**

**To use the “All Call” dial 604#00\***

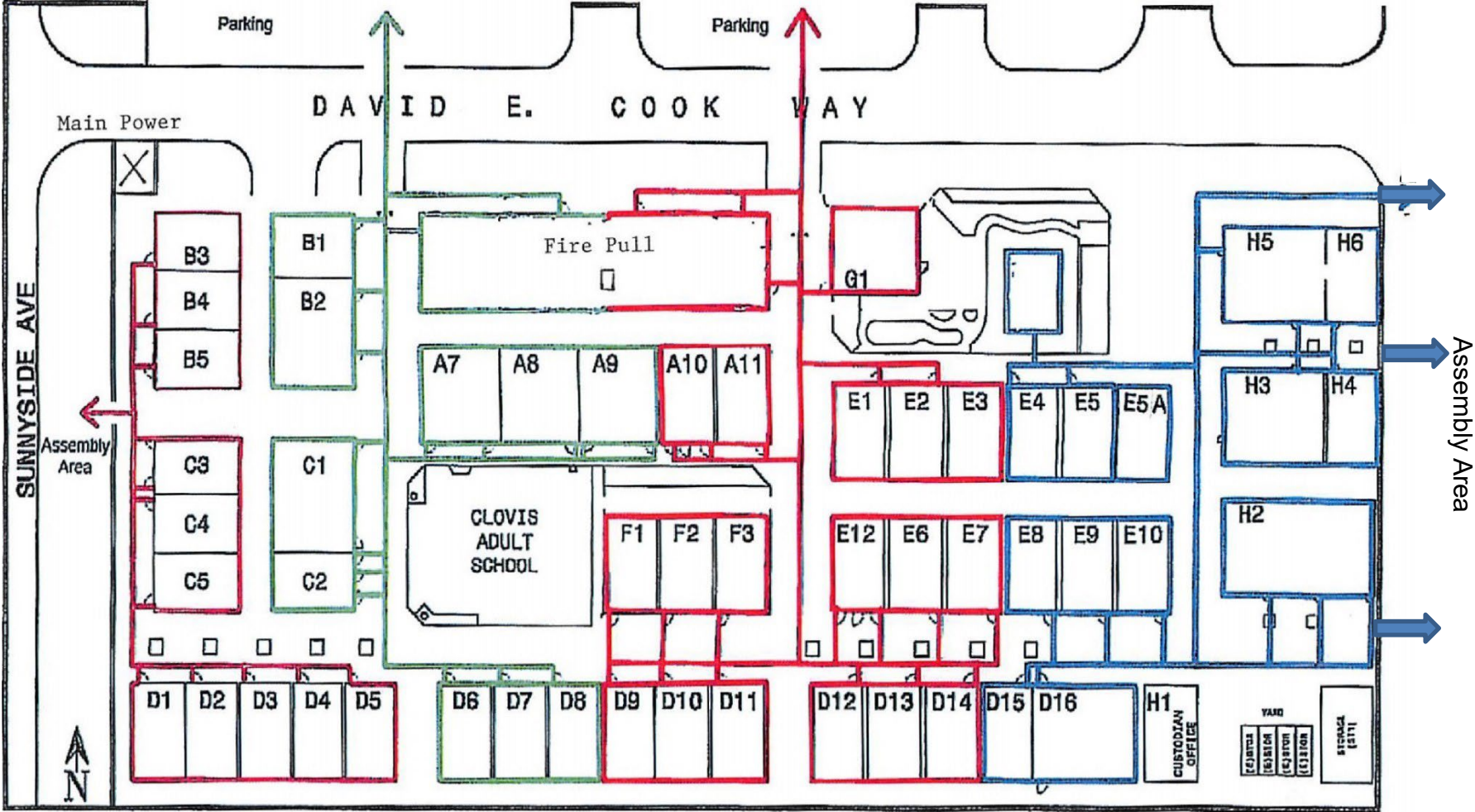
**Site Controls (see map on next page)**

	<b>Room</b>	<b>Description of Location</b>
<b>Main Administration Academic Services</b>	Adm. Bldg	On David E Cook Way – Main building in the front of the school
<b>Master Keys</b>	Adm. Bldg	See Principal’s secretary
<b>Main Power Panels</b>		Northwest campus-see map
<b>Fire Alarm Panel</b>		Bookstore-see map
<b>Climate Control HVAC</b>	All rooms	Each room separate control
<b>Telephone Panels</b>	A-11	
<b>Network server</b>	Dist. Office	Northwest corner of the DO in Technology Dept. in the server room
<b>Hazardous Materials— Custodial</b>	Custodial Closets	A Wing; E Wing
<b>Hazardous Materials—Nursing</b>	B-1	Classroom
<b>Hazardous Materials—Art</b>	B-3	In Custodial Office
<b>Phones with site access</b>	All	
<b>Phones with outside access</b>	All	
<b>Rooms with Internet Access</b>	All	
<b>1-Channel Radios</b>	All offices	Currently 15 on campus
<b>Outside lines for switchboard</b>	Adm. Bldg	Nine outside lines
<b>Fax Line Main Office</b>	Adm. Bldg	327-2889
<b>Fax Line for Student Services</b>	Adm. Bldg	327-2891
<b>Fax Line for Nursing Services</b>	A-8	327-2899
<b>Video surveillance</b>		Nine Cameras
<b>Audio surveillance</b>		Sonitrol
<b>Roof access</b>		Outside ladder access only

# Fire Escape Plan

Assembly Area

Assembly Area



# Command Centers

## Administrative Command Post

**Primary** On Campus-----Administration Office, Ext 72870 or 72871

**Secondary On** Campus -----Academic Services, Ext 72861 or 72857

**Off** Campus-----SSSA/Police Services, Ext 79212 or 79202

## Media Headquarters

**On** Campus----- A-7

**Off** Campus-----Bicentennial Park on Sunnyside

## Evacuation Sites

North Parking Lot----- North side of David E. Cook Way

Sunnyside Ave.----- West side of campus

East Parking Lot----- East side of campus

## Family Staging Site

**On** Campus----- Student Lounge, Room A-9

**Off** Campus----- North Parking lot

## CAE Safety Plan—Roles and Responsibilities

### Site Commander:

- In charge of managing the crisis
- Calls in Assessment Team
- Calls in Response Team if needed
- Decides whether or not to call in the District ReAct team
- Coordinates communication between site and district, reporting status every few minutes

**In the event the Principal is not available, the order of command is as follows:**

Marci Panoo, Principal  
Courtney McMahon, Learning Director  
Melissa Holdener, Learning Director  
Crystal Rodriguez, G&L Specialist  
Ramon Esquivel, Career Placement Officer  
Kelly Peterson, Coordinator, CE  
Marie Lackey, Office Supervisor  
Chun Hee McMahon, Coordinator of Nursing Program

### **Crisis Assessment Team:**

- Analyzes the situation and prepares the “worst case” scenario within 15 minutes
- Site Incident Commander reports the scenario to Area Superintendent

### **Assist. Team Members:**

Marci Panoo, Principal  
Courtney McMahon, Learning Director  
Melissa Holdener, Learning Director  
Crystal Rodriguez, G & L Specialist  
Ramon Esquivel, Career Placement Officer  
Adrian Rosales, Plant Supervisor  
Pa Cha, Night Supervisor

### **Crisis Response Team**

- Response Team reports to the Command Center (A-11) for briefing with:
  1. A copy of CAE Safety Plan
  2. Radios
  3. Flashlights
  4. First Aid kits
  5. Bullhorns
- Response Team carries out assignments as per the crisis plan
- Custodial Staff brings 2 golf carts to A-11

### **Response Team Members:**

Marci Panoo	Kelly Peterson
Courtney McMahon	Kim Robles
Crystal Rodriguez	JoAnn Verduzco
Virginia Mathews	Ramon Esquivel
Josie Gallegos	Marie Lackey
Paula Espino	Terrie Ikeda
Erika Tapia	Hector Guzman
Morgan Smith	Adrian Rosales
Melissa Holdener	



## CAE Safety Plan—Roles and Responsibilities (continued)

### Emergency Assembly Area Supervisors

- Site Commander decides where staging areas will be and what information may be released
- Media Supervisor escorts media to staging area, has them sign in, and issues badges. Releases only the allowable information
- Family Supervisor escorts family and friends to staging areas. Releases only the allowable information.

### Persons in charge:

Marci Panoo (Commander)  
Courtney McMahon (Media)  
Crystal Rodriguez  
(Families/Friends)  
*Back up:* Kelly Peterson

### Communications/Information Managers

- Supervises staff answering the phones
- Scripts Information that may be given out
- Contacts off-site campuses to inform them of the situation

### Persons in charge:

Melissa Holdener  
Terrie Ikeda (Telephones)  
*Back up:* Paula Espino  
*Back up:* Virginia Mathews  
Mary Mayorga/Jeana Lewis  
(Off-site Contact)  
*Back up:* Kim Robles

### Plant Operations Team

- Handles aspects of campus buildings and grounds
- Responsible for bringing **golf carts to A-11**
- Responsible for locking gates, if needed
- Communicates with District maintenance, using district maintenance codes

### Team Members:

Adrian Rosales (Day)  
Pa Cha (Night)

### Traffic Control Team

- Responsible for directing emergency/law enforcement vehicles onto campus
- Prohibits unauthorized vehicles from entering and leaving campus via David E. Cook Way
- Locks gates (if needed) and directs traffic

### Team Members:

Hector Guzman (in charge)  
Adrian Rosales  
Pa Cha  
*Back up:* Kim Robles  
*Back up:* JoAnn Verduzco

## CAE Safety Plan—Roles and Responsibilities (continued)

### Room Clearance Supervisors

- Check to see which cards are displayed outside classrooms
- If green card is visible, radios **Room Clearance Recorder**, “All Clear”
- If red card is visible, obtains the names of missing students/staff and gives to the **Room Clearance Recorder**
- If red cross sign is being displayed, works with **Room Clearance Recorder** and **Traffic Controller** to escort emergency personnel to the correct classroom(s)
- Circulates looking for missing students/personnel
- If found, radio names to the **Room Clearance Recorder**

### Persons in charge:

Courtney McMahon and Morgan Smith

*Back up:* Ramon Esquivel  
*Back up:* Melissa Holdener  
*Back up:* Kelly Peterson  
*Back up:* Marie Lackey  
*Back up:* Paula Espino

### Room Clearance Recorder

- Makes a list of missing students/personnel and is radioed by the **Room Clearance Supervisors**
- Removes names of missing students/personnel as they are located
- Maintains a master list of cleared classrooms as per **Room Clearance Supervisors**
- If an injured student is reported, works with **Room Clearance Supervisors** and **Traffic Controller** to direct medical personnel to correct location

### Person in Charge:

Marie Lackey

*Back up:* Terri Ikeda  
*Back up:* Paula Espino  
*Back up:* Mary Mayorga

### Students with Disabilities Assistants

- Help move disabled students during an evacuation

### Persons in Charge:

All Special Education Teachers and Aides

## CAE Safety Plan—Roles and Responsibilities (continued)

### Ground Clearance Supervisor

- In case of an evacuation, Courtney will circulate in a **golf cart** to areas where students have been evacuated, looking for green cards, red cards, and red cross cards
- For red cards, checks with teacher for names of missing students and radios names (**uses bullhorn for a bomb threat**) to **Room Clearance Recorder/Supervisors**
- If red cross is showing, calls for medical assistance via **Traffic Controller, Room Clearance Supervisors** or **Room Clearance Recorder**
- Meets medical personnel and brings them to injured student

### Person in charge:

Marci Panoo  
Melissa Holdener

*Back up:* Ramon Esquivel

*Back up:* Terrie Ikeda

*Back up:* Marie Lackey

*Back up:* Kim Robles

### Medical Assistant Team

- Reports to A-11 or command center with first aid kits and emergency kits
- Helps direct medical personnel if student/staff is injured
- Helps with crowd control in the event a student/staff is injured

### Team Members:

Chun Hee McMahon  
Nursing Coordinator (in charge)

Erika Tapia / Elaine Sims  
Lisa Strong

*Back up:* Kim Robles

*Back up:* Monique Seja

**Crisis Assignment Sheet—Order of Importance**  
**Filled in by Commander when Crisis Response Team Arrives**

**Commander**

--

**Crisis Assessment Team**


**Room Clearance Supervisor**


**Room Clearance Recorder**

--

**Ground Clearance Supervisor**

--

**Plant Operations Team**


**Emergency Assembly Area Supervisors (if needed)**

<b>Media Supervisor:</b>
<b>Family Supervisor:</b>

**Communications/Information Managers**

<b>Staff Liaison:</b>
<b>Off-site Liaison:</b>

**Traffic Control Team**


**Medical Team**

**Disabled Students Team**


# Codes and Alerts for Commander Response Team

**Euro Siren = 604#33\***

**All Call = 604#00\***

**Any Response Team member may sound the following alarms:**

## **Power Outage**

- **Use all-call if system is working or send runners to the classrooms**
- **Keep staff informed of blackout status**
- **Move students to areas with more light if possible**
- **Have teachers/students shut down computers (power surges)**
- **Make a determination whether or not to dismiss classes**
- **If dismissed, administrators go room to room dismissing classes**

## **Facility Alert**

### **PA Announcement**

**“All students and staff return to class.”**

- **Make sure all staff/students are inside buildings**
- **Prepare for campus evacuation or lock down**
- **Use “all-call” to end alert**
- **Teachers:**
  - Prepare for possible lockdown or evacuation
  - Read email for further instructions/status
  - Keep students calm

## **Fire Alarm**

### **Fire Alarm Siren**

- **Campus evacuates using fire exits**
- **Staff/students report to designated locations**
  - Turn off lights
  - Leave doors unlocked
  - Evacuate students
  - Take roll and use card system
- **Room Clearance Supervisors:**
  - Clear classrooms and hallways
  - Make sure lights are off and doors unlocked
  - Look for missing staff/students. Radio names to Room Clearance Recorder if found
- **Ground supervisor checks cards teachers are displaying**
  - Green card**—all present—radios “all clear for room \_\_\_” to Room Clearance Recorder
  - Red card**—missing students—radios names to Room Clearance Supervisors and Recorder
  - Red Cross Sign**—medical attention needed—directs emergency personnel to injured student
- **“All Clear” message will end evacuation**

## Bomb Threat

**PA Announcement, “We have a bomb threat, please turn off cell phones and two-way devices.”**

- **Do not use two-way electronic devices (cell phones, radios, pagers)**
- **Teachers:**
  - Look around classroom and report any suspicious objects
  - Caution students not to use cell phones
  - Keep students calm and reassure them
  - Take roll
  - Evacuate students to remote locations: far side of bone yard  
far side of park  
north end of parking lot
  - Leave classrooms unlocked
  - Do not use electrical switches—if lights are on, leave them on; if lights off, leave them off.
  - Take cards with you and use card system
- **Room Clearance Supervisors:**
  - Clear classrooms and hallways
  - Make sure doors unlocked
  - Look for missing staff/students, radio names to Room Clearance Recorder if found
- **Ground supervisor checks cards teachers are displaying**
  - Green card**—all present—radios “all clear for room\_\_\_” to Room Clearance Recorder
  - Red card**—missing students—radios names to Room Clearance Supervisors and Recorder
  - Red Cross Sign**—medical attention needed—directs emergency personnel to injured student
- **“All Clear” announcement ends alert**

## Lockdown

**PA Announcement, “We are in a lockdown situation, all students and staff report to the nearest classroom and lockdown.”**

- **Teachers:**
  1. Go to nearest classroom
  2. Lockdown classroom/building/close blinds
  3. Turn off lights; stay away from windows
  4. Assume “duck and cover”
  5. Tell students to remain quiet
  6. Take roll
  7. Wait for instructions/read email
  8. Keep students calm
  9. **Until “all clear”—do not open door**
- **Ground *and* Room Clearance supervisors**
  - Clear hallways and make sure students go to nearest classroom
  - Look for missing staff/students, radio names to Room Clearance Recorder if found
- **“All Clear” announcement ends alert**

# Earthquake

- **Teachers:**
  - DURING Quake:**
    - Outside—move away from buildings and potential falling objects
    - Inside—duck and cover away from windows
  - AFTER Quake:**
    - Check for injuries
    - If no injured students:
      1. Evacuate using fire route
      2. Turn off lights
      3. Do not lock doors
      4. Take roll—use card system:
        - Green card—all present
        - Red card—missing students
        - Red Cross sign—medical attention needed
    - Injured student(s):
      1. Do not move injured student(s)
      2. **Teacher stays with injured student**—puts Red Cross sign next to door
      5. Remaining students exit via fire route
      6. Students display red card at evacuation site
      7. Teacher administers first aid until help arrives
- **Room Clearance Supervisors:**
  - Check classrooms and hallways for Red Cross sign
  - Direct emergency personnel if needed
  - Make sure lights are off and doors unlocked
  - Look for missing staff/students, radio names to Room Clearance Recorder if found
- **Ground supervisor checks cards teachers/students are displaying**
  - Green card**—all present—radios “all clear for room\_\_” to Room Clearance Recorder
  - Red card**—missing students or injured student left in the classroom—radios names to Room Clearance Supervisors and Recorder
  - Red Cross Sign**—medical attention needed—directs emergency personnel to injured student
- **Students may not return to class until buildings are declared safe**

## Weather Alert, PA Announcement, “Students and staff, please take shelter in nearest classroom.”

- **Teachers:**
  - Keep students inside and listen for instructions
  - During storm:**
    1. Close windows
    2. Turn off electronic devices (power surge)
    3. Duck and cover if notified or if conditions warrant it
    4. Do not lock doors
  - After weather subsides:**
    1. Check for injuries. **Do not move injured student(s).**
    2. Take roll—use card system:
      - Green card—all present
      - Red card—missing students or extra students
      - Red Cross sign—medical attention needed
- **Ground and Room Clearance supervisors (on golf carts):**
  - Clear hallways and make sure students go to nearest classroom
  - When safe, check cards in windows:
    - Green card**—all present—radio “all clear for room\_\_” to Room Clearance Recorder
    - Red card**—missing students—radio names to Room Clearance Recorder
    - Red Cross Sign**—medical attention needed—direct emergency personnel
  - Look for missing staff/students, radio names to Room Clearance Recorder if found

# CAE Emergency Procedures

## Teachers

Emergency	Alarm	Action
<b>Power Outage</b>	<b>No Alarm— runners and/or bullhorn</b>	<ul style="list-style-type: none"> <li>◆ Remain in classroom, light permitting</li> <li>◆ Move to common areas if necessary</li> <li>◆ Turn off electrical equipment (power surge)</li> <li>◆ Wait for further instructions</li> <li>◆ Runners will notify re: power status</li> <li>◆ Admin. decides to hold or dismiss classes</li> </ul>
<b>Facility Alert</b>	<b>PA Announcement “All students and staff return to class immediately”</b>	<ul style="list-style-type: none"> <li>◆ Report to classrooms</li> <li>◆ Take roll</li> <li>◆ Prepare for evacuation or lockdown</li> <li>◆ Listen for “all-call” messages / check email</li> <li>◆ “All-call” message will end alert</li> </ul>
<b>Evacuation Fire</b>	<b>Fire Alarm Siren</b>	<ul style="list-style-type: none"> <li>◆ Evacuate using fire exits</li> <li>◆ <b>Do not lock doors.</b> Turn off lights.</li> <li>◆ Report to designated <b>fire alarm locations</b></li> <li>◆ Take Roll—use card system: Green card—all present Red card—missing students Red Cross sign—medical attention needed</li> <li>◆ “All Clear” message will end evacuation</li> </ul>



# Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<b>Evacuation Bomb Threat</b>	<b>PA Announcement</b> <b>“Turn off cell phones and radios”</b>	<ul style="list-style-type: none"> <li>◆ Do not use two-way electronic devices (cell phones, radios, etc.)</li> <li>◆ Look for suspicious items</li> <li>◆ Evacuate using fire exits</li> <li>◆ Have students take belongings</li> <li>◆ Do not lock doors</li> <li>◆ Report to <b>remote evacuation locations</b> east of bone yard west of Sunnyside north of parking lot</li> <li>◆ Take roll using card system Green card—all present Red card—missing students Red Cross sign—medical attention needed</li> <li>◆ Keep students calm</li> <li>◆ Wait for “All Clear” to return to class</li> </ul>
<b>Lockdown Intruder (Take Shelter)</b>	<b>PA Announcement</b> <b>“All students and staff go to nearest classroom immediately.”</b>	<ul style="list-style-type: none"> <li>◆ Go to nearest room</li> <li>◆ Lockdown classrooms/buildings/close blinds</li> <li>◆ Turn off lights, stay away from windows</li> <li>◆ Assume “duck and cover”</li> <li>◆ Quiet cell phones and remain quiet</li> <li>◆ Take roll. Do not use card system</li> <li>◆ Wait for instructions/read email</li> <li>◆ Until “all clear”—do not open door</li> </ul>

# Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<p><b>Earthquake</b> <b>(Take Shelter)</b></p>	<p><b>Probably no prior warning.</b> <b>(Teachers need to take the initiative)</b></p> <p>Return to class when buildings are declared safe</p>	<p><b>DURING Quake:</b></p> <ul style="list-style-type: none"> <li>◆ Outside—move away from buildings and potential falling objects</li> <li>◆ Inside—duck and cover away from windows</li> <li>◆ Turn off lights</li> <li>◆ <b>Do not lock doors</b></li> </ul> <p><b>AFTER Quake:</b></p> <ul style="list-style-type: none"> <li>◆ Check for injuries. <b>Do not move injured students.</b></li> <li>◆ No injured students—               <ol style="list-style-type: none"> <li>1. Evacuate using fire route</li> <li>2. Take roll—use card system:                   <ul style="list-style-type: none"> <li>Green card—all present</li> <li>Red card—missing students</li> <li>Red Cross sign—medical attention needed</li> </ul> </li> </ol> </li> <li>◆ Injured student—               <ol style="list-style-type: none"> <li>1. <b>Teacher stays with injured student</b>—puts Red Cross sign next to door</li> <li>2. Remaining students exit via fire route</li> <li>3. Students hold up red card to indicate a student is down in class</li> <li>4. Teacher administers first aid until help arrives</li> </ol> </li> </ul>

# Teachers—CAE Emergency Procedures

Emergency	Alarm	Action
<h2 style="margin: 0;">Tornado and Wind Advisory</h2>	<p style="margin: 0;"><b>PA</b></p> <p style="margin: 0;"><b>Announcement</b></p> <p style="margin: 0;"><b>“Weather Warning. Students and staff, please take shelter in nearest classroom”</b></p>	<ul style="list-style-type: none"> <li>◆ Outside—take shelter in nearest building</li> <li>◆ Inside—               <ul style="list-style-type: none"> <li>Close windows</li> <li>Turn off electronic devices (power surge)</li> <li>Duck and cover if notified or if conditions warrant it</li> <li>Do not lock doors</li> </ul> </li> <li>◆ After weather subsides:               <ul style="list-style-type: none"> <li>Check for injuries.</li> <li>Do not move injured students.</li> <li>Take roll—use card system:                   <ul style="list-style-type: none"> <li>Green card—all present</li> <li>Red card—missing students or extra students</li> <li>Red Cross sign—medical attention needed</li> </ul> </li> </ul> </li> <li>◆ Stay inside and listen for instructions</li> <li>◆ Administration will give notice to evacuate or dismiss class</li> </ul>

# Critical Incident Assessment Checklist

Name \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

Location of crisis: \_\_\_\_\_

Location of command Center: \_\_\_\_\_

Phone number to reach you \_\_\_\_\_ Fax number \_\_\_\_\_

**Check list of personnel who have been contacted:**

Person(s) Contacted	Name	Number
Person(s) contacted at the District Office level		
Site Incident Commander		
Public Spokesperson		
Law Enforcement/Fire Department		
Key site crisis team members. Check off who is currently assisting with the crisis.	___ Marci Panoo, Principal ___ Courtney McMahon LD ___ Ramon Esquivel, Career Placement Officer ___ Marie Lackey Office Sup. ___ Adrian Rosales Plant Super ___ Crystal Rodriguez, G&L Spec. ___ Other _____	<b>Administration</b> 327-2870 327-2872 Fax 327-2889 <b>Academic Services</b> 327-2856 327-2875 Fax 327-2891 <b>A-8 Nurse Education</b> 327-2830 327-2841 Fax 327-2899

1. What is the nature of the crisis? \_\_\_\_\_
2. Is media on its way? If so, who? \_\_\_\_\_
3. What do you predict may result from this crisis? What are your biggest concerns?  
 Immediate: \_\_\_\_\_  
 Long term: \_\_\_\_\_

**Check Additional resources that are needed:**

- |                                    |                             |                      |
|------------------------------------|-----------------------------|----------------------|
| ___ Counseling/Family services     | ___ Clerical                | ___ Transportation   |
| ___ Communications/Media relations | ___ Medical/Safety Measures | ___ Legal            |
| ___ Physical Plant/Construction    | ___ Food Services           | ___ Insurance/Claims |
| ___ Shelter/Evacuation Assistance  | ___ Law Enforcement         |                      |
| ___ Other: _____                   |                             |                      |

# CRITICAL INCIDENT DEBRIEFING FORM

**To be filled out by Crisis Team members after a drill or actual emergency. Use this form as a template for providing input at the debriefing session regarding your area of responsibility:**

\_\_\_\_\_ **Did you produce any written documents, notices, or announcements (letter sent home regarding the incident)? Provide a copy.**

\_\_\_\_\_ **What worked well today?**

\_\_\_\_\_ **Were there any glitches, obstacles or problems today?**

\_\_\_\_\_ **Have those problems been solved or are they recurring?**

\_\_\_\_\_ **What resources do you still need in your area of responsibility?**

\_\_\_\_\_ **Have we implemented any changes in procedures or protocols of which others should be aware?**

\_\_\_\_\_ **What do you expect will happen tomorrow or within the next few days?**

\_\_\_\_\_ **Any long-term problems emerging?**

\_\_\_\_\_ **Key observations, reactions, critical information or rumors that others should be aware of?**

\_\_\_\_\_ **Do you need guidance or a decision on any issue or situation?**

**Other comments:**

**PERSON FILLING OUT THIS REPORT:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

## **PHONED THREAT DATA SHEET**

**This checklist should be duplicated and placed at phone stations that receive direct incoming calls from outside lines. All employees who staff those lines must be trained in the use of this checklist.**

### **STEP 1: RECORD THE THREAT**

**If you have recording equipment, START IT.**

**Telephone number at which call was received:** \_\_\_\_\_

**Date call received:** \_\_\_\_\_

**Time call received:** \_\_\_\_\_

**Phone number appearing on Caller ID:** \_\_\_\_\_

**Write down the exact threat made by the caller:**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## **STEP 2: GET MORE INFORMATION:**

**“Where is the bomb right now?” (If caller refuses to answer, say “The building is occupied, and that the detonation could result in death or serious injury to many innocent people”)**

**“When is the bomb going to explode?”**

**“What does the bomb look like?”**

**“What kind of bomb is it?”**

**“What will cause the bomb to explode?”**

**“Who planted the bomb?”**

**“Why was the bomb planted?”**

**“When was the bomb planted?”**

**“How did the person get the bomb in the building?”**

**“What is your address?”**

**“What is your name?”**

**STEP 3: INITIATE THE TRACE AND NOTIFY**

**When the caller hangs up, DO NOT HANG UP. Leave the phone line open and notify your supervisor immediately.**

**STEP 4: DESCRIBE THE CALLER**

**Gender of the caller: Male**\_\_\_ **Female**\_\_\_ **Unsure**\_\_\_

**Approximate Age of Caller:** \_\_\_\_\_

**Caller's voice was (circle all that apply):**

<b><u>SPEED AND PITCH</u></b>	<b><u>EMOTION</u></b>	<b><u>QUALITY</u></b>	<b><u>LANGUAGE</u></b>
Hurried or Rapid	Distant	Stutter	Accented (_____)
Moderately paced	Excited	Lisp	Well-spoken
Slow	Angry	Slurred	Foul
Hushed or quiet	Sad	Whispered	Taped
Loud	Happy	Laughing or Giggling	Incoherent
Deep	Calm	Raspy	Message read
High-pitched	Agitated	Nasal	Irrational
Squeaky	Matter of Fact	Deep Breathing	Broken
Other: _____	Boastful	Crying	Drunk
Other: _____	Sincere	Stressed	
Other: _____	Crazed	Whining	
	Other: _____	Clearing Throat	
	Other: _____	Cracking Voice	
	Other: _____	Other: _____	
		Other: _____	
		Other: _____	

**Was the voice familiar?** Y or N **If yes, how or who?** \_\_\_\_\_

**Was the voice disguised?** Y or N **If yes, How?** \_\_\_\_\_



**STEP 5: DESCRIBE THE ATMOSPHERE**

**Did it sound like (circle):**    a cellular phone call    a land line phone call

**Background Sounds Heard on the Call (circle all that apply):**

Street noises	Trains
House noises	Airplanes
Vehicle noise	Party
Voices	Children
Animal noises	Quiet
PA system	Static
Music	Echo
Motor	Other: _____
Factory machinery	Other: _____
Office machinery	Other: _____

**Could you make out anything said in the background?**

---

---

---

**STEP 6: PERSON WHO RECEIVED CALL**

**Your Name:** \_\_\_\_\_

**Your Position:** \_\_\_\_\_

**Your Telephone Number:** \_\_\_\_\_

**Any other remarks about the call:**

---

---