



## CRISIS COMMUNICATION PLAN

Emergencies and disasters are unpredictable. In emergency situations, all River Parishes Community College faculty, staff, and students need to respond quickly and appropriately to reduce the risk of injury and property damage. This manual provides essential information as a quick reference to guide you through various emergencies with the steps to take and the reactions that will occur.

### EMERGENCY PHONE NUMBERS

**IN CASE OF EMERGENCY DIAL 911**

**ON A CAMPUS PHONE, DIAL 9-911**

Sorrento Police Department.....675-5356

#### **Ambulance (Emergencies Only)**

All Areas, Dial .....911  
 Acadian Ambulance & Air Med .....800-259-1111

#### **Fire (Emergencies Only)**

All Areas, Dial .....911  
*For non-emergency numbers, see "Fire Departments" in the white/ yellow pages*

#### **Police**

Emergencies. ....911  
 Donaldsonville .....473-3871  
 Gonzales .....647-7511  
 Gramercy .....869-8005  
 LA State Police(Baton Rouge) .....754-8500  
 Interstate Emergencies (on your cell) .....\*577  
 Lutcher .....869-4163  
 Port Vincent .....698-6115  
 St. Gabriel .....642-5222  
 Sorrento .....675-5356

#### **Sheriff's Office**

##### *Ascension Parish*

Gonzales .....621-8340  
 Gonzales Emergency Dispatch .....621-8300  
 Donaldsonville Courthouse .....473-8671  
 Donaldsonville Emergency Dispatch .....473-8673  
 St. James Parish .....265-3640

Emergency .....	562-2200
Substation .....	265-7800
Poison Control .....	800-256-9822

**Crisis**

American Red Cross .....	225-291-4533
ATF Gun Hotline (National) .....	800-283-4867
Battered Women’s Hotline (National) .....	800-541-9706
Child Abuse Hotline (National) .....	800-422-4453
Child Find of America (National) .....	800-426-5678
Community Info & Referral Line of VIA LINK .....	211 or 800-479-2673
DOTTIE – LA One Call (Call Before You Dig) .....	800-272-3020
Drug & Alcohol Abuse Helpline (National) .....	800-417-6237
FBI (New Orleans) .....	504-816-3000
FEMA (Disaster Relief) .....	800-621-3362
LA Attorney General .....	225-326-6000
LA Domestic Violence Hotline .....	888-411-1333
LA Highway Safety Hotline .....	800-529-4929
LA Relay Center for the Deaf .....	711
Voice .....	800-947-5277
ASCII .....	888-550-5277
TTY/TDD .....	800-846-5277
STS .....	888-272-5530
Spanish .....	800-737-1813
Customer Service .....	888-699-6869
National Council on Alcoholism & Drug Dependence .....	800-622-2255
National Hopeline Network .....	800-784-2433
RAINN (Rape, Abuse & Incest Hotline) .....	800-656-4673
Toxic Chemical & Oil Spills .....	800-424-8802
US Border Patrol (New Orleans) .....	504-376-8021
US Coast Guard Search & Rescue (New Orleans) .....	504-589-6225
US Customs Service Drug Smuggling Hotline .....	800-232-5378
US Drug Enforcement Agency (New Orleans) .....	504-840-1100
US Marshal Service (New Orleans) .....	504-589-6079
US Postal Inspector (New Orleans) .....	504-589-1200
US Secret Service (New Orleans) .....	504-589-4041

**RPCC officials’ cell phones**

Dr. Joe Ben Welch .....	
Dr. Bill Martin.....	
Clen Martin .....	
Donna Whittington .....	
Angela Cutrer .....	225-281-7901
Dr. Crystal Lee .....	
Allison Vicknair .....	
Debbie Lambert .....	

## **DURING AN EMERGENCY**

Major incidents and emergencies may draw interest from local or national media. First, call 911 or 9911 (if dialing from a campus phone). Then, call the Chancellor's Office at 675-0203 or 675-8270 to report the problem.

Remember to refer all news media inquiries to the Angela Cutrer, director of public information's office at 675-0255. The cell phone number for Cutrer's BlackBerry is 225-281-7901. Alternatively, you may e-mail her BlackBerry at [acutrer@rpcc.edu](mailto:acutrer@rpcc.edu) and she will receive your mail instantly.

The Chancellor's Office has primary responsibility for releasing information through the director of public information to the news media. It is of paramount importance that only accurate, factual information is released. Incorrect or incomplete information could be detrimental to the college, its employees, and its students.

## **GENERAL EMERGENCY PROCEDURES**

When you become aware of an emergency situation where life or property is threatened, contact the Sorrento Police immediately by calling 675-5356 or call 911 or 9911 (from a campus phone). It is imperative that you follow the directives of emergency response personnel. Know the location of safety equipment in your work area and learn how to use the equipment. Familiarize yourself with emergency evacuation routes for your building.

### *What You Should Do*

1. Calmly tell the Chancellor's Office personnel the following:
  - a. Who you are and your location.
  - b. The nature of the emergency.
  - c. If anyone needs medical attention
  - d. Any circumstances that may help or impede response personnel.
  - e. What phone number you can be contacted at.

Try to remain calm, inform others that help is coming, and follow any directions given by emergency personnel. Notify the Chancellor's Office as soon as possible at 675-0203.

### *What Will Happen*

1. The Chancellor's Office personnel may ask you for additional information and/or give you directions on proper response.
2. The Chancellor's Office personnel will contact appropriate emergency response agencies. Sorrento Police will coordinate the response. Emergency personnel will handle the situation and give further instruction to affected persons.

## **MEDICAL EMERGENCY**

### *What You Should Do*

1. Call Sorrento Police at 675-5356.
2. Give the Chancellor's Office personnel the following information:
  - a. Your name and the location of the injured/ill person(s).

- b. Type of injury or illness.
- c. Approximate age of victim(s).
- d. Status of victim(s):
  - i. Is the victim conscious?
  - ii. Is the victim breathing?
  - iii. Is the victim bleeding?
  - iv. Any known medical condition of the victim(s).
- e. Give a call-back telephone number.
3. Do not move the victim(s).
4. Do not attempt to give medical care unless you are trained to do so.
5. Provide first aid if you are qualified to perform it.
6. Stay with the victim(s) to reassure him/her until help arrives.

#### *What Will Happen*

1. The Chancellor's Office personnel will notify police officers and EMS if it appears necessary from information gathered.
2. Police officers will respond and assess the situation for further response.
3. EMS will be notified, if necessary and not already done.
4. Police officers will provide first aid if needed, according to their training, until EMS arrives.
5. If the victim(s) are ambulatory and do not need EMS, the police or department staff may provide transport to the River Parishes Community College Student Health Center.

### **POWER OUTAGE**

#### *What You Should Do*

1. Remain calm and stay where you are.
2. Assist others in your areas that are not familiar with the space.
3. Call Sorrento Police at 675-5356.
  - a. Tell the Chancellor's Office personnel your name and location.
  - b. Tell the Chancellor's Office personnel what areas are affected by the power outage.
  - c. Tell the Chancellor's Office personnel how long the power has been out.
  - d. Give the Chancellor's Office personnel a callback number if more information is needed.
4. Do not open cold rooms, refrigerators, incubators, or other temperature-sensitive areas.
5. Evacuate only if instructed to do so by emergency personnel or by your supervisor.

#### *What Will Happen*

1. The Sorrento Police Chancellor's Office personnel will notify police officers and maintenance to respond.
2. Responding personnel will determine if outside help is needed and consult with department management of the areas affected.

3. If an evacuation is necessary, responding emergency personnel will coordinate the evacuation.

### **FLOOD OR WATER DAMAGE**

#### *What You Should Do*

##### **In Case of Flooding:**

1. Call Sorrento Police at 675-5356.
  - a. Tell the Chancellor's Office personnel your name and location.
  - b. Tell the Chancellor's Office personnel the exact location of the flooding, including all areas affected.
  - c. Tell the Chancellor's Office personnel the source of the flooding, if known.
  - d. Give the Chancellor's Office personnel a call back number if more information is needed.
2. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.
3. If you know the source of the water and are confident you can stop the flooding safely, do so (i.e. turn off valve or unclog drain).
4. Notify the Chancellor's Office as soon as possible at 675-0203.  
In Case of Water Damage follow Steps 1 and 2 above.

#### *What Will Happen*

1. The Chancellor's Office personnel will notify police officers and maintenance to respond.
2. Responding personnel will identify the source and stop the flooding as soon as possible.
3. If a risk is identified because of the flooding, affected areas may be evacuated.
4. Necessary repairs and clean up will be initiated.
5. The all-clear to return will be given by responding personnel when approved.

### **FIRE**

#### *What You Should Do*

1. If you smell or see smoke or fire, begin evacuation by pulling an alarm station.
2. Call Sorrento Police at 675-5356 as soon as it is safe to do so.
3. Tell the Chancellor's Office personnel your name and location.
  - a. Give the Chancellor's Office personnel the exact location of the fire and any other information you may have about the fire.
4. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
5. Evacuate the building, closing doors behind you to contain the fire. Exit via stairwells only; DO NOT attempt to use elevators.
6. Exit quickly and do not attempt to take anything with you.
7. Assist disabled persons or direct emergency personnel to them.

8. Try to avoid letting the fire or heavy smoke come between you and an exit. If you get caught in heavy smoke, take short breaths, crouch down, or crawl.
9. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break a window, and signal for help.
10. Once outside and at a safe distance from the building, only return to the building when instructed to do so by emergency personnel.
11. Notify the Chancellor's Office as soon as possible at 675-0203.

#### *What Will Happen*

1. The Chancellor's Office personnel will notify the Fire Department upon determination that an emergency exists.
2. Sorrento Police will respond and coordinate with fire personnel.
3. Once the actual fire or fire alarm situation is resolved, Sorrento Police or fire department personnel will give the all clear to re-enter the building or will give other directions.

### **HAZARDOUS MATERIALS INCIDENT**

#### *What You Should Do*

1. Call Sorrento Police at 675-5356.
  - a. Tell the Chancellor's Office personnel your name and location.
  - b. Give the exact location of the hazardous material spill/release.
  - c. If possible, give the source, character, amount, and extent of the material spill/release.
  - d. If the material is leaking from a vehicle, give the vehicle description, including any placarding.
2. Notify the Chancellor's Office personnel of any injuries.
  - a. Leave a call back number if further information is needed.
3. Find a safe place in the general area, upwind of the spill area if possible.
4. Shut all windows, turn off open flames, and open hoods in the area if it is safe to do so.
5. Keep others from entering the affected area.
6. Stay a safe distance from the material that has been spilled or released, and wait for police officers and safety personnel to arrive.
7. Avoid tracking or spreading the substance into other areas, but remain in the general area until allowed to leave by authorized personnel.
8. Notify the Chancellor's Office as soon as possible at 675-0203.

#### *What Will Happen*

1. The responding police officer(s) will secure the scene by forming a perimeter and tending to any injured persons.
2. The responding officer(s) will communicate initial findings to the police supervisor or Chancellor's Office personnel.
3. Police will notify the responsible facility personnel.
4. Police will notify state or local agencies if their help is needed or if notification is required.

5. Evacuation, containment, and clean up will be conducted as directed by Sorrento Police or state/local agency incident commander.
6. You may be asked to participate in a follow-up investigation of the incident.

### **EVACUATION**

Different emergencies require different evacuation needs. This booklet contains evacuation directions for most emergencies. When evacuation is not directed for the emergencies in this booklet or by obvious circumstances, you should stay where you are until given direction by emergency personnel.

The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and that avoid putting you in a more harmful situation.

#### *When To Evacuate*

1. Anytime you hear the fire alarm bells in your building.
2. If you smell smoke or know an actual fire is burning.
3. When instructed to do so by official safety personnel.

Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

#### *When Not To Evacuate*

1. When a tornado warning is sounded. (Find appropriate shelter within your building.)
2. During a hostile intruder situation, unless asked to do so by official safety personnel.
3. During a hostage/barricade situation.
4. During a power failure.
5. When instructed not to evacuate by official safety personnel.

These situations require you to stay put initially. Emergency personnel will direct you when it is safe to evacuate.

#### *What To Do If You Must Evacuate*

1. Listen carefully to instructions of emergency personnel.
2. Remain calm.
3. Close your office door as you leave.
4. Do not try to gather materials on the way out; leave quickly.
5. Keep talking to a minimum, but warn others who may not be evacuating or may not have been notified.
6. Exit via stairwells, not elevators.
7. Do not smoke.
8. Alert emergency personnel of any disabled persons who need assistance.

### *Area Evacuations*

Certain emergencies may affect a specific area of campus. In this case, persons in those areas will be evacuated to a designated site on campus. Emergency personnel may then direct you to a primary or secondary evacuation site. Because of variable factors, such as the type of emergency and wind direction, the evacuation site will be designated at the time of the event and communicated via emergency telephones, e-mail, fax, and other means.

### *Campus Evacuation*

An emergency that dictates the evacuation of the entire College will be handled in conjunction with the emergency procedures of Ascension Parish and the surrounding communities. People who have their own transportation should listen to radio, TV, and e-mail announcements identifying the designated exit routes from campus. Members of the campus community who depend on public transportation should congregate at the nearest bus stop, unless the area has been restricted. In that case, they should find another bus stop or call campus police for instructions. If the emergency involves a spill or release of airborne contaminants, sheltering in place may be used in lieu of evacuation. In such cases, the building coordinator/senior administrator will be notified and asked to spread the word.

## **Preparation for Hurricane Season**

Although hurricane season begins June 1, hurricane preparations can begin months in advance of the actual event. The following are steps you can take prior to hurricane season include:

### *At home:*

1. Be aware of your home's vulnerability to events that occur during a hurricane, including storm surges, flooding, and wind.
2. Be aware if you live in an area that could be evacuated.
3. Complete a plan with your family members, so everyone will know where to go in the event that you must evacuate.
4. Be familiar with evacuation routes.
5. Prepare a disaster-supply kit, or if you already have one, make sure you have all necessary supplies, including the following:
  - a. bottled water for drinking (enough for your entire family for at least three days);
  - b. flashlights;
  - c. battery-operated radio or television;
  - d. batteries for all equipment;
  - e. canned food (preferably that does not need to be heated) and a manual can opener;
  - f. dry food (bread, peanut butter, crackers, etc.);
  - g. blankets;
  - h. pillows; and
  - i. battery and car charger for cellular phone.

*At work:*

1. Be aware of your work building's vulnerability to events that occur during a hurricane, including storm surges, flooding, and wind.
2. Check with your supervisor whether your department is considered essential in times of emergency.
3. Prepare a disaster-supply kit for work, especially if your department is considered essential, including:
  - a. bottled water for drinking
  - b. flashlights;
  - c. battery-operated radio or TV;
  - d. batteries for all equipment;
  - e. canned food (preferably that does not need to be heated) and a manual can opener;
  - f. dry food (bread, peanut butter, crackers, etc.);
  - g. blankets; and
  - h. pillows.
4. Be familiar with evacuation routes from campus.

*Hurricane Season*

During hurricane season, there are several tasks one must complete to maintain safety during this potentially dangerous time.

*What You Should Do*

1. Monitor the weather, via reliable television or radio stations or Web sites.
2. Regularly monitor your supplies in your disaster supply kit.
3. Evacuate if ordered to do so. If you are essential personnel and have been told you need report to campus in times of crisis, contact your supervisor for instructions.
4. If you are essential personnel, your normal work duties may be
5. augmented in times of crisis.

*What Will Happen*

1. Officials at River Parishes Community College will monitor any tropical storm and hurricane that form and will announce any closures in local media and by broadcast media.
2. You may also find updates on the River Parishes Community College Web site at [www.RPCC.edu](http://www.RPCC.edu).

## **TORNADO**

A tornado warning is an alert from the National Weather Service stating that a tornado has been sighted. All staff and students should be watchful and responsible during potential weather emergencies and advise others to take cover when they become aware of a tornado warning for the immediate campus area.

*What You Should Do*

1. Move to the basement or center hall and close doors as you leave.
2. Stay away from windows and doors with glass panes.
4. Sit or crouch in an inner hall or room.

5. Do not leave the tornado safety area until given the all-clear from emergency personnel or other responsible individual.
6. Do not get into your vehicle or attempt to drive anywhere.

*What Will Happen*

1. Sorrento Police officers will monitor the situation with the National Weather Service and local authorities.
2. Once the tornado threat has passed, officers will notify building occupants and give the all-clear.

**BOMB THREAT**

*What You Should Do*

1. If you receive a bomb threat via a telephone call, listen carefully and write down everything that is said, starting with the exact time of the call.
2. Keep the caller talking as long as possible and ask the following:
  - a. What is the identity of caller?
  - b. Where is the bomb located?
  - c. When will the bomb detonate?
  - d. What type of bomb is it?
  - e. What does the bomb look like?
  - f. Why was the bomb planted?
3. Determine characteristics of the caller.
  - a. Approximate age
  - b. Gender
  - c. Accent
  - d. Voice characteristics (calm, nervous, excited, and laughing)
4. Listen for background noises such as other voices, traffic, airplanes, trains, machinery, and music.
5. Call Sorrento Police at 675-5356 immediately after finishing the call.
  - a. Give the Chancellor's Office personnel your name, telephone extension, and room number.
  - b. Tell the Chancellor's Office personnel that you received the bomb threat and give a basic description of the nature of the call.
- c. Stay in the area so that you can meet with the responding officer.
- d. Locate the building coordinator and ask him/her to stand by for the responding officer.
6. Notify the Chancellor's Office as soon as possible at 675-0203.

*What Will Happen*

1. The Chancellor's Office personnel will notify the Sorrento Police Department as appropriate.
2. Police may conduct a search of the building(s) mentioned.
3. After speaking with the person who took the call, college officials and the Sorrento Police Department, will decide what further action is required, including possible evacuation.

## **CRIMINAL INCIDENT**

### *What You Should Do*

1. Report any crime in progress on campus to Sorrento Police at 675-5356.
2. Tell the Chancellor's Office personnel your name and your location.
  - a. Give a description of what is taking place.
  - b. Give a thorough description of any suspect(s): physical description, clothing, vehicle information, and direction of travel.
  - c. Tell if there are any injuries and the extent of those injuries.
  - d. Give the Chancellor's Office personnel a call-back number if more information is needed.
3. Report any crime in progress off campus to 911.
  - a. Tell the dispatcher your name and your location.
  - b. Give a description of what is taking place.
  - c. Give a thorough description of any suspect(s): physical description, clothing, vehicle information, and direction of travel.
  - d. Tell the dispatcher if there are any injuries and the extent of those injuries.
  - e. Give the dispatcher a call-back number if more information is needed.
4. To report routine or non-emergency incidents, call Sorrento Police at 675-5356.
5. Notify the Chancellor's Office as soon as possible at 675-0203.

### *What Will Happen*

1. Police PD officers will respond to the incident, take appropriate action, render any assistance needed, and gather report information.
2. Other agencies or RPCC personnel will be notified as necessary.

## **HOSTILE INTRUDER**

### *What You Should Do*

1. If you become aware that a hostile intruder has entered your building, immediately call Sorrento Police at 675-5356.
  - a. Tell the Chancellor's Office personnel your name and location.
  - b. Tell the Chancellor's Office personnel what is taking place, such as an armed person is in the building.
  - c. Inform the Chancellor's Office personnel if there are any injuries and the location of injured person(s).
  - d. Give the Chancellor's Office personnel a description of the person(s) involved and his or her exact location/direction of travel.
  - e. Advise if suspect is armed, and if so, with what type of weapon.
  - f. If possible, stay near a phone and give the Chancellor's Office personnel that number for further communications.
2. Do not approach the person(s), keep out of sight.
3. Stay put, lock the entrance to the room, if possible, or block the entrance.
4. Do not leave the building unless instructed to do so by identified emergency personnel.
5. Notify the Chancellor's Office as soon as possible at 675-0203.

*What Will Happen*

1. The Chancellor's Office personnel will notify Sorrento Police, and responding officers will contact any additional police departments, as necessary.
2. Sorrento Police will coordinate a response based on information gathered. Once the situation is under control, the police incident commander will give the all-clear to evacuate the building, and all appropriate parties will be informed of the incident.

**SUSPICIOUS OBJECT**

*What You Should Do*

1. If you see or become aware of a suspicious object or receive a suspicious letter or parcel, do not handle it or allow anyone to go near it.
2. Call Sorrento Police at 675-5356.
3. Tell the Chancellor's Office personnel your name, telephone extension, and location.
4. Tell the Chancellor's Office personnel why the object is suspicious.
5. Wait for the responding officer to arrive to give further information.
6. Notify the Chancellor's Office as soon as possible at 675-0203.

*What Will Happen*

1. The Chancellor's Office personnel will notify Sorrento Police, and responding officers will contact any additional police departments, as necessary.
2. Responding officers will meet with the caller to gather information.
3. Police management will decide if further actions are needed after consulting with College officials.

*River Parishes Community College in Sorrento, La., is an open-admission, two-year, postsecondary public institution dedicated to developing and assisting students in achieving personal, professional and academic success. A component of the Louisiana Community and Technical College system and its board of supervisors, RPCC serves the Louisiana river parishes by providing transferable courses and curricula through certificates and associate's degrees.*

*Please visit [www.rpcc.edu](http://www.rpcc.edu) or call (225) 675-8270 for more information.*