



Arkansas Parole Board
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ADMINISTRATIVE DIRECTIVE: 13-02 EMERGENCY PLAN

TO: ARKANSAS PAROLE BOARD OFFICE EMPLOYEES

FROM: JOHN FELTS, CHAIRMAN

SUPERSEDES: 09-01

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APPROVED Signature on File

EFFECTIVE: March 4, 2013

- I. APPLICABILITY.** This policy applies to Commissioners, Hearing Examiners, support staff, extra help, and interns or volunteers assigned to the Parole Board office in Little Rock.
- II. POLICY.** It is agency policy that the APB office develops and communicates emergency procedures to staff and visitors to ensure the safety of all who are associated with the agency. This policy provides employees and visitors a general understanding of the processes and procedures [where to go and what to do] in cases of emergencies, both during and after work periods. The Parole Board emergency evacuation plan shall be developed, available and rehearsed to enable rapid and appropriate response to emergency situations. The Parole Board plan shall be coordinated with the Arkansas Continuity of Operations Program (ACOOOP) operated by the Department of Information Systems.
- III. GUIDELINES.** All employees are responsible for contributing to the safety and security of the workplace and must be alert at all times to any possible emergency and be able to respond as required. For any emergency, the staff member who becomes aware of the situation must act to alert others including appropriate persons in the chain of command (Refer to Page 3) and control the situation if possible. In most cases during an emergency, **DO NOT USE THE ELEVATORS**, especially during a fire, tornado, an earthquake or a suspicious package notification.
 - A. Safety Coordinator.** The Chairman is responsible for assigning a primary and alternative Safety Coordinator for the office. The listing of Safety Coordinator's can be found in Attachment 1. The Board Investigator will serve as the primary Safety Coordinator. The alternative Safety Coordinator will come from the Administration Section and report directly to the Chairman. The Safety Coordinator will walk through the work area to notify and/or ensure all employees are aware of an emergency, advise them to take shelter and/or evacuate the building. The Safety Coordinator will also ensure that no visitors or staff is left in offices or restrooms. Staff shall remain in the shelter or evacuation areas until the Safety Coordinator or supervisor gives notice that the emergency has passed and instructs them that it is safe to return to their work areas. The list of Safety Coordinators will be kept current and the Investigator will report any changes to the Chairman for distribution to staff.

- B. Supervisor and Employee Responsibilities.** Supervisors are responsible for ensuring that employees are familiar with this policy. Supervisors are responsible for ensuring employees are familiar with the building exits and emergency procedures, primary and secondary gathering sites during any specific emergency and addressing any questions regarding an emergency response that employees might have. Supervisors are to account for their employees in a reasonable and effective manner in the event of an evacuation at the designated locations. Employees are responsible for reporting immediately to the designated alternative sites and to remain at that area until further instructions are given by supervisory personnel. Once at a designated gathering site, supervisory personnel are responsible for reporting the status of their section (e.g., all accounted for or individuals missing) up through the chain-of-command to the Investigator/Safety Coordinator or the Chairman. The Investigator/Safety Coordinator is responsible for reporting any missing personnel to the Chairman.
- C. Public Information and Release of Information.** The Chairman or designee is responsible for contacting the Governor's Office concerning emergency situations. To ensure safety and security during an emergency and the subsequent investigation, employees are expressly prohibited from providing information concerning the Board including, but not limited to the following: granting interviews, calling or writing media personnel, responding to the media, providing audio/video recordings, etc. unless permission is specifically granted by the Chairman. In the event the Chairman or his designee is not available, the Arkansas Community Correction Public Relations Officer will be responsible for communication with the media and/or the Governor's office.
- D. First Responder/Medical Assistance.** The Board Investigator/Safety Coordinator will schedule First Aid and CPR training for staff. No employee is required to perform medical or rescue duties during any emergency situation. If a co-worker or visitor needs CPR or First Aid and depending on the severity of the medical emergency, staff will notify a supervisor and the Investigator/Safety Coordinator for further instructions. The supervisor will notify the Chairman and other appropriate officials such as EMS, Police or the Fire Dept.
- E. After Work Hours.** It is critical that employees provide accurate supervisors after-hour contact information, i.e. address and telephone number(s) so that they may be contacted in the event an incident occurs during non-work or off duty hours that would prevent them from accessing their offices. Employees will be contacted and provided duty reporting instructions. Depending upon the situation, employees may be instructed to report to an alternative worksite (Central Arkansas Community Correction Center in Little Rock or the North Little Rock Parole Office). If an employee reports to work and the building is not accessible, he/she should check the designated gathering site, attempt to reach their supervisor or the Chain of Command as stated in this policy (refer to page 3), or report directly to the Central Arkansas Community Correction Center and wait for further instructions.
- F. Alerts.** Employees may be alerted by an alarm, verbal announcement by the Safety Coordinator or other staff persons, or a severe weather alarm by the public defense

system. In the event of an out of control fire, employees may pull the fire alarm located next to the fire box near the stairwells. An employee also may – but is not expected to - use the portable fire extinguishers provided for employee use to attempt to extinguish the fire before evacuating. These fire extinguishers are located in the fire box next to the stairwells.

- G. **Drills.** The Board Investigator/Safety Coordinator will schedule drills to train staff on emergency procedures. All employees are required to participate in any drill or activities necessary to test responses and readiness in a manner that actually demonstrates their understanding of their responsibilities and necessary actions. Drills will normally be held in conjunction with ACC and in accordance with ACOOP requirements.
- H. **Damages.** Damage to a work area created by a fire, tornado or other natural disaster should be reported to the appropriate supervisor in a timely manner.
- I. **Backup System.** In the event a temporary command station is needed, information needed for this agency is provided in the ACOOP plan. The Administrative Services Manager and the two Safety Coordinators will have access to the ACOOP plan.
- J. **Chain of Command.** The anticipated chain-of-command will be as follows depending upon their availability:
 - 1. Chairman
 - 2. Vice Chairman
 - 3. Secretary of the Board
 - 4. Hearing Examiners/Administrator Services Manager
 - 5. Investigator/Safety Coordinator
 - 6. Fiscal Support Supervisor

IV. EMERGENCY PROCEDURES

A. Fire.

- 1. In the event of a fire in the office building and depending on the severity, an employee should immediately pull the alarm – if not already sounding – and quickly exit the building using the stairwells. **DO NOT USE THE ELEVATORS.** If possible, provide assistance to others when necessary. If properly trained, an employee may – but is not expected to – use the portable fire extinguishers located in the building and to attempt to extinguish the fire before evacuating.
- 2. Gather in the parking lot on the southwest corner of Louisiana and 6th Streets and immediately report to your supervisor. In the event that the area is blocked off by the police or fire authorities, report to the parking lot on the opposite side of street and remain there until you receive further instructions.
- 3. Supervisors shall account for all staff on duty and report any missing individuals up to the Chairman and the Safety Coordinator. The highest ranking staff person present will report missing staff to the Fire Department's Command Center personnel as quickly as possible and indicate that the individual(s) may be in the building.

B. **Tornado.** In the event of a tornado warning, immediately take shelter in the Lobby or an area with no windows, being sure to close all doors which would allow broken glass or other debris to enter. Wait there until an “all clear” notice is given by the Chairman, supervisor or the Safety Coordinator. Report any damage or injury through the Chain of Command.

C. **Earthquake.** This region may experience an earthquake that would originate in the New Madrid fault line. Most fatalities from an earthquake are the result of building structural failures. Most earthquakes are followed by aftershocks, during which buildings either suffer further damage and/or collapse. In the event of an earthquake, seek protection under a desk or table to avoid falling ceiling or moving objects. Leave the building as soon as the first tremor is over and gather at the designed site, one of the two parking lots, and wait for further instructions regarding re-entry.

D. **Other Disasters.**

1. Called in Bomb Threat. All bomb threats or suspicious package concerns should be immediately reported to a supervisor, Chairman or the Safety Coordinator. Threats by telephone: The individual receiving the message should try to obtain as much information as possible taking particular note of any unusual aspects of the caller’s voice. See Bomb Threat Questionnaire (Attachment 3). Keep this questionnaire available for quick response.

2. Suspicious Package. Whenever a staff member notices a suspicious package or container in their areas, they should immediately notify their supervisor. They should not attempt to move the suspicious package or tamper with it in any way. Be prepared to meet with fire and police officials to answer any questions. Typically, evacuation is necessary in the event of a bomb threat or a suspicious package; however, there may be circumstances that suggest that the premises are not evacuated. There may be, for example, reason to believe that there may be an explosive device outside the building and evacuation would place people at greater risk. Generally, you would want to follow the direction of the fire or police officials.

3. Weapon of Mass Destruction or Detonation of an Explosive Device. In the event of a mass detonation, and you are capable of leaving the building, report immediately to your supervisor or someone in the chain of command at the designated site so that anyone unaccounted for may be identified. Do not leave that area unless told to do so by a supervisor or the Safety Coordinator. In the event of a massive destructive force emergency, ALL employees shall evacuate immediately by means of the nearest available stairway (marked exits). DO NOT USE THE ELEVATORS.

4. Evacuation Notice. In the event of an evacuation notice for any reason by a supervisor, staff will leave the building immediately and gather at the designated site. Report to a supervisor and wait for further instructions before re-entering the building.

E. **Alternative Reporting Station.** When an emergency situation results in the entire area closed off and both parking lots are unavailable, all staff shall report to the Central

Arkansas Community Correction Center (CAC) in the quickest and most direct manner possible. Individuals must report to their supervisor or most senior supervisor immediately upon arrival at the CAC. Persons not reporting to their manager will be reported missing.

V. ATTACHMENTS.

Attachment 1	List of Safety Coordinators
Attachment 2	Two Union National Plaza Emergency Numbers
Attachment 3	Bomb Threat Questionnaire
Attachment 4	Street Map with Primary and Secondary Gathering Locations
Attachment 5	Employee Acknowledgement Form

**Arkansas Parole Board
SAFETY COORDINATORS
As of February 1, 2013**

Board Investigator/Safety Coordinator, Primary – John Belken

Alternate – Melissa Haney

One & Two Union National Plaza Emergency Numbers

**Any Building Maintenance Issues Should Be Reported
to Mahogany Brown or Solomon Graves**

BOMB THREAT QUESTIONNAIRE

Identify the Number of the Caller

First, attempt to identify the telephone number from which the call is coming.

The method for doing this will depend on the features of your telephone instrument, the services that are available from your phone system, and those available from the system of the caller. In all cases, your chances of identifying callers will be better if you answer calls after the second ring.

Attempt to identify the number by doing the following:

1. Write down the telephone number showing on any LED display on your phone. Your phone instrument may store incoming phone numbers; if so, you will also be able to retrieve the number after you hang up by following instructions supplied with your phone.

2. If a number appears in the display, wait until the end of the phone call, hang up, wait 10 seconds, then pick up the phone and listen for a dial tone. Press *57 and listen for a confirmation announcement, then hang up. (Later, in a safe place, call the local telephone company.)

3. If threats are being received at a particular phone, it is possible to set up a formal trace known as a "trap." A police report may be required and, if the phone is part of the Centrex system, this must be done by the Department of Information Systems (DIS) and the DCC chain of supervision.

Ask the caller the questions below while listening carefully and taking notes. Complete the form quickly and report the call to the person in charge of your facility who will follow the Emergency Plan Annex for Bomb Threats.

Exact Time Call Received? _____ AM PM Date of Call: _____

Exact Words of Caller: _____

QUESTIONS TO ASK

When is the bomb going to explode? _____

 Where is the bomb? _____
 What does it look like? _____

 What kind of bomb is it? _____

 What will cause it to explode? _____

 Did you place the bomb? _____
 Why? _____
 Where are you calling from? _____

 What is your phone number? _____
 What is your name? _____
 What is your address? _____

 What is your organization? _____
 Why kill or injure innocent people? _____

RECORD THIS INFORMATION

Time call ended? _____
 Number at which call is received? _____
 Name of person receiving the call? _____
 Position _____ Phone _____

LISTEN TO LEARN THESE THINGS

- | | |
|--------------------------------------|--|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Foul Mouth |
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Educated |
| <input type="checkbox"/> Male | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Female | <input type="checkbox"/> Broken |
| <input type="checkbox"/> Young | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Middle Age | <input type="checkbox"/> Stressed |
| <input type="checkbox"/> Old | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Sincere |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Squeaky |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Giggling |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Accent Foreign |
| <input type="checkbox"/> Raspy | |

Describe accent:

OTHER CALL INFORMATION

Was Message Read by Threat Maker Yes No
Unknown

Other (Explain): _____

If voice is familiar who did it sound like? _____

Agency / Office Receiving Call: _____

Person Receiving Call: _____

Did you hear a "call waiting" tone during the call?

YES NO

(If a call waiting call comes in the trace will tag that call)

Did you hang up, wait 10 seconds and then call * 5 7 to have a trace automatically put on the call? YES NO

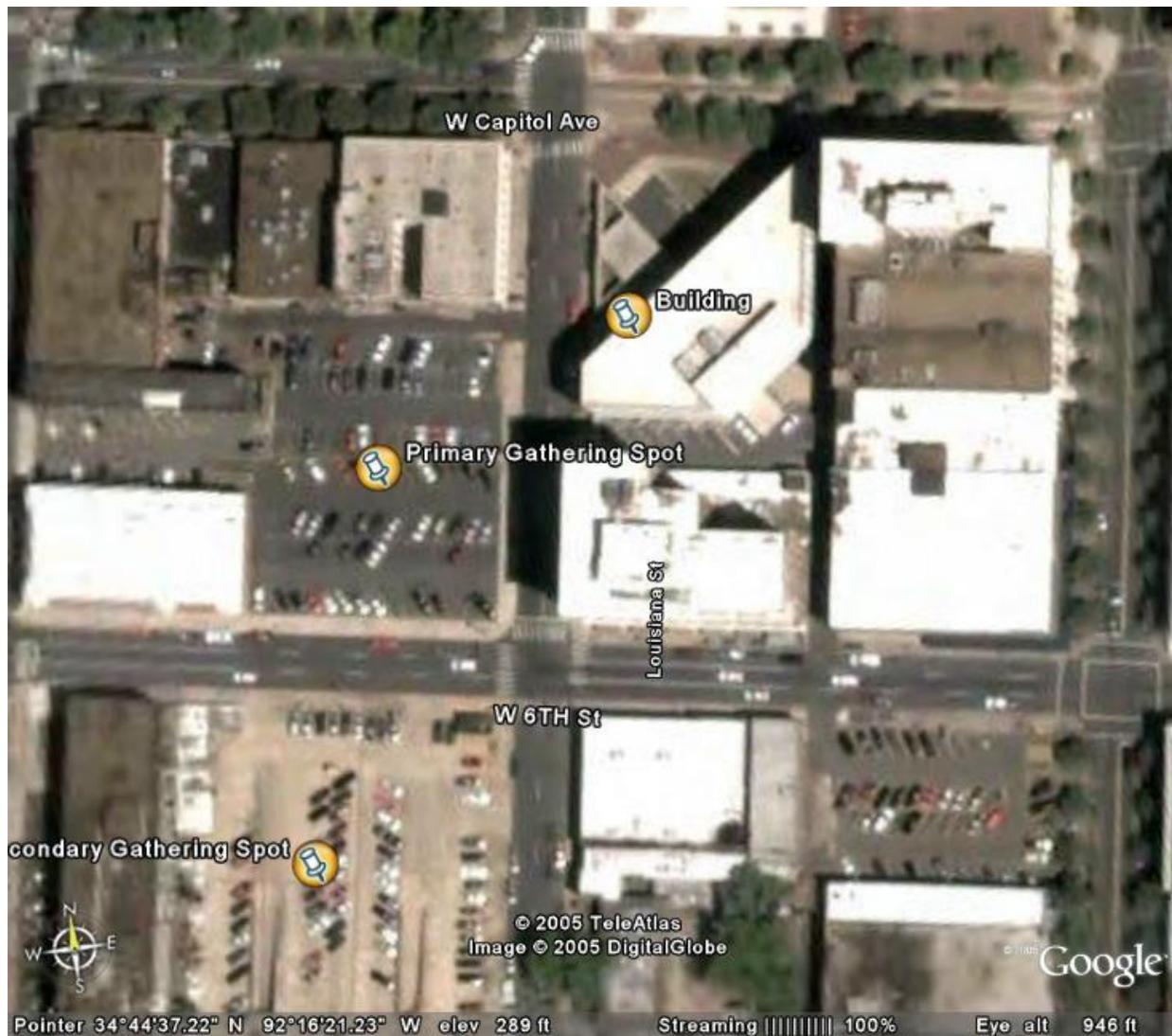
If yes, result? (Call Local Phone Company.) _____

BACKGROUND NOISES

- Street Noises
- House Noises
- Factory
- Office
- Phone Booth
- Street Sounds
- Trucks / Busses
- Music, type: _____
- Local
- Other _____
- PA System Noises
- Motor
- Animal
- Machinery Near By
- Pots and Pans
- Voices
- Machinery Far Away

Remarks:

Street Map with Primary and Secondary Gathering Locations



Employee Acknowledgement of Emergency Plan

Please acknowledge by signing that you have received, read, and understood the Arkansas Parole Board Policy: **Administrative Directive: 13-02 Emergency Plan**

All employees or officials of the Arkansas Parole Board are responsible for complying with all pertinent policies. The Fiscal Manager will place a signed copy of this form in your personnel file.

This form must be signed and returned to the Parole Board Investigator within five days after receipt of the above policy.

Employee Confirmation:

_____	_____	_____
PRINT NAME		DATE

SIGNATURE		

Supervisor Confirmation:

_____	_____	_____
PRINT NAME		DATE

SIGNATURE		