Western New Mexico University
Crisis Intervention Plan
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PURPOSE

Crisis intervention is a multidimensional process. Its main purpose is to provide a safe resolution to the crisis and to ensure protection of the Western New Mexico University (WNMU) community.

DEFINITION

For the purposes of this document, the definition of “crisis” will be any unstable situation that might prove volatile or require urgent intervention. It could include physical, psychological, or medical emergencies. Examples include, but are not limited to: fire, weather, rape, psychological trauma, physical injury or death, assault and battery, endangerment to self or others, or medical problems (i.e. seizure, drug reaction, cardiac arrest).

POLICY

The University endeavors to provide a safe, academic atmosphere in its classrooms, residence halls, and facilities for students, staff, and faculty. In order to maintain this goal, Western New Mexico University has developed a crisis intervention plan. Established procedures ensure that appropriate personnel are informed of a crisis taking place or that has taken place on campus. In all such communications, it is understood that University personnel have the responsibility and obligation to keep all exchanged information confidential.

A Crisis Intervention Response Team (CIRT) is the primary respondent to a crisis occurring on campus. The CIRT is made up of representatives from Campus Police, Student Affairs, Residence Life, Student Health/Counseling Services, Information Technology, Institutional Advancement/Public Information, Maintenance and/or any other department which might be necessary dependent upon the issue and/or situation. A written procedure outlines how the Crisis Intervention Response Team is activated.

Questions may be directed to Isaac Brundage, Vice President for Student Affairs and Chair of the Crisis Intervention Response Team (CIRT) at Isaac.Brundage@wnmu.edu or at 575-538-6339.
CRISIS RESPONSE PLAN

I. RESPONSE PRIORITIES

Regardless of the type of major incident, the following priorities will always apply:

1. Initial Assessment: Any event must be initially evaluated for appropriate response measures.

2. Life Safety Assurance: Any threat to the lives or safety of individuals must be addressed immediately.


4. Protection of Property: Action must be taken to limit and control property damage.

5. Recovery: Action must be taken to return to normal operations. This phase may include post-incident evaluation, investigations into property damage and personal injury and may address the emotional wellbeing of campus community members and student families.

II. CRISIS INTERVENTION RESPONSE TEAM LEADER

The Vice President for Student Affairs or Designee coordinates the University's response to all major incidents. In his/her absence, another Senior Management Team member shall be directed by the President to act as the Team Leader according to the following sequence:

- Vice President for Business Affairs
- Vice President for Academic Affairs
- Vice President for Institutional Advancement

III. PROCEDURE FOR NOTIFICATION AND RESPONSE TO A MAJOR INCIDENT

1. Notify Campus Police by telephone when any emergency occurs: 9-911
   or call:

   b. Campus Police Officer on Call--Cell: 574-5547
   c. Campus Police Chief--Cell: 574-7544
   d. Central Dispatch: 388-8840

2. If the event is deemed to be a major incident, Campus Police shall notify the Vice President for Student Affairs. The Vice President for Student Affairs may also deem a situation a major incident based on his/her own information.
3. The Vice President for Student Affairs or Designee shall call a meeting of the Crisis Intervention Response Team. Campus Police will assist in notifying the Team Members who the Vice President for Student Affairs or Designee decides are relevant to the particular incident based upon the specific incident response plan.

4. Staff, faculty, students, and visitors will be notified by the emergency information system. The scope of the notification will be dependent upon the severity and location of the crisis.

IV. COMMAND CENTER AND RELATED OPERATIONS

The Command Center locations for all campuses will be determined by the incident commander of each location.

The Vice President for Student Affairs or Designee, who serves as the CIRT Leader, will notify Campus Police to prepare the appropriate Command Center. This location provides access to the crisis communication phone bank, extensive documents and procedures for use during an emergency or crisis, and other items as noted in the Campus Crisis Packet.

*Phone Bank Location:* To communicate with parents, students, and other concerned persons regarding a crisis, a phone bank will be set up in the Command Center.

*Gathering Space for Large Groups:* Location(s) to be determined by responding officers and will serve as the designated gathering space(s) for students and others on campus during an emergency. In situations involving severe weather, persons living or working on campus will be directed to the ground floors and interior hallways of buildings.

V. CRISIS INTERVENTION RESPONSE TEAM

The Western New Mexico University Crisis Intervention Response Team is comprised of the following positions. Others may be added or substituted depending on the emergency. The exact membership of the Team will vary depending on the nature of the incident. Incident response will require close communication with the Silver City Fire and Police Departments and/or other mutual aid organizations and utility companies as needed.

<table>
<thead>
<tr>
<th>POSITION</th>
<th>ROLE DURING MAJOR INCIDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>President of the University</td>
<td>Provides authority and encouragement to CIRT members.</td>
</tr>
<tr>
<td>Vice President for Student Affairs or Designee</td>
<td>Serves as CIRT Leader for any incident involving the residence halls and/or entire University Community. Responsible for elements of response related to students. Distributes information to and provides support for non-resident students (includes on-line students) by the use of various communication devices, e.g., cell phone text messaging, Mustang Express.</td>
</tr>
<tr>
<td>Position</td>
<td>Responsibilities</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Vice President for Academic Affairs</td>
<td>Responsible for elements of response related to the faculty.</td>
</tr>
<tr>
<td>Vice President for Business Affairs</td>
<td>Responsible for elements of response related to the staff.</td>
</tr>
<tr>
<td>Vice President for Institutional Advancement</td>
<td>Assists in addressing issues affecting overall University planning, development, and recovery. Oversees the generation of fact sheets, news releases, and all public communications concerning the incident.</td>
</tr>
<tr>
<td>Director of Maintenance</td>
<td>Responsible for management of facility operations i.e. immediate lock down of facilities, building/property issues, and environmental issues.</td>
</tr>
<tr>
<td>Director of Campus Police</td>
<td>Assists in making initial assessment and is responsible for all security issues. Liaison with Silver City Police and Fire departments.</td>
</tr>
<tr>
<td>Director of Food Services</td>
<td>Works to provide food and water to affected populations and emergency workers as needed.</td>
</tr>
<tr>
<td>Director of WNMU Student Health Services &amp; University Counselors</td>
<td>Assists in providing triage and first aid to ill and injured person(s) and assists with life safety issues. Provides emotional and spiritual support to members of the campus community and their families as needed. Community medical services will be used in conjunction with Student Health Services staff when the need is evident.</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>Generates fact sheets, news releases and all public communications concerning the incident. Acts as spokesperson for the University community to news media and governmental agencies. Documents through photography the University's response to the incident.</td>
</tr>
<tr>
<td>Director of Residence Life</td>
<td>Works to provide shelter and housing for affected student population.</td>
</tr>
<tr>
<td>Director of Information Technology</td>
<td>Assists in organizing emergency telecommunications as necessary and assists other team members with computer network resources.</td>
</tr>
<tr>
<td>Instructional Building Supervisors</td>
<td>Assist in response to students, staff, faculty, children, and entire campus population in their respective instructional buildings.</td>
</tr>
<tr>
<td>Others as directed by the CIRT Leader</td>
<td>Carry out duties as directed by other CIRT members or the CIRT Leader.</td>
</tr>
</tbody>
</table>
Appendices:

Specific Incident Response Plans
SPECIFIC INCIDENT RESPONSE PLANS

The following Specific Incident Response Plans are to be used as guidelines but may not address every possible incident:

Catastrophic Injury or Death of Student(s)

Severe Weather (Tornado)

Fire Incident

Violent, Disruptive, or Criminal Behavior (includes harassment and stalking incidents)

On Campus Hostage or Terrorism Incident

Gas Leak

Chemical Spill

Bomb Threat

Incidents Involving Students Studying Abroad

On-campus Evacuation Plan

Off-campus Evacuation Plan
APPENDIX A: CATASTROPHIC INJURY OR DEATH OF STUDENT(S)

1. Initial Assessment

- Any office personnel or student receiving student information (student injury, illness, sexual assault, or death) shall contact the Campus Police.

- Campus Police will initiate the emergency call list.

- The Vice President for Student Affairs or Designee and the Vice President for Academic Affairs shall assess the impact on students and the WNMU community.

- The Vice President for Student Affairs or Designee, the Vice President for Academic Affairs, and the Office of Institutional Advancement/PIO will determine if announcements or public announcements need to be made. The Public Information Officer will make these announcements.

- The Vice President for Student Affairs or Designee will contact the student's parents.

2. Population Welfare

- The Student Health Services Center, counselors, advisers, Deans, and Chairs will determine the effect on students.

- The Vice President for Student Affairs or Designee, the Vice President for Academic Affairs, the Student Health Services Center, and the Office of Institutional Advancement/PIO, will establish the protocol for relaying information to the campus community.

- The Office of Student Affairs and the Student Health Services Center will provide emotional support for students and the WNMU community as required.

3. Recovery

- The Director of the Office of Student Life will work with family members and significant others for memorial services in cases involving the death of a student.

- The Vice President for Student Affairs or Designee and the Student Health Services Center will establish and implement an emotional support plan for student and/or affected parties.

- The Student Health Services Center will contact Grant County resources as needed.

- The Vice President for Academic Affairs or Designee will work with various offices (Accounting, Financial Aid, Mail Services, Technology Services, etc.) to ensure that the student is withdrawn and his/her records are closed.
APPENDIX B: SEVERE WEATHER (TORNADO)

1. Initial Assessment

- The CIRT Leader and the Director of Maintenance shall assess the potential weather situation.
- Central emergency alarms may be activated by Campus Police or Maintenance.
- If necessary, the CIRT Leader will convene a Senior Management Team meeting to determine closing of the school/and or departments and the evacuation plan along with immediate shelter needs.
- The Public Information Officer begins public announcements to broadcast the situation, any delay, closure, power loss status, etc.

2. Life Safety Assurance

- The Director of Maintenance and the Campus Police address life safety.
- The Campus Police call the Silver City Fire and Police Departments for assistance as needed.
- If needed, the Campus Police notifies local medical facilities to stand by on call for handling of injury/illness and communicates with mutual aid organizations.
- The Director of Residence Life will relay information to hall staff and resident students.
- The Vice President for Student Affairs or Designee will work with the Office of Institutional Advancement/PIO to inform non-resident students through public announcements, inclement weather lines, etc.
- Campus Police has the authority to evacuate students, staff, and faculty from unsafe locations.

3. Population Welfare

- The Director of Residence Life arranges immediate shelter for students/staff in a location deemed appropriate.
  - In the event of a tornado, everyone is advised to move to a basement or an interior windowless space. For the following buildings without basements, please evacuate accordingly:
    - Light Hall move to Bowden Hall 1st floor hallway
    - Parotti, Webb, and McCray move to the FACT orchestra area
    - Student Memorial Building move to the bottom floor stair well area
    - Phelps-Dodge and Martinez-Fall move to the bottom floor of the Blalock Annex
    - Global Resource Center move to bottom floor inner hallways
    - Centennial Hall move to Ritch Hall 1st floor hallway
    - Muir Heights and Regents Row move to Eckles Hall west side basement area
    - Sechler-Rhoades and Glaser move to middle addition
    - Harlan Hall move to 1st floor middle section hallway
    - Brancheau P. E. Complex move to middle classrooms
- Juan Chacon Building move to 1st floor hallway
- Watts Hall move to 1st floor area
- Castorena Hall move to basement area

- Food Service makes arrangements for food and water for sheltered individuals.
- Campus Police arranges medical treatment for injured/ill persons in their shelter areas. Campus Police arranges transportation for seriously injured people to Gila Regional Medical Center.

4. **Protection of Property**

- The Vice President for Business Affairs maintains responsibility for property and notifies WNMU's insurance agent of any potential damage claims.
- The Director of Maintenance and the local power company address power outages. The Director of Maintenance and the local gas company determine and implement a plan of action for natural gas concerns.
- The Office of Institutional Advancement/PIO makes further public announcements to identify damaged areas/outages/cancellations as more information becomes available. This does not apply to routine weather emergencies.

5. **Recovery**

- The CIRT remains intact for follow-up assessment and reports.
- The Office of Institutional Advancement /PIO continues follow up communication as necessary including web page updating, communication with parents, and staffing the phone bank for incoming calls.
- Members of the Senior Management Team will meet to determine opening of school and offices and ways to communicate this information to students, faculty, and staff.
- Campus offices will work to re-establish normal operating procedures.
- Residence Life staff will work to house any displaced residents.
- The Office of Student Affairs will assist impacted non-resident students.
- The Vice President for Student Affairs or Designee and the Student Health Services Center will assess need and provide emotional support to members of the campus community.
- The Vice President for Student Affairs or Designee, the Vice President for Academic Affairs, the Student Health Services Center, and the Office of Institutional Advancement/PIO will establish the protocol for releasing information to the campus community.
- The Student Health Services Center will contact Silver City resources as needed.
APPENDIX C: FIRE INCIDENT

1. Initial Assessment

- Any person who sees a fire on campus should immediately pull the fire alarm and call 911 or Campus Police at 538-6231 or 538-6999.
- Campus Police will establish communications with the Silver City Fire and Police Departments.
- Campus Police ensures evacuation of all building personnel.
- Campus Police shall contact the CIRT Leader and Director of Maintenance. The CIRT Leader will assess the situation.
- The Director of Maintenance assesses the impact on property.
- The Vice President for Student Affairs or Designee and Campus Police convenes the CIRT and prepares the command center, including the phone bank if needed.
- The Office of Institutional Advancement/PIO begins public announcements to broadcast the situation, closure, power loss, etc.

2. Life Safety Assurance

- If the fire is in a residence hall, Housing staff will evacuate the residence hall.
- If the fire is in a campus building, occupants will evacuate the building as dictated by the evacuation plan for the building.
- Campus Police will call the Silver City Fire and Police Departments for response as needed.
- As appropriate, the Director of Maintenance provides lists of chemicals or other hazardous materials in the building and copies of Material Safety Data Sheets to the Silver City Fire Department.
- If needed, Campus Police will notify local health facilities to stand by on call for handling of injury/illness and will communicate with Grant Count mutual aid organizations. Campus Police determines off-campus resources to be utilized.
- The Office of Institutional Advancement /PIO makes public announcements and postings to the WNMU web page as necessary, identifying areas of damage/ouage.

3. Population Welfare

- The Residence Life Director arranges shelter for immediate resident students/staff in an area deemed appropriate.
- Food Service makes arrangements for food and water for sheltered individuals as needed.
• Campus Police and/or the Director of Student Health Services act as liaisons for medical needs.

• The Office of Institutional Advancement/PIO coordinates information and communication updates to staff involved with releasing information, including the Senior Management Team and other constituents as needed.

• The Student Health Services Center will provide immediate emotional support.

4. Protection of Property

• The Vice President for Business Affairs maintains responsibility for property and notifies WNMU's insurance agent of any potential damage claims.

• The Director of Maintenance and the local power company address power outages. The Director of Maintenance and the local gas company determine a plan of action for natural gas concerns.

• The Office of Institutional Advancement/PIO makes further public announcements to identify the damaged area/outages/cancellations as more information becomes available.

5. Recovery

• The CIRT remains intact for follow-up assessment and reports.

• The Office of Institutional Advancement makes follow-up communications as necessary including web page updates, communication with parents, and staffing the phone bank for incoming calls.

• Residence Life staff will work to house any displaced resident students.

• The Office of Student Affairs and the Student Health Services Center determines the effect on students.

• The Vice President for Student Affairs or Designee, the Vice President for Academic Affairs, the Student Health Services Center, and the Office of Institutional Advancement/PIO will establish the protocol for releasing information to the campus community.

• The Vice President for Student Affairs or Designee and the Student Health Services Center establishes an emotional support plan for students and/or affected parties.

• The Student Health Services Center will contact Silver City resources as needed.
APPENDIX D: VIOLENT, DISRUPTIVE, OR CRIMINAL BEHAVIOR (INCLUDES HARASSMENT AND STALKING INCIDENTS)

1. Initial Assessment

- Violent, disruptive, or criminal behavior (including harassment, stalking and sexual assault incidents) is reported to 9-911 or Campus Police at 538-6231 or 538-6999.
- The crime scene will be secured by Campus Police and/or other authorities as necessary. Access to the crime scene will be controlled by Campus Police and/or other authorities.

2. Life Safety Assurance

- Campus Police arrives on scene and investigates the incident and takes appropriate action (i.e. crowd control).
- Depending on the severity of the incident, Campus Police will notify the CIRT Leader who then may activate the CIRT.
- The CIRT may activate the phone bank if necessary.
- Director of Student Health Services arranges for medical treatment for injured persons at Gila Regional Medical Center or other Grant County facility. In some cases, emergency medical services may be contacted. Campus Police gathers identification information and takes appropriate action.
- Campus Police or its designee will handle all transport of subjects placed in custody.
- The Office of Institutional Advancement/PIO makes public announcements as necessary to the WNMU community.
- The Office of Student Affairs coordinates information to students and parents.
- The Vice President for Student Affairs or Designee and the Student Health Services Center establishes emotional support services for students.

3. Recovery

- Campus Police or appropriate administrator contacts the person who reported the incident/crime to provide information about the outcome.
- The Student Health Services Center continues to provide emotional support as needed.
APPENDIX E: ON CAMPUS HOSTAGE OR TERRORISM INCIDENT

1. Initial Assessment
   - Incident is reported to **9-911** or Campus Police at **538-6231** or **538-6999**.
   - Central emergency alarm may be activated.
   - Campus Police contacts Silver City Police Department and Fire Department as needed.
   - Campus Police notifies the CIRT Leader to activate CIRT command center and phone bank.
   - Campus Police and/or the CIRT Leader brief the local police upon their arrival to campus.
   - Initial and surrounding buildings are immediately locked down to prevent entry.

2. Life Safety Assurance
   - In the event that someone is injured, Campus Police contacts emergency medical services.
   - The local police or any other law enforcement agencies work together with Campus Police to handle the situation. Campus Police and the CIRT support local police and other authorities as needed.
   - Individuals are evacuated from buildings when law enforcement agencies deem that it is safe to relocate. Evacuees, with the guidance from Campus Police, report to an area deemed appropriate.
   - Food Service arranges for food and water for evacuated persons.
   - The Office of Institutional Advancement/PIO broadcasts announcements regarding the incident, school closing, delays, updates, etc.
   - Phone bank continues to respond to incoming calls.
   - The Vice President for Student Affairs or Designee and the Student Health Services Center establish emotional support for students and evacuees.
   - The Office of Student Affairs coordinates and distributes information to parents and students.

3. Recovery
   - Once the situation is resolved, appropriate administrators communicate an update to members of the campus community.
   - The Office of Institutional Advancement/PIO provides updates to the media.
• The CIRT continues to meet for follow-up assessments and reports. Members of the team provide follow-up communication as necessary including web page postings, communication with parents, and staffing of the phone bank to answer incoming calls.

• The Student Health Services Center, counselors, advisers, Deans, and Chairs provide continued emotional support to the members of the WNMU community as needed.
APPENDIX F: GAS LEAK

1. Initial Assessment
   - Any person discovering a possible gas leak notifies Campus Police immediately at **538-6231** or **538-6999**.
   - The first responder evaluates the situation and takes action as required.
   - Campus Police notifies the CIRT Leader.

2. Population Welfare
   - If it is determined that a gas leak is evident, Campus Police evacuates the area immediately.
   - The Silver City Fire Department is notified of the incident and the location of the leak.
   - The gas company is notified of the leak as soon as possible.
   - The CIRT Leader is provided with updates as necessary.

3. Recovery
   - As soon as the leak is under control, Campus Police notifies all necessary personnel that the area is safe.
   - A report is filed by Campus Police on the incident and distributed to members of the CIRT.
   - An investigation is initiated to determine the cause of the leak.
   - The Office of Institutional Advancement /PIO makes announcements to the WNMU community and to the public as needed.
APPENDIX G: CHEMICAL SPILL

1. Initial Assessment

- Any person detecting or suspecting a chemical spill alerts all personnel in the building to immediately evacuate the building. Personnel exit by the closest door and assemble on the upwind side of the building.

- The Campus Police is notified at 538-6231 or 538-6999 or by calling 9-911.

- Campus Police contacts the Silver City Fire Department, provides the location(s), and escorts the fire truck to the location(s).

- Campus Police contacts the CIRT Leader.

2. Population Welfare

- No personnel will be allowed to enter the building until the Silver City Fire Department Hazardous Materials Team deems the area safe.

3. Protection of Property

- The area may be required to be decontaminated before personnel can enter the building.

4. Recovery

- Once the area is deemed safe, personnel will be allowed to enter the building.

- An investigation will be conducted by Campus Police to determine the cause of the spill.

- Reports will be distributed as required by the Incident Notification Plan.

- The Office of Institutional Advancement/PIO makes announcements to the WNMU community and to the public as needed.
APPENDIX H: BOMB THREAT

1. Initial Assessment

   • Any person receiving a bomb threat will assume that the threat is real.

   • The person taking the call will obtain as much information as possible.

   • Campus Police is notified at 538-6231 or 538-6999 or by dialing 9-911 as soon as possible of the location and provided with all information received from the caller.

2. Population Welfare

   • If Campus Police determines the threat to be legitimate, the following will occur:

     o The building will be evacuated and locked down.
     o The Silver City Fire Department will be notified.
     o All personnel are ordered to a safe location away from the area.
     o The Crisis Intervention Response Team Leader is notified as required.

3. Recovery

   • The Campus Police files a report with appropriate authorities.

   • As soon as the Silver City Fire Department deems the area safe, personnel will be allowed to enter the building.

   • The Student Health Services Center, counselors, advisers, Deans, and Chairs provide emotional support for the WNMU community.

   • The Office of Institutional Advancement/PIO makes public announcements to the WNMU community and to the public as needed.
APPENDIX I: INCIDENTS INVOLVING STUDENTS STUDYING ABROAD

When WNMU students are studying in Mexico or other countries, the University follows the Emergency Response Plan created by the Extended University. (If not established by date of print, Extended University will develop plans for Deming, T or C, Gallup, and Lordsburg. This document includes emergency preparedness guidelines, procedures for responding to general emergencies and specific incidents, and an emergency communications plan.)

Prior to departure, faculty and/or staff leading a student cohort will complete a safety assessment either on-site or through communications and documentation with country to be visited and share this information with participants during their pre-departure orientation. Cohort leaders will also receive a handbook that includes the emergency response plan and an emergency notification list. Specific emergency plans address routine emergencies such as minor illnesses and theft and major emergencies such as major illnesses, natural disasters, and regional socio-political unrest.

For more information, contact the Dean or Chair of the Department sponsoring the international study or contact the Office of the Vice President for Student Affairs.
APPENDIX J: ON-CAMPUS EVACUATION PLAN

- Involved buildings will be locked down immediately.

- For evacuation information for people with disabilities or special needs, please see http://www.wnmu.edu/incident/disability/evacuation.htm.

- All persons will be accounted for and the command center will be activated.

- The Student Health Services Center, counselors, advisers, Deans, and Chairs will provide emotional support for evacuees and other concerned community members.
APPENDIX K: OFF-CAMPUS EVACUATION PLAN

- All campus exits will be used. Traffic will be directed.
- Individual vehicles and WNMU vans will be used to transport persons to the evacuation site. Grant County regional transportation providers will be contacted to assist with the evacuation. Contact numbers are available for the regional transportation providers.
- The appropriate law enforcement agency will be contacted and the department will set up a command center at the evacuation site. The appropriate law enforcement agency and other safety departments and agencies (Silver City Fire Department, Gila Regional Medical Center, etc.) will work closely with the Western New Mexico University CIRT.
- All persons will be accounted for.
- The Student Health Services Center, counselors, advisers, Deans, and Chairs will provide emotional support for evacuees and other concerned members of the community.
- First aid assistance will be offered.
- A central phone line/number will be established for WNMU community members to call in and for parents, friends, and other concerned individuals.