



Community Shelter Operations Plan (CSOP)

**For the Community Shelter located at 323 West Trish Knight Street
Missouri State University-West Plains
West Plains, Missouri**

April 2015

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Missouri State University-West Plains

Table of Contents

Introduction 3

Definitions 3

Shelter Operations Team 4

Activating the Shelter Operations Team 6

Evacuation Routes 7

Clean-up and Restocking the Shelter 8

Evacuees with Service Animals 8

Notification of Shelter Availability 9

Special Needs Form..... 10

Shelter Floor Plan and Campus Map 11

Shelter Maintenance Plan 12

Shelter Equipment and Supplies List 13

Shelter Inspection Certification Form 14

Community Shelter Operations Plan (CSOP)

Missouri State University-West Plains

Introduction

This Community Shelter Operations Plan (CSOP) defines notification procedures, shelter operating guidelines, and specifies the duties of University personnel who are responsible for completion of critical tasks when a severe weather event (tornado) occurs in the local area.

Definitions

Tornado Warning – A product issued by the National Weather Service (NWS) to local offices indicating a tornado is either imminent or has been reported. A warning indicates the need to take action to protect life and property. 30-60 minutes

Tornado Watch – An indication that the conditions for the formation of a tornado are more favorable than usual for its occurrence. A watch is a recommendation for planning, preparation, and increased awareness (i.e., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes). 3-6 hours

Watch Box (TV) – A severe thunderstorm or tornado watch.

Short-Fuse Warning – A warning by the NWS for a local weather hazard of relatively short duration. Short-fuse warnings include tornado warnings, severe thunderstorm warnings, and flash flood warnings. Tornado and severe thunderstorm warnings typically last for periods of an hour or less, and flash flood warnings typically last for three hours or less.

Community Shelter – The facility located at 323 West Trish Knight Street in West Plains, designed to meet all Federal Emergency Management Agency specifications for severe weather and high wind events.

Secondary Shelter – Areas identified within a building, other than the primary shelter, which offer a similar place of safety. The areas offering the greatest protection are located in the center of the building with no exterior walls, outside windows, skylights or doors. Small areas such as restrooms, offices and interior classrooms offer some protection.

Tornado Protection Zone – The area comprised of residents and businesses in the community that do not have basements or other safe rooms and who live or work within a 1.5 mile radius around the shelter.

Shelter Operations Team

Site Coordinator

Name: Scott Schneider

Position: Director of Business and Support Services

Landline Phone: Home: 417-293-2338 | Office: 417-255-7258

Cell Phone: 417-293-2338

Assistant Site Coordinator

Name: Dr. Angela Totty

Position: Dean of Student Services

Landline Phone: Home: 417-204-5301 | Office: 417-255-7225

Cell Phone: 501-288-1068

2nd Assistant Site Coordinator

Name: Rogers Taylor

Position: Coordinator of Student Life & Development

Landline Phone: Home: 417-255-8080 | Office: 417-255-7233

Cell Phone: 417-274-2589

Duties and responsibilities of the Site Coordinator and/or Assistant Site Coordinator:

- Coordinate and ensure implementation of all aspects of the Community Shelter Operations Plan (CSOP).
- Open the Community Shelter during severe weather events.
- Ensure personnel are identified to facilitate the CSOP and are ready to fulfill their respective roles.
- Activate the Missouri State Alert system when a tornado warning is in effect for Howell County, Missouri. (Note: This task is assigned specifically to the following persons in the order listed: Scott Schneider, Cheryl Caldwell, Rogers Taylor.)
- Ensure the campus community members and vicinity residents are informed about the shelter.
- Conduct severe weather exercises (tornado drills) in cooperation with the Missouri statewide severe weather exercises.
- Serve as resources persons as questions arise from campus and community members.
- Ensure distribution of information to area residents.
- Review and update the CSOP periodically as necessary.

The Assistant Site Coordinator and the 2nd Assistant Coordinator's responsibilities include performing duties of the Site Coordinator when the Site Coordinator is unable to carry out the responsibilities, and performing duties as assigned by the Site Coordinator and/or Assistant Site Coordinators.

Equipment Manager

Name: Ron Hensley

Position: Superintendent of Physical Plant

Landline Phone: Home: 417-284-7194 | Office: 417-255-7268

Cell Phone: 417-372-2138

Assistant Equipment Manager

Name: Lynn Girdley

Position: Groundskeeper/General Maintenance Worker

Landline Phone: Home: 417-293-9045 | Office: 417-255-7268

Cell Phone: 417-293-9045

Duties and responsibilities of the Equipment Manager and/or Assistant Equipment Manager:

- Understand and operate all equipment (including communication, lighting and safety equipment, and shelter doors).
- Maintain and update, as necessary, the Shelter Maintenance Plan.
- Maintain and ensure equipment is maintained year-round and working properly.
- Inform the Site Coordinator if equipment is defective or needs to be upgraded.
- Purchase supplies, maintain storage, keep inventory, and replace outdated supplies.
- Place first aid kits in the shelter and replenish them as necessary.
- Replenish supplies to pre-established levels following shelter usage.

Signage Manager

Name: Cheryl Caldwell

Position: Director of University Communications

Landline Phone: Home: 417-256-0761 | Office: 417-255-7960

Cell Phone: 417-293-0861

Assistant Signage Manager

Name: Mat Crouse

Position: Graphic Designer

Landline Phone: Home: 417-298-3515 | Office: 417-255-7954

Cell Phone: 417-616-1059

Duties and responsibilities of the Signage Manager and/or Assistant Signage Manager:

- Determine what signage and maps are needed to help intended shelter occupants get to the shelter in the fastest and safest manner possible.
- Ensure signage complies with ADA requirements, including those for the blind.
- Work with the Equipment Manager to ensure signage is illuminated or luminescent after dark and all lighting will operate if a power outage occurs.
- Periodically check signage for theft, defacement, or deterioration and repair or replace signs as necessary.

Field Manager

Name: Rogers Taylor

Position: Coordinator of Student Life & Development

Landline Phone: Home: 417-255-8080 | Office: 417-255-7233

Cell Phone: 417-274-2589

Assistant Field Manager

Name: T.J. Wallis

Position: Head Resident Assistant

Landline Phone: 417-255-8013

Cell Phone: 573-418-5528

Duties and responsibilities of the Field Manager and/or Assistant Field Manager:

- Ensure shelter occupants enter the shelter in an orderly fashion.
- Arrange assistance for shelter occupants who need help in getting to the shelter (all complications will be anticipated and managed prior to the event to the best of our ability). Note: The Field Manager is responsible for arranging necessary assistance for members of the student body with special needs. Members of the general public within the target area with special needs will be identified via response from the initial shelter notification letters. As part of the operations plan, the list of special needs persons will be updated by the Notification Manager as information comes to the University and at a minimum annually.
- Close and lock shelter doors when all students are accounted for and in the shelter and/or when no more citizens are seen coming to the shelter. A judgment call may be required as to when to secure the shelter if a tornado is imminent. The door will be monitored, however, to ensure no one is left outside in the weather.
- Ensure the administration of first aid, as necessary, by those trained in it.
- Monitor the radio and provide information to shelter occupants during a tornado warning.
- Determine when it is safe to leave the shelter after a tornado warning.

Activating the Shelter Operations Team

When a ***tornado warning*** is issued for Howell County, Missouri, the Site Coordinator will immediately activate the Missouri State Alert system when classes are in session, notifying persons of the warning and that they should take shelter in either the Community Shelter or a Secondary Shelter area at their discretion. Site Coordinators, as specified below, will ensure the Community Shelter is opened at any time a tornado warning is issued for Howell County and is ready for students and the general public in the Tornado Protection Zone. Other members of the Shelter Operations Team will assume their duties, as well.

Opening the Community Shelter: The Site Coordinator and Assistant Site Coordinators will each have a key to the shelter. Responsibility for opening the shelter

during severe weather events will fall to those personnel in this order: 1) 2nd Assistant Site Coordinator; 2) Site Coordinator; 3) Assistant Site Coordinator. Close communication among the Shelter Operations Team members is critical to the success of the program.

Evacuation Routes

When the City of West Plains tornado sirens sound and/or a Missouri State Alert message is issued for a tornado warning, persons on the Missouri State University-West Plains campus who seek protection in the Community Shelter will use the following plan of evacuation:

Broadway Building: Evacuate the building using marked exits. Proceed west on Cass Avenue, and then south on Garfield Avenue to the shelter.

Cass Hall: Evacuate the building using marked exits. Proceed east on Cass Avenue, and then south on Garfield Avenue to the shelter.

College Parent Resource Center: Take shelter in secondary shelter area or in the West Plains Civic Center across the street to the north.

Community Shelter (Student Recreation Center): Remain in the Community Shelter.

Drago College Store: Evacuate the building using marked exits. Proceed north on Garfield Avenue to the shelter.

Garfield Hall: Evacuate the building using marked exits. Proceed south on Garfield Avenue to the shelter.

Garnett Library: Evacuate the building using marked exits. Proceed west on West Trish Knight Street to the shelter.

Gohn Hall: Evacuate the building using marked exits. Proceed north on Missouri Avenue then east on West Trish Knight Street to the shelter.

Grizzly House: Evacuate the building using marked exits. Proceed west on West Trish Knight Street to the shelter.

Kellett Hall: Evacuate the building using marked exits. Proceed east on West Main and then north on Garfield Avenue to the shelter.

Looney Hall: Evacuate the building using marked exits. Proceed north across the lawn or north along Garfield Avenue to the shelter.

Lybyer Technology Center: Evacuate the building using marked exits. Proceed east on West Trish Knight Street to the shelter.

Melton Hall: Evacuate the building using marked exits. Proceed northeast across the lawn or north along Garfield Avenue to the shelter.

Missouri Hall (currently US Post Office): Evacuate the building using the marked exits. Proceed east across Garfield Avenue to the shelter.

Pennsylvania House: Evacuate the building using marked exits. Proceed east on Cass Avenue, then south on Garfield Avenue to the shelter.

Putnam Student Center: Evacuate the building using marked exits. Proceed north to West Trish Knight Street and then west on West Trish Knight Street to the shelter.

West Plains Civic Center: Take shelter in designated areas within the Civic Center.

Refer to the map below (page 11) for building, street, and shelter locations.

Clean-up and Restocking the Shelter

Clean-up of the shelter and restocking of any consumed supplies will take place after the event is over and all persons have left the shelter. (Please see list of supplies on page 14). The University's custodial staff as well as the identified responsible shelter operations team members will make sure the shelter is cleaned and ready for the next hazardous weather event. The Shelter Operations Team will ensure the shelter is ready for the next hazardous weather event. These activities will include but not be limited to the following:

- Clean up shelter area (Equipment Manager, Custodial Staff, Shelter Operations Team members present)
- Inspect all shelter signage (replace if damaged or missing) (Signage Manager)
- Inventory all equipment and supplies (replace, repair and restock as required) (Equipment Manager)
- Debrief Shelter Operations Team (Site Coordinator)
- Conduct an evaluation after a drill or actual emergency situation in order to determine the adequacy and effectiveness of the plan and the appropriateness of the response by the team members. (Shelter Operations Team)
- Maintain a record of the weather event (Site Coordinator)
 - Date and time of event;
 - Reasons for shelter use;
 - Time the shelter was locked down and unlocked;
 - Comments regarding the weather event and operation of plan.

Evacuees with Service Animals

Evacuees requiring service animals will be allowed to bring the service animal in the shelter. The evacuee must keep the service animal on a leash and under the owner's control at all times. Service animal needs such as water, food, cleaning supplies are provided by the owner. The owner is responsible for the actions of the service animal.

NOTE: Companion animals and other house pets or animals are not allowed in the shelter area due to the space the pets will require, which will reduce the amount of space for humans.

Notification of Shelter Availability

It is the Site Coordinator's responsibility to develop community education and training programs and to prepare and distribute newsletters to area residents inside the 1.5 mile radius protection zone regarding the availability of the shelter. This will include a shelter protection zone map, letters and special needs form regarding the operation of the shelter.



Special Needs Form

If you plan to come to the Missouri State University-West Plains Community Shelter located at 323 West Trish Knight Street on the Missouri State University-West Plains campus because of a tornado warning for the area and have special needs that we should be aware of, please complete this form as necessary and mail or bring to:

Scott Schneider, Director of Business and Support Services
Cass Hall, Room 104
Missouri State University-West Plains
128 Garfield Avenue
West Plains, MO 65775

Missouri State University-West Plains will accommodate, to the best of our ability, your special needs once you arrive at the shelter. The University cannot provide any services to you that are required off campus such as transportation to and from the shelter.

Name	Street Address	Phone	Email
(Please print) Special Needs (Medical alert, wheel chair or walking aid required, electric plug-in, etc.) Please explain briefly: Note: There are ADA restrooms located in the shelter.			

If you require the aid of a service animal (such as a guide dog) and want to bring it to the shelter with you, the following is required. Please check the appropriate box:

- I require a service animal N/A

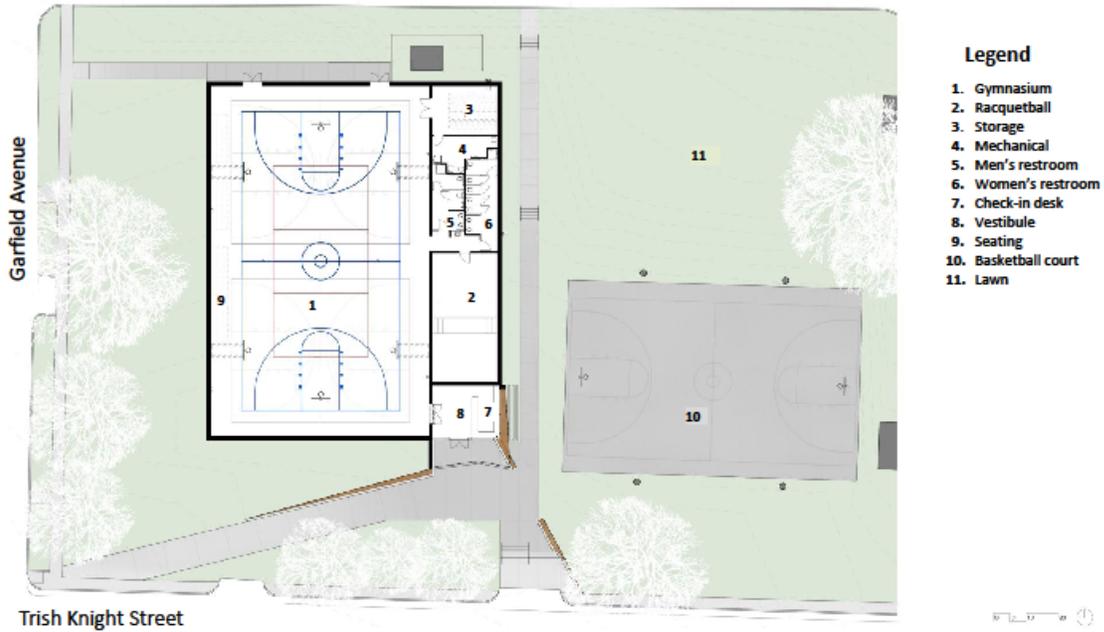
The service animal must remain leashed or harnessed. You should prepare an evacuation kit for your service animal and bring it with you. Items to include in Emergency Evacuation Kit:

- Animal Identification (tag on collar/harness, microchip)
- Water and drinking bowl if desired
- Cleaning supplies for animal waste (wipes, disinfectant, garbage bag)
- Leash, collar or harness
- Medications (if animal is on medication)

NOTE: You will be responsible for the actions of your service animal.

Shelter Floor Plan

**Missouri State University-West Plains
Community Shelter Floor Plan**
323 West Trish Knight Street
West Plains, MO 65775



Campus Map



Shelter Maintenance Plan

The Equipment Manager will ensure the shelter and its equipment are clean and functional at all times and the shelter is cleaned and restocked as soon as possible after each severe weather event when the shelter was used and supplies consumed. Telephones, weather radios, and emergency lighting must be checked weekly to ensure proper working order. Any problems that cannot be corrected immediately are to be reported to the Site Coordinator or other administrative staff responsible for the overall performance of the building. The Equipment Manager will inspect the premises and sign and date a Shelter Inspection Certification Form after each weekly inspection.

Shelter Equipment and Supplies List

(Keep this list posted in the shelter storage room)

Take an inventory of the following supplies after every severe weather event when the shelter is placed in active service and used by the public.

The following MUST be kept within the shelter area:

COMMUNICATION EQUIPMENT (Kept in the shelter storage room)

- 1 NOAA Weather receiver (battery powered continually recharging)
- 1 AM-FM Radio (wind-up/battery powered)
- 2 hard copies of the Shelter Operations Plan

EMERGENCY EQUIPMENT

- Flashlights – 10 (continually recharging to be located in the shelter storage room)
- 2 Fire extinguishers (ABC)

FIRST-AID SUPPLIES (Basic first aid kits are required and to be kept in the shelter storage room)

- First-aid handbooks
- Non-prescription drugs (such as aspirin and non-aspirin pain relievers)
- Adhesive tape and bandages in assorted sizes
- Scissors, tweezers and safety pins in assorted sizes
- Latex gloves
- Antiseptic solutions and antibiotic ointments

WATER

Water will be available from drinking fountains within the shelter.

OTHER SUPPLIES (Optional – items determined necessary by the team.)

- Toilet paper and paper towels
- Towels and moistened towelettes
- Disinfectants and chlorine bleach
- Trash containers and liners
- Disposable emergency blankets

The shelter is equipped with an emergency back-up, natural gas-powered generator to supply the shelter area with emergency electrical service. The University's Superintendent of Physical Plant will be responsible for the routine maintenance and inspection of the generator. The Superintendent of the Physical Plant will perform scheduled inspections of the generator on a monthly basis throughout the year to ensure the generator will be ready and functional in time of emergency.

Shelter Inspection Certification Form

The building in general and related equipment is to be inspected on a weekly basis and/or after every tornado event when the shelter was occupied and emergency shelter supplies were consumed. Please respond to the following:

Item	Yes	No	Action needed -- concern resolved	Name and date
One NOAA weather radio that is plugged in, working and turned to the alert position. (Extra batteries located in shelter storage room)				
One AM-FM Radio (wind-up/battery powered) working.				
Ten continually recharging flashlights working.				
Two Fire extinguishers (ABC) with inspection current as required by fire code.				
First aid supplies as listed on the Shelter Equipment and Supplies List - stocked and stored properly.				
Two hard copies of the Community Shelter Operations Plan.				
Other:				

CSOP revised January 2015