

# **Emergency Response Procedures**

Sandhills Community College

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## **Reporting Emergencies**

When to Call 911

**You should call 911 in ALL emergencies**

What is an emergency?

An emergency is any immediate threat to life and /or property that requires immediate response from police, fire, or ambulance personnel. Your judgment often determines whether an incident is an emergency. If you consider a situation to be an emergency, then it's an emergency and the procedures in this booklet should be followed. **If in doubt, err on the side of safety!**

### **WHEN REPORTING AN EMERGENCY**

- Stay on line with the dispatcher.
- Provide the address, location, and a description of the emergency.
- Provide the phone number at your location.
- Provide a thorough description of the incident to ensure the appropriate resources are dispatched.

**If you have an emergency, merely dial 911.**

Police & Public Safety are staffed from 6a-1a Monday through Friday, Saturday 7a-7p, and Sunday 8a-5p unless otherwise notified by email.

**Emergency Telephone System Call Boxes** are placed in various locations around campus. Each box is equipped with a **red** push button that automatically calls 911 and activates two way voice communication between, you the caller and 911.

**FOR EMERGENCIES CALL: 911**

- Police
- Fire
- Medical
- Hazardous Materials Emergency

## Building Evacuation

- A. Building evacuations will occur when an alarm sounds intermittently, an announcement made by the audible warning system, and/or upon notification by emergency personnel.
- B. If necessary or if directed to do so by a designated emergency official, activate the building alarm as you exit the building
- C. Be aware of people with disabilities in your area who might require assistance in an emergency evacuation. Be prepared to render assistance if necessary.

### EMERGENCY ACTION

1. When the alarm sounds, leave the building immediately.
2. Alert others to the emergency and ask if they need help in evacuating.
3. Do not use elevators unless instructed to do so by emergency personnel.

**NOTE:** It is suggested that people with disabilities prepare for emergencies by learning the locations of exit corridors and enclosed stairwells and by informing co-workers, professors, and/or classmates of best methods of assistance during an emergency. If you wish to have assistance in preplanning, please call the Police Department.

### **IF YOU HAVE A DISABILITY AND ARE UNABLE TO EVACUATE:**

Stay calm, and take steps to protect yourself. If there is a ADA call box activate it and wait for assistance otherwise use a cellular phone to call 911 and tell the emergency dispatcher where you are or where you are moving. *If you must move*, we recommend the following:

1. Move to an exterior enclosed stairwell.
  2. Request persons exiting by way of the stairway to notify the Police Department, or other emergency personnel of your location.
  3. As soon as practical, move onto the stairway and await emergency personnel.
- D. **DO NOT USE ELEVATORS** during an emergency evacuation. Emergency personnel may use an elevator for evacuation after a review of the circumstances
  - E. When the building evacuation alarm is sounded or when told to leave by a designated emergency official, walk quickly to the nearest marked exit and ask others to do the same.
  - F. Once outside, **MOVE CLEAR OF THE BUILDING ALLOWING OTHERS TO EXIT.**

G. DO NOT return to an evacuated building until advised by emergency personnel.

## Fire

In all cases when a faculty, staff, student, or visitor becomes aware of fire and or smoke, the Fire Department **MUST** be notified immediately. Go to the nearest safe location and activate the fire alarm system at the pull station, or shout the alarm as you evacuate the building. If possible, telephone 911 after you exit the building.

Give them the following information:

1. Name of the building.
  2. Location of the fire within the building.
  3. A description of the fire and (if known) how it started.
- A. Evacuate the building following the established building evacuation procedures (see **BUILDING EVACUATION.**)
- B. Know the location of fire exits and alarm systems in your area, and know how to use them.
- C. If you become trapped in a building during a fire:
1. Stay calm, and take steps to protect yourself.
  2. If possible, move to a room with an outside window.
  3. If there is a telephone, or you have a cellular phone call 911 and tell the dispatcher where you are. Do this even if you can see fire department personnel from the window.
  4. Stay where rescuers can see you through the window, and wave a light-colored item to attract their attention.
  5. Stuff clothing, towels, or paper around the cracks in the door to help keep smoke out of your refuge area.
  6. Be patient. Rescue of occupants within large structures will take time.

### Emergency Action

1. Sound and or shout the alarm.
2. Evacuate the building.
3. Call 911 from a safe location or use an Emergency Call Box or Code Blue Box.

## **FIRE LIFE SAFETY EQUIPMENT**

**Sprinkler systems and water flow detection devices** are present in all buildings on campus.

**Smoke detectors** are provided where required. REMEMBER, if you have a battery-operated smoke detector; you should change the batteries twice per year. It is recommended that you change your batteries in the fall and spring when clocks are reset for Day Light Savings Time. In residential facilities, battery-powered detectors that sound a low battery signal (a chirping sound at approximately 1-minute intervals) should be reported to Residence Hall Management.

**Manually activate fire alarm pull stations** are located at exit points in buildings.

If any sprinkler, heat detector, or pull station is activated, an alarm will sound throughout the building. Some smoke detectors will also activate the building alarm. **Elevator Fire Control** may cause the building elevators to come to a halt at the main floor upon activation of the fire alarm system. The elevators can be accessed by emergency personnel using a key override.

**DO NOT attempt to use the elevators to evacuate any building.**

**Emergency lighting** is provided in all buildings. The lighting will activate automatically in a power failure and last for a minimum of 20 minutes.

**Illuminated exit signs** are provided throughout the buildings.

- **KNOW THE LOCATIONS OF FIRE ALARMS**
- **KNOW WHERE THE FIRE EXITS ARE LOCATED AND ENSURE THEY ARE FREE OF OBSTRUCTIONS!**



## **MEDICAL EMERGENCY**

Police and Public Safety are not Emergency Medical Technicians, but will respond to medical emergencies on campus. Any medical emergency should be reported to the Emergency 911 Dispatcher.

### **ILLNESS OR INJURY TO STUDENTS/FACULTY/STAFF**

Emergency treatment for job-related injury or medical illness may be obtained by calling 911. The center will dispatch the appropriate emergency response personnel. The Police and Public Safety Department will respond and arrange for transportation if required.

Police and Public Safety will fill out an Injury/ Illness form for all incidents of student or job related illness and injury. Please call Human Resources for any claims.

### **ILLNESS OR INJURY TO VISITORS AND GUESTS**

Request emergency medical assistance by calling the Emergency Dispatch Center at 911.

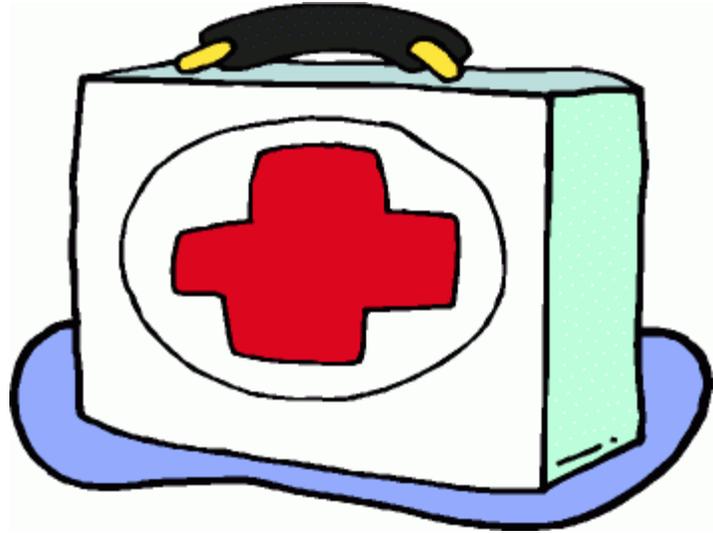
#### **EMERGENCY ACTION**

1. Call 911 or use Emergency Call Box and report incident.
2. Do not move the patient unless safety dictates.

## First Aid

If you provide first aid, consider the following:

1. Is immediate action needed in order to save a life?
2. Will I place myself in harm or jeopardy?



FIRST AID IS MINOR CARE ONLY... DO NOT JEOPARDIZE YOUR HEALTH OR THE HEALTH OF THE PATIENT. WAIT FOR PROFESSIONAL HELP IF YOU ARE NOT ABLE TO PROVIDE FIRST AID SAFELY OR ARE NOT TRAINED IN FIRST AID.

To obtain prompt professional emergency medical treatment, you should:

1. Dial 911.
2. Provide:
  - A. Your name and telephone number
  - B. Location of the emergency (Building and Room Number.)
  - C. The extent of the accident/injury and number of people involved.
  - D. Location where someone will meet the ambulance for directing personnel to the injured.
3. Notify the Police and Public Safety Department by calling 0.

The individual making the call should continue to stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be forwarded to the responding emergency personnel.

## **CRIME AND VIOLENT BEHAVIOR**

The Police and Public Safety Department is a professional police agency staffed by police officers with full powers of arrest for your assistance and protection.

### **ACTIVE SHOOTER**

If notified of an “active shooter,” take the following steps:

1. Protect yourself. Take cover immediately-lock or barricade yourself and others inside a secure area, if possible.
2. Call 911. Remain out of sight from the suspects if possible. Report the suspect(s) movement to 911 Dispatcher and provide description(s) if possible.
3. Shelter in place or evacuate if safe to do so, or if instructed to do so by emergency responders.

### **HOW TO REPORT A CRIME**

If the crime occurred on campus, then you must contact campus police. In any event, if the crime is an emergency that would require immediate police and/or medical response, merely dial 911. Or press the **red** emergency button on the Code Blue or yellow emergency call boxes located in the parking lots and common areas around the campus.

## **REPORTING CRIMES IN PROGRESS**

If you are a victim or a witness to any in-progress criminal offense, report the incident as soon as possible by dialing 911. Or locate and press the **red** emergency button on the Code Blue or yellow emergency call boxes located in the parking lots and common areas around the campus. You should attempt to provide as much of the following information as possible:

1. Nature of the incident. **MAKE SURE** the dispatcher understands that the incident is in progress!
2. Location of the incident.
3. Description of suspects involved.
4. Injuries that may have occurred.
5. Description of any weapons involved.

Stay on the line with the dispatcher until help arrives. Keep the dispatcher updated on any changes so responding units can be updated. Even if you cannot communicate, keep the line open. The dispatcher may be able to learn more about what is happening.

## **REPORTING CRIMES NOT IN PROGRESS**

If you become a victim of a crime and it is not an emergency or life-threatening situation, telephone the local jurisdictional police department; be prepared to provide at least the following information:

1. Your name.
2. Your address.
3. Your telephone number.
4. A brief synopsis of what occurred.
5. Your exact location at the time of the call (room #, apartment #, campus building, etc.)

Sandhills Community College Police and Public Safety 910-692-6185
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## **EMERGENCY TELEPHONE SYSTEM**

Located in all parking lots and other strategic locations on the Campus are emergency telephone call boxes and Code Blue boxes. These boxes are painted yellow and/or are tall white cylinder shaped poles that have a blue light on top and are marked "EMERGENCY."

For emergencies, use the Emergency Telephone System in the following manner:

- Push the **red** button

In a few seconds, Emergency Dispatch will answer.

## **PSYCHOLOGICAL CRISIS**

A psychological crisis exists when an individual is threatening harm to himself/herself, or is agitated and disruptive.

If a psychological crisis occurs:

1. Students:

Contact Counseling and Psychological Services

2. Faculty and Staff:

Contact the Employee Assistance Program

3. After hours, contact police at 911.

4. At any time, contact the Crisis Center.

In an unusual or potentially dangerous situation, remember the following:

1. Never try to handle a situation that you feel might be dangerous. Call the Emergency Dispatch for help.
2. Notify Emergency Dispatch at 911 and clearly state that you need immediate assistance. Give your name, location, and state the nature of the problem

Emergency Action	
Call 911	(If the situation becomes violent or life threatening)
Counseling and Psychological Services (910) 695-3968 or (910) 695-3729	

## **BOMB THREATS**

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

All personnel should acquaint themselves with the following procedures:

- A. **STAY CALM**
- B. *If a suspicious object or potential bomb is discovered*, DO NOT HANDLE THE OBJECT, CLEAR THE AREA, AND CALL 911. Be sure to include the location and appearance other the object when reporting.
- C. *If a phone call bomb threat is received*:
  - a. **DO NOT** put the caller on hold.
  - b. **DO NOT** attempt to transfer the call.
  - c. **DO NOT HANG UP THE PHONE THAT THE CALL CAME IN ON. If possible have someone else use another phone to call 911.**
- D. Pay particular attention to background noises, such as running motors, music, or any other noises that may indicate the location from which the call is being made.
- E. Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or any unusual characteristics.
- F. Complete the BOMB THREAT CHECKLIST

### Emergency Action

1. Call 911 or use Emergency or Code Blue call boxes to report the incident.

If a suspicious object is observed:

1. Do not touch it.
2. Evacuate the area.

***It is highly recommended that all college personnel become familiar with the checklist. A Bomb Threat Checklist should be immediately available...keep the checklist close to the phone.***

If an evacuation alarm sounds, follow established building evacuation procedures (**See BUILDING EVACUATION.**)

## EXPLOSION

In the event of an explosion or similar emergency, take the following action;

- A. Immediately take cover under tables, desks, ect., which will provide protection from falling glass or debris.
- B. Phone 911.

<b>Emergency Action</b>
1. Take cover.
2. Call 911

Give them the following information:

- 1. Location.
- 2. Area where explosion occurred.
- 3. Cause of explosion, if known.
- 4. Injuries.

**BEFORE YOU HANG UP, MAKE SURE THE 911 DISPATCHER HAS ALL THE INFORMATION NEEDED.**

- C. Evacuation the area as soon as it is safe to do so, following established building evacuation procedures (**See BUILDING EVACUATION.**)

## **HAZARDOUS MATERIAL SPILL/RELEASE**

For spills, releases or incidents requiring special training, procedures or personal protective equipment (PPE) that is beyond the ability of present personnel, take the following steps:

- A. Immediately notify affected personnel and evacuate the spill area. Pull the fire alarm if building evacuation is required.
- B. Call 911 to report the incident.
- C. Give the operator the following information:
  - 1. Your name, telephone number, and location.
  - 2. Time and type of incident.
  - 3. Name and quantity of the material, if known.
  - 4. Extent of injuries or damage, if any.
- D. Evacuate the affected area at once and seal it off to prevent further contamination of others until the arrival of emergency personnel.
- E. Anyone who is contaminated by the spill should wash off the contamination; remain in the vicinity, and give his/her name to the emergency personnel. If needed, first aid can be started immediately.
- F. No effort to contain or clean up spills and or releases should be made unless you have been trained in the proper methods to do so.
- G. Take appropriate steps to make sure no one evacuates through the contaminated area.
- H. If an alarm sounds, follow established building evacuation procedures.
- I. A campus Emergency Operations Center may be set up near the emergency site. Keep clear of the incident command area unless you have official business.
- J. Do not re-enter the area until directed by emergency personnel.

### Emergency Action

1. Secure the area.
2. Evacuate immediate area.
3. Call 911 or use Emergency or Code Blue call boxes.

## TORNADO

A tornado is defined as violent rotating column of air extending from a thunderstorm to the ground. The most violent tornados are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long. Tornadoes may occur with little or no advance warning or siren activation.

### Emergency Action

1. Avoid automobiles and open areas.
2. Move to a basement or corridor.
3. Stay away from windows.
4. Do not call 911 unless you require emergency assistance.

#### A. Before the Storm

1. Locate a basement or corridor shelter location in your building.
2. Stay informed through local media sources on days when severe weather is expected.
3. Obtain a NOAA Weather Radio with a warning alarm tone and battery backup to receive warnings.
4. Keep a good reliable flashlight in your office/work area.
5. Contact your local fire department for more information on tornado safety.

#### B. During the Storm-Possible Indicators of a Tornado

1. Dark, often greenish sky.
2. Large hail.
3. Loud roar, similar to a train.
4. Cloud of debris (the tornado may not be visible).
5. Wind becomes calm and still
6. Frequent lightning
7. Tornados generally occur near the trailing edge of a storm.

#### C. When taking Shelter

1. Proceed to the basement of any building that has a basement. Position yourself in the safest portion of the area away from glass. Be prepared to kneel facing a wall and cover your head.
2. In two story buildings, vacate the top floor, if possible, and move to a lower floor or to the basement. Position yourself in an interior corridor away from glass. Be prepared to kneel facing the wall and cover your head.
3. Occupants of wood frame or metal buildings floors should leave the building and go directly to a more substantial concrete building, preferably with a basement.

## **TORNADO WATCH**

A “Tornado Watch” is issued when atmospheric conditions are favorable for the formation of tornadoes in a given area. ***Under watch conditions stay informed by listening to radio or television.***

## **A TORNADO WARNING**

A “Tornado Warning” indicates that a tornado has been sighted and poses a definite threat to a given area. ***If the warning is for your area you should take shelter immediately!***

## **ALL HAZARDS WARNING SIGNALS**

- Outdoor sirens will sound for a period in excess of two minutes. When this occurs, tune into local radio and TV stations to determine the nature of the emergency.

## **SEVERE THUNDERSTORMS**

The National Weather Service issues severe thunderstorm watches and warnings. Remember that tornadoes are spawned from severe thunderstorms.

## SHELTER IN PLACE

### A. What is your shelter in-place?

*You may be required to Shelter in Place for events such as tornado, severe weather, building intruder, and hazardous materials release.* When notified, you should seek immediate shelter inside a building. Additionally, if you are sheltering due to hazardous materials (HAZMAT) accidental release of toxic chemicals, the air quality may be threatened and sheltering in place keeps you inside an area offering more protection.

#### Emergency Action

1. Stay inside building.
2. Seek inside shelter if possible.
3. Seal off openings to your room if possible (HAZMAT event).
4. Remain in place until you are told that it is safe to leave.

### B. How would I be notified?

1. You hear the All Hazards Emergency Warning announcement over the PA system.
2. You are informed through radio or television public service announcements.
3. You observe or sense dangerous air conditions.
4. You receive notification from faculty, staff, or emergency personnel.

### C. Additional actions:

1. Close all doors and windows to the outside.
2. Do not use elevators as they may pump air into or out of the building (HAZMAT).
3. If possible, close and/or seal vents & ducts (HAZMAT event).
4. Do not go outside or attempt to drive unless you are specifically instructed to evacuate.

### D. Information Sources

Remain in place until Police, Fire, or other Emergency Response officials tell you it's safe to leave or until information is announced through radio or television broadcasts alerting you that it is safe to leave.

## EARTHQUAKE

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case.

The best earthquake instruction is to take precautions before the earthquake (e.g., secure or remove objects above you that could fall during an earthquake).

### A. During the earthquake:

1. Remain calm and ACT, don't react.
2. If indoors, seek refuge under a desk or table or in a doorway and hold on. Stay away from windows, shelves, and heavy equipment.
3. If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages and other structures. CAUTION: Avoid downed power or utility lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.
4. If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

### B. After the initial shock:

1. Be prepared for aftershocks. Aftershocks are usually less intense than the main quake, but can cause further damage.
2. Protect yourself at all times.
3. Evaluate the situation and call 911 for emergency assistance, if necessary.
4. DO not use lanterns, torches, lighted cigarettes, or open flames since gas leaks could be present.
5. Open windows, etc., to ventilate the building. Watch out for broken glass.
6. If a fire is caused by the earthquake, implement the FIRE PROCEDURES.
7. Determine whether anyone has been caught in the elevators or was trapped by falling objects. IF so, call 911.
8. If the structural integrity appears to be deteriorating rapidly, evacuate the building.

### Emergency Action

1. Take cover.
2. Call 911 or use the Emergency Call or Code Blue Boxes.
3. Evacuate if told to do so by staff, faculty, or emergency personnel.

- C. Damaged facilities should be reported to Emergency Dispatch. (NOTE: gas leaks and power failures create special hazards. Please refer to the section of the handbook on UTILITY/ELEVATOR MALFUNCTION.)
- D. If an emergency exists, call 911.
- E. If the evacuation alarm sounds, follow established building evacuation procedures.
- F. Should you become trapped in a building, stay calm!
  - 1. If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews.
  - 2. If there is no window, tap on the wall at regular intervals to alert emergency crews of your location.
  - 3. Emergency Personnel will check buildings immediately after a major quake.

## **UTILITY FAILURE**

The Pinehurst Campus has a complex utility system. The possibility exists for a utility system failure of some nature and magnitude.

For non-emergency repairs or information, call the Physical Facilities 3810—Work Request Center

If you discover a major water leak, gas leak, or other major utility failure after hours, call the Emergency dispatch center at 911. Do not attempt to correct the problem on your own. The Emergency Dispatcher will notify the necessary personnel.

### **Electrical/Light Failure**

At present, buildings are equipped with emergency lighting, but in some cases the emergency lighting may not provide sufficient illumination for safe exiting. It is recommended that you consider keeping a flashlight and a portable radio in your office/work area.

### **Plumbing Failure/Flood/Water Leak**

Cease using all electrical equipment. Call the physical facilities—work request center

### **Natural Gas Leak**

Cease all operations, exit the area immediately, and call 911. Do not attempt to correct the problem yourself. Do not concern yourself with appliances or equipment. Leave the area immediately.

#### **Emergency Action**

1. Remain calm.
2. If you discover a water leak, gas leak, or know the source of a utility failure, call the maintenance department at 695-3810.
3. Call 911 if you or someone else has been injured, or if I is after hours.

## **ELEVATOR MALFUNCTION**

IF you become trapped in an elevator, use the emergency telephone or activate the elevator emergency bell within the elevator car. **If you are not inside the elevator but hear an elevator bell, please take the following actions.** (Most elevators on campus are equipped with an emergency telephone.)

### A. Call 911

Give the emergency dispatcher the following information:

1. Name of the building.
2. Location within the building of malfunctioning elevator.
3. Where the car is stopped, if known.
4. Whether a medical emergency exists.

**Before you hang up, make sure the dispatcher has all the information they need.**

- B. Elevators have mechanical safety brakes that will operate in all situations, even during power failures.
- C. Keep the occupants calm and wait for help to arrive.

### Emergency Action

1. Remain calm.
2. Activate on-board emergency telephone.
3. Call 911 if you hear an elevator alarm.
  - Give the building name.
  - Tell where the elevator is stopped.
4. Keep occupants calm.

## **SUPPLEMENTAL EVACUATION GUIDELINES FOR PEOPLE WITH DISABILITIES**

The following guidelines have been adopted by Sandhills Community College to assist in planning for the evacuation of people with physical disabilities.

### **In all emergencies, after an evacuation has been ordered:**

- Evacuate if possible.
- **Do not** use elevators, unless authorized to do so by emergency services personnel.
- Check on people with special needs during an evacuation. A buddy system where people with disabilities arrange for volunteers (co-workers/neighbors) to alert them and assist them in an emergency is recommended.
- **Only** attempt an emergency evacuation if you have had emergency assistance training or the person is in immediate danger and cannot wait for emergency services personnel.
- Always **ASK** someone with a disability how you can help before attempting any emergency evacuation assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- **If you have a physical disability and are unable to use stairways:**
  - Stay calm, and take steps to protect yourself
  - If there is a working phone, call 911 and tell the police dispatcher where you are or where you are moving to.
  - IF you must move, we recommend the following
    - Move to an enclosed exit stairway, while taking care not to block the exit of building personnel.
    - Request persons exiting by way of the stairway to notify the fire department of your location .
    - Await Emergency Responders.

### **Power Outages:**

- If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window where there is natural light and access to a working telephone. During regular business hours, faculty/staff members involved with the individual with disabilities will notify emergency personnel.
- IF people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call 911 and request evacuation assistance.

The following guidelines are general and may not apply in every circumstance.

- Occupants should be invited to volunteer ahead of time to assist people with disabilities in an emergency. If a volunteer is not available, designate someone to assist who is willing to accept the responsibility.

- Two or more trained volunteers, if available, should conduct the evacuation.
- ALWAYS ASK people with disabilities how you can help before attempting any emergency evacuation assistance. Ask how they can best be assisted or moved, and if there are any special considerations or items that need to come with them.
- Proper lifting techniques should be used to avoid injury to rescuers backs. Certain lifts may need to be modified, depending on the disabilities of the people. Volunteers can obtain more emergency evacuation information regarding lifting techniques from the Affirmative Action office.

### **Tips to remember when interacting with people with specific disabilities**

#### Blindness or Visual impairment

- Provide verbal instructions to advise the safest route or direction using simple directions, estimated distance, and directional terms.
- Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit especially if there is debris or a crowd.
- Give other verbal instructions or information (i.e. elevators cannot be used).

#### Deafness or Hearing Impaired

- Get the attention of a person with a hearing impairment by establishing eye contact. If the person's back is toward you, tap them on the shoulder to get their attention. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
- Offer visual instructions to advise of the safest route or direction by pointing toward exits or evacuation maps.

#### Mobility Impairment

- It may be necessary to help clear the exit route of debris (if possible).
- If people with mobility impairments cannot exit, they should move to a safer area, e.g.,
  - Most enclosed stairwells
  - An office with the door shut which is a good distance from the hazard (and away from falling debris in the case of earthquakes).
- Call 911 or notify police or fire personnel immediately about any people remaining in the building and their location.
- Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary. The fire department may determine that it is safe to override the rule against using elevators.

- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique.

## **Summary**

Prepare all occupants in your building ahead of time for emergency evacuations. Know your building occupants. Train faculty, staff, and students to be aware of the needs of people with disabilities and to know how to offer assistance. Hold evacuation drills in which occupants participate, and evaluate drills to identify areas that need improvement. Plans must cover regular working hours, after hours, and weekends. Everyone needs to take responsibility for preparing for emergencies. People with disabilities should consider what they would do and whether they need to take additional steps to prepare.

## Suspicious Package or Letter

If you receive a suspicious package or letter notify Campus Police and Public Safety immediately.

The image shows a white envelope and a brown cardboard package. The envelope has 'PERSONAL!' written in large black letters, a return address, and a recipient address in Philadelphia, PA. It features a postmark from New York, NY, dated 15 OCT 2001, and several postage stamps. The package is addressed to an 'Operations Manager' in Annapolis, MD, and has a 'DO NOT X RAY TAPE ENCLOSED' label. It is heavily taped and has several postage stamps on top. Labels with lines pointing to various features identify suspicious characteristics.

**United States Postal Service** logo and seal are visible at the top.

# SUSPICIOUS MAIL ALERT

## If you receive a suspicious letter or package:

**No return address**  
**Restrictive Markings**

**PERSONAL!**

**CHIEF EXECUTIVE OFFICER**  
**222 N. HARVIE ST.**  
**PHILADELPHIA, PA 20565**

**Operations Manager**  
**122 M ST.**  
**Saville, MO**

**Operations Manager**  
**5032 D 1st**  
**Anapolis, MD**

**DO NOT X RAY TAPE ENCLOSED**

**Misspelled words**  
**Addressed to title only**  
**Incorrect title**  
**Badly typed or written**

**Possibly mailed from a foreign country**  
**Excessive postage**

**Lopsided or uneven**

**Strange odor**

**Rigid or bulky**

**Excessive tape or string**

**Oily stains, discolorations, or crystalization on wrapper**

- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

### If a parcel is open and/or a threat is identified . . .

#### For a Bomb:

Evacuate Immediately  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

#### For Radiological:

Limit Exposure - Don't Handle  
Evacuate Area  
Shield Yourself From Object  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

#### For Biological or Chemical:

Isolate - Don't Handle  
Evacuate Immediate Area  
Wash Your Hands With Soap and Warm Water  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

# BOMB THREAT CHECKLIST

Time Rec'd \_\_\_\_\_ Ended \_\_\_\_\_

Date: \_\_\_\_\_

Exact Wording of Threat: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Questions to Ask:

1. When is the Bomb Going to Explode?

\_\_\_\_\_

2. Where is it Right Now?

\_\_\_\_\_

3. What Does it Look Like?

\_\_\_\_\_

4. What Kind of Bomb is it?

\_\_\_\_\_

5. What Will Cause it to Explode?

\_\_\_\_\_

6. Did You Place the Bomb? \_\_\_\_\_

## Caller's Voice:

- |                                   |                                    |  |
|-----------------------------------|------------------------------------|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Crying    | <input type="checkbox"/> Raspy           |
| <input type="checkbox"/> Angry    | <input type="checkbox"/> Normal    | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Excite   | <input type="checkbox"/> Distinct  | <input type="checkbox"/> Ragged          |
| <input type="checkbox"/> Slow     | <input type="checkbox"/> Blurred   | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Rapid    | <input type="checkbox"/> Whispered | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Soft     | <input type="checkbox"/> Nasal     | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Loud     | <input type="checkbox"/> Stutter   | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Lisp      | <input type="checkbox"/> Familiar        |

If voice is familiar, whom did it sound like? \_\_\_\_\_

\_\_\_\_\_

## Background Sounds:

- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> Street    | <input type="checkbox"/> House Noises     | <input type="checkbox"/> Clear         |
| <input type="checkbox"/> Crockery  | <input type="checkbox"/> Motor            | <input type="checkbox"/> Static        |
| <input type="checkbox"/> Voices    | <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Local         |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Factory Machine  | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Music     | <input type="checkbox"/> Animal Noises    | <input type="checkbox"/> Booth         |
| <input type="checkbox"/> Other     | _____                                     |  |

# BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

### If a bomb threat is received by e-mail:

- Call \_\_\_\_\_
- Do not delete the message.

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery
- Poorly handwritten
- Misspelled Words
- Incorrect Titles
- Foreign Postage
- Restrictive Notes

### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

## WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

# BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number where Call Received:

### Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.) \_\_\_\_\_
- When will it go off? \_\_\_\_\_
- What does it look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will make it explode? \_\_\_\_\_
- Did you place the bomb? Yes No \_\_\_\_\_
- Why? \_\_\_\_\_
- What is your name? \_\_\_\_\_

### Exact Words of Threat:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Information About Caller:

- Where is the caller located? (Background and level of noise) \_\_\_\_\_
- Estimated age: \_\_\_\_\_
- Is voice familiar? If so, who does it sound like? \_\_\_\_\_
- Other points: \_\_\_\_\_

#### Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

#### Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

#### Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

#### Other Information:

\_\_\_\_\_

\_\_\_\_\_



Homeland Security