

EMERGENCY PROCEDURES MANUAL



INTRODUCTION

This emergency procedures manual has been designed to help faculty and staff members at East Carolina University deal with possible emergency situations on this campus.

Recipients of this manual should familiarize themselves with its contents. In the event of an emergency, it can serve as a quick reference for effective action. It should be kept in an easily accessible location, preferably by the telephone.

If there are any questions or comments, please contact the **ECU Police Department's crime prevention officer at 816-2421 or 328-6266.**

Please feel free to copy or post appropriately.

BASIC RULES OF PERSONAL SAFETY

- Do not leave your wallet, purse, briefcase, recorder, laptop computer, or cellular phone unattended or in plain view inside your vehicle.
- Keep your vehicle locked. Have your keys ready when you return to your vehicle. Look around the area and under your vehicle as you approach.
- If you are out at night, walk or park in well-lighted areas or call the **ECU Police Department for an escort, 328-6787 on east campus; 816-2247 at the School of Medicine.**
- Keep your vehicle in good running order and have at least a quarter tank of gas at all times.
- Keep your vehicle doors locked and windows rolled up at least part of the way, no matter how short the distance you're driving or how safe the neighborhood.
- Don't stop to help other motorists; call for help for them at your earliest convenience.
- Stay alert. Keep your mind on your surroundings—who's in front of you and who's behind you. Don't get distracted. If you're worried about crime, ask a friend to accompany you when you go out.
- Communicate the message that you are calm, confident, and know where you're going. Stand tall, walk purposefully, and make quick eye contact with people around you.
- Trust your instincts. If you feel uncomfortable in a place or situation, leave.
- If you see anything suspicious or unusual on campus, call the ECU Police.
- **Remember, if you have an emergency or need a response for any type of emergency service, on east campus, call 911 or 328-6150. At the School of Medicine, call 816-2247.**

HOW TO USE EMERGENCY CALL BOXES

Emergency call boxes located around campus have direct lines to the ECU Police Department. You will see that the call boxes have a blue light on top. To operate these call boxes, use the general rule of thumb:

If it has a receiver, pick it up. If it has a button, push it.

To use the phone, push the button or pick up the receiver. You will be connected to the ECU Police Department.

ANIMALS ON CAMPUS

In consideration of personal safety, as well as sanitation, privately owned animals are not permitted in any buildings on campus. Only in the following cases are animals allowed:

1. Seeing Eye or leader dogs for the visually handicapped.
2. Animals that are brought on campus for a specifically authorized and approved animal show, contest, or other event involving the display or demonstration of skills of trained animals.

Any animals on campus that do not meet either of the above provisions must be leashed and attended to at all times. Persons violating this policy will be requested to leave campus with their animal immediately. Animals found unattended may be impounded by the ECU police and turned over to animal control officers.

To report the presence of an animal or the occurrence of an animal bite **on east campus, call the ECU Police Department at 328-6787. At the School of Medicine, call 816-2247.**

BOMB THREAT

1. Bomb threats usually occur by telephone. Try to keep the caller on the telephone line as long as possible.
2. The person receiving a bomb threat call should remain calm and attempt to obtain as much information as possible from the caller by using the checklist that follows.
3. Immediately report **all** bomb threats to the **ECU Police Department at 911 on east campus, 816-2247 at the School of Medicine**, giving your name, location, and telephone number. Inform the officer of the situation, including any information you may have as to the location of the bomb, the time it is set to explode, and the time when you received the call.
4. Inform your supervisor and/or department head.
5. Local supervisors and/or campus authorities will be responsible for building evacuation.
6. If you should spot a suspicious object, package, etc., report it to the ECU Police Department, but under no circumstances should you touch it, tamper with it, or move it in any way.
7. If instructed to evacuate, exit the building immediately and report to the designated evacuation site for the building. If inclement weather conditions exist, you may move to another building a safe distance away. Do not reenter the building until you are instructed that it is safe to do so by ECU Police.

Note: **In case of any harassing or threatening phone call**, use the checklist that follows to describe the call to police. All threats should be reported to **ECU Police at 911 on east campus, 816-2247 at the School of Medicine.**

BOMB THREAT CHECKLIST

QUESTIONS TO ASK

EXACT WORDING OF THE THREAT

1. Where is the bomb located? _____

2. What time is it set to go off? _____

3. What does the bomb look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. What is your address? _____

9. What is your name? _____

Sex of Caller _____ Age _____ Race _____ Length of Call _____

If your phone has caller ID, what phone number was indicated on the display? _____

CALLER'S VOICE

- | | | | | |
|-----------------------------------|---|---------------------------------|------------------------------------|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Familiar | If voice familiar, who did it sound like? _____ | | | |

BACKGROUND SOUNDS

- | | | | | |
|--|-----------------------------------|--|---------------------------------|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Music | <input type="checkbox"/> PA system | <input type="checkbox"/> Static | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Clear | <input type="checkbox"/> Local | <input type="checkbox"/> Voices | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Long distance | <input type="checkbox"/> Booth | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Train | <input type="checkbox"/> Bells | <input type="checkbox"/> Other _____ | | |

THREAT LANGUAGE

- | | | | |
|---|--|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Foul | <input type="checkbox"/> Irrational | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Message read by threat maker | <input type="checkbox"/> Tape recorded | | |

REMARKS

Immediately following the bomb threat, fill out completely the following information:

I reported the threatening call immediately to _____

Date ___/___/___ Time _____ Telephone _____

Name _____ Position _____

Did the caller indicate knowledge of the building? _____ If so, how? _____

Was the call from inside or outside? _____ Who received the threat? _____

Title _____ Office _____ Type of phone _____

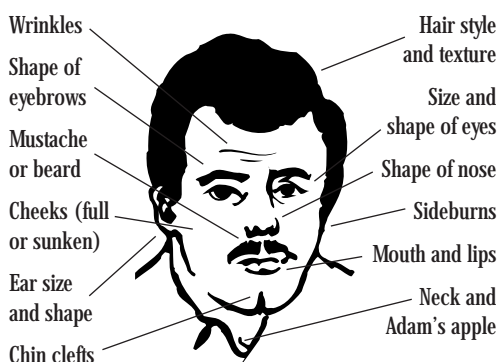
Extension received on _____ Is extension listed or unlisted? _____

CRIME IN PROGRESS

1. Do not attempt to approach or interfere with the criminal except in the case of self-protection.
2. If safe to do so, stop and take time to get a good description of the criminal. Note the height, weight, sex, race, approximate age, clothing, method and direction of travel, and name, if known. All this takes only a few seconds, and it is of the utmost help to the investigating officers. If the criminal is entering a vehicle, note the license number, make and model, color, and any outstanding characteristics.
3. Immediately call the **ECU Police Department at 911 on east campus, 816-2247 at the School of Medicine, or 328-6150 if calling from a cellular phone.** Give your name, location, telephone number, and department. Advise them of the situation and remain where you are until contacted by an officer.
4. In the event of civil disturbance, continue in your normal routine as much as possible. If the disturbance is outside, stay away from doors and windows.
5. Do not interfere with those persons creating the disturbance or with the law enforcement authorities on the scene.
6. While police are en route, stay calm and fill out the form that follows before discussing the details with anyone.

SUSPECT DESCRIPTION

FACIAL APPEARANCE



Write specific facial details below—only what you definitely remember.

What did suspect say?

SUSPECT'S VOICE

- | | | | | |
|-----------------------------------|---|---------------------------------|------------------------------------|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Familiar | If voice familiar, who did it sound like? _____ | | | |

FIRE

1. Upon discovering a fire, immediately sound the building fire alarm and/or alert other occupants. The nearest fire alarm station is _____.
2. If the fire is small, you may fight it with a fire extinguisher from a position of escape if you have been trained in the proper use of fire extinguishers and if you feel it is safe to do so. Be sure to sound the alarm first, and be sure that you are using the proper extinguisher for the type of fire you are fighting. **When in doubt, just get out.**
3. If the fire cannot be extinguished easily or if you are not trained in the proper use of a fire extinguisher, **call 911**, giving your name, department, and location of the fire.
4. If the fire is large, very smoky, or spreading rapidly, evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately.
5. When you evacuate, do not stop for personal belongings or records. Leave immediately using the nearest exit stairways, not the elevators.
6. Evacuate to the designated evacuation site for the building and out of the way of emergency personnel. Do not return to the building until instructed to do so by ECU Police.
7. Do not walk or stand in a smoke cloud.
8. Notify either the ECU Police or firefighters on the scene if you suspect someone may be trapped inside the building.
9. The nearest fire extinguisher or fire hose is located at _____.
10. The nearest primary exit is located at _____.
The nearest secondary exit is located at _____.

TO SURVIVE A BUILDING FIRE

- Crawl if there is smoke.
- Close as many doors as possible as you leave.
- Feel doors before opening.
- Go to the nearest exit or stairway that is not blocked by fire, heat, or smoke.
- Always use an exit stairway, not an elevator.
- Only use a fire extinguisher if you know how to use it and if the fire is very small.

IF YOU BECOME TRAPPED

- Keep the doors closed.
- Signal for help by hanging an object out the window.

FIRE PREVENTION

- Cook in approved areas or kitchens and use U.L. listed appliances.
- Be careful with electricity and do not overload circuits.
- Smoke carefully and only in authorized areas.
- Do not leave appliances unattended.
- Report damaged fire equipment to the ECU Office of Environmental Health and Safety at 328-6166.

IF YOU ARE ON FIRE

- Drop and roll.

REPORT FIRE-RELATED CRIMES TO THE ECU POLICE

- East campus, 911, or 328-6150 if calling from a cellular phone
- School of Medicine, 816-2247

EVACUATION OF THE DISABLED

1. A flashing light in the rooms of hearing-impaired persons will notify them of a fire alarm or fire drill.
2. A person with vision problems will be alerted to a fire alarm or other such situation by hearing an audible alarm.
3. For fire drills and other emergencies that require evacuation from a building, persons with mobility impairments should go to the nearest approved stairwell or shelter area and wait for emergency personnel. These areas will receive emergency attention first.
4. In an extreme emergency situation, persons with mobility impairments may not be able to reach a stairwell because of fire, smoke, or building damage. In such a case, these persons should remain in their rooms or offices, contact ECU Police to notify them of their location, and hang a towel, blanket, or other device out an open window to attract attention.

In all cases, the point of contact that emergency personnel have been directed to are the exit stairwells in each building.

HAZARDOUS SPILLS AND GAS LEAKS

Hazardous spills may be of a chemical, radioactive, or biological nature. If the identity of the chemical spill is unknown, treat it as toxic material and **do not** attempt to clean up the material.

If, in the judgment of the person or persons responsible for such materials, the spill presents any danger to themselves or the other building occupants, the following steps should be taken by appropriately trained personnel:

1. Confine or stop the spill by using absorbent materials on hand, avoiding contact with skin, eyes, and clothing and shutting the doors of the room.
2. If deemed necessary, sound the building fire alarm so evacuation can begin.
3. Call the **ECU Police Department at 911 on east campus; 816-2247 at the School of Medicine**, giving your name, department, and location of the emergency.
4. Call the **ECU Office of Environmental Health and Safety at 328-6166**. For spills of radioactive or biological materials, call the **Office of Radiation and Biological Safety at 816-2236**.
5. Evacuate to the designated evacuation site for the building. Do not return to the building until instructed to do so by ECU Police, Environmental Health and Safety, or Radiation and Biological Safety personnel.
6. Do not walk through or stand in any spill areas.
7. After evacuating, stay with your department coworkers or classmates so that supervisors and instructors can determine that you have safely evacuated the building.

FLAMMABLE, TOXIC, CORROSIVE, AND CRYOGENIC GAS LEAKS

If a gas cylinder should begin leaking and if, in the judgment of the person or persons responsible for such materials, it presents any danger to themselves or the other building occupants, the following steps should be taken:

1. Confine the fumes or fire by shutting adjacent doors.
2. Sound the building fire alarm so evacuation can begin.
3. Call the **ECU Police Department at 911 on east campus; 816-2247 at the School of Medicine**, giving your name, department, and location of the emergency. Call the **ECU Office of Environmental Health and Safety at 328-6166**.
4. Evacuate to the designated evacuation site for the building. Do not return to the building unless instructed that it is safe to do so by ECU Police or Environmental Health and Safety Personnel.
5. Do not walk through or stand in a gas or vapor cloud.
6. Suspected gas leaks or suspicious odors should also be reported to the ECU Office of Environmental Health and Safety and the ECU Police Department so appropriate action can be taken.

SERIOUS INJURY OR ILLNESS

The telecommunicators at the ECU Police Department are certified by the National Academy of Emergency Medical Dispatch to use medical priority protocols to provide pre-arrival instructions. Callers should be prepared to provide the emergency medical dispatcher with the following information:

- Name
 - Location of the emergency
 - Caller's location and telephone number
 - Patient's chief complaint (nature of injury or illness)
 - How many people are hurt or sick
 - Age and gender of patient
 - Patient's level of consciousness and breathing
1. Do not move a seriously injured person unless it is a life-threatening situation.
 2. Call the **ECU Police Department at 911 on east campus; 816-2247 at the School of Medicine**, giving your name, location, telephone number, nature of the patient's injury, number of people injured, age and gender of patient, and patient's level of consciousness and breathing.
 3. Return to the victim. Administer first aid per pre-arrival and postdispatch instructions given by the emergency medical dispatcher. Keep the victim as calm and comfortable as possible. Notify the emergency medical dispatcher of any changes in the patient's status.
 4. You should list below the location of the nearest first-aid kit.
First-aid kit is located at _____.
 5. Remain with the victim until ECU police officers or emergency rescue personnel arrive.
 6. If the injured person is an employee, initiate reporting procedures as directed by your department head and/or supervisor. All work-related employee injuries and illnesses must be reported as soon as possible to the **ECU Office of Environmental Health and Safety at 328-6166**.

SEVERE WEATHER

A **hurricane watch** means that hurricane conditions are possible in the watch area, usually within thirty-six hours. Hurricanes may also produce tornadoes.

A **tornado watch** means that tornadoes and severe thunderstorms are possible.

A **hurricane warning** means that hurricane conditions are expected in the warning area, usually within twenty-four hours.

A **tornado warning** means that a tornado has actually been sighted somewhere in the warning area.

In most cases, hurricanes will allow sufficient time for evacuation, whereas tornadoes may not.

If a tornado is sighted approaching campus or if a tornado/hurricane warning is announced through the university communication system, the following measures should be taken:

1. If time permits, go to the basement or interior hallway on the lowest floor.
2. If time does not permit, get into the safest area of your classroom or office (the inside wall) farthest away from doors and windows. **Modular units should be evacuated immediately when a tornado warning is issued.**
3. Avoid windows, auditoriums, gymnasiums, or other structures with wide, free-span roofs.
4. In case of tornado, take shelter underneath your desk or any heavy furniture available. Assume a curled position so as to protect your head and eyes.
5. All qualified personnel will render first aid as necessary.

When the potential for severe weather exists, keep posted on announcements and official statements made via campus electronic communications and local television and radio stations, including AM 530.

IMPORTANT TELEPHONE NUMBERS

East Campus Police	
Emergency	911
If using cellular phone	328-6150
Nonemergency	328-6787
School of Medicine Police/Security	816-2247
Hearing-Impaired Line (TDD)	328-4827
Crime Prevention	816-2421
Emergency Information Hotline	328-0062
Environmental Health and Safety	328-6166
Parking and Transportation Services	328-6294
Radiation and Biological Safety	816-2236
REAL Crisis Center	758-4357
Student Health Service	328-6841
Student Counseling Center	328-6661
University Housing	328-4663

911

The 911 telephone number is for life and death emergencies. However, 911 is also the response number to dial anytime you need a rapid response from law enforcement, fire, or rescue personnel anywhere at the university. Dialing 911 will connect you with emergency telecommunicators who will ascertain your need and dispatch the appropriate emergency response.

If you dial 911 for assistance, stay on the telephone. Remain calm and answer the telecommunicator's questions. Do not hang up! Stay on the line and explain to the telecommunicator exactly what has happened.

If you dial 911 by mistake, do not hang up. Tell the telecommunicator that you dialed the wrong number. A police officer will be dispatched to your location if the telecommunicator cannot contact you after you hang up.

The two most frequent dialing errors that result in a 911 connection are

1. Dialing 9 for an outside line followed by 1 for long-distance access and touching the 1 button twice instead of once. Exercise care in long-distance dialing.
2. Dialing 9110 to dial a pager with the prefix 110. You do not have to dial 9 in front of 110 to activate that type of pager. Simply dial 110.

The hearing and speech impaired can dial 911 for emergencies or for a rapid response from law enforcement, fire, or rescue personnel. After dialing 911 via a TDD or TTY, just press your space bar ten times to indicate that you are using a TDD or TTY.

Do not abuse the 911 system. Do not use 911 for general information purposes. This could tie up the phone lines and prevent someone with an emergency from getting help. It is against the law to intentionally misuse 911.

Remember, if you have an emergency or need a response for any type of emergency service on campus, dial 911.

