INTRODUCTION

Emergencies, accidents, and injuries can occur at any time and without warning. ECU has designed this emergency information desk reference to help faculty and staff members minimize the impact of such situations. Recipients of this manual should familiarize themselves with its contents. In the event of an emergency, it can serve as a quick reference for appropriate action. It should be kept in an easily accessible location, preferably by the phone.
REPORTING AN EMERGENCY

Police – Fire – Medical 9-1-1

Dialing 911 will connect you with an emergency telecommunicator who will determine your need and dispatch the appropriate emergency response agency. When you call 911 for assistance, stay on the line, remain calm and provide the following information:

1. Exact address or building, floor, and area.
2. Nature of emergency (describe clearly and accurately).
3. Number of injured people, and known injuries.
4. Your full name and telephone number from which you are calling.
5. Do not hang up as additional information may be needed.

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 telecommunications cannot contact you after you hang up.

Individuals with hearing and speech impairments can dial 911 for emergencies using TDD or TTY. After dialing 911, press the space bar ten times to indicate that you are using a TDD or TTY.

Important Phone Numbers

<table>
<thead>
<tr>
<th>Emergency</th>
<th>911</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Campus Police Non Emergency</td>
<td>(252) 328-6787</td>
</tr>
<tr>
<td>Hearing Impaired (TDD) East Campus</td>
<td>(252) 328-4827</td>
</tr>
<tr>
<td>Health Sciences Campus Police Non Emergency</td>
<td>(252) 744-2246</td>
</tr>
<tr>
<td>Hearing Impaired (TDD) Health Sciences Campus</td>
<td>(252) 744-3863</td>
</tr>
<tr>
<td>University Hotline (closing/delays)</td>
<td>(252) 328-0062</td>
</tr>
<tr>
<td>Health Sciences Hotline (closings/delays)</td>
<td>(252) 744-5080</td>
</tr>
<tr>
<td>Environmental Health and Safety</td>
<td>(252) 328-6166</td>
</tr>
<tr>
<td>Prospective Health</td>
<td>(252) 744-2070</td>
</tr>
<tr>
<td>Parking and Transportation</td>
<td>(252) 328-6294</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>(252) 328-6841</td>
</tr>
<tr>
<td>Student Counseling Center</td>
<td>(252) 328-6661</td>
</tr>
<tr>
<td>REAL Crisis Center (After-hours Counseling)</td>
<td>(252) 758-4357</td>
</tr>
<tr>
<td>Animal Control (call ECU Police)</td>
<td>(252) 328-6787</td>
</tr>
</tbody>
</table>

Calling for Help under Duress

If faced with a situation where you are under duress and unable to dial 911 you may consider attempting to call the ECU Police Department administrative line (252) 328-6787 and requesting a “Form 33”. By requesting a Form 33 you are indicating to the telecommunicator that you are under duress and law enforcement should respond immediately.
ECU ALERT

ECU Alert is a collection of communication tools the university uses to distribute emergency notification and information. It is only used for emergencies and occasional required testing. The university encourages all students, faculty, and staff to register to receive ECU Alert. The system allows the university to send emergency notifications through:

- ECU Alert Webpage (ecu.edu/alert)
- ECU Email Accounts
- PC Pop-up box
- ECU Hotline
- Outdoor and Indoor Loudspeakers
- VOIP Phones
- Digital LCD Screens
- ECU Twitter Account
- Cell Phone Text Messaging

Register for ECU Alert

Students, faculty, and staff must register to receive cell phone text message alerts and the PC pop-up box on personal computers. Visit www.ecu.edu/alert to register.

ECU CARES – BEHAVIORAL CONCERNS TEAM

The university behavioral concerns team, ECU Cares, receives reports on behavior of concern exhibited by a student, faculty or staff member, or unaffiliated person to the campus. The mission of the team is to determine if an individual poses a threat to self, others, or the university community and to intervene to avert the threat. ECU Cares is designed to maintain a safe and secure working and learning environment on the ECU campus.

If you have concerns about someone’s behavior, please contact one of the following offices to share your information. You may also visit the Dean of Students website www.ecu.edu/dos to report the concern online. Emergencies should be reported to ECU Police by dialing 911.

ECU Cares            (252) 737-5555
Center for Counseling and Student Development (252) 328-6661
Dean of Students Office       (252) 328-9297
BASIC RULES OF PERSONAL SAFETY

• Do not leave your wallet, purse, briefcase, laptop, or cell 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 at 252-328-6787.

• Keep your vehicle in good running order and have at least a quarter tank of gas at all times.

• Keep your vehicle’s 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 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 Department.

• Remember, if you have an emergency, call 911.

EMERGENCY BLUE LIGHT PHONES

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.

If you are being followed and cannot stop to talk to dispatch, press button and continue walking to have law enforcement respond to the area. Press the button on the next phone to establish your direction of travel.
BOMB THREAT

TELEPHONE 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 by calling 911, giving your name, location, and telephone number. Inform the telecommunicator 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. Wait for emergency personnel to evacuate the building. Police will determine whether the building needs to be evacuated.

6. If you should spot a suspicious object, package, do not touch it, tamper with it, or move it in any way. Evacuate people from the immediate area and call 911.

7. If instructed to evacuate, exit the building immediately and report to the evacuation assembly point for the building. If inclement weather conditions exist, you may move to another building a safe distance away. Do not re-enter the building until you are instructed that it is safe to do so by the ECU Police Department.

Note: For harassing or threatening phone calls, use the checklist that follows to describe the call to police. All threats should be reported to ECU Police Department by dialing 911.

WRITTEN THREAT

If a written threat is received, contact ECU Police Department immediately by dialing 911. The threat should never be ignored. Save all materials, including any envelope or container. Once the message is recognized as a threat, unnecessary handling should be avoided.
BOMB THREAT CHECKLIST

Exact wording of the threat:

_____________________________________________________________________________________
_____________________________________________________________________________________

QUESTIONS TO ASK

<table>
<thead>
<tr>
<th>Where is the bomb located?</th>
<th>What time is it set to go off?</th>
<th>What does the bomb look like?</th>
</tr>
</thead>
<tbody>
<tr>
<td>What kind of bomb is it?</td>
<td>What will cause it to explode?</td>
<td>Did you place the bomb?</td>
</tr>
<tr>
<td>Why did you place the bomb?</td>
<td>What is your address?</td>
<td>What is your name?</td>
</tr>
</tbody>
</table>

Sex of Caller: Male/Female  Age: _____  Race: _________  Length of Call: ________________

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

If voice familiar, who did it sound like? ____________________________________________

BACKGROUND SOUNDS

<table>
<thead>
<tr>
<th>Street Noises</th>
<th>Music</th>
<th>PA system</th>
<th>Factory Machinery</th>
<th>House Noises</th>
<th>Clear</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>Voices</td>
<td>Office Machinery</td>
<td>Motor</td>
<td>Aircraft</td>
<td>Long Distance</td>
</tr>
<tr>
<td>Booth</td>
<td>Animal Noises</td>
<td>Train</td>
<td>Bells</td>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>

THREAT LANGUAGE

<table>
<thead>
<tr>
<th>Well Spoken</th>
<th>Foul</th>
<th>Irrational</th>
<th>Incoherent</th>
<th>Message Read By Threat Maker</th>
<th>Recorded</th>
</tr>
</thead>
</table>

Remarks:

Immediately following the bomb threat, use the prompts below to gather important information for police:
I reported the threatening call immediately to ECU Police at 911  Date ___/___/___ Time ____________
Telephone: ____________________ Position: _______________________

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

Was the call from inside or outside? ____________

Who received the threat? ____________ Title: ____________ Telephone: ____________

Type of phone: ____________ Extension received on: ____________ Is the extension: Listed/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 helpful 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**. Give your name, location, and telephone number. Advise them of the situation and remain where you are until the officer arrives.

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 write down everything you remember about the suspect.

**Suspect Description**

**FACIAL APPEARANCE**

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

<table>
<thead>
<tr>
<th>Wrinkles and Texture</th>
<th>Hair Style</th>
<th>Shape of Eyebrows</th>
<th>Size and Shape of Eyes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mustache or Beard</td>
<td>Shape of Nose</td>
<td>Cheeks (sideburns or sunken)</td>
<td>Mouth and Lips</td>
</tr>
<tr>
<td>Ear Size</td>
<td>Neck</td>
<td>Adam’s Apple</td>
<td>Chin Clefts</td>
</tr>
</tbody>
</table>

**SUSPECT’S VOICE**

<table>
<thead>
<tr>
<th>Calm</th>
<th>Laughing</th>
<th>Lisp</th>
<th>Disguised</th>
<th>Soft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angry</td>
<td>Crying</td>
<td>Raspy</td>
<td>Accent</td>
<td>Loud</td>
</tr>
<tr>
<td>Excited</td>
<td>Normal</td>
<td>Deep</td>
<td>Stutter</td>
<td>Deep Breathing</td>
</tr>
<tr>
<td>Slow</td>
<td>Distinct</td>
<td>Ragged</td>
<td>Nasal</td>
<td>Cracking Voice</td>
</tr>
</tbody>
</table>

If familiar, who did it sound like?
Stay on telephone... Don’t hang up!

NOTES:
FIRE

1. Upon discovering a fire, immediately sound the building fire alarm and/or alert other occupants.

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 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. When it is safe to do so, call 911 and give your name and location of the fire.

4. Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately by knocking on doors on your way out.

5. When you evacuate, do not stop for personal belongings. Leave immediately using the nearest exit stairways, not the elevators.

6. Evacuate to the designated evacuation assembly point 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 emergency personnel on the scene if you suspect someone may be trapped inside the building.

Evacuation Assembly Point ____________________  Alternate Assembly Point ____________________

If You Are on Fire

• Drop and Roll.

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.
• Seal cracks and vents if possible.
• Signal for help by hanging an object out the window.
EVACUATION OF INDIVIDUALS WITH DISABILITIES

Individuals with disabilities should contact Disability Support Services at (252) 737-1016 for assistance.

When assisting an individual with a disability, always ask if they will allow you to help and how you can best help them in an emergency. During an emergency, individuals with mobility impairments should seek rescue assistance in the nearest stairwell.

If immediate evacuation is necessary, be aware of the following considerations:

- Wheelchairs have moveable parts; some are not designed to withstand stress or lifting.
- Lifting may be dangerous to you or them.
- In a life-threatening emergency, it may be necessary to remove an individual from the wheelchair. Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

Individuals with a Visual Impairment:
- In case of emergency, offer to act as a sighted guide by offering your elbow to escort them to a safe place. As you walk, describe any obstacles.

Individuals with a Hearing Impairment:
- In case of emergency, write a note describing the emergency. (“Fire. Go out the rear door now!”)
- Turn the light switch on and off to gain attention, and then indicate through gestures what is happening and what to do.
SHELTER-IN-PLACE

For Severe Weather

A tornado watch means that tornadoes and severe thunderstorms are possible. A tornado warning means that a tornado has actually been sighted somewhere in the warning area.

If a tornado warning is announced, take immediate action:

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.

When the potential for severe weather exists, keep posted through local radio, TV, and ECU Alert.

For Environmental Emergencies

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the outdoor environment. It is important that you follow instructions from university authorities and know what to do if they advise you to shelter-in-place. Shelter-in-place means to seek shelter where you are currently located or a safe indoor place if you are currently outdoors.

- If outdoors, seek shelter in the nearest substantial structure.
- Stop classes or work, or close business operations.
- Allow people outside to enter.
- If there are others in the building, provide for their safety by asking them to stay – not leave.
- Close and lock all windows, exterior doors, and any other openings to the outside. Turn off ventilation fans and air conditioners when possible.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Select interior rooms with the fewest number of windows.

Seek more information by listening to the radio or TV and check the ECU Alert website www.ecu.edu/alert until you are given the All Clear message by authorities.
LOCKDOWN

A lockdown will be issued when a hostile intruder or active shooter has threatened or actually caused an act of violence on campus. This could include an individual(s) who has committed an act of violence off campus and who may now be on campus.

When the lockdown is issued:

- Remain calm.
- Call 911 and notify others in your department if safe to do so.
- Get out of the corridor.
- Secure yourself in the nearest room with a door. Lock the door and/or block the door with furniture.
- Turn off the lights.
- Close windows, pull shades, or close blinds.
- Cover window pane in door if applicable.
- Hide under a desk.
- Spread out in the room.
- Turn cell phones and other electronic devices to silent mode.
- Stay quiet.
- Remain in place until All Clear has been issued.

Unsecured Areas:

- If you find yourself in an open area, immediately seek protection.
- Put a barrier between you and the assailant.
- Consider trying to escape, if you know the location of the assailant and there appears to be an escape route immediately available.
- If in doubt, find the safest area available and secure it the best way that you can.
- If the shooter confronts you and you cannot flee, you can hide; you may choose to play dead, if other victims are around you. Your last option may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
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.

1. Confine or stop the spill by using absorbent materials on hand, avoiding contact with skin, eyes, and clothing and shut 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 giving your name and location of the emergency.

4. Evacuate to the evacuation assembly point for the building. Do not return to the building until instructed to do so by emergency personnel.

5. Do not walk through or stand in any spill areas.

6. 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 you smell gas or other fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing, evacuate the area immediately.

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 giving your name and location of the emergency.

4. Evacuate to the designated evacuation assembly point for the building. Do not return to the building unless instructed that it is safe to do so by emergency personnel.

5. Do not walk through or stand in a gas or vapor cloud.

6. Suspected gas leaks or suspicious odors should be reported to ECU Police Department so appropriate action can be taken.
SUSPICIOUS PACKAGES OR SUBSTANCES

Individuals who discover suspicious packages, powders, or liquids should take the following steps:

- Do not shake or empty the contents of a suspicious package or envelope.
- Do not carry the package or envelope.
- Do not show the suspicious substance or package to others, or allow others to examine them.
- Do not sniff, touch, taste, or look closely at the package or suspicious substance.
- Put the package or envelope on a stable surface.
- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area.
- Call ECU Police at 911 and describe the situation.
- Isolate, in a safe area, individuals who may have been exposed until they are cleared to leave by emergency personnel.
- Create a list of persons who may have been exposed to the substance.
MEDICAL EMERGENCY

EMS telecommunicators are certified to use medical priority protocols to provide pre-arrival instructions.

1. Do not move a seriously injured person unless it is a life-threatening situation.

2. Call the **ECU Police Department at 911** giving the following information:
   - Location of the emergency
   - Name
   - Number of injured people
   - Age and gender of patient
   - Caller’s location and telephone number
   - Patient’s level of consciousness and breathing
   - Patient’s chief complaint (nature of injury or illness)

3. Return to the victim. Administer first aid per pre-arrival instructions given by the telecommunicator. Keep the victim as calm and comfortable as possible. Notify the telecommunicator of any changes in the patient’s status.

4. If possible, send an extra person outside to meet emergency personnel and guide them to the patient.

5. Remain with the victim until emergency personnel arrive.

   Note: If the injured person is an employee, report the injury to your supervisor. All work-related employee injuries and illnesses must be reported as soon as possible to the **Environmental Health and Safety at 328-6166**.