

# Building / Department Emergency Action Plan



**(INSERT DEPARTMENT NAME HERE)**

**(INSERT DATE HERE)**

# Table of Contents

Table of Contents.....	1
Record of Changes .....	3
Record of Distribution.....	4
Introduction .....	5
Purpose and Scope.....	5
Definitions .....	5
Building Information .....	7
Role of Facility Coordinators.....	7
Emergency Notification Communications .....	8
Building and Departmental Communications.....	9
General Response Actions .....	10
Evacuation.....	10
Statement of ADA Accessibility during Emergency Evacuations .....	11
Campus Evacuation / Closure .....	13
Hazard Specific Response Actions.....	14
Fire .....	14
Bombs and Bomb Threats.....	16
Explosion .....	18
Active Shooter.....	19
Chemical Spills/Release inside the Building.....	21
Medical Emergencies .....	22
Personal Injury Procedures:.....	22
Mental Health Crisis.....	24
Civil Demonstration / Protest .....	25
Natural Disaster/Hazards.....	26
Other Hazards and Incidents.....	27
Personal and Community Preparedness.....	28
Training and Maintenance of Plan .....	28
<b>APPENDICES</b>	
Appendix A	Calling Tree For Facility
Appendix B	Building Evacuation Plans / Routes

Appendix C Evacuation Assembly Areas

Appendix D Areas of Refuge (Active Shooter Incident)

Appendix E Areas of Refuge (Severe Weather)

# Record of Changes

Change Number	Date Entered	Page and / or Section Changed	Description of Change	Name of Person Making Change
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				



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## Introduction

Each occupied University building must have a Building Emergency Action Plan (BEAP) that prepares the building occupants for possible emergency situations. The Primary Building Safety and Security Representative, designated by a Dean, Department Head, or Director in the building, should coordinate the development of the BEAP with representatives from the each Department located in the building.

In the event of a disaster or major emergency, Western Carolina University officials will alert the community using several methods. Immediate notifications will be made through WCU ALERT sirens, voice and text messages, and campus email. Subsequent emergency information will be posted online at <http://news-prod.wcu.edu/emergency-information/>.

When an emergency occurs, WCU community members can take steps to protect themselves. This plan details emergency procedures that will be taken by the departments and units within each building on campus.

## Purpose and Scope

This plan serves as a life safety and emergency response plan for the departments and units within this building. This plan does not provide for the business continuity and/or disaster recovery process of individual departments. This plan is applicable during or immediately following an emergency or disaster within the building. All occupants should become familiar with this plan.

## Definitions

**ALL Clear** - This means the immediate danger is over and that most functions may resume normal operations, occupants may re-enter buildings and/or move about campus without restriction unless specifically directed otherwise. Specific guidance regarding Class Schedules and University Events will be posted to the emergency webpage.

**Evacuation** – This is the movement of persons from a dangerous or potentially dangerous place to a safe place. Examples are the evacuation of a building due to bomb threat or fire. In an extreme situation i.e. flood, large portions and/or the entire campus may be required to evacuate.

**Evacuation Assembly Area (EAA)** – This is the area(s) to which all building occupants should report following a building evacuation. Most EAAs are pre-identified locations, although specific incidents may require the EAA to relocate.

**Facility Coordinator** - A pre-designated person(s) responsible for acting as a liaison for each building on campus. The duties of building coordinator include both planning and preparedness functions, as well as specific responsibilities during an emergency or disaster.

**Shelter and/or Secure in place** – This is a term that may be used in an emergency i.e. threat of violence, severe weather, or hazardous materials spill. This precaution is to enhance your safety while you remain inside in your facility. People should go indoors and take refuge there until an evacuation can be safely initiated or an all clear is given. During a threat of violence, students, staff and faculty may be directed to shelter and secure in place. This is a precautionary measure aimed at keeping you safe while indoors. When possible, exterior doors to buildings should be locked. During this time, people whom you know or do not fit the description of the suspect(s) may be let into your building.

## Building Information

**Facility / Building  
Coordinator (s) and  
Alternates**

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**Building**

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**Departments in  
Building**

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**Office Phone**

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**Cell Phone**

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**Email**

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## Role of Facility Coordinators

The role of the Facility Coordinator is to develop and maintain the Building Emergency Action Plan for his / her respective building (s). Additionally, the Facility Coordinator shall direct and monitor shelter in place and evacuation activities related to a crisis. In cases where Floor or Department Captains have been appointed, the Facility Coordinator shall coordinate with these team members to ensure the safety of students, staff, faculty, and visitors in their buildings. This includes actions described in this Building Emergency Action Plan. The Facility Coordinator is also responsible for training staff and faculty on this Plan twice per academic year, at a minimum.

Where applicable, Floor and / or Departmental Captains should be listed below. If this is not applicable to your Facility, indicate in the table that it is Not Applicable (N/A).

Primary / Alternate	Name	Room Number	Department / Floor	Office Number	Cell Number	Email

# Emergency Notification Communications

In an emergency, Western Carolina University uses multiple methods of communication and notification to inform the campus community and general public about the nature of the emergency, what is being done, and what you should do. These systems make-up the WCU Alert System.

- **RAVE**

RAVE allows students, faculty, staff, and parents to receive voice, text, and email message in case of emergency.

**Register for WCU Alerts today:** <http://news-prod.wcu.edu/emergency-information>

- **Outdoor Siren System**

The outdoor siren system alert means there is an emergency on campus, a potentially dangerous condition, or an impending threat (i.e. severe weather, hazardous materials spill, or a person with a gun). When the siren sounds, everyone on the WCU campus should take shelter indoors immediately. Close all windows and doors, if possible, and remain sheltered until an "all clear" is given. Check the University Emergency Information Web Page for updates <http://news-prod.wcu.edu/emergency-information>.

- **Alertus Computer Pop-up Emergency Notification**

The Alertus computer desktop emergency notification system allows WCU Public Safety to send emergency notifications and updates directly to staff, faculty, and classroom computers during an emergency. Additional information on Alertus can be found at <http://thereporter.wcu.edu/2013/07/new-desktop-emergency-notification-system-to-be-tested-on-campus-aug-2>.

- **Campus Email**

This system will send an email to the entire campus community – every student, faculty or staff member through their WCU mailbox.

- **Emergency Information Web Page**

In the event of an emergency, this page will provide the most current information on the nature of the emergency and the university's response to the situation. <http://news-prod.wcu.edu/emergency-information>

- **WWCU-FM (90.5 FM)**

This channel will broadcast updated information during an emergency <http://www.wwcufm.com>.

## Building and Departmental Communications

When an emergency or disaster is announced, or if building occupants are alerted to an emergency, all building occupants should notify others in the area.

- In coordination with the building coordinator, all occupants should ensure that the appropriate protective action (evacuation, shelter in place, etc.) is communicated as much as possible.
- Before and during an incident, departments should maintain a call roster (calling tree) of all faculty and staff so they may contact them. The Calling Tree for our Facility is located in Appendix A.
- The decision to lockdown a building will be communicated through department heads (or designees) to each respective faculty and/or staff member.
- The building coordinator, in coordination with emergency officials and department heads, will make the determination to take proactive action.
- The majority of communications during an emergency or disaster incident in the building will be face-to-face.

# General Response Actions



## Evacuation

In the event of a sudden emergency, such as a fire, natural gas leak, or hazardous materials spill within the building, all occupants may have to evacuate. Building evacuation plans with evacuation routes highlighted are posted throughout the building. If an evacuation of the building is necessary:

- Pull the fire alarm for incidents that you may safely do so (see section V).
- Dial 828-227-8911 (x8911 from a campus phone) or 911 Jackson County Emergency Services and give details about the hazard to emergency personnel.
- Evacuate immediately using the Evacuation Routes for the Building (located in Appendix B). Close doors behind you and do not stop for belongings.
- Use stairways, not elevators.
- Occupants should congregate outside the building at the designated Evacuation Assembly Area (included in Appendix C). In the event of inclement weather and/or prolonged evacuations, department heads should determine whether employees should seek shelter in another facility or leave campus.
- Remain at Evacuation Assembly Areas until accounted for.
- Account for everyone in the building, as possible.
- The following table indicates who will be responsible for accountability for certain groups within the building:

Person Responsible for Accountability	Group Accountable For
Ex. Professor John Smith	Ex. Chemistry Lab A1

- Alert police and fire personnel about potentially trapped victims (e.g., mobility impaired, trapped, or injured victims).
- Do not re-enter the building until fire department officials, University Police, or other designated safety personnel communicate that it is safe to return.



## Statement of ADA Accessibility during Emergency Evacuations

The Americans with Disabilities Act (ADA) requires that public establishments offer equal access and services to people who are physically and mentally disabled. Western Carolina University is responsible for ensuring that all buildings comply with ADA standards. Accessibility is a primary concern during emergency situations. The fire alarm system includes an ADA compliant strobe light to alert hearing-impaired individuals. Although alarm systems are designed for hearing impaired individuals, building occupants should ensure that all persons understand evacuation orders and assist disabled individuals during an emergency situation when possible.

Emergency evacuation is dependent upon occupants being able to hear audible warnings, and walk down stairways (elevators are not safe to use in fire emergencies without fire department supervision).

Therefore, special provisions may be needed to evacuate people with hearing or sight disabilities and for persons who are non-ambulatory. The following procedures describe the basic steps to follow:

- Auditory:** communicate with the hearing impaired by writing a note, hand gestures, or by using another method to convey the message.
- Visual:** describe the nature of the situation and offer to act as a “sighted guide” by offering your elbow and escorting him or her to a safe location. Determining a “buddy” before an emergency occurs can be a good start.
- Mobility:** if a person cannot safely leave the building, a “buddy” can accompany the individual to an **Area of Rescue** without blocking the evacuation path. The individual with a mobility issue should call x8911 or 911 to provide his or her location while the buddy notifies on site emergency personnel of the situation.
- If the other evacuation options are not available or are unsafe (and danger is not immediate), the individual with a mobility issue can remain in a room with an exterior window, a telephone/ cell phone. Notify 911 and onsite emergency personnel.
- You should attempt a rescue evacuation of an individual with a disability as a last resort and only if you have had rescue training.
- Remember, this may also include short-term accessibility issues such as an employee with broken leg/hip.

### Notes:

- Persons with disabilities should talk with other employees and students and develop a plan for emergency evacuation. Do this even if the disability is temporary.
- In Libraries, the circulation desk should be notified of the locations of disabled persons working alone.
- Disabled persons should assure that a telephone is readily available when working alone in University classroom or research buildings.

Floor	Area of Rescue Location
1	Ex. North stairwell landing



## Shelter In Place

When there is a threat of criminal violence or an emergency, it may be necessary for you to shelter-in-place. This precaution is to enhance your safety while you remain in your facility. Shelter-in-place means securing your current location by the use of locks, barricades, or means to restrict access to your location. Follow these instructions when notified of an incident that requires you to shelter-in-place:

- When you receive an alert that requires you to shelter-in-place, secure your room by locking the door or barricading access by placing a large desk or other object that restricts access to your location.
- Avoid windows. If possible, ensure that you cannot be seen from any windows that front the hallway. Stay low to the floor. If possible, seek cover in closets or behind large desks.
- Listen to the radio ([WWCU-FM](#)), check for text messages, or monitor WCU Alerts
- Stay where you are until the police arrive to evacuate you or you are told it is safe to leave the room.
- If you are outside, take cover until it is safe to enter a facility.
- During an emergency, access to certain areas of campus may be restricted. Do not intentionally go to a part of campus where an emergency is occurring. Be aware that some roads may be closed. Wait until you are notified that it is clear to enter the affected area.
- If there are individuals outside the secured door who wish to get in, several factors should be considered to determine if it is safe:
  - Can you see the area outside the door to determine that the individual is not under duress? Is it a trap?
  - If a physical description of the subject was given in the lockdown alert, consider similarities such as age, race, clothing description, height, weight, sex, and hair and eye color.

If the decision is made to let a person in, consider the following:

- Have the person leave anything he or she is carrying (a backpack, laptop case, package, etc.) on the ground, outside of the secure area.
- Have the subject lift up his or her shirt, coat, and/or jacket until the waistline is visible and rotate 360 degrees to see if he or she is concealing a weapon.
- The University Police Department and other law enforcement agencies will respond to an emergency. Follow any commands that law enforcement officers or university officials may issue.



## Campus Evacuation / Closure

Certain disasters, such as severe flooding, severe winter weather, or disease outbreaks may cause a cancellation of classes and a closure of the campus. University officials will notify the campus community via the WCU ALERT Systems (listed above) if the campus must close because of a disaster or emergency. If the campus closes, take the following steps:

- When the university closes, all faculty and staff (except emergency personnel or critical and essential staff) must leave campus.
- Departments within the building should prepare for extended closures through business continuity planning.
- Before evacuating, review departmental checklists to secure offices or consult with supervisors for specific departmental tasks.
- Stay tuned to local media and the University emergency webpage for updates and information on the reopening of the campus. You will not be allowed to return to campus until the university is officially reopened.
- Review the Adverse Weather Policy for employees if the hazard is weather related.

# Hazard Specific Response Actions



## Before the fire:

- Plan and practice escape routes.
- Know the location of your Building's Evacuation Assembly Areas
- Post emergency numbers near telephones.
- Do not store combustible materials near a heat source, in hallways, stairwells or exit paths.
- Extension cords are for temporary needs only. Never run them under carpets or anywhere they can be pinched or crushed.
- Do not overload electrical outlets by using plug extenders or multiple power strips.
- Keep all electrical appliances away from anything that can catch fire. Remember always to turn them off at the end of the day.
- Pay attention to housekeeping issues. Keep your work area neat and tidy and keep combustible such as paper and trash to a minimum.

## During the fire:

### Notification

- Immediately notify the fire department and your co-workers by pulling the fire alarm pull station. Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell, or 911 to reach Jackson County Emergency Services from a safe location to provide details of the situation.

### Actions

- If you have been trained, and it would not place you in any immediate danger, use a fire extinguisher to extinguish the fire.
- Evacuate as quickly and as safely as possible. On your way out, warn others.
- Close doors and windows if time permits, to delay the spread of the smoke and fire. Feel closed doors for heat before opening. Do not open them if they are hot.
- Use the stairs to evacuate. Do not use elevators.
- If you encounter smoke, stay low to the ground. If possible, cover mouth with a cloth to avoid inhaling smoke and gases.

- Once outside, go to your building's Evacuation Assembly Area (EAA), tell those in charge there that you are out of the building, and report injured or trapped persons and any signs of building damage you observed.
- Wait for instructions from emergency responders. Do not re-enter the building until the all clear is given by emergency responders.
- If unable to leave the building, find a location away from the smoke and heat where you can signal for firefighter assistance.**
- Seal the room. Use wet cloth to stuff around cracks in doors and seal up vents to protect against smoke.
- Do not break windows. Flames and smoke can come back in from the outside. If you need air, slightly open the window.
- Stay low under smoke. The freshest air is near the floor. Keep a wet cloth over your nose and mouth, breathe through your nose only.
- Signal for help. Call 828-227-8911 or 911 (8911 from a campus phone) or hang an article of clothing out the window to help signal for help.



## Bombs and Bomb Threats

### When receiving a bomb threat over the telephone:

- Keep the caller on the line and talking as long as possible (pretend to have difficulty in hearing - ask the caller to repeat what he/she said).
- Try to get as much information as possible about the location of the bomb and a description of the bomb and the caller. Use the Bomb Threat Checklist to record all information. This can be found on the next page.
- Stay on the line as long as the caller continues to provide useful information. If possible, have someone else use another line to call University Police.
- After the caller hangs up, immediately call 828-227-8911 (x8911 from a campus phone) and notify the University Police.
- If an evacuation of the building is ordered, take the Bomb Threat Checklist with you and give it to the Police.

### When a suspicious object or potential bomb is discovered:

- Keep people away from the area where the suspicious object is and call the University Police at 828-227-8911 (x8911 from a campus phone).
- Do not touch, move or disturb any suspicious object you feel might be a bomb.
- Be sure to include a description of the object and its location when reporting.

### Emergency Actions - when an evacuation is ordered:

- Collect your personal belongings (e.g. purse, briefcase, etc.) and take them with you as you exit the building.
- Look around your desk and/or office for any suspicious items. Do not touch anything suspicious; instead report it to the Police after you exit the building.
- After evacuation, report to an Evacuation Assembly Area.
- Do not re-enter the building until instructed to do so by appropriate personnel (Police, Fire Department, or Emergency Services).

## Western Carolina University BOMB THREAT PROCEDURES

Date:	Time Received: <span style="float: right;">AM/PM</span>
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Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the following checklist.

<b>IF A BOMB THREAT IS RECEIVED BY HANDWRITTEN NOTE:</b> <ul style="list-style-type: none"> <li>Call (828) 227-8911 or 8911.</li> <li>Handle note as little as possible.</li> </ul>	<b>IF A BOMB THREAT IS RECEIVED BY EMAIL:</b> <ul style="list-style-type: none"> <li>Call (828) 227-8911 or 8911.</li> <li>Do not delete the email.</li> </ul>
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**IF A BOMB THREAT IS RECEIVED BY PHONE:**

- Remain calm. Be courteous. Listen to, and do not interrupt the caller. **DO NOT HANG UP**, even if the caller does. Leave the line open.
- Get the attention of another person – Give a note saying “Call Police – Bomb Threat. Call 8911.”
- If your phone has caller ID, record the number of the incoming call \_\_\_\_\_.
- Complete the Bomb Threat Checklist (below). Write as much information as you can, including exact words.

ASK CALLER:	
• Where is the bomb (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?	
• What is your phone number?	

INFORMATION ABOUT CALLER			
Male of Female?	Male	Female	Does the voice sound familiar? Yes No
Approximate age of caller?	If voice is familiar, who does it sound like?		

Voice	Speech	Language	Behavior	Background Noises
<input type="checkbox"/> Clean	<input type="checkbox"/> Accented	<input type="checkbox"/> Educated	<input type="checkbox"/> Agitated	<input type="checkbox"/> Airport
<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Foreign	<input type="checkbox"/> Angry	<input type="checkbox"/> Animals
<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Foul	<input type="checkbox"/> Blaming	<input type="checkbox"/> Baby
<input type="checkbox"/> Muffled	<input type="checkbox"/> Fast	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Calm	<input type="checkbox"/> Birds
<input type="checkbox"/> Nasal	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Irrational	<input type="checkbox"/> Fearful	<input type="checkbox"/> Machinery
<input type="checkbox"/> High Pitch	<input type="checkbox"/> Lisp	<input type="checkbox"/> Rational	<input type="checkbox"/> Laughing	<input type="checkbox"/> Music
<input type="checkbox"/> Medium Pitch	<input type="checkbox"/> Slurred	<input type="checkbox"/> Slang	<input type="checkbox"/> Nervous	<input type="checkbox"/> Party
<input type="checkbox"/> Low Pitch	<input type="checkbox"/> Stutter	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Righteous	<input type="checkbox"/> Quiet
<input type="checkbox"/> Pleasant	<input type="checkbox"/> If accented	<input type="checkbox"/> Unintelligible	<input type="checkbox"/> Other	<input type="checkbox"/> Restaurant / Bar
<input type="checkbox"/> Raspy	Describe:	<input type="checkbox"/> If Foreign,		<input type="checkbox"/> Talking
<input type="checkbox"/> Soft		Describe:		<input type="checkbox"/> Television
<input type="checkbox"/> Squeaky				<input type="checkbox"/> Traffic
<input type="checkbox"/> Unclear				<input type="checkbox"/> Train
				<input type="checkbox"/> Typing
				<input type="checkbox"/> Water / Wind

 **Explosion****Notification**

- Call Campus Emergency Services at 828-227-8911 (x8911 from a campus phone) immediately.
- If source of explosion is known, provide this information to Emergency Services.

**Actions**

- Evacuate if safe and you are directed to do so by emergency responders. Evacuate to Evacuation Assembly Area (See Appendix C)
- If instructed to evacuate, use the stairs - do not use the elevators.
- Account for Students, and Personnel
- If stuck in the building:
  - Take cover under sturdy furniture.
  - Stay away from windows.
  - Do not utilize lighters or matches, create any spark, or open flame.
  - Move away from the hazard site to a safe location.



## Active Shooter

### If You Hear Shots Fired: *Choose to Survive!*

#### Notification

- Regardless of whether you evacuate or shelter-in-place, call for help.
- Call the University's emergency number at **828.227.8911** or the Jackson County 911.
- Be prepared to stay on the telephone line and give your location, a description of the events and their location, and what you see or hear. Also, give your name and telephone number.

#### Actions

##### Run!

- Have an escape route and plan in mind
- If you can safely do so, evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering the area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officer
- Generally, do not attempt to move wounded people
- Call 911 when you are safe
- Go to a predetermined assembly point when you evacuate. This allows for the accountability for all individuals in classrooms or offices.
- Do not re-enter a facility until allowed by a law enforcement officer or University official.

##### Hide!

**If you can't escape, find a place to hide where the shooter is less likely to find you. Your hiding place should:**

- Be out of the shooter's view
- Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door)
- Do not trap yourself or restrict your options for movement
- Areas of refuge have been identified for \_\_\_\_\_ building. A listing of these locations can be found in Appendix D

**To prevent a shooter from entering your hiding place**

- Lock the door
- Blockade the door with heavy furniture. If necessary, two or more people can hold a table or desk against a door to prevent entry.

**If a shooter is nearby**

- Lock the door
- Silence your cell phone and/or pager
- Turn off any sources of noise (i.e. radio, televisions)
- Hide behind large items (i.e. cabinets, desks)
- Remain quiet

**If escaping and hiding are not possible**

- Remain calm
- If possible dial 911 to alert police to the shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

**As a Last Resort - Fight!****As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter by:**

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons i.e.: fire extinguisher, chair, trash can
- Yelling and committing to your actions
- Do not accept that you are a victim. Do something to facilitate your survival.
- Work with others in the room to "gang tackle" a shooter and hold him or her until help arrives.

**Other Considerations:**

- Listen to the radio (WWCU-FM), check for text messages, or monitor WCU ALERTS.
- If you are outside, take cover until it is safe to enter a facility.
- During an emergency, access to certain areas of campus may be restricted. Do not intentionally go to a part of campus where an emergency is occurring. Be aware that some roads may be closed. Wait until you are notified that it is clear to enter the affected area.
- Unless you are calling for help, do not use your cellular telephone. Responding public safety officials may need to use the cellular telephone for emergency communications. Too many callers can overwhelm the cellular telephone tower and prevent emergency communications.

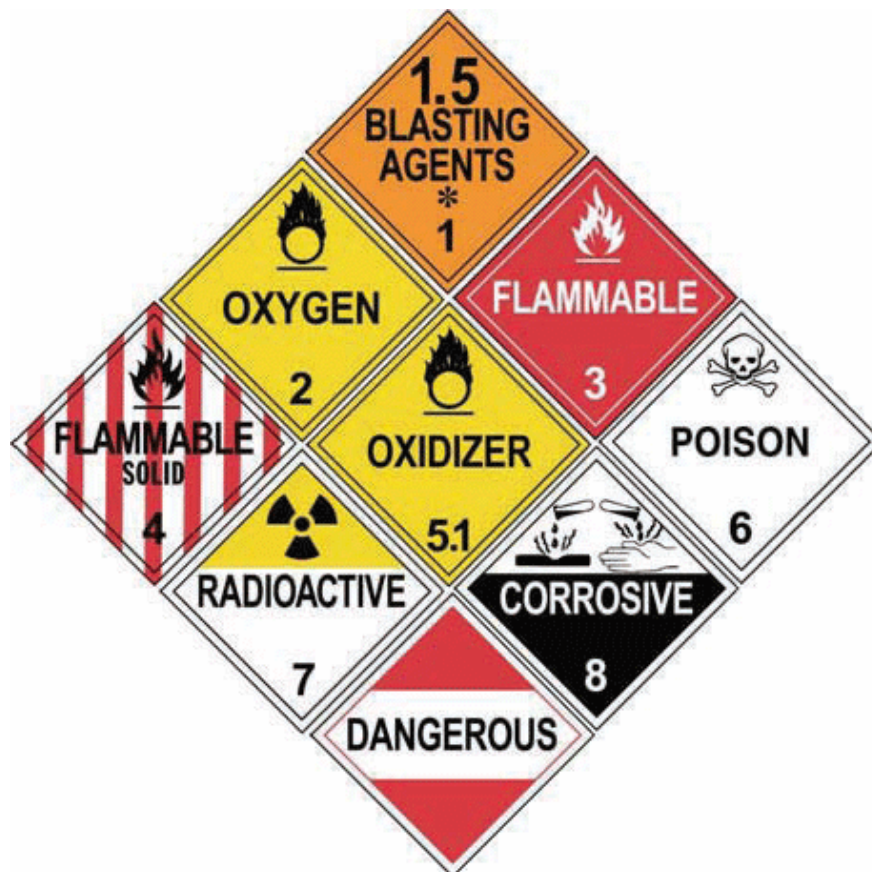
## Chemical Spills/Release inside the Building

### Notification

- Call Campus Emergency Services at 828-227-8911 (x8911 from a campus phone) immediately.

### Actions

- Move away from the release area, informing others as you go.
- If spilled material is combustible or flammable, turn off ignition sources as you leave.
- Close doors to the affected area(s).
- Provide information to emergency personnel.
- Leave the area and warn others.
- If you are involved with the use of hazardous materials, you must be trained on the proper use and storage of hazardous materials, including proper procedures for preventing spills and the appropriate emergency procedures to be implemented if a spill occurs. All campus hazardous materials users should be trained on proper use and storage of hazardous materials, including proper procedures for preventing spills and emergency procedures when a spill occurs.



## Medical Emergencies

### **Notification**

- Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell, or 911 to reach Jackson County Emergency Services and tell the dispatcher that you require medical assistance. Be prepared to provide the following information:
  - Location of injured person (e.g. which room, number, etc.).
  - Type of injury or problem.
  - The individual's present condition.
  - The sequence of events leading to the emergency.
  - Medical history and name of injured person's doctor, if known.
  - The phone number where you are.

### **Actions**

- Do not move the victim unless it is necessary to remove him or her from a dangerous location or situation.
- If trained, use pressure to stop bleeding.
- If trained, use CPR if there is no pulse and the victim is not breathing.

## Personal Injury Procedures:

- Clothing on Fire:
  - Do not run; drop to the floor and roll around to smother the flame or drench with water.
  - Obtain medical attention; if necessary, Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell.
  - Report incident to supervisor and/or the University Police, (828) 227-8911.
- Hazardous Material Splashed in Eye:
  - Immediately rinse eyeball and inner surface of eyelid with water continuously for 15 minutes.
  - Forcibly hold eye open to ensure water wash reaches under eyelids.
  - Obtain medical attention. Make sure to take Material Safety Data Sheet(s) of the chemical with you.
  - Report incident to supervisor and/or the University Police, (828) 227-8911.

- Minor Cuts and Puncture Wounds:
  - Vigorously wash injury with soap and water for several minutes.
  - Obtain medical attention; if necessary, Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell.
  - Report incident to supervisor and/or the University Police, (828) 227-8911.
- Radiation Spill on Body:
  - Remove contaminated clothing.
  - Rinse exposed area thoroughly with water.
  - Obtain medical attention; if necessary, Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell.
  - Report incident to supervisor and/or the University Police, (828) 227-8911.
- Biological Spill on Body:
  - Remove contaminated clothing.
  - Vigorously wash exposed area with soap and water for one minute.
  - Obtain medical attention; if necessary, Call Campus Emergency Services at 8911 from a campus phone, 828-227-8911 from a cell.
  - Report incident to supervisor and/or the University Police, (828) 227-8911.



## Mental Health Crisis

### Students in Crisis

In the event that an individual present in your area is actively suicidal, homicidal or excessively agitated so that individuals are feeling threatened:

- Call University Police immediately at 227-8911 (8911 from a campus phone).
- While awaiting the arrival of UPD, try to move the individual to a quiet and secure space if possible. If this only agitates the individual, move all other personnel and students to a safe space apart from the individual. Enlist the help of a co-worker so that the individual of concern is not left alone and you are not left alone with the individual of concern.
- While waiting for UPD, you may call Counseling and Psychological Services (CAPS) (227-7469) to request assistance. Ask the front desk to find a clinician to respond to you.

### As a Result of an Emergency Situation

A psychological crisis may occur as a result of emergencies, disasters, or other critical incidents such as suicide, rape, violence, death, serious accidents, fires, explosions, bomb threats, threats to the public welfare, or other traumatic or tragic events affecting the campus community.

#### For an unusual or potentially dangerous situation:

- Never try to handle a dangerous situation by yourself.
- Call University Emergency Services 828-227-8911 (x8911 from a campus phone), and they will notify the on-call counselor.
- Clearly state that you need immediate assistance. Give your name, your location, and state the nature of the problem.
- All suicide attempts should be reported to the University Police, so that proper procedures will be followed to ensure the safety of those involved.



## Civil Demonstration / Protest

### **Notification**

- If any of the following conditions, contact University Police at 828-227-8911 (x8911 from campus phone).
  - Disruption of the normal operations of the university
  - Obstructing access to offices, buildings, or other university facilities
  - Threat of physical harm to persons or damage to university facilities
  - Willful demonstrations within the interior of any university building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property
  - Unauthorized entry into or occupation of any university room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any university property, equipment, or facilities building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property

### **Actions**

- Remember that most demonstrations are peaceful.
- Try to carry on business as usual.
- If the noise becomes too great, or the crowds become too large, feel free to close and lock office doors and windows – this is a departmental decision.
- If it becomes necessary to evacuate, follow directions from the Police.
- If evacuating, proceed to your building's Evacuation Assembly Area (EAA) and wait for additional instructions.



## Natural Disaster/Hazards

### Earthquake

- Stay indoors.
- Crawl under a table or desk or brace yourself by standing in an interior doorway.
- Do not use elevators, electrical equipment or telephone.
- Do not use open flame.
- Be prepared for aftershocks.

### Flooding (flash floods and rising water)

- Stay indoors.
- Never attempt to walk or drive through flood waters.
- Avoid areas where electricity is exposed or near water.

### Tornado / high winds / hurricane

- Stay indoors.
- Move away from windows and open doors (preferably into an interior hallway).
- If possible, move to the lowest level of the building.
- A list of areas of refuge from severe weather can be found in Appendix E
- Do not use elevators, electrical equipment or telephone.
- Sit on the floor and cover your head with your arms to protect from flying debris.

### Winter Weather

- Dress in layers to remain warm and dry
- Walk in designated walkways as much as possible. Stay away from snow banks.
- Extend your arms out to your sides to maintain balance. Beware if you are carrying a heavy backpack or other load - your sense of balance will be off.
- Do not drive unless it is absolutely necessary
- Areas that may look wet could be black ice - use caution.
- Shaded areas and curves with little sunlight may still be slick - use caution.
- Drive slow, keep a safe distance from the car in front of you, and give yourself plenty of time to stop.
- Avoid distractions - put electronic devices in the backseat. Don't talk on the cell phone and do not text while driving.



## Other Hazards and Incidents

### Trapped in an elevator

- Use the emergency telephone inside the elevator to call for assistance.
- Press the elevator alarm inside the elevator to signal for help.

### Flooding inside the building (busted pipes, etc.)

- Cease using electrical equipment.
- Evacuate the building if necessary and proceed to your building's Evacuation Assembly Area (EAA).
- Call Physical Plant at 828-227-7442 (x7442 from a campus phone) or University Police after hours at 262-2150 (2150 from a campus phone).
- If there are injuries; 828-227-8911, x8911 from a campus phone, or 911 to reach Jackson County Emergency Services

### Emergencies Not Listed

Emergencies that do not fit into the categories above may also occur. In these situations, or in any situation in which you are unsure of the appropriate response, call 828-227-8911 (x8911 from a campus phone) and report the emergency. The dispatcher will give you instructions on how to respond.

### Utility and Facility Issues

During regular business hours contact facilities management to report utility and/or facility issues. After hours and on the weekend you may contact the University Emergency Communications Center on the non-emergency line, 828-227-7301.



## Personal and Community Preparedness

Emergency preparedness is the responsibility of every faculty member, staff member, and student of Western Carolina University. Every building occupant may prepare for emergencies and disasters through the following methods:

- Actively participate in fire safety training including fire extinguisher training and fire evacuation drills performed regularly by the Safety and Workers' Compensation Office (mandatory).
- Become familiar with your work areas and building. Pay attention to the location of fire evacuation maps, fire extinguishers, fire alarm pull stations, and other fire and life safety equipment in the building.
- Recognize potential fire hazards and report them immediately.
- Keep your work areas clean and free of debris and other combustible materials.
- Make building security your own responsibility. Ensure that doors are secured and notify the Physical Plant of any malfunctions in locking mechanisms.
- Immediately report suspicious persons to University Police.
- Use caution when approaching suspicious situations, people, packages, etc.
- Maintain accountability of your personal belongings.
- Take the time to read the emergency preparedness plans available at [emergency.appstate.edu](http://emergency.appstate.edu).
- Register your cell phone for emergency alerts on the WCUALERT system at <http://news-prod.wcu.edu/emergency-information/>
- Annually read this building emergency plan and make recommendations for improvement to your building coordinator.
- Remain aware of your surroundings.



## Training and Maintenance of Plan

This Building Emergency Action shall be reviewed at least annually to ensure that any changes or updates are made. This maintenance of the Plan will be the responsibility of the Facility Coordinator. Appropriate staff and faculty will be trained on this Plan at least twice per academic year.

# APPENDICES

Appendix A	Calling Tree For Facility
Appendix B	Building Evacuation Plans / Routes
Appendix C	Evacuation Assembly Areas
Appendix D	Areas of Refuge (Active Shooter Incident)
Appendix E	Areas of Refuge (Severe Weather)