

# Emory University Emergency Information Reference Guide

call

**9-1-1**

EMORY



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## Introduction

The Emory University Emergency Information Reference Guide has been designed to help members of the Emory University community plan for and respond to campus emergencies. Although this guide does not cover every conceivable situation, it does supply the basic guidelines necessary to manage most campus emergencies.

In addition to the procedures outlined in this guide, there are areas of campus that have specific procedures to be followed in the event of an emergency (such as Emory Hospital, The Emory Clinic, and University Housing). These additional emergency-response protocols should be followed in the appropriate facilities.

For additional information or assistance with safety or security issues, please contact the Emory University Police Department at 404.727.6115 or visit the Emory Police website at [www.emory.edu/EPD](http://www.emory.edu/EPD).

### MY IMPORTANT INFORMATION

My building director is: \_\_\_\_\_ Phone number: \_\_\_\_\_

My assembly point is: \_\_\_\_\_ Phone number: \_\_\_\_\_

THE PERSON I REPORT TO AT MY ASSEMBLY POINT FOR HEADCOUNT: \_\_\_\_\_



# If You Need Police, Fire, or an Ambulance, Dial 9-1-1

Dialing 911 from any campus phone will connect you with the Emory University Police Department Communications Center. Members of the community are encouraged to report emergencies immediately to the Emory Police at 404.727.6111, or 9-1-1 from any campus phone.

The Emory Police also may be contacted by using one of the Emergency Blue Light Phones, Residence Hall Call Boxes, or emergency elevator phones located throughout the Emory campus. To use an Emergency Blue Light Phone, simply press the button. You will be connected automatically to a police dispatcher.

## Fire Alarms, Fire Evacuation Drills, or Other Emergency Systems

For information concerning Fire Alarms, Fire Evacuation Drills, or other Emergency Systems, please contact the Office of the Director of Fire Safety at 404.727.7378. Additional information may be found at [www.epcs.emory.edu/FIRE](http://www.epcs.emory.edu/FIRE).



# If You Should Discover a Fire

- ▶ Avoid injury and excessive risks.
- ▶ Alert people in the area and immediately activate the alarm at the closest pull station.
- ▶ Dial 9-1-1 and provide details of the fire location.
- ▶ If you have been trained in the use of a fire extinguisher, quickly assess the fire and determine if it can be extinguished safely using a fire extinguisher. If not, immediately exit the building.
- ▶ Follow established General Building Evacuation Procedures: immediately exit the building, closing doors in your path of travel as you leave. Do not lock doors!

*Fire procedures continued on next page.*

# If Unable to Leave the Building

- ▶ Upon hearing the alarm, call 9-1-1 and tell Emory Police of your present location and where you intend to wait.
- ▶ Leave the room and close the unlocked door behind you as you leave.
- ▶ Go into nearest stairwell; before entering, wait for all persons to evacuate down the stairs to the outside exit.
- ▶ Once the stairwell is clear to enter, close the door behind you and wait for fire personnel to retrieve you.
- ▶ If the stairwell is smoke filled, go into alternative stairwell and wait.
- ▶ If primary and alternative exits are smoke filled, return to your room.
- ▶ Call 9-1-1 and advise Emory Police of your new location.
- ▶ Close door but leave door unlocked.

## If Trapped in a Room

- ▶ Keep unlocked door closed and stuff wet clothing/towels, etc. under the door to keep out smoke and toxic vapors.
- ▶ Open a window at the top to let smoke out and open a window at the bottom to breathe fresh air and signal for help.
- ▶ Do not open a window at all if smoke is rising from a lower floor. The smoke will enter and fill the room where you are.
- ▶ Stay close to the ground if there is smoke. The air is less smoky near the floor.

## Evacuation Planning

- Plan to visit your hall's, building's, or department's designated location.
- Learn location of primary and alternative exits (usually stairwells).
- Learn location of pull stations.
- Learn procedure in event of an alarm.
- Learn procedure in the event of being trapped in a room.

*Note:* Should there be a need for the development of a more specific evacuation plan based on an accommodation need, you may contact the Director of Fire Safety at 404.727.7378 or the Director of Disability Services at 404.727.6016.

## Campuswide Evacuation

In the event of a “major emergency” or “disaster,” it may become necessary to conduct a large-scale or complete evacuation of the campus. The decision to initiate a large-scale evacuation will be made following a risk analysis of the particular situation which indicates that it is more dangerous for community members to remain at a location than it is for them to be moved.

The decision to conduct a large-scale or campuswide evacuation will be made by the president as outlined in the University Crisis Management and Emergency Response Manual. Notification to the community regarding a campuswide evacuation will be made using communication venues developed and established through the Office of University Relations.

Once the need to evacuate an area has been announced, each affected facility should implement their General Building Evacuation Plan. Evacuees then will be directed to the appropriate evacuation route or location depending upon the specific circumstances of the situation.



# Evacuation in the Event of a Fire Alarm

- ▶ When the building alarm is sounded, walk quickly to the nearest marked exit and alert others to do the same.
- ▶ Do not use the elevator during a fire or fire alarm.
- ▶ Evacuate the building immediately by using the closest exit and going to the outside designated meeting location.
- ▶ Close your door behind you. Close other doors (office, break room, conference room, etc.) in your path of travel as you are leaving the building.
- ▶ Do not reenter the building (even if the alarm stops ringing) until you hear an “All Clear” announced by appropriate personnel.
- ▶ Locate appropriate building personnel or police and advise them you are out of the building.
- ▶ Building Evacuation Assistants may assist persons with limited mobility in exiting the building. Remember the elevators are reserved for emergency response personnel. Do not use elevators in case of fire. Do not panic.
- ▶ Once outside, go to your outside designated meeting location. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. Emergency personnel may direct you to move farther away from a facility, depending upon the nature of the emergency.
- ▶ A Field Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

## University Weather Closings and Cancelations

The Office of University Relations will provide updated information to the community regarding campus closings, cancelations, and delays due to inclement weather.

Community members may obtain updated information in one of the following ways:

- Call the University's Weather Information Line at 404.727.1234.
- Check the University's Emergency Website at [www.emory.edu/EMERGENCY](http://www.emory.edu/EMERGENCY).
- Check local media broadcasts.

When possible, information will be provided to local media no later than 6:00 A.M. regarding changes in operational schedules for a particular day. If there is a need to close during normal business hours, a campuswide email message will be distributed.

# Tornado

- ▶ Move to a predesignated shelter, such as a basement in a building.
- ▶ If an underground shelter is not available, move to an interior room or hallway on the lowest floor and get under a sturdy piece of furniture.
- ▶ Stay away from windows; get out of cars; do not try to outrun a tornado/hurricane.
- ▶ If you are caught outside, lie flat in a nearby ditch or depression.

*Weather information continued on next page.*

## Weather Advisories

**Tornado/Hurricane Watch.** A Tornado Watch indicates that conditions are conducive to the development of tornadoes in and around the watch area. Severe thunderstorms can and occasionally do produce tornadoes with little or no advance warning. Remain calm but be alert to rapidly changing weather conditions and be prepared to seek appropriate shelter should conditions worsen. Check with local television or radio stations for weather updates.

In the event that the National Weather Service issues a Tornado Watch for the Emory area, the Emory Police will send email notifications to the campus emergency-weather contact list and broadcast to all University radio holders, notifying them of the watch. Normal operations will continue. Employees should keep a close eye on changing weather conditions, listen to weather radios, and be prepared to take action if necessary.

**Tornado/Hurricane Warning.** A Tornado Warning indicates that a tornado has been sighted or indicated by radar in the area. Take immediate action. In the event that the National Weather Service issues a Tornado Warning for the Emory area, the Emory Police will notify the steam plant to activate the weather warning whistle.

## Steam Whistle Testing

Emory University has installed an early-warning steam whistle at the steam plant at Facilities Management to notify individuals who are outside about an imminent and dangerous weather event. The campus community is encouraged to utilize weather radios to receive the most updated information on storms from the National Weather Service. The whistle—which consists of three short blasts of about five seconds each—cannot be heard in many interior office and lab spaces. The steam whistle will be tested at noon on the first Wednesday of each month, weather permitting. If the weather is questionable on the test day, the test will occur on the following Thursday. If the weather is questionable on Thursday, the test will be canceled for the month.

## **Civil Disturbance or Demonstrations**

Demonstrations by Affiliated Individuals. Orderly, peaceful, nondisruptive demonstrations, protests, etc.—conducted by persons affiliated with the University—are governed by the University’s Academic Regulations contained within the official College Handbook. Activity of this nature by students, faculty, or staff is allowed to take place on campus property provided that the activity follows the regulations.

Demonstrations by Nonaffiliated Individuals. Persons not affiliated with the University as students, faculty, or staff have no right, and shall not be permitted, to participate in demonstrations, marches, sit-ins, or other forms of protest or dissent on University property.

# Recommended Guidelines for Assessing Demonstrations

Most campus demonstrations such as marches, meetings, picketing, and rallies will be peaceful and nonobstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Interference with the normal operations of the University
- Prevention of access to offices, buildings, or other University facilities
- Threat of physical harm to persons or damage to University facilities

If any of these conditions exist, Emory Police should be notified and will be responsible for contacting the appropriate University administrators.





# In the Event of an Aircraft or Rail Disaster

- ▶ Know that such incidents may result in, or be immediately followed by, a fire or an explosion. Immediately take cover under tables or desks or behind solid objects that may give protection against flying/falling glass and debris.
- ▶ Notify the Emory Police Department at 404.727.6111 or 9-1-1 from any campus phone. Give your name and describe the location and nature of the emergency.
- ▶ Remain at least 500 feet away from the affected area. The area could be contaminated with harmful substances (fuel, oil, and other chemicals).

## Safety Officers

Responding personnel from the appropriate safety office (Hospital Safety Officer for Emory Hospital facilities, Clinic Safety Officer for Clinic facilities, and/or personnel from the Office of Environmental Health and Safety) shall be responsible for assessing the situation. That individual will initiate the appropriate response, determine the size of any exterior perimeter that may be required, determine the need for a partial or complete evacuation, and determine whether additional assistance is required from other agencies.



# In the Event of an Unintentional Release, Leak, or Spill of Hazardous Material

- ▶ Any spillage of a hazardous chemical or radioactive or biological material should be reported immediately to the Environmental Health and Safety Office at 404.727.5688 and/or to the University Police at 404.727.6111, or 9-1-1 from any campus phone.
- ▶ When reporting, be specific about the nature of the spill and its exact location. The Emory Police will contact the necessary specialized authorities and medical personnel.
- ▶ The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of the appropriate Environmental Health and Safety personnel.
- ▶ Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the immediate vicinity, and give his/her name to the Emory Police. Required first aid and cleanup by specialized authorities should begin at once.

## The Role of the Emory Police

The Emory University Police Department is charged with responsibility for responding to hazardous devices and bomb threats. It is imperative that information regarding a threat be forwarded to the Emory Police as quickly and accurately as possible. The police then will notify the occupants of a facility targeted in a threat and work with University staff members housed in the facility to undertake a systematic search. It is vital that all University employees cooperate in such an emergency.

Representatives of the Emory Police will make the decision, in consultation with the University administrator responsible for the building, as to whether to evacuate the facility.

## Responding to a Threatening Call

Any person receiving a bomb threat via the telephone should ask the caller:

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

Talk to the caller as long as possible and record the following:

1. Time of call.
2. Age and gender of the caller.
3. Speech pattern, accent, possible nationality, etc.
4. Emotional state of the caller.
5. Background noise.



## In the Event of a Hazardous Device/Bomb Threat

- ▶ If you observe a suspicious package or potential hazardous device on the Emory University campus, do not handle the object! Clear the area immediately and call the Emory Police at 404.727.6111, or 9-1-1 from any campus phone.
- ▶ Upon receiving notification to evacuate the building, employees are requested to make a cursory inspection of their area for suspicious objects as they evacuate and should report the location of any such suspicious objects to the Emory Police. Do not touch the object or objects! Do not open or close doors, drawers, or cabinets, or turn lights on or off.
- ▶ When the building evacuation alarm is sounded or an emergency exists, follow established evacuation procedures.



## **Making Emory Safer**

The Emory Police Department is located in Suite G-01 of the North Decatur Building and provides twenty-four-hour help and protection. This service is provided seven days a week on a year-round basis.

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

Your suggestions and concerns are always welcome. Please contact the Emory Police Department's Crime Prevention and Community Relations Unit at 727.BIKE (727.2453) to share your suggestions or for help in developing a specific security plan for your area.

# Reporting Violent or Criminal Behavior

- ▶ If you are a victim or witness to any on-campus offense, avoid risks! Do not attempt to apprehend the criminal or interfere with the crime, except in case of self-protection.
- ▶ Promptly notify University Police at 404.727.6111, or 9-1-1 from any campus phone as soon as possible and report the incident. Include the following information:
  1. Nature of the incident.
  2. Location of the incident.
  3. Description of person(s) involved.
  4. Description of property involved.
- ▶ Assist the officers when they arrive by supplying them with all additional information and asking others to cooperate.
- ▶ If you observe a crime of violence in progress or believe that weapons may be involved, it is recommended that you move to a safe area that can be secured. A building, office, or classroom with a locking door may be suitable for this purpose. Once you are inside, the door(s) can be locked to deter anyone from entering. If a phone is available, call the Emory Police (404.727.6111, or 9-1-1 from any Emory phone) and advise the police dispatcher of your location, information on any person(s) injured, the nature of the threat, descriptions of any perpetrators, and the number of persons at your location.

**Electrical/Light Failure**

Campus building lighting should provide sufficient illumination in corridors and stairs for safe exiting. It is, however, advisable to have a flashlight and portable radio available for emergencies.

**Elevator Failure**

If you are trapped in the elevator, use the emergency phone to notify the Emory Police. Elevator phones in University buildings on the Emory campus ring directly to the Emory Police. Elevator phones in Emory Hospital ring directly to the Hospital Facilities Control Room. Elevator phones in The Emory Clinic ring directly to the Clinic switchboard.

**Plumbing Failure/Flooding**

Cease using all electrical equipment. Contact the Emory Police at 404.727.6111, or 9-1-1 from any campus phone, and Facilities Management at 404.727.7463. If necessary, vacate the immediate area.

**Serious Gas Leak**

Cease all operations. Do not switch on lights or any electrical equipment. Remember that electrical arcing can trigger an explosion! Notify the Emory Police at 404.727.6111, or 9-1-1 from any campus phone, and Facilities Management at 404.727.7463. Vacate the immediate area.

**Steam Line Failure**

Immediately notify the Emory Police at 404.727.6111, or 9-1-1 from any campus phone, and Facilities Management at 404.727.7463. If necessary, vacate the immediate area.

**Ventilator Problem**

If smoke odors come from the ventilation system, immediately notify the Emory Police at 404.727.6111, or 9-1-1 from any campus phone, and Facilities Management at 404.727.7463. If necessary, cease all operations and vacate the immediate area.



## In the Event of a Utility Failure

- ▶ In the event of a major utility failure occurring during regular working hours (8:00 a.m. through 5:00 p.m., Monday through Friday), immediately notify the Emory Police at 404.727.6111, or 9-1-1 from any campus phone, and Facilities Management at 404.727.7463.
- ▶ If there is potential danger to building occupants, or if the utility failure occurs after hours or on weekends or holidays, notify the Emory Police at extension 404.727.6111, or 9-1-1 from any campus phone.

## Recognizing Abnormal Behavior

Emory University includes several healthcare facilities, which provide a variety of in-patient and outpatient services to medical and psychiatric patients. Due to the nature of the facilities, situations arise in which registered in-patients, registered outpatients, and prospective patients become physically violent or attempt to leave the healthcare facility against medical advice. Guidelines have been established to coordinate the appropriate response to situations involving: voluntary psychiatric patients at Emory Healthcare facilities who have left or are attempting to leave against medical advice; and/or other individuals who may be exhibiting bizarre, unusual, or dangerous behavior. Involuntarily committed psychiatric patients must be transported to an emergency mental-health-receiving facility in accordance with Georgia law.

A psychological crisis may exist when an individual is threatening harm to himself, herself, or to others, or appears out of touch with reality. Such a crisis may be exemplified by unusual physical or verbal behavior, such as hallucinations, uncontrollable behavior, or complete withdrawal. These guidelines may be applied to University staff, students, and visitors who are exhibiting behavior that causes concern. If you encounter a situation involving a potential psychological crisis, please follow the recommended steps of action.



# In the Event of a Psychological Crisis

- ▶ Never try to handle a situation that you feel is dangerous. Remain calm, show concern, and maintain a safe distance.
- ▶ Notify the Emory Police of the situation; dial 404.727.6111, or 9-1-1 from any campus phone. Clearly state that you need immediate assistance, give your name, your location, and the area involved. Be prepared to provide information regarding the individual involved and the specific behavior you have observed.
- ▶ All suicide threats or attempts should be reported to the Emory Police so that proper procedures may be followed to ensure the safety of those involved.

*Psychological crisis information continued on next page.*

## **Mental Health Resources**

Assistance also may be sought by contacting one or more of the following:

### **Emory Faculty/Staff Assistance Program (FSAP) at the Well House 404.727.4328**

This program offers behavioral mental health services, which include comprehensive assessments, brief counseling, and assistance with obtaining appropriate referrals through the Emory health plans. These services—provided by licensed professionals—are free and confidential. All staff, including faculty and healthcare professionals, may face a variety of challenges, changes, and demands. Services are available to help individuals, groups, couples, and immediate family members with: personal and/or work relationships, grief issues, alcohol and drug abuse, financial pressures, depression, work performance, effective communication, stress management, and crisis intervention.

### **Emory University Counseling Center 404.727.7450**

The Counseling Center provides free, confidential counseling for enrolled undergraduate, graduate, and professional students at Emory University. Consultation, outreach, and educational workshops are provided for Emory's faculty, staff, and students.

**Emory University Student Health Services 404.727.7551**

Competent, licensed clinicians provide a wide range of outpatient mental health services to enrolled Emory undergraduate, graduate, and professional students. There are no charges for sessions offered as part of Student Health Services. However, when referrals are made to clinics or therapists outside the Emory system, expenses for those visits shall be the responsibility of the student. Students may call 404.727.7551 (press 1) to schedule an appointment.



## **First Responders**

Contact the Emory Police at 404.727.6111, or 9-1-1 from any campus phone if you need help.

All Emory University employees trained as emergency responders should participate in an Occupational Health Program through Emory Employee Health Services for appropriate immunizations (HBV, TB skin tests, etc.) and medical surveillance. In addition, annual blood-borne pathogen training will be required (contact the Environmental Health and Safety Office at 404.727.5668).

## **Nonemergency Medical Needs**

Emory University Student Health Services operates on an appointment-only system. Appointments are scheduled by calling 404.727.7551 (press 1) during office hours. You will be scheduled as follows:

For routine care, appointments are scheduled up to two weeks in advance. For urgent conditions, an appointment or urgent consultation can be arranged for the same day. For most acute but not urgent needs, you may get an appointment in twenty-four to forty-eight hours. The only patient visits that will be handled on a work-in basis will be urgent care.

If you cannot keep your appointments, please call and cancel at least two hours before the scheduled appointment time. For help in determining medical treatment options when Student Health Services is closed, call the paging operator at 404.727.7551 (press 0) and the on-call physician will be paged.

# In the Event of a Medical Crisis

- ▶ In case of serious injury or illness on the Emory University campus, immediately dial 404.727.6111, or 9-1-1 from any campus phone. Give the Emory Police dispatcher your name; describe the nature and severity of the medical problem and the campus location of the victim.
- ▶ The Emory Police Department will dispatch the Emory First Responder Unit EMS, Dekalb County EMS, and/or other emergency medical personnel as may be required.

