Utah Valley University

EMERGENCY PROCEDURES

May, 2012
UVU Department of Public Safety
Phone: ext. 5555
For CAMPUS EMERGENCY

Call University Police ext. 5555 or dial 911.

In case of a power failure or other emergency that disables the campus telephone system, cell phones and pay telephones will normally be unaffected and can be used to place emergency calls. If a life threatening medical emergency occurs, 911* can be dialed on a pay telephone without the use of a coin.

*Dialing 911 on a cell phone while on campus will put you in contact with Orem City Police who will notify UVU campus police of the situation. University police may not be aware of the emergency until notified by Orem Police. Please notify UVU Police at 801-863-5555 as well.

Note: Fax machines have a direct outside line and can be used in case of an emergency.

For details on specific emergencies see remaining pages.

EMERGENCY ASSISTANCE
POST ACCIDENT INJURY--CONTACT UNIVERSITY POLICE AT EXT. 5555

Occasionally accidents will occur where individuals, including the accident victim, will assume that no injury has occurred and that no medical attention is required. However, symptoms may become evident later, and an accident report shall be filed as soon as possible with University Police at ext. 5555.

1. If STUDENT or NON-EMPLOYEE is injured, contact Risk Management Office at ext. 7977.

2. If EMPLOYEE injury, contact Human Resources at ext. 8207.

MINOR MEDICAL EMERGENCY
**IN CASE OF WATER LEAK...**

1. Use caution and stay clear if the water could come in contact with electrically energized equipment such as lights, wall outlets, floor outlets, machinery, etc.

2. IF YOU CAN DO SO SAFELY, turn off any lighting or equipment that may come in contact with the water to help prevent additional damage or electrical hazard.

3. If possible determine the source of the water (piping, roof, floor, drains, etc).

4. Also note location of the building, room, area or outdoors, grounds, etc.

5. Notify Plant Operations at ext. 8130 during regular business hours 7am-5pm. After 5 pm and on weekends contact the UVU Police Department at ext. 5555.

**WATER LEAK**
IF YOU SMELL NATURAL GAS IMMEDIATELY EVACUATE ALL PERSONS FROM THE BUILDING AND CALL 911 OR UNIVERSITY POLICE AT EXT. 5555 AFTER LEAVING THE BUILDING.

1. Do not light a flame.

2. Do not use your telephone in the vicinity of the leak.

3. Do not use light switches or electrically operated equipment.

The unusual smell is a harmless chemical that Questar Gas adds to natural gas so even the smallest leak is easy to detect. This odorant is added as a safety precaution because natural gas has no odor of its own.

NATURAL GAS
IF YOU ARE IN AN ELEVATOR THAT FAILS…

1. Use the in-elevator phone to report the failure. It will notify UVU Police.

2. If the phone is disabled push the alarm button or use a cell phone, if available, to notify UVU Police, ext 5555, or call 911.

IN CASE OF ELEVATOR FAILURE…

1. Anytime you hear an elevator alarm sound investigate the problem if safe to do so.

2. If it is determined that there is a failure or problem contact the Maintenance Department, ext. 8130, during business hours (7am-5pm). After 5 pm and on weekends, contact the UVU Police Department at ext. 5555.

IN CASE OF MISUSE, VANDALISM, OR OTHER PROBLEMS…

1. Call UVU Police and report the problem immediately at ext. 5555.

In the event of a power outage, facilities personnel will check all elevators.

ELEVATOR FAILURE
WHEN CONFronted BY A THreatening PERSON (Verbal or demeanor):

IMMEDIATELY DIAL 911 OR EXT. 5555 after removing yourself from the location of the threat if possible.

A POLICE DISPATCHER WILL ASk:
1. Your name
2. Your location
3. Type of emergency
4. Describe the situation
5. Description of the suspect: Age, sex, height, complexion, clothing, etc.
6. Advise if there is any type of weapon or specific threat involved.

STAY ON THE LINE as long as it takes. Leave the phone line open so the dispatcher can monitor the situation until officers arrive at your location.

DO NOT CONFRONT THE SUSPECT!

Help the police by reporting any crime as soon as you can. The chance of catching someone diminishes with the passage of time.

THREATENING PERSON
VIOLENT INCIDENT: CALL UNIVERSITY POLICE AT EXT. 5555 OR 911

Violent or potentially violent incidents may include:

- Fights
- Stalking behavior
- Threats of harm to self or others
- Arguments with raised voices or obvious anger
- Property destruction or threats of property destruction
- Threat of, or actual presence of, a weapon (example: “I have a knife in my pocket”)
- Excessive “horseplay” which may result in injury
- Harassing behavior directed at any individual or group
- Suspicious individuals or groups
- Hazing

IF YOU SEE OR HEAR A VIOLENT INCIDENT ON CAMPUS…

Report ALL such incidents to UVU Police IMMEDIATELY!
DO NOT try to intervene in a violent situation.
If you hear a disturbance near your work area, do not attempt to investigate to “see what is happening”.
Leave the area as soon as your safety will permit.

FOR EMERGENCY ASSISTANCE CALL UNIVERSITY POLICE AT EXT. 5555 OR 911.

VIOLENT INCIDENT
As with individuals, the Utah Valley University community will suffer trauma in the aftermath of disasters or gruesome crimes. The campus community will experience psychological distress immediately following the incident. Almost everyone will be in shock, yet each individual is likely to react with a different set of emotions, which may include sadness, anger, fear, helplessness or euphoria. Also, care givers in the community (fire, police, etc.), wanting to help in the crisis, may themselves be affected by a sense of shock.

The UVU Student Health Services crisis team would respond to assist victims of traumatic stress on our campus. Crisis team services would include, but not be limited to, crisis intervention, post-trauma counseling, group crisis interventions, death notification, etc.

There are three primary tasks the team performs:

- Helping decision makers identify all the groups at risk of experiencing trauma.
- Training local care givers who are to reach out to groups after the crisis team.
- Leading group crisis intervention sessions to show how those sessions can help victims to cope with their stress.

EMERGENCY PSYCHOLOGICAL SERVICES
The building must be evacuated if the fire alarm sounds or if you are instructed to evacuate by an authorized Public Safety, Facilities, Building Captain/Marshal or Administrative representative.

WHEN INSTRUCTED TO EVACUATE THE BUILDING...

1. Always leave the building immediately. Turn off equipment and lights and close, but do not lock, the door behind you. (A closed door can act as a fire barrier in case of fire.)

2. Use stairways to exit. Assist disabled or injured persons in evacuating the building.

3. Elevators should not be used if there is any danger of a power failure during evacuation. If you are in doubt as to the nature of the emergency, DO NOT USE THE ELEVATOR. IN CASE OF FIRE NO ONE SHOULD USE AN ELEVATOR.

4. If you encounter individuals who are ignoring the fire alarm instruct them to leave the building immediately.

5. Once outside, move away from the buildings. Keep streets and walkways clear for emergency vehicles and personnel.

6. DO NOT re-enter the building until directed to do so by an authorized Public Safety, Facilities, Building Captain/Marshal or Administrative representative.

BUILDING EVACUATION
IF THE EMERGENCY APPEARS TO BE LIFE-THREATENING…

(Examples: unconsciousness, inability to move, potential spinal injuries, broken bones, uncontrollable bleeding, heart attack, stroke, inability to breathe, etc.)

1. Do not move the victim unless imminent danger exists.

2. Call 911 or University Police at ext. 5555 for emergency assistance.

3. Send someone to meet emergency personnel at the building entrance and guide them to the emergency location.

4. If possible, obtain names of witnesses and information necessary for an accident report:
   
   A. Name of injured person  
   B. Injured person’s address and telephone number  
   C. Date and time of injury  
   D. Brief summary of action taken  
   E. Names and phone numbers of any witnesses

Forward this information to the police officer at the scene of the emergency.

If STUDENT OR NON-EMPLOYEE is injured, contact the Risk Management Office at ext. 7977.

If an EMPLOYEE is injured, contact Human Resources at ext. 8207.

LIFE THREATENING EMERGENCY
IF THE EMERGENCY REQUIRES MEDICAL ATTENTION BUT APPEARS NOT TO BE LIFE-THREATENING...
(Examples: Cuts, abrasions, sprains, fainting spells, simple fractures, etc.)

1. Call University Police at ext. 5555.

NOTE: If the injured person chooses not to be transported to a medical facility and you disagree with that determination, you may insist that a trained person be called to the scene to assist in making the determination; then call ext. 5555, University Police.

2. If possible obtain names of witnesses and information necessary for the accident report:
   
   A. Name of injured person
   B. Injured person’s address and telephone number
   C. Date and time of injury.
   D. Brief summary of action taken
   E. Names and phone numbers of any witnesses

If STUDENT or NON-EMPLOYEE is injured, contact the Risk Management Office at ext. 7977.

If EMPLOYEE injury, contact Personnel at ext. 8207.

DO NOT TRANSPORT INJURED PERSONS IN PERSONAL VEHICLES.

NON-LIFE THREATENING EMERGENCY
In the event of a heavy snow storm or other severe storm, it is possible that the University schedule may change; one or more campuses may open late, classes may be cancelled, staff offices may be closed, or evening classes may be dismissed early.

**SCHEDULE CHANGE:**

Please reference the UVU website for information about changes to campus schedules.

**Additional Information Resource:**

If serious storms cause a change in the University schedule, TV and radio stations will be contacted by University Marketing & Communications as soon as possible and will be asked to broadcast the necessary information regarding changes to the campus status and class schedules. Classes in session will be contacted and informed about early dismissals if required. If you have signed up for campus emergency text messaging you may also be notified through that mechanism.

**SNOWSTORM OR OTHER SEVERE STORM**
WORKPLACE VIOLENCE PREVENTION…

UVU is committed to maintaining a safe work environment. Given the increasing level of violence in society, UVU has adopted the following guidelines to deal with intimidation, harassment, or other threats of or acts of violence that may occur on its premises.

1. All employees, students, visitors and UVU community members, including supervisors and temporary employees, should be treated with courtesy and respect at all times.

2. Conduct on premises that threatens, intimidates, or coerces an employee, a customer, or a member of the public, or conduct that threatens or involves the destruction of University property will not be tolerated.

3. All threats of or acts of violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor and University Police.

4. All suspicious individuals or activities should be reported as soon as possible to a supervisor and University Police at ext. 5555.

5. UVU police will promptly and thoroughly investigate all reports of threats, acts of violence or suspicious individuals or activities.

6. Anyone determined to be responsible for threats or acts of violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment, permanent suspension from UVU and/or prosecution for criminal acts.

UVU encourages employees to bring their disputes or differences with other UVU community members to the attention of their supervisors or the Human Resources Department, ext. 8207, before the situation escalates into potential violence.

VIOLENCE PREVENTION
RISK MANAGEMENT…

1. University Police, ext. 5555 or 911, and the Risk Management office, ext. 7977, will be contacted immediately regarding the following emergencies:
   A. Earthquake
   B. Fire
   C. Water Damage
   D. Weather Damage

2. After calling 911 or ext. 5555 notify the Risk Management Office, ext. 7977, as soon as possible, regarding the following:
   A. Accidents on campus (vehicle and personal injury)
   B. Life threatening situations
   C. Hazardous situations
   D. Civil unrest

3. Upon notification, the Risk Management Office will:
   A. Assess the situation in regards to Risk Management
   B. Secure the area to prevent further damage
   C. Gather information
      1. Take pictures
      2. Interview witnesses
      3. Investigate at the scene

The building must be evacuated if the fire alarm sounds or if you are instructed to evacuate by and authorized Public Safety, Facilities, or Administrative representative.

RISK MANAGEMENT
Purpose: The purpose of this plan is to aid in minimizing confusion and curbing escalation of inaccurate and erroneous information related to a problem or emergency at the University.

New Policy: University Marketing and Communications, under the direction of the Vice President of Advancement, is the official channel through which any information concerning the University is to be disseminated. Any official statements concerning the University will be distributed by designated University officials.

College Spokesperson: The Associate Vice President of University Marketing and Communications will act as University spokesperson or will assign a Public Information Officer to act as such. During an emergency only the University spokesperson is authorized to provide information to the media.

Emergency Levels & Communication Process...

Level 1: Campus crime, assaults, minor damage to campus. Communications Process: UVU Police should report details to University Marketing and Communications in a timely manner.

Level 2: Injury accidents on campus or involving university related groups off campus, loss of life, building evacuations, damage to campus, campus closure for weather/safety issues. Communications process: UVU Police will make contact with University Marketing and Communications and provide details of situation.

Level 3: Catastrophic disasters that may include natural disaster, campus violence leading to loss of life, or immediate evacuation of campus. Communications process: If possible, a media center will be established in or near the Emergency Operations Center to provide a location for media briefings.

The building must be evacuated if the fire alarm sounds or if you are instructed to evacuate by an authorized Public Safety, Facilities, or Administrative representative.

EMERGENCY COMMUNICATION
The **MATERIAL SAFETY DATA SHEET** in your area is located: _______________________

The **FIRE ALARM** closest to your area is: ________________________________

**IF A SMALL SPILL** OF HAZARDOUS MATERIALS HAS OCCURRED AND ONLY THREATENS THOSE IN THE IMMEDIATE VICINITY…

**DO NOT ATTEMPT TO MITIGATE THE HAZARDOUS MATERIAL**

1. Notify UVU Police by calling ext. 5555 or 911.

2. Isolate any exposed personnel from contact with other people.

3. Obtain and give as much information to campus police and arriving emergency crews. Example: Material Safety Data Sheets if available

   - Name of chemical
   - Who has been exposed
   - Any injuries
   - Length of exposure
   - Size of spill

**IF A LARGE OR LIFE THREATENING SPILL** OF HAZARDOUS MATERIALS HAS OCCURRED AND/OR THREATENS MORE THAN ONE ROOM…

**DO NOT ATTEMPT TO MITIGATE THE HAZARDOUS MATERIAL**

1. Activate the fire alarm by pulling the nearest pull station.

2. Evacuate the building.

3. Call University police at ext. 5555 or 911 from another location and report the incident.

4. Have available as much information as possible concerning the material spilled.

5. Isolate any exposed persons and keep them in one location.

*Do not re-enter the area until directed to by authorized personnel.*

**CHEMICAL SPILL**
The **FLASHLIGHT** in this area is located: _________________________________

At the beginning of each semester, ask the following questions:

1. Where is your flashlight?
2. Does it work? TEST IT!
3. Where are battery and bulb replacements?

**IN CASE OF POWER FAILURE...**

1. Shut off any equipment with which you are working.

2. Notify Plant Operations at ext. 8130. Designate one person from each department to place the call. A large number of calls will tie up lines and may affect our ability to restore power to the area in a timely manner.

3. Turn any other equipment or switches off to help prevent possible damage to equipment from power surges when power is restored.

4. Leave dark areas as quickly and safely as possible, taking care to assist any individuals with disabilities as they exit.

5. Information about the power failure and its expected duration will be available in your building as quickly as possible.

**AFTER A POWER FAILURE...**

1. Check your area and report any equipment or other damage to the proper instructor, supervisor, or department.

2. Facilities personnel will restore all building-wide systems, such as heat, air conditioning, etc. as quickly as possible.

3. Specific department instructions:

   1. _________________________________
   2. _________________________________
   3. _________________________________

   **POWER FAILURE**
The **FIRE EXTINGUISHER** in your area is located: _____________________________

Please become familiar with its use; the University Risk Management will train you if requested (ext. 7977).

The **FIRE ALARM** closest to your area is located: _____________________________

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**IF IT IS A SMALL, EXTINGUISHABLE FIRE...**

1. Report the fire by activating the nearest fire alarm.

2. Use the fire extinguisher in your area to extinguish the fire.

3. Call University Police at ext. 5555 and report the incident.

**IF THE FIRE CANNOT BE EXTINGUISHED WITH A FIRE EXTINGUISHER...**

1. Report the fire by activating the nearest fire alarm pull station, then exit the building immediately.

   *Activating the alarm will automatically report the fire to the University police department.*

**WHEN A FIRE ALARM SOUNDS...**

1. Always leave the building immediately. Turn off equipment and lights if time and safety permits and close, but do not lock, the door behind you. *A closed door can act as a fire barrier.*

2. Use stairways to exit. Never use an elevator as an emergency exit.

3. As you evacuate the building:
   
   A. Please be aware of disabled individuals who are also trying to leave the building and offer whatever assistance you can.
   
   B. If you encounter individuals who are ignoring the fire alarm, request them to leave the building immediately.

4. Once outside, move away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.

5. **Do not re-enter the building until directed to do so by an authorized Public Safety, Facilities, or Administrative representative.**
IF YOU ARE INDOORS DURING AN EARTHQUAKE...
1. Stay inside. Debris falling from the outside of buildings can cause serious injury.

2. Take cover under, or immediately next to, a sturdy desk, table or other furniture or along an inside wall.

3. Stay away from windows or other large glass items.

4. Extinguish any open flame (candles, matches, lighters) and do not activate any light or other electrical switches which may cause an explosion in the event there are gas leaks.

5. Do not run for exits that may be jammed with people, stairways that may be broken, or elevators which would stop if power fails.

6. When tremors stop, leave the building until structural safety can be assessed.

IF YOU ARE OUTSIDE DURING AN EARTHQUAKE...
1. Move away from buildings and utility wires. Once in the open, remain there until the tremors stop.

2. Do not enter buildings until structural safety can be assessed.

IF YOU ARE IN A MOVING VEHICLE DURING AN EARTHQUAKE...
1. Stop as quickly as safety permits. Turn off motor. DO NOT STOP UNDER POWER LINES, ON OR UNDER OVERPASSES, HEAVY OBJECTS, OR NEXT TO BUILDINGS.

2. Remain in the vehicle.

3. When tremors stop, drive on carefully watching for falling objects, downed electrical wires, and broken or undermined roadways.

4. Do not enter buildings until structural safety can be assessed.

AFTER AN EARTHQUAKE...
1. Be prepared for additional aftershocks. They are usually smaller, but can cause additional damage or collapse weakened structures.

2. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury. Report the location of the injured person to emergency personnel.

3. A campus facilities department team will assess the structural damage as soon as possible and provide further instructions.
IF YOU RECEIVE A BOMB THREAT…

TURN OFF ALL CELL PHONES AND TWO WAY RADIOS. Their operational frequencies may cause detonation of an explosive device.

WHILE THE CALLER IS ON THE PHONE:
1. Remain calm.
2. Keep the caller on the phone as long as possible.
3. Get the attention of a co-worker, if possible, and have them use another phone to call University police at either 911 or ext. 5555.
4. Write out the caller’s message in its entirety and as accurately as possible.
5. Get as much information as possible and fill out the threat card as completely and accurately as possible. Give it to the responding police officer.

IF THE BOMB LOCATION IS KNOWN OR DISCLOSED BY THE CALLER…

EVACUATE THE AREA OF THE THREAT AND WAIT FOR EMERGENCY PERSONNEL.

If the location has not been disclosed follow the instructions of the responding police officers.

BOMB THREAT CARD
Where is the bomb? ______________________________________________________
When will it go off? _____________________________________________________
How much time is left? __________________________________________________
What kind of bomb it is? _________________________________________________
What does the bomb look like? ___________________________________________
Why is the building being bombed? _______________________________________
How do you know about the bomb? _______________________________________
Why are you calling? ____________________________________________________
What is your name? _____________________________________________________
Address? __________________________________________________________________

If the building is occupied, inform the caller that the explosion will cause death and injury.

VOICE CHARACTERISTICS:
Loud, soft, deep, high, raspy, pleasant, nasal, intoxicated, other:___________________________
ACCENT: Local, foreign, unusual characteristics, other:_______________________________
LOCATION/BACKGROUND NOISE: office machines, aircraft, quiet, other:___________________________

BOMB THREAT
SAFETY TIPS AND SUGGESTIONS...
BEFORE AN EMERGENCY OCCURS:
1. Secure bookcases, filing cabinets, shelves, racks, and similar items over four feet tall.

2. Secure compressed gas cylinders to firm support (e.g. wall) by means of a strong chain or belt at the top and lower half of cylinders.

3. Store valuable materials sensitive to shock damage such as laboratory instruments, computer disks, and glassware in latched cabinets or on lipped shelves to prevent falling.

4. Rearrange cluttered storage areas (especially hallways or near exits) to provide evacuation routes in the event of an emergency. If items are stored or secured in exit areas, they must be approved by the University Fire Marshal.

5. Store chemicals according to UVU Risk Management guidelines and requirements.

6. Minimized the number of glass bottles containing flammable or extremely toxic materials. Use safety cans or flammable liquid storage cabinets where possible.

7. Secure and cover vessels, vats, dip tanks or other items that contain hazardous liquids so that they will not fall over.

8. Move or rearrange your desk or work tables away from windows.

9. Inspect your work areas periodically with your safety committee to maintain awareness and to identify situations for correction.

10. Keep items stored on low levels, especially large and heavy objects.

11. If you are using any hazardous materials or chemicals, please call UVU Risk Management, ext. 7977, for a Material Safety Data Sheet (MSDS) for further health and safety information.

12. For optimal preparation, your department and/or building should have an Emergency Preparedness Plan in place. This includes an evacuation map, emergency telephone list, and Emergency Assembly Area (EAA).

13. Be certain to hold periodic emergency evacuation and preparedness drills.
SAFETY TIPS:
1. Make sure doors close securely behind you when exiting.
2. Alert co-workers and the UVU Police at ext. 5555 if you see any strange or suspicious people or behavior in or around the building.
3. If you must work after hours, take precautions so strangers cannot enter the building or your office.
4. When working late and concerned, call UVU Police for an escort to your car or public transportation.

Emergency Response Teams and UVU Police Department are the only persons authorized to enter a hazardous area. Building occupants must evacuate when the alarm sounds or have been instructed to do so. They are to remain outside until directed to return by the police or building coordinator. The building must be evacuated if the fire alarm sounds or if you are instructed to evacuate by and authorized public safety, facilities, or administrative representative.

SAFETY TIPS