



Clinical Education Complex Emergency Policy and Procedures Manual

INTRODUCTION

The intent of the Clinical Education Complex Emergency Policy and Procedures Manual is to outline action to be taken by Clinical Education Complex employees, students and visitors in the event of an emergency. The written plan reflects the philosophy that people are more important than objects and that it is better to save lives, not things.

IMMEDIATE DISASTER RESPONSE

Reporting an Emergency by Telephone

1. Emergencies should be reported to WKU Police by dialing **911**. If for some reason WKU Police cannot be reached, off campus authorities can be reached by dialing **911** from cell or pay phones. Non-emergency incidents should be reported to WKU Police at 52548. In the event that the phone lines are down, a cell phone, 2-way radio (if available) or a runner should be used to make contact with emergency authorities.
2. Any employee can make an emergency call. Notify the Building Coordinators for first floor at 52183 or 52659, immediately after the call is made.
3. Stay calm and speak clearly.
4. Identify yourself.
5. State the location and nature of the emergency.
6. Stay on the telephone until told to hang up; the Police may ask for additional information.

General Emergency Evacuation Procedures

1. Evacuation occurs when the fire alarm is activated.

2. Make a quick survey of your area for people left in the building unless doing so poses a threat to your personal safety.
3. If individuals are injured, note their location and go for help. Inform the authorities immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
4. Take the quickest, safest route to the outside. ***Take personal items such as backpacks, keys and purses with you.***
5. Do NOT stop to turn off lights or lock doors.
6. Do NOT use the elevator. Use stairs.
7. Once outside, go to the **outdoor emergency assembly area located in the Parking lot across the street.**
8. Floor Marshals will check assigned floors to be sure that no one is left in the building (see Duty Roster). They will report to the Building Coordinators at the outdoor emergency assembly area.
9. Only the Building Coordinators are allowed in the building until WKU Police give the all clear.
10. Building Coordinators will work with authorities supplying them with information about the emergency, the physical facility and personnel. The building coordinator should make the fire department aware of hazardous chemicals, flammable and compressed gases are in the building. Designated backup personnel perform these duties in the absence of the Building Coordinator (see Duty Roster).

Alarms

1. The fire alarm is a blaring continuous alarm. Evacuate the building and proceed to the **outdoor emergency assembly area located at the Parking Lot across the street.**
2. The Community Outdoor Warning System (C.O.W.S.) siren is an intermittent wail of 3-minute duration. Proceed to the designated indoor safe areas on the first floor of the building: Rest rooms and main hallway behind the front desk. The all-clear signal is a steady tone of 3-minute duration.
3. The Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) is an indoor warning system that announces an approaching tornado, other threatening weather or emergency situation by an intermittent tone or voice communication. It is linked to the weather radio station for continuous weather updates. It is located at the front desk.

Bomb Threat

Bomb threat by telephone

1. Keep person on the telephone as long as possible.
2. If you have caller ID make a note of the phone number shown.
3. Get as much information as possible using bomb threat checklist (Appendix B). Note background noises.
4. Call WKU Police at **911**.
5. Notify the Building Coordinators at 52183 for first floor and 52659.
6. The decision to evacuate the building will be made by the senior WKU Police Department supervisor, in conjunction with the Provost and the Vice President of Student Affairs and Campus Services, if available, based on available information.

If evacuation is necessary, WKU Police will activate the fire alarm.

1. Move calmly out of the building. ***Take personal items such as backpacks, keys and purses with you.***
2. Do NOT stop to lock doors.
3. Do NOT turn light switches on or off or use cell phones.
4. Note strange or unusual items as you evacuate but do not touch them.
5. Report unfamiliar items to WKU Police.
6. Gather at the **outdoor emergency assembly area located at parking lot across the street.**
7. Floor Marshals will check assigned floors to make sure all occupants have left the building and will report to the Building Coordinators.
8. WKU Police and trained volunteers will search the building.

Bomb threat by card or letter

1. Allow no one to touch the item. Do not handle it any more than necessary. It should be considered criminal evidence.
2. Write down information about its receipt.
3. Call WKU Police at **911**.

Suspicious letter, package, abandoned backpack, briefcase etc.

1. Do NOT touch the item. If you have already handled the item do not handle further.
2. Isolate the item. Leave the immediate area and alert others to do the same.

3. Make a note of any identifiers (name, return address, postmark etc.)
4. Call WKU Police at **911**.

Evacuation of Physically Challenged Persons

The Floor Marshals will be responsible for evacuating physically challenged occupants from the building. The following guidelines may be useful when aiding the physically challenged:

1. Identify yourself to the disabled person.
2. Briefly explain evacuation procedures
3. Take the person to the nearest exit and go to the **outdoor emergency assembly area located at the parking lot across the street.**
4. Stay with the person to assist as needed;
5. Untrained personnel should not attempt to carry disabled persons. Trained professionals should conduct stairway evacuation of wheelchair users.
6. If unable to assist him/her to exit the building or reach the emergency assembly area, instruct another Floor Marshal to alert the Building Coordinators and emergency services personnel immediately.

Earthquake

Indoors

1. Stay calm. Earthquakes may last from a few seconds to a few minutes.
2. Do NOT evacuate the building during a tremor.
3. Seek shelter under a desk or table, in a supported doorway or along an inside wall, or kneel and cover head with hands.
4. Stay away from glass.
5. When tremor stops, make a quick survey for injured people unless doing so poses a threat to your personal safety.
6. If individuals are injured, note their location and go for help. Inform emergency personnel immediately. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
7. After shocks may occur. Be prepared to take cover again. Open doors carefully and watch for falling objects.
8. Do NOT smoke, light matches or use electricity.
9. Do NOT stop to turn off lights or lock doors.
10. Evacuation of the building after a tremor will not be automatic.

The dangers outside may be worse than those inside the building. The Building Coordinators and emergency services personnel will assess the situation. If the decision is made to evacuate, the fire alarm will be activated and building personnel will be directed to a safe and open area outdoors.

Outdoors

1. If outdoors when the tremor begins, lie down or crouch low to the ground.
2. Move to an open area away from buildings and overhead power lines.

Electrical Power Failure

1. The emergency generator comes on when power fails. It powers lights in the hallways, stairwells and exit signs.
2. The emergency generator does NOT operate the elevator. Do NOT use the elevator in an emergency when power might fail.
3. The Building Coordinators will report power outage to Facilities Management at 53253 to ask the nature of the outage and how long the power will be off.
Building occupants should find their way to a lighted area and await further instructions.
4. Faculty can decide whether to continue with class or to cancel based on available information. If the decision is made by the Provost to close the building, the Building Coordinators will inform building occupants.

Fire

1. If you see smoke or fire, pull the fire alarm, call WKU Police at **911** and evacuate the building following general evacuation procedures.
2. If you hear the alarm, evacuate the building. ***Take personal items such as backpacks, keys and purses with you.***
3. Make a quick survey of your area for people left in the building unless doing so poses a threat to your personal safety.
4. Move calmly but quickly. If smoke is present, keep low to the floor. Feel closed doors before opening. If hot, leave door closed and take another route.
5. Do NOT stop to lock doors.
6. Do NOT use the elevator. Use stairs.

7. Do not place yourself in danger by trying to fight a fire that might get out of control.
8. Gather at the **outdoor emergency assembly area located at the Parking Lot across the street.**
9. Floor Marshals check assigned areas to make sure all occupants have left the building and report to the Building Coordinators.
10. Building Coordinators work with authorities supplying them with pertinent information about the emergency, building personnel and the physical facility.

Flooding/Water Leakage

1. Remember that wet surfaces are dangerous and slippery.
2. Stay clear of electrical cords and equipment.
3. During regular business hours report the incident to Facilities Management at 53253. After regular business hours call WKU Police at 52548.

Medical Emergency Life-Threatening

1. Call WKU Police at **911** and briefly explain the emergency, condition of the individual and location. WKU Police will call an ambulance.
2. Do not try to diagnose the problem.
3. Remain with the individual. Do NOT attempt to move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc.
4. Alert the Building Coordinators at 52183.
5. Instruct another staff member to meet the emergency team.
6. When in doubt, treat an emergency as life threatening.

First Aid:

1. First aid kits are located in room 107
2. Minor injuries can be treated at WKU Health Services in the Academic Complex.

Visitor Injury

1. If a visitor is injured, offer to call WKU Police, 52548 to assist the injured party in receiving medical attention.
2. Ask the visitor if there is someone you may call (family, friend etc.) or assist him/her in making the call.

3. Encourage him/her to fill out a Personal Injury Incident Report Form which can be found at <http://www.wku.edu/Dept/Support/Legal/EHS/forms/sairform.htm>
4. The Building Coordinator's office will assist the visitor in filling out the form. Note witnesses to the incident.

Employee Injury

1. Follow University procedures for reporting injuries. The Departmental offices will assist as necessary.
2. Employee should always report any injury to his/her supervisor who then reports the incident to the Department Head.
3. Department Head reports the incident to Human Resources.
4. For minor injuries needing medical attention go to WKU Health Services in the Academic Complex.
5. If immediate medical attention is necessary, proceed to the emergency room or call WKU Police, who will call an ambulance.

Criminal Activity, Drugs/Alcohol/Psychiatric Emergency

1. Do not confront the suspect. If you do talk with the person, stay calm and speak to him/her in a polite and respectful manner. This may help defuse a difficult situation.
2. Get physical descriptions of all participants.
3. Call WKU Police, **911**.
4. Leave the area if suspect becomes agitated or violent.
5. If the suspect leaves the building, note the direction taken.
6. Get vehicle description and license number if possible.

Minor Disturbance or Violation of Regulations

1. Identify yourself and ask for identification. Stay calm and speak to the person in a polite and respectful manner.
2. If necessary, ask the person to leave the building.
3. If situation escalates, call WKU Police, **911**.

Suspicious behavior: Call WKU Police, 52548.

Sexual Assault

If you are a sexual assault victim

1. Seek help immediately.
2. Call WKU Police, **911**.
3. State your name, location and nature of the emergency.
4. Follow instructions of the authorities.

If someone else is a sexual assault victim

1. Call WKU Police at **911**.
2. Stay with the victim.
3. If the victim can be moved, take the victim to a quiet place (preferably a private office) and wait until help arrives.
4. Ask the victim if there is someone you may call (family, friend, etc.) or assist the victim in making the call.

After Hours

Anyone who is found to be in the building after hours is required to have a WKU faculty/staff ID or a student after hours pass. A student may be in the building after hours without a pass if accompanied by a faculty or staff member. Appropriate Department Heads are responsible for issuing student passes.

Unusual Odors, Toxic Vapors, Hazardous Materials Release

Unusual odors

1. Try to identify the source of any unusual odor.
2. If there are safety concerns, evacuate the area.
3. Call WKU Police at **911**.
4. Give specific information on problem, location, source and emergency medical needs.
5. If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the building following general emergency evacuation procedures.

Toxic Vapors/Fumes

Note: Toxic vapors or fumes can be odorless.

1. If building personnel are experiencing symptoms such as headaches, nausea, burning eyes, or breathing difficulty, evacuate the area and remove the victims to fresh air.
2. Call WKU Police at **911**.
3. Give specific information on the problem, location, source and emergency medical needs.
4. If the situation is extremely threatening, activate the nearest fire alarm pull station and evacuate the building.
5. Gather at the **outdoor emergency assembly area located at the parking lot across the street.**

Hazardous Materials Release

Large Spills Outside the Building (example: train derailment)

1. A large spill of hazardous materials outside will require the campus Crisis Management Team to decide how to respond based on available information. Building occupants may be required to **"SHELTER IN PLACE"**
 - a. Close all windows and doors.
 - b. Turn heating/cooling systems off.
 - c. Everyone should move to the indoor safe space. The primary tornado shelter areas are: the first floor restrooms, the first floor inner hallway by faculty offices and first floor classroom hallway.
 - d. The Building Coordinators will monitor the situation and will keep building occupants informed.
 - e. If a person becomes ill from the chemical release call **911** for medical assistance.
2. Building occupants may be required to evacuate the building. The campus Crisis Management Team will instruct building occupants to do one of the following based on available information:
 - a. Walk to an assembly area to be evacuated.
 - b. Walk or drive away from the area using specific travel directions.

Small spills inside the building

1. Remove any affected persons from the area and flush clothing, skin or eyes with water.

2. Stay clear of the area. In case of vapors or fire hazard, evacuate the immediate area and block it off.
3. Call WKU Police at **52548** or **911**.
4. Give specific information on problem, location, source and emergency medical needs.

Tornado/Severe Weather

Tornado Watch: Conditions are favorable for development of a Tornado

Tornado Warning: Tornado has been sighted in the area.

1. If a tornado warning is issued, the indoor Community Activated Lifesaving Voice Emergency System (C.A.L.V.E.S.) will be activated. There is a C.A.L.V.E.S. unit at front desk. If a tornado warning is issued, the building coordinators will call all departmental offices and will alert the Floor Marshals who will verbally warn classes on their assigned floors and direct building occupants to the designated tornado shelter.
2. If you hear a tornado warning (either through radio, television, visual observation, campus siren or other means) immediately notify the Building Coordinators at 52183 for first and 52659 so that building personnel can be alerted.
3. Evacuate to the designated tornado shelter area located on first floor hallway including restroom.
4. Use your judgment. If unable to reach designated areas, take cover in a structurally reinforced area such as interior corridors, restrooms or under stairwell.
5. Do NOT use elevator. Use stairs.
6. Do NOT stop to lock doors
7. Avoid glass windows, walls or partitions and outside doors or walls. Stay away from the lobby area.
8. Sit on the floor of the shelter area covering upper body and head with a jacket or heavy cloth and wait for the all-clear signal.
9. Listen for the all-clear campus siren and the radio for further announcements.
10. When the all-clear signal is given the Building Coordinators will notify building personnel.
11. In the event a tornado strikes, notify fire department at **911** immediately.
12. If the building is damaged evacuation may become necessary. Follow general emergency evacuation procedures.

TRAINING AND PREVENTION

1. All CEC employees should become familiar with the emergency policies and procedures in this manual.
2. Supervisors will acquaint all new employees (including student workers) with emergency policies and procedures and give them this manual to read.
3. A copy of the manual will be kept in room 106 and safety emergency manuals will be kept at front desk. Floor Marshals will keep a copy handy for quick reference. A copy will also be kept on file at the Environmental Health and Safety office and WKU Police.
4. When placing an employee in an area of the building that is unfamiliar, supervisors should always point out designated evacuation routes, emergency exits and designated safe areas. Particular emphasis will be placed upon reporting an emergency, evacuation routes and indoor and outdoor designated safe spaces.
5. Employees should be aware of work environments and report any unsafe areas to the Building Coordinators.
6. Keep pathways to evacuation routes clear of clutter. Ask yourself, could you make it out of your office blindfolded?

FIRE EXTINGUISHER USE

Only persons who have been trained in fire extinguisher use and the hazards involved should attempt to use a fire extinguisher to fight a fire. This training is available from the WKU Department of Environmental Health and Safety. Call 52931 to schedule fire extinguisher training.

After calling the Fire Department, use a fire extinguisher according to the following guidelines:

1. Make sure the fire extinguisher is charged.
2. Use the correct fire extinguisher. Become familiar with the type of fire extinguishers located in your area.
3. Fires are categorized into:
CLASS A FIRES – paper, trash, wood, cloth, etc.
CLASS B FIRES – burning liquid such as oils, paints and gasoline
CLASS C FIRES – electrical fires such as burning wires, switches, machinery, computers and photocopiers.
4. Only attempt to use a fire extinguisher if you feel certain you can extinguish the fire. Do NOT try to put out a fire larger than a wastebasket.
5. If uncertain, pull fire alarm and evacuate the building.
6. Remember the basics of using a fire extinguisher.

P.A.S.S.

Pull the safety pin at the top of the extinguisher

Aim the nozzle, horn or hose at the base of the flames

Squeeze or press the handle

Sweep from side to side at the base of the fire until it is extinguished.

7. Keep near the door when using the fire extinguisher. Always stay between the fire and an exit
8. If the fire becomes larger, get out!

DEFINITIONS

C.A.L.V.E.S. - The Community Activated Lifesaving Voice Emergency System is an indoor warning system provided to many buildings on campus by the Bowling Green Warren County Emergency Management office. When a tornado is approaching a siren will sound and the nature of the emergency will be announced. A unit is in room 2101.

C.O.W.S. - The large siren on top of Academic Complex is part of the Community Outdoor Warning System in Warren County. It sounds when a tornado is approaching.

Designated indoor safe area (Tornado Shelter) - This has been designated as the safest place to be in the building during a tornado. **First floor hallway and restrooms.**

Emergency services personnel - Depending on the emergency this could refer to the fire department, police, paramedics, the bomb squad, and/or Department of Emergency Services.

Evacuation - A serious emergency exists. Leave the building and go to the outdoor emergency assembly area.

Outdoor emergency assembly area - An area outdoors designated for building occupants to gather after evacuating the building to await further instructions from emergency services personnel. **Go to the parking lot across the street.**

P.A.S.S. - When using a fire extinguisher: **P**ull the pin, **A**im the hose, **S**queeze or press the handle, and **S**weep from side to side at the base of the fire until it goes out.

Shelter in place - In the event of a large chemical spill or a biological weapons attack, the safest course of action may be to "shelter in place". Close all windows and doors, arrange to get HVAC systems turned off, and remain in the indoor safe area until you receive further instructions.

Tornado Warning - A tornado has been sighted in the area. Go to the tornado shelter immediately.

Tornado Watch - Conditions are favorable for development of a tornado.

DUTY ROSTER

EMERGENCY CONTACT

Mary Lloyd Moore
Director Room 141
Office phone 745-2183
Home phone 781-1719
Cell Phone 991-6269

EMERGENCY CONTACT

Laura Reynolds
Manager Room 106
Office phone 745- 2659

Backup Emergency Contact

Laura Reynolds Office phone 745-2659
Cell Phone 303-3314

CEC FLOOR MARSHALS

1st Floor: Process of updating

DUTIES OF FLOOR MARSHALS

- Be familiar with the building layout and emergency evacuation procedures.
- Know how to contact the Building Coordinators. Keep emergency numbers by your phone.
- When you hear the fire alarm go to the assigned meeting place on your floor and begin your sweep of the area.
- Check all main areas on the floor including computer labs and lounges to make sure all occupants have left the building.
- Communicate to the building occupants:
 - *The nature of the emergency, the procedure to follow and where the safe areas are located (either indoors or outdoors depending on the emergency)
 - *To keep calm and to walk not run to the nearest exit
 - *To take personal items with them such as backpacks,

keys and purses

*To use stairs not elevators

- Close doors if you have time but do not lock them.
- Assist the physically challenged to evacuate the building
- Do not stay in the building any longer than it is safe to do so.
- If you see anything suspicious, do not touch or disturb the item.
- Report any smoky areas, injured, physically challenged or other persons still in the building, unusual items, anything suspicious or any other pertinent information to the Building Coordinators.

Do not allow anyone back in the building until the all clear has been given.

EMERGENCY TELEPHONE NUMBERS

WKU Police Emergency	911
WKU Police Non-Emergency	745-2548 (on campus dial 52548)
Off Campus Authorities	911 from cell or pay phones
Emergency Maintenance	745-2549 (on campus dial 52549)
Facilities Management	745-3253 (on campus dial 53253)
CEC Building Coordinator Mary Lloyd Moore	745-2183 (on campus dial 52183)
CEC Backup Building Coordinator Laura Reynolds	745-2659 (on campus dial 52659)

EMERGENCY SUPPLIES

Supplies	Location
C.A.L.V.E.S.	front desk
First Aid Kits	Room 107
Safety Emergency Manual	File room 106
Emergency Evacuation Plan	File room 106 WKU Police WKU Environmental Health and Safety

APPENDIX A
Clinical Education Complex
Floor Plan