Emergency Procedures
University of San Francisco
Department of Public Safety
422-4222

Calls to the Department of Public Safety, Emergency Dispatch, 422-2911, facilitate a 911 response when appropriate.

No Emergency, dial 422-4222

POLICE – FIRE – MEDICAL EMERGENCIES, Dial 2911

CAMPUS EMERGENCY INFORMATION SOURCES (ACTIVATED DURING EMERGENCIES)
1-800-CALL-USF
www.emergency.usfca.edu

Radio Stations for Status Reports and Local Updates
KCBS  740 AM
KGO   810 AM
KNBR  680 AM
KUSF  90.3 FM
EMERGENCY PREPAREDNESS AT USF

Emergencies, disasters, accidents, injuries, and crime can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility.

This packet was developed in conjunction with the crisis plan to minimize the negative effects resulting from an emergency. Please read this guide thoroughly before an emergency occurs, become acquainted with its contents, and keep it in a visible, accessible place in your office for immediate reference. Do not file this document. Once you are familiar with the enclosed information, you will be better prepared to protect yourself and your co-workers.

If you have questions about a unique situation that is not covered in the reference, need additional emergency information, or would like to register for a training course, call the USF Department of Public Safety, 422-4201.

WHAT YOU CAN DO NOW TO PREPARE

- Keep enough emergency supplies in your office or car (medication, flashlight, comfortable shoes, bottled water, food, batteries, portable radio) for up to seventy-two hours in case of a serious emergency.
- Post this emergency procedures information in a visible location in your office.
- Become familiar with the quickest exit routes from your building.
- Locate the nearest fire extinguisher and pull station, and register for a fire-extinguisher training course.
- Register for cardiopulmonary resuscitation, first-aid, crime prevention, or other safety training courses.
- Prepare a plan for yourself and your family specifying what to do, where to go, and how to cope until you are able to get home. Designate an out-of-state relative or friend to act as a contact for separated family members.

Introduction
EXPLOSION

In the event of an explosion in the building, employees should take the following actions:

• Immediately take cover under tables, desks, or anything else that provides protection against flying glass and debris.
• After the immediate effects of the explosion have subsided, call the Department of Public Safety, 422-2911.
• If necessary, activate the building fire alarm system.
• Evacuate the immediate area of the explosion (see Evacuation section of this guide.)
• Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway. **Do not use the elevator.**
• Once outside, move at least 150 feet away from the building and proceed to the designated area for evacuation. Keep roadways and walkways clear for emergency vehicles.
• Wait for instructions from Public Safety officers or other emergency personnel. Do not re-enter the building until instructed to do so.
Civil Disturbance or Demonstration

Civil disturbances include riots, property damage, threatening individuals, or assemblies that have become significantly disruptive.

Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become problematic when they obstruct university business. The Department of Public Safety attempts to monitor demonstrations that may become problematic.

In Case of Civil Disturbance or Demonstration

1. Avoid provoking or obstructing demonstrators.
2. Secure your area (lock doors and safes; remove files, vital records and expensive equipment).
3. Avoid area of disturbance.
4. Continue with normal routines as much as possible.
5. If the disturbance is outside, stay away from doors or windows. Stay inside.
6. If officers are not already present, call the Department of Public Safety, 422-2911, to alert them to the situation.
POWER OUTAGE

The inherent danger during a major power outage is panic. Try to remain calm. In the event of a major, campus-wide outage, USF has emergency generators that will immediately provide emergency power to selected areas of the campus. To report a minor, localized power outage, call Facilities Management, 422-6464, or the Department of Public Safety, 422-4201.

Keep flashlights and batteries in key locations throughout your work areas.

In Case of a Major, Campus-Wide Power Outage
1. Remain calm.
2. Follow directions from the Department of Public Safety for immediate action.
3. If evacuation of a building is required, seek out people with special needs and provide assistance (call 422-2911 for assistance).
4. Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is returned.
5. Do not use candles or other types of open flame for lighting.
6. Unplug all electrical equipment, including computers and turn off light switches.
7. Do not use elevators.
8. Emergency lighting for exit pathways will function for fifteen to thirty minutes following a power outage. In areas with poor natural light, evacuate promptly.
9. Doors equipped with key-card readers will lock and limit entry. To exit, use the “emergency” push bar. Key-card access will be available when power is restored.

If People Are Trapped in an Elevator
1. Tell passengers to stay calm and that you are getting help.
2. Call 422-2911 and provide information.
3. Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

Power Outage
FLOODING

In Case of Minor Imminent Flooding
1. Secure vital equipment, records and chemicals (move to higher, safer ground). Shut off all electrical equipment. Secure all laboratory experiments.
2. Wait for instructions from the Department of Public Safety for immediate action.
3. Do not return to your building unless you have been instructed to do so by someone from the emergency operations center of the Department of Public Safety.

In Case of Major Imminent Flooding
1. Evacuate campus immediately. (See Evacuation section of this guide).
2. Follow instructions from the Department of Public Safety for immediate action.

After a Flood
- Flood dangers do not end when the water begins to recede. Listen to a radio or television, and do not return to area until authorities indicate it is safe to do so.
- Stay out of buildings if floodwaters remain around the building.

Minor or area flooding of campus is a more likely scenario. This could be the result of major, multiple rainstorms or a water-main break. In the case of imminent minor, weather-related flooding, the Department of Public Safety will monitor the National Weather Service and other emergency advisories to determine necessary actions such as evacuation of areas and cancellation of classes. In the case of water-main failure, affected areas of campus need to be evacuated immediately. In this case, refer to the Evacuation section of this guide.
SUSPICIOUS PACKAGE OR OBJECT

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it. Dial 422-2911 immediately and report it to the Department of Public Safety.

Detecting Suspicious Packages or Letters
Suspicious packages are not limited to those delivered by a commercial or U.S. postal carrier. The U.S. Post Office and the Department of Alcohol, Tobacco, and Firearms have designated the following characteristics as indicators of suspicious packages:

1. Lumps, bulges, or protrusions on package.
2. A lopsided or heavy-sided package.
3. Excessive tape.
4. Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter).
5. Packages wrapped in string.
6. Excess postage on small packages or letters.
7. No postage or uncanceled postage.
8. Handwritten notes, such as, “To Be Opened by”.
9. Restrictive markings such as “confidential” or “personal”.
10. Improper spelling of common names, places, or titles.
11. Generic or incorrect titles. Titles with no name attached.

12. Oily discolorations or crystallization on wrapper.
13. Protruding wires, string, tape, etc.
14. Hand delivered or “dropped off for a friend” packages or letters.
15. No return address or nonsensical return address.
16. Foreign mail, air mail, and special-delivery packages.
17. Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

Packages or Letters Containing a Powdery Substance or Anthrax Threat

- Call 422-2911.
- Immediately secure and evacuate area.
- Turn off ventilation to area or call Facilities Management, 422-6464 to do so.
- Thoroughly wash hands, remove clothing and place clothing in plastic bag.
- Do not return to area until cleared by the Department of Public Safety or Environmental Safety Personnel.

Move people away. Do not move or open the package. Do not investigate too closely. Do not cover or insulate the package.

Suspicious Package or Object
EARTHQUAKE

If a major earthquake were to occur, the University of San Francisco needs to be prepared to provide its own resources for an unlimited period of time. It is always a good idea to maintain certain supplies in your office (see Introduction section to this guide for details).

Inside a Building
1. Stay inside.
2. Take cover underneath a desk or table against an inside wall, protecting your head and neck.
3. Stay away from windows (or where glass can shatter) and from objects that could fall on you.
4. Do not use elevators.

Outdoors
1. Stay in an open area away from trees, buildings, walls, and power lines. Do not enter building.
2. Drop to your knees and get into a fetal position, close your eyes and cross your arms over the back of your neck for protection.
3. Stay in a fetal position until the shaking stops.
4. In a moving vehicle, stop quickly and stay in the vehicle. Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.

After Shaking Stops
1. Be prepared to evacuate if instructed to do so. The decision to evacuate campus will be based on the severity of the earthquake and the damage to the buildings.
2. Do not use regular or cellular phones except to report serious injuries.
3. If personnel are instructed to evacuate, see Evacuation section of this guide.
4. Assist in the building evacuation of people with special needs.
5. Tune portable radios to KCBS 740 AM, KGO 810 AM, KNBR 680 AM and KUSF 90.3 FM for local updates, and follow instructions given.
6. The Department of Public Safety will provide instructions for immediate action by means of door-to-door alert, police vehicle loud speakers, fire alarms, or bullhorns.
7. Do not enter any building that is deemed to be or appears to be unsafe. Leave the area if you smell gas or other chemicals.
8. Be prepared for aftershocks.
9. Depending on the severity, evacuate the building (see Evacuation section of this guide).
10. Help injured or trapped people. Give first aid where appropriate. Do not move the seriously injured, unless they are in immediate danger of further injury. Call for help.

What Are the Biggest Dangers?
- Falling objects (pictures, items in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets, and bookshelves).
- Swinging doors and broken windows.
- Fires (from broken natural gas lines or electrical short circuits).

Earthquake
SEVERE WEATHER

Severe weather conditions can occur suddenly or be predicted ahead of time. Severe weather likely to occur in this area includes: icy roads, heavy rains, dense fog and high winds.

Campus Closure
The decision to close campus or discontinue normal campus operations is made by the President. The Vice President of Academic Affairs, Associate Vice President of Human Resources and the Director of Media Relations notifies campus via electronic and voice mail of this decision. Local media is also notified and provides updates.

Personal Safety
Heavy Rains and Flooding. In the case of extensive roof or window leaks or imminent flooding of ground floor areas, unplug electrical devices and secure all equipment by moving or covering it. (See Flooding section of this guide).

High Winds. If possible, remain inside the building, away from windows. When outside, avoid areas with the heaviest concentration of trees. Stay clear of sagging or downed power lines.

Reporting Hazards
Emergency situations that require immediate action and response are reported to the Department of Public Safety, 422-2911. Other hazardous conditions that pose a danger to individuals or to campus property should be reported to Facilities Management, 422-6464 (7:30 AM – 4:30 PM), or the Department of Public Safety, 422-4201 (at all other times).

Securing Records and Equipment
Power outages may occur as a result of severe weather conditions. Flooding or conditions occurring as a result of broken windows or other damage to a building could damage equipment and office and laboratory materials. Take appropriate action to secure vital records, equipment and chemicals. See also Power Outage and Evacuation sections of this guide.

Severe Weather
MEDICAL EMERGENCIES

Do not second-guess. Always call 422-4201 or 911 for medical assistance.

The following instructions serve as a reminder for providing emergency assistance, ONLY if you are trained or certified.

To Start Breathing (Victim Is Not Breathing, but Has Pulse)
1. Call 422-2911. Perform rescue breathing, if trained or certified.
2. With the victim’s head tilted back and chin lifted, pinch the nose shut.
3. Give two slow breaths. Breathe into the victim, until chest gently rises.
4. Check for a pulse (on neck).
5. If there is a pulse, but victim is still not breathing, give one slow breath every five seconds (twelve times a minute).
6. Re-check pulse and breathing every minute. Continue rescue breathing as long as victim is not breathing, or until medical assistance arrives.

To Give Cardiopulmonary Resuscitation (Victim Is Not Breathing and Has No Pulse)
1. Do CPR and rescue breathing, if trained or certified.
2. Find the notch where the lower ribs meet the breastbone. Place the heel of your hand on the breastbone. Place your other hand on top of the first.
3. Position shoulders over hands. Compress chest fifteen times, using a smooth, even rhythm.
4. Give two slow breaths (see To Start Breathing above).
5. Do three more sets of fifteen compressions and two breaths.
6. Re-check pulse and breathing for about five seconds.
7. If there is no pulse, continue sets of fifteen compressions and two breaths.
8. Continue until medical assistance arrives, or until victim starts breathing and has pulse.
9. Give two slow breaths (see To Start Breathing above).
10. Do three more sets of fifteen compressions and two breaths.
11. Re-check pulse and breathing for about five seconds.
12. If there is no pulse, continue sets of fifteen compressions and two breaths.
13. Continue until medical assistance arrives, or until victim starts breathing and has pulse.

Abdominal Thrust for Choking Victim
1. Call 422-2911 for emergency instructions.
2. Get behind the victim. Wrap your arms around the victim’s waist, just above the navel.
3. Clasp your hands together with a doubled fist. Press in and up in quick thrusts.
4. Be careful not to exert pressure against the victim’s rib cage with forearms.
5. Repeat procedure until choking stops.

To Stop Bleeding
1. Call 422-2911.
2. Apply pressure directly onto the wound with a sterile gauze, clean handkerchief, or gloved hand.
3. Maintain a steady pressure for five to ten minutes.
4. If victim is bleeding from an arm or leg, elevate it.
5. Stay with victim until help arrives.

Seizures and Unconscious Victims
1. Do not leave victim alone.
2. Call 422-2911 for assistance.

Heat-Related Illness
1. Get victim to a cool place.
2. Loosen tight clothing.
3. Apply cool, wet cloths to the skin.
4. Fan the victim.
5. If victim is conscious, give cool (not cold) water to drink.
6. Call an ambulance if victim refuses water, vomits, or loses consciousness.

Medical Emergencies
HAZARDOUS MATERIALS INCIDENT

Only trained and authorized personnel are permitted to respond to hazardous materials incidents.

In Case of Hazardous Spills or Leaks

1. Remove yourself from the area, and keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes and smoke. If possible, cover mouth with a cloth while leaving the area. Stay away from the accident victims until the hazardous material has been identified. Try to stay upstream, uphill and upwind of the accident.

2. Call 422-2911 immediately. Provide dispatcher with information about the spill (location, injuries, type of chemicals and amount).

3. Leave immediate area, but remain nearby to direct emergency personnel to the affected area.

4. Advise others to stay out of the immediate area.

5. Assist with obtaining information about the material (material safety data sheet [MSDS], constituents, etc).

In Case of Non-hazardous Spills or Leaks

1. Barricade the area.

2. Attempt to contain the spill, if possible. Notify the Department of Public Safety, 422-4201, if the material is in danger of entering a storm drain or waterway.

3. Wear appropriate personal protective equipment necessary while cleaning the spill.

4. Notify the area supervisor.

USF Environmental Health and Safety, 422-6883, has personnel trained in the proper cleanup and containment of hazardous spills or releases.

Evacuation

Authorities will decide if evacuation is necessary based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions and the time of day.

Assisting Accident Victims

Don’t try to care for victims of a hazardous materials accident until the substance has been identified and authorities indicate it is safe to go near the victims. When it is safe, you can move victims to fresh air and call for emergency medical care. Remove contaminated clothing and shoes and place them in a plastic bag. Cleanse victims who have come in contact with chemicals by immediately pouring water over the skin or eyes for at least 15 minutes (unless authorities instruct you not to use water on the particular chemical involved).
FIRE

Employees should learn how to use a fire extinguisher and take the time to locate the extinguisher closest to their work area before a fire emergency occurs. See Evacuation section of this guide.

If You Discover a Fire
1. Manually activate the fire alarm system.
2. Determine if it is safe for you to attempt to extinguish the fire (see fire extinguisher instructions below).
3. Immediately exit the building, using the stairs and closing doors behind you. Do not use elevators.
4. Call 911 to provide more details about the fire.

Using a Fire Extinguisher
If you have been trained and it is safe to do so, you may fight small, contained fires with a fire extinguisher.

Using a Fire Extinguisher

<table>
<thead>
<tr>
<th>Instruction</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>Pull safety pin from handle.</td>
</tr>
<tr>
<td>A</td>
<td>Aim at base of fire.</td>
</tr>
<tr>
<td>S</td>
<td>Squeeze the trigger handle.</td>
</tr>
<tr>
<td>S</td>
<td>Sweep from side to side at base of fire.</td>
</tr>
</tbody>
</table>

Once Alarm Is Activated
1. Walk to the nearest exit closing doors between you and the fire.
2. Assist people who have special needs. Contact the Department of Public Safety for assistance, 422-4201.
3. Notify fire personnel if you suspect someone is trapped inside the building.
4. Gather at designated building assembly area. Do not attempt to re-enter the building until instructed to do so by the Department of Public Safety, fire department personnel, or your building manager.

If Trapped in a Room
1. Wet and place cloth material around or under the door to prevent smoke from entering the room.
2. Close as many doors as possible between you and the fire.
3. Be prepared to signal to someone outside.

If Caught in Smoke
1. Drop to hands and knees and crawl toward exit.
2. Stay low, as smoke will rise to ceiling level.
3. Hold your breath as much as possible.
4. Breathe shallowly through nose, and use a filter such as a shirt or towel.

If Forced to Advance Through Flames
1. Hold your breath.
2. Move quickly.
3. Cover your head and hair.
4. Keep your head down and your eyes closed as much as possible.

Summary
Prepare yourself in advance; know where to go and how to get there. If your workstation is located in an office, know exactly how many doors you have to pass along your evacuation route before you reach the nearest exit door. This tip is very helpful if you encounter heavy smoke. When heavy smoke is present, the smoke may obscure the exit signs above the doors. If you know how many doors you have to pass, you can crawl or crouch low with your head thirty to thirty-six inches from the floor (watching the base of the wall) and count out the number of doors you pass. This way you will know when you reach the exit door, even if you can’t see that it is the exit.

Your own common sense is the finest safety device ever developed. Above all use your head.
BOMB THREAT

Threat by Telephone
1. Do not hang up. Remain calm.
2. Take the caller seriously. Assume the threat is real.
3. If you have a display phone, look for originating number.
4. Ask questions using the checklist below as a guide.
5. Do not use a cellular phone, two-way radio, or any wireless communication device, as it can trigger the bomb.

6. Have a co-worker call 422-2911 on another line, or call 422-2911 yourself immediately after hanging up.
7. Inform your supervisor if you need time away due to the stress caused by the threat.

Threat by Mail
1. Call the Department of Public Safety, 422-4201. See Suspicious Packages and Objects section of this guide.

Bomb Threat Checklist

<table>
<thead>
<tr>
<th>Ask</th>
<th>Caller’s Voice</th>
</tr>
</thead>
<tbody>
<tr>
<td>When is the bomb going to explode?</td>
<td>___calm ___normal ___ragged</td>
</tr>
<tr>
<td>Where is it right now?</td>
<td>___angry ___distinct ___clearing throat</td>
</tr>
<tr>
<td>What does it look like?</td>
<td>___excited ___slurred ___deep breathing</td>
</tr>
<tr>
<td>What kind of bomb is it?</td>
<td>___slow ___nasal ___cracked voice</td>
</tr>
<tr>
<td>What will cause it to explode?</td>
<td>___soft ___stutter ___disguised</td>
</tr>
<tr>
<td>Did you place the bomb? Why?</td>
<td>___loud ___lisp ___accent</td>
</tr>
<tr>
<td>What is your name?</td>
<td>___laughter ___raspy ___familiar</td>
</tr>
<tr>
<td>What is your address?</td>
<td>___crying ___deep</td>
</tr>
<tr>
<td>Exact wording of threat</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Background Sounds</th>
<th>Threat Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of caller (if known)</td>
<td>___street noises ___office machinery</td>
</tr>
<tr>
<td>Number from which call originated</td>
<td>___animal noises ___factory machinery</td>
</tr>
<tr>
<td>Male or female</td>
<td>___clear ___voices</td>
</tr>
<tr>
<td>Race</td>
<td>___static ___PA system</td>
</tr>
<tr>
<td>Age</td>
<td>___music ___local</td>
</tr>
<tr>
<td>Name of recipient of call</td>
<td>___house noises ___long distance</td>
</tr>
<tr>
<td>Number at which call was received</td>
<td>___motor ___booth</td>
</tr>
<tr>
<td>Time</td>
<td>___other</td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Additional comments</td>
<td></td>
</tr>
</tbody>
</table>

Bomb Threat
Before an emergency, determine the nearest exit to your location, the safest route to follow, and alternate exits. Building evacuation routes are posted in campus buildings. Leave the immediate area, but remain available to emergency personnel. If time permits during an evacuation, secure your workplace and take personal items such as keys, purse, medication and glasses. In case of fire or other dangerous conditions, evacuate immediately leaving personal items behind.

**Evacuation of a Building**
1. Walk, do not run.
2. Do not use elevators.
3. Seek out people with special needs and provide assistance (the Department of Public Safety will provide assistance, 422-4222).
4. Gather outside at your designated building assembly area, where your supervisor will take roll and account for all personnel.
5. If you cannot return to your building, wait for instructions from the Department of Public Safety, your building manager, or other individual in charge.

**Campus EMA Zones**
The Disaster Preparedness Plan organizes sections of the campus into emergency management area (EMA) zones in the event of a crisis affecting the whole campus or a section of campus. Each EMA zone has an EMA coordinator, who works with your building manager. Identify your EMA zone by finding your building location and corresponding zone on the chart below.

**Evacuation to a Campus EMA Zone**
In the event of a major hazardous situation specific to campus, it may be necessary to relocate university personnel to an emergency management area (EMA) listed below. Your building manager will work with the assigned EMA coordinator for your area, should this need arise. EMA coordinators provide updates of the emergency and information about resources.

<table>
<thead>
<tr>
<th>Zone</th>
<th>EMA Zone (Locations)</th>
<th>Buildings in Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Negoesco Stadium (Soccer Field)</td>
<td>Koret Center</td>
</tr>
<tr>
<td>2</td>
<td>Gleeson Library Lawn (south side of library)</td>
<td>Fromm Hall, St. Ignatius Church, Kendrick Hall, Zief Law Library, Gleeson Library, Harney Ctr, Cowell Hall, Kalmanovitz Hall</td>
</tr>
<tr>
<td>3</td>
<td>Ulrich Field (Baseball Field)</td>
<td>University Ctr, Malloy Hall, Phelan Hall, Memorial Gym, Gillson Hall, Hayes-Healy Hall, Fulton House</td>
</tr>
<tr>
<td>4</td>
<td>Lone Mountain Parking Lot (Fronting Lone Mountain Main Entrance)</td>
<td>Lone Mtn Pacific Wing, Lone Mtn Main, Pacific Rim Conference Ctr, Rossi Wing Loyola House</td>
</tr>
<tr>
<td>5</td>
<td>Turk Boulevard Lawn</td>
<td>Underhill Complex, School of Education, 281 Masonic</td>
</tr>
<tr>
<td>6</td>
<td>6th Avenue (Kaiser Parking Lot)</td>
<td>Pedro Arrupe Residence Hall</td>
</tr>
<tr>
<td>7</td>
<td>Lo Schiavo Drive (Main Turnaround)</td>
<td>Loyola Village, Lone Mtn Residence Hall, Lone Mtn North wing</td>
</tr>
</tbody>
</table>

**Evacuation From Campus**
In the event of an immediate, life-threatening emergency during which campus must be evacuated, the Department of Public Safety or Emergency Operations Center Personnel in collaboration with San Francisco emergency services will coordinate the evacuation route with civil authorities. Once determined, emergency personnel will disseminate information about the evacuation location and route. Campus and community communication systems will be used to provide information about this type of evacuation. Food, water, first aid, shelter, and information will be available at evacuation sites.
EVACUATION FOR PEOPLE WITH DISABILITIES
The most important factor in emergency safety for people with disabilities is advanced planning. Consider appointing a department representative to train others in these vital procedures.

In All Emergencies
After an evacuation is ordered:
- Evacuate people with disabilities if possible.
- Do not use elevators, unless authorized to do so by police or fire personnel. (Elevators can fail during a fire or a major earthquake).
- If the situation is life threatening, call 422-2911.
- Check on people with special needs during an evacuation. When possible, a contingency plan should be in place where people with disabilities arrange for volunteers to alert them and assist them in an emergency.
- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved and whether there are any special considerations or items that need to come with the person.

Responses to Emergencies
Blindness or Visual Impairment
Bomb Threat, Earthquake, Fire, Hazardous Materials Release and Power Outages
- Offer to lead them out of the building to safety.
- Give verbal instructions about the safest route or direction using compass directions, estimated distances, and specific directional terms. Regular “walk-through” or practice sessions may be considered.
- Do not grasp a visually impaired person’s arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Give other verbal instructions or information (e.g., elevators cannot be used).

Deafness or Hearing Loss
Bomb Threat, Earthquake, Fire, Hazardous Materials Release and Power Outages
- Get the attention of a person with a hearing impairment using eye contact and if necessary, touch. Clearly state the problem. Gestures and pointing may be helpful, but be prepared to write a brief statement if the person does not read lips.
- When possible, a contingency plan should be in place where people with disabilities arrange for volunteers to alert them and assist them in an emergency.
- When there are no volunteers available, offer visual instructions to advise of the safest route or direction by providing written directions toward exits or evacuation maps. Regular “walk-through” or practice sessions may be considered.

Mobility Impairment
Bomb Threat, Earthquake, Fire, and Hazardous Materials Releases
- Check on people with special needs during an evacuation. When possible, a contingency plan should be in place where people with disabilities arrange for volunteers to alert them and assist them in an emergency.
- It may be necessary to clear the exit route of debris (if possible) so that the person with a disability can evacuate the building or move to a safer area.
- If people with mobility impairments cannot exit, they should move to a safer area, for example: --most enclosed stairwells; --an office archway which is a good distance from the hazard (and away from falling debris in the case of earthquakes).
- If you do not know the safer areas in your building, call USF Environmental Health and Safety for a building survey.
- Notify police or fire personnel immediately about any people remaining in the building and their locations.
- Police or fire personnel will decide whether people are safe where they are and will evacuate them as necessary.
- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique.
Power Outages

- If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window with natural light that is also near a working telephone.
- During regular business hours, building coordinators should be notified so they can advise emergency personnel.
- If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call the Department of Public Safety, 422-2911.
- Some campus telephones may not operate during a power outage, but pay telephones are likely to be operating. As soon as information is available, the campus emergency information line, 1-800-CALL-USF, will have a recorded message stating when power is likely to be restored.
- In case of a power failure or natural disaster, elevators may cease functioning. Use the emergency phones near elevators to summon help or, if trapped in the elevator, use the elevator’s emergency phone or call 422-2911 for assistance.

Electronic and Large Print versions of this document may be obtained from Disability Related Services (422-2613) or Human Resources (422-6707). Braille copies may be available upon request.

Evacuation for People with Disabilities
THREATENING AND VIOLENT BEHAVIOR

Threats may be statements of intention or expressions of strong emotion. They can be direct or indirect, verbal or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements of the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm; University employees should consider any threat or display of hate as potentially serious.

Most people who commit violent acts exhibit warning signs. Take seriously any behaviors or words that imply threat, consult appropriate people to assess the risk and plan interventions.

Steps to Follow

1. If the threat is immediate, leave the situation, if possible, and call the Department of Public Safety, 422-2911. If threats or bizarre behavior indicate possible danger, personal safety is the top priority.

For an angry or hostile customer or co-worker

- Stay calm.
- Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient. Be respectful.

If shouting, swearing, and threatening continue

- Signal a co-worker, or supervisor, that you need help (have a pre-arranged code or alarm system).
- Have someone call the Department of Public Safety; do not make any calls yourself.

If someone is threatening you with a gun, knife, or other weapon

- Stay calm. Quietly signal for help using an alarm or code system.
- Maintain eye contact.
- Stall for time.
- Keep talking—but follow instructions from the person who has the weapon.
- Don’t risk harm to yourself or others; never try to grab the weapon.
- Watch for a possible chance to escape.

1. If the threat isn’t immediate, consult appropriate resources for help in assessing the level of danger, determining intervention and choosing safety measures. Resources to consult in addition to the administrator in charge are:

   - Counseling Center, 422-6352
   - Office of Residence Life, 422-6824
   - Office of Human Resources, 422-6707
   - Department of Public Safety, 422-4201

a. If, after consultation, it is determined that the threat is serious and may result in danger to a member of the university community, take the following steps:

   - If there is immediate danger, call the Department of Public Safety, 422-2911.
   - Advise your administrator of the incident, the results of the consultation and the action plan. Each administrator should inform the next level of administration up to the appropriate vice president, who determines if the president should be notified.
   - If the incident involves an employee, call the Office of Human Resources, 422-6707.
   - If the incident involves a student, call the Office of the Vice President of University Life or Dean of Students, 422-6251.
   - Document the incident. Describe the sequence of statements and the context. Give details:
     - Past threats?
     - Weapon?
     - History of animosity?
   This information is important in evaluating the level of risk if there is another threat. Cite consultations, plan for action and action taken. Forward a copy to the director of the Department of Public Safety.

b. If, after consultation, it is determined that the threat is not serious and is unlikely to result in danger to any member of the university community, take the following steps:

   - Inform your administrator of the incident, the results of the consultation and the action plan.
   - In consultation with your administrator, determine who will convey to the individual that it is not acceptable to make such threats.
   - Document the incident. Describe the sequence of statements and the context. Give details:
     - Past threats?
     - Weapon?
     - History of animosity?
   This information will be important in evaluating the level of risk if there is another threat. Cite consultations, plan for action and action taken. Forward a copy to the director of the Department of Public Safety.
Threatening and Violent Behavior