

EMERGENCY INFORMATION Handbook

WAKE FOREST UNIVERSITY



This handbook will help you determine what resources you have available in case of a campus emergency. Procedures are included for all types of incidents. Keep this book handy as a reference.

When in doubt, always call 911.

2007/08

INTRODUCTORY INFORMATION

Dialing 911 from any campus phone reaches the University Police Department's Communications Office which is staffed 24 hours a day on a year-round basis.

For blue light call boxes, simply press the button and state the problem.

- Protect yourself.
- Wait for assistance if you are unsure of an appropriate response.

If qualified, attend to injured or contaminated persons and remove them from exposure.

- Alert others to evacuate the area.
- Close doors to affected area.
- Have person knowledgeable of the incident and the area
- Provide assistance to emergency personnel.



*Refer all inquiries from the media and/or non-WFU personnel to
News Service of the Office of Public Affairs, Ext. 5237.*

This guide has been prepared by the Wake Forest University Police Department to assist members of the campus community in reporting and responding to emergency situations.

Your judgement often determines whether or not an incident is an emergency. If you consider a situation to be an emergency, then the guidelines in this handbook should be followed.

INTRODUCTORY INFORMATION

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CRISIS MANAGEMENT

Wake Forest University maintains a Crisis Management Plan which is implemented whenever emergency situations escalate to a point which demands the coordinated efforts of numerous University departments and/or officials. This plan activates a Crisis Management Team which evaluates and responds to crisis situation.



The primary concerns in managing a crisis center upon assuring the safety and health of faculty, staff, students, and the public are restoring academic programs and protecting University property and resources.

CRISIS MANAGEMENT

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BUILDING EVACUATION

All building evacuations will occur when an alarm sounds continuously and/or upon notification by emergency personnel or by the University Police Department.

Please follow the building evacuation guidelines below:

- If necessary or if directed to do so by a designated emergency official, activate the building alarm.
- Be aware of people with disabilities in your area who might require assistance in an emergency evacuation. Be prepared to render assistance if necessary. (NOTE: It is suggested that people with disabilities prepare for emergencies by learning the locations of exit corridors and smoke tower stairwells and by informing co-workers, professors, and/or classmates of best methods of assistance during an emergency.)
- Do not use elevators during emergency evacuation. Emergency response personnel may use an elevator for evacuation after review of the circumstances.
- When the building evacuation alarm is sounded or when told to leave by a designated emergency official, walk quickly to the nearest marked exit and ask others to do the same.
- Once outside, move to an emergency assembly point (see map page).
- Remain at the emergency assembly point until a head count is taken and further instructions are provided by emergency personnel or the University Police Department.
- Do not return to an evacuated building until advised by the Fire Department or the University Police.

Quick Response ...



- *When the alarm sounds, leave immediately.*
- *Alert others to the emergency and ask if they will need help in evacuation.*
- *Do not use elevators unless instructed to do so by emergency personnel.*
- *Go to an emergency assembly point, 300 feet from the building.*

BOMB THREATS

ALL BOMB THREATS MUST BE TREATED AS A SERIOUS MATTER. To ensure the safety of the faculty, staff, students and the general public, bomb threats must be considered *real* until proven otherwise. In most cases bomb threats are meant to disrupt normal activities. However, building evacuation is not a decision for anyone to make except the proper authorities as listed below. The procedures described below should be implemented *regardless of whether the bomb threat appears real or not.*

Call 911 and report the incident.



If a suspicious object is observed:

- Don't touch it!
- Evacuate the immediate area.

Important: After evacuation, report to an Emergency Assembly Area. Do not re-enter the building until instructed to do so by appropriate personnel (University Police, Winston-Salem Police Department or Winston-Salem Fire Department).

All personnel should respond in the following manner:

- If a suspicious object or potential bomb is discovered, do not handle the object. Evacuate the immediate area and call 911. Be sure to include the location and appearance of the object, your name, location, and phone number. Stay on the line with the Police Communications operator until told you can hang up.
- If a phone call bomb threat is received, ask the caller the following questions and record the answers:
 - When is the bomb going to explode?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What does it look like?
 - Why did you place the bomb?
 - Exactly what did the caller say (word for word)?
- Keep the caller talking as long as possible and try to also determine and record the following information:
 - Time of call.
 - Sex and approximate age of caller.
 - Speech pattern (accent, possible nationality, slur, etc.).
 - Emotional state of caller.
 - Background noise.

Immediately call 911 and notify University Police. Do not evacuate unless directed to do so by the University Police, the Winston-Salem Police Department, or the Winston-Salem Fire Department. Early evacuation before the route of travel has been searched may place more people in jeopardy than not evacuating at all.

BOMB THREATS

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FIRE AND EXPLOSION

Quick Response...Protect Yourself

Fire

- Everyone should evacuate to an Assembly Area (see map).

For information concerning evacuation drills, fire alarms, and other emergency systems, please contact: Ext. 4329.

Explosion

- Take cover.
- Assist the injured.
- Everyone should evacuate to Assembly Area.
- Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them.

Small Fire Procedures

- Avoid personal injury and excessive risks.
- Alert people in the immediate area and activate the alarm.
- Call 911. Give details of fire location.
- Smother fire or use the nearest fire extinguisher.
- Always maintain a way to exit the room.
- Avoid smoke and fumes. Stay low.
- Do not re-enter the building until advised by the Fire Department or the University Police Department.

If You Are Trapped in a Building

- If a window is available, place an article of clothing (shirt, coat, etc.) outside a window as a marker for rescue crews.
- If there is no window, stay near the floor. shout at regular intervals to alert emergency crews of your location. Do not panic.
- If the door is warm, do not open it. If smoke is entering through the cracks around the door, stuff something in the cracks to slow the flow.

CRIMINAL BEHAVIOR

The University Police Department is staffed 24 hours a day for your assistance and protection. This service is provided seven days a week on a year-round basis.

Quick Response ...



In-Progress Incidents—Do not attempt to apprehend or interfere with the crime except in case of self-protection. When calling the University Police, give your name, location, phone number and make sure the dispatcher understands that the incident IS IN PROGRESS.

Reporting Crimes in Progress. Provide the following information:

- Nature of the incident. Advise that the incident IS IN PROGRESS.
- Location.
- Description of suspect(s) involved.
- Description of weapons.
- Description of property.
- Auto license of vehicle.
- Direction of travel upon escape.

*Report all threats and suspicious activities or persons.
Remember—No firearms or weapons of any kind are allowed on campus.*

NOTE: Stay on the line with the Police Communications Operator.

Reporting Crimes Which Have Already Occurred. All crime should be reported.

- Call 911. Do not touch or move anything that may relate to the crime.
- When the University Police Department responds, provide a description of property and the names/descriptions of any suspects or witnesses.

Crime Prevention

- Always lock your office, car, and room door(s) when you leave (even if it's just for a few minutes).
- Avoid walking or jogging alone. Avoid poorly lighted areas.
- Engrave driver's license number on all valuables. Keep a record of all credit cards and property serial numbers. University Police will loan you an engraver.
- When walking to a parking lot at night, have your keys ready so that you can get into your car quickly and without attracting someone's attention. Be alert to your surroundings.
- Do not leave keys in your car or valuables in view. Lock all valuables, (radios, cell phones, sporting equipment, camera, briefcase, luggage, etc.), in the trunk.
- Call 7433 to request a ride from the Shuttle Service. This is an "on campus" service provided free of charge from dark to 2:45 a.m. during the academic year.
- Never leave ThinkPads, wallets, purses, bookbags, etc. unsecured or unattended.

UTILITIES

The Wake Forest University Department of facilities Management is a service department with the responsibility to provide systems and building support including:

- Electrical problems.
- Power outages.
- Fire alarm systems.
- Heating/air conditioning.
- Plumbing problems.
- Flooding.
- Gas systems.
- Elevator problems.

*Contact Wake Forest University Facilities Management
Department for Emergencies and Maintenance.
Extension 4255. 24 hours a day/7 days a week.*

Power Outage/Electrical problems. If you notice an electrical problem anywhere on campus, please notify Facilities Management at Ext. 4255 or 758-4255. Some buildings are not equipped with emergency lighting or emergency lighting may not provide sufficient illumination for safe exiting. Therefore, it is advisable to have a flashlight available for emergencies. Please note that all power outages may not require an immediate evacuation of the building.

Plumbing Failure/Flooding/Water Leak. If you notice water intrusion anywhere on campus, please notify Facilities Management at Ext. 4255 or 758-4255. DO NOT use electrical equipment in the vicinity of the water.; however you can turn off such equipment and/or secure valuables if you can do so safely. Based on the water intrusion severity, vacate the area or building until instructed otherwise.

Natural Gas Leak. If you notice the distinct smell of Natural Gas, CEASE ALL OPERATIONS, notify University Police at 911 and exit the area immediately. TO AVOID SPARKS, LEAVE ALL ELECTRICAL EQUIPMENT (LIGHTS, COMPUTERS, APPLIANCES, ETC.) AS IS. Electrical arcing can trigger an explosion.

Ventilation Problems. If smoke or odors come from the ventilation system, immediately notify Facilities Management at Ext. 4255 or 758-4255. If necessary, cease all operations and vacate the area.

Unsafe Work Conditions. The primary goal is to improve and protect the health and safety of our employees, visitors, students, and the surrounding environment through the identification of workplace hazards and the development of appropriate control measures. All unsafe work conditions or practices are to be reported to:

- Ext. 4329.
- Ext. 4224.

Vehicle Safety. Faculty, staff and students who operate a University vehicle must possess a valid operator's license. Report vehicle safety deficiencies to Facilities Management at Ext. 4255. Report any accident involving damage to Financial and Accounting Services at Ext. 4197.

- Operators of industrial vehicles (forklift, backhoe, etc.) require certification.

UTILITIES

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SEVERE WEATHER AND NATURAL DISASTERS

Violent weather is by its nature unpredictable; however, the approach of such weather is often known in advance. Good communication and quick response throughout the Wake Forest University community will minimize serious injuries. Every reasonable effort will be made to advise faculty, staff, and students of the approach of violent weather (via voice mail, e-mail, building announcements, etc.)

Ice Storms and Freezing Rain. The University will make every effort to clear the streets and sidewalks for the safety of the campus community. In doing so staff members will be working in and around slick and dangerous areas. Please do not interfere with their efforts and understand that they are working diligently to make the campus safe for you. Remain inside as much as possible but if you must go outside, remember to:

- Adhere to all safety signs and cautioned off areas.
- Stay clear of icy trees, rooftops and power lines as falling ice/icicles is very dangerous.
- Do not walk near ice and snow removal equipment.

Tornado Warning/Severe Thunderstorm Warning

- Move away from open doors and windows and move into an interior hallway.
- Do not use electrical equipment or phones.
- Do not use elevators. Go to lowest level of the building. Take shelter.
- Sit on the floor and put your head in your lap. Cover head with arms.
- Remain calm.

Earthquake

- Stay inside.
- Watch for falling objects.
- Crawl under a table or desk or stand in a doorway and hang onto something.
- Do not use open flame.
- Do not use phone or elevators.
- Remain calm and be prepared for aftershocks.
- If evacuation is ordered, proceed to assembly area.

Quick Response ...

Remain Calm and Act—Don't React!

*Seek refuge away from windows. Call 911 if assistance is necessary. Evacuate if alarm sounds. Please **do not call** University Police for weather-related updates.*

University Closings and Delays Due to Inclement Weather. The University offers students, faculty and staff a variety of ways to learn about campus closings and delays due to inclement weather. Announcements can be found in a timely manner through:

- The Wake Forest Weather Line, 336-758-5935.
- E-mail messages to students, faculty and staff.
- Voice mail messages to students, faculty and staff on campus telephones. Students should call 758-4242 to retrieve messages on their campus telephones; faculty and staff call 336-758-4400.
- Radio stations WFDD (88.5 FM) and WSJS (600 AM).
- Wake Forest's Web site.
- Law students may call 336- 758-5064.
- Babcock Graduate School of Management full time and M.A. students should call 336-758-4579; Winston-Salem evening and executive program students should call 758-4584 or 1-866-925-3622; and Charlotte evening and Saturday program students call 704-365-1717.

SEVERE WEATHER AND NATURAL DISASTERS

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HAZARDOUS MATERIALS

The range and quantity of hazardous substances used in laboratories requires pre-planning in order to respond to chemical spills.

Chemical Spills Procedures

For major spills:

- Call 911 and ask for Safety Response Team.
- Do not enter the contaminated area.
- Alert people in the area to evacuate.
- If spilled material is flammable, turn off ignition and heat sources.
- Close doors to affected area.
- Locate appropriate Material Safety Data Sheets.
- Have persons knowledgeable of area assist emergency personnel.
- Call Environmental Health and Safety office at Ext. 4329 or 4255.

For minor spills:

- Alert people in the immediate area of the spill, and avoid breathing vapors from the spill.
- Put on protective equipment, including eye protection, suitable gloves and long-sleeved lab coat.
- Confine spill to small area.
- Use appropriate kit to neutralize and absorb inorganic acids and bases. Collect residue, place in appropriate container, and dispose as chemical waste.
- For other chemicals, use appropriate kit or absorb spill with vermiculite, dry sand, or absorbent pads.
- Clean spill area with water.

Biological (blood) Spills Procedures. Health care or Custodial personnel trained in spill cleanup should follow established protocols. For blood or body fluid spills in residence halls, academic buildings, administrative buildings, or on outside surfaces, contact Facilities Management at Ext. 4255.

- Wear disposable gloves and absorb fluids using blood spill kit.
- Clean area of all visible fluids with detergent (soap & water).
- Decontaminate area with an appropriate disinfectant, (e.g. bleach).
- Place all disposable materials into a plastic leak-proof bag.

Radiological Spills Procedures. A major radiological spill is one which the laboratory staff is not capable of handling safely without the assistance of safety and emergency personnel.

- Call 911 and protect yourself first.
- Attend to injured or contaminated persons and remove them from the spill area.
- Alert people in the area to evacuate.
- Have potentially contaminated personnel stay in one area until they have been monitored and shown free of contamination.
- Notify Environment Health & Safety office at Ext. 4329 or 4255.
- Close doors and prevent entrance into affected area.
- Have a person knowledgeable of the incident and area assist emergency personnel.
- Document names of persons potentially contaminated.

For specific questions regarding chemical, biological, or radiological safety call Environment Health & Safety office at Ext. 4329, 4224 or 4255, or the Radiation Safety Officer at 716-1202. Any questions or concerns regarding asbestos or lead-based paint should be referred to Safety and Environmental Affairs at Ext. 4329 or 5385.

Emergency Information Handbook

HAZARDOUS MATERIALS

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Quick Response ...

Protect yourself for spills, leaks and incidents. Secure the area. Assist the injured. Evacuate, if necessary.

PSYCHOLOGICAL CRISIS

A **psychological crisis exists** when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to a severe drug reaction or a psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or complete withdrawal. Psychological crises may occur in response to traumatic or tragic events affecting the campus community. In addition, psychological crises may involve individuals in severe distress who are unable to manage themselves and may be creating serious adverse responses in people around them.

Quick Response ...



Protect Yourself, call University Police at 911, Counseling Center at ext. 5273, or Student Health Service at Ext. 5218. If a psychological crisis occurs on Monday-Friday between 8:30 a.m. to 5 p.m., contact a member of the University Counseling Center staff in Reynolda Hall, Ext. 5273. If a crisis occurs after hours or on weekends, contact Student Health Service and University Police at 911. If a crisis occurs during holidays, contact University Police at 911.

Unusual or Potentially Dangerous Situations

- Never try to handle a dangerous situation by yourself. Call University Police.
- Clearly state that you need immediate assistance. Give your name, where you are calling from, and state the nature of the problem.
- All suicide attempts should be reported to University Police so that proper procedures may be followed to ensure the safety of those involved.

Avoiding Violent Situations. Inform management about threats. Eliminate opportunities for violence by remembering the following:

- Give yourself an out.
- Have a second person in the room.
- Stand behind a barrier.
- Use effective people skills.
- Alert University Police.

Reacting to Violent Situations

- Send positive body signals by keeping a positive posture and maintaining eye contact
- Do not touch or approach a person who may become violent.
- Be in control by not getting angry and keeping the person talking.
- Show concern yet maintain a distance.
- Call 911 or have someone else call.

The Employee Assistance Program (EAP) Provides the following for Faculty and Staff (716-5493):

- Crisis intervention.
- Individual and group counseling.
- Consultation.
- Referral services.

The University Counseling Center Provides the following for Students:

- Crisis intervention and debriefing.
- Individual and group counseling.
- Consultation.
- Referral services.

MEDICAL EMERGENCY/PERSONAL INJURY

Members of the University's Safety Response Team (staff) and the student Emergency Response Team are certified First Responders and EMTs. They will immediately respond to medical emergencies on campus. University Police officers are trained in first aid and CPR. Any injury occurring as a result of a hazardous condition should be reported to the University Police Department at **911** and the Environmental Health and Safety Office at **Ext. 4225**. Medical emergencies include: any life-threatening situation, chest pain, excessive bleeding, difficulty breathing, seizures, head injury, compound fractures, serious allergic reactions, ingestion or inhalation of a toxic substance, and eye injuries.

Quick Response ...



Call 911. Do not move victim unless safety dictates. If trained, use pressure to stop bleeding. Use CPR if no pulse and not breathing.

State that medical aid is needed and provide the following information:

- Exact location of injured person (e.g. which building, room, number, etc.). Indicate whether male or female.
- Type of injury or problem. How did the injury occur (fall, struck by vehicle, accident, etc.)?
- The individual's present condition (bleeding, chest pain, unconscious, etc.).
- The sequence of events leading to the emergency.
- Medical history and name of injured person's doctor, if known.
- The phone number you are calling from.
- Stay on the phone with the dispatcher.

Illness or Injury to Students. During the regular academic year, students with minor illnesses or injuries should be referred to Wake Forest University Student Health Service, Ext. 5218. Illness or injury to students during hours when the Student Health Service is closed should be reported to the University Police Department. An officer will respond to evaluate the situation and arrange for the student to be transported for medical treatment if necessary.

Illness or Injury to Faculty or Staff. Emergency treatment for job-related work injuries or medical illness may be obtained by calling the University Police Department. University Police or trained Safety Response Team members will assist immediately and dispatch Emergency Medical Services, if necessary. A First Report of Incident form must be completed for all instances of work-related illness or injury. Please call the Human Resources Department at Ext. 4945 for this form and assistance. An accident investigation must be conducted by the immediate supervisor.

Illness or Injury to Visitors and Guests. Call 911. Request emergency medical assistance by calling University Police. A police report should be completed for all injuries to the public occurring on University property.

Personal Injury Procedures

- **Clothing on Fire:** Roll around on floor to smother flame or drench with water if immediately available. If needed, obtain medical attention, if necessary. Call 911. Report incident to supervisor or instructor.
- **Hazardous Material Splashed in Eye:** Immediately rinse eyeball and inner surface of eyelid with water continuously for 15 minutes. Forcibly hold eye open to ensure effective wash behind eyelids. Obtain medical attention. Report incident to supervisor or instructor.
- **Minor Cuts and Puncture Wounds.** Vigorously wash injury with soap and water for several minutes. Obtain medical attention. Report incident to supervisor or instructor.
- **Radiation Spill on Body.** Remove contaminated clothing. Rinse exposed area thoroughly with water. Obtain medical attention, if necessary. Report incident to supervisor and Safety and Environmental Affairs at Ext. 4329 or 4255. Call 911.
- **Biological Spill on Body.** Remove contaminated clothing. Vigorously wash exposed area with soap and water for one minute. Obtain medical attention, if necessary. Call 911. Report incident to supervisor or instructor.

WFU CAMPUS MAP

● Evacuation Assembly Areas

These areas are to be used in the event of a building evacuation. Building occupants should evacuate to an assembly area which is approximately 300 feet from the building and away from emergency service vehicles.



- 1 Wait Chapel/Wingate Hall
- 2 Efrid Residence Hall
- 3 Taylor Residence Hall/Bookstore
- 4 Davis Residence Hall
- 5 Reynolda Hall
- 6 Benson University Center
- 7 Z. Smith Reynolds Library
- 7A Wilson Wing
- 8 Olin Physical Laboratory
- 9 Salem Hall
- 10 Winston Hall
- 11 Luter Residence Hall
- 12 Babcock Residence Hall
- 13 Tribble Hall
- 14 Johnson Residence Hall
- 15 Bostwick Residence Hall
- 16 Collins Residence Hall
- 17 Facilities Management
- 17A University Police
- 17B University Management
- 17C Photographer
- 17C Central Heating Plant
- 18 Carswell Hall
- 19 Manchester Athletic Center
- 19A Pruitt Football Center
- 20 Calloway Center
- 20A Manchester Hall
- 20B Kirby Hall
- 21 Reynolds Gymnasium
- 22 Kitchen Residence Hall/Deacon Shop
- 23 Potomac Residence Hall/UPS Store
- 24 Huffman Residence Hall
- 25 Townhouse Apartments
- 26 Information Systems
- 27 Residential Community
- 28 WFDD Radio Station
- 29 Museum of Anthropology
- 29A Anthropology Lab
- 30 Piccolo Residence Hall
- 31 Palmer Residence Hall
- 32 Worrell Professional Center
- 33 Faculty/Staff Apartments
- 34 Student Apartments
- 35 Scales Fine Arts Center
- 36 Starling Hall/Welcome Center
- 37 Kentner Stadium
- 38 Leighton Tennis Stadium
- 39 Hooks Baseball Stadium
- 40 Haddock Golf Center
- 41 Martin Residence Hall
- 42 Spry Soccer Stadium
- 43 Polo Residence Hall
- 44,45,46 Chiller Plants
- 47 Greene Hall
- 48 Tennis Courts
- 49 Polo Road Gate
- 50 University Parkway Gatehouse
- 51 Reynolda Road Gatehouse
- 52 Miller Center

When in doubt, always call 911.

EMERGENCY INFORMATION

Handbook



WAKE FOREST
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Wake Forest University Police
PO Box 7686
Winston-Salem, NC 27109
www.wfu.edu/police