

EMERGENCY PROCEDURES

EMERGENCY TELEPHONE NUMBERS

Campus Public Safety (CPS)

Fire/Police/Medical.....	911
Non-emergency.....	2-6911
After 5 p.m., weekends, and holidays.....	2-6911
Normal business hours:	
8 a.m.–5 p.m., Monday–Friday.....	541-552-6258

Visit the Web site for important information and guidelines for emergency responses at
www.sou.edu/security

Environmental Health and Safety (EHS)

Normal business hours:	
8 a.m.–5 p.m., Monday–Friday.....	541-552-6881

This booklet complied by
**CAMPUS PUBLIC SAFETY
ENVIRONMENTAL HEALTH AND SAFETY**

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This manual is intended for faculty and staff members at SOU. It is designed specifically to meet possible emergency conditions at this institution. Recipients of this manual should become familiar with its contents. In the event of an emergency, it will serve as a quick reference for effective action. It should be kept in an easily accessible location at all times, preferably near a telephone. New employees should be made aware of these procedures as part of the orientation program.

If you have questions or comments, contact the SOU Department of Campus Public Safety at 541-552-6258, or Environmental Health and Safety at 541-552-6881.

James Main

Vice President of Finance and Administration

Southern Oregon University

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Other Important numbers (dial 9 for off-campus):

Medford Campus.....	2-8100
Mental Health Crisis Center.....	541-774-8201 or 1-888-363-8755
Poison Center.....	1-800-452-7165
Student ACCESS Center.....	2-6213
Student Affairs.....	2-6221
Student Health and Wellness Center.....	2-6136
Southern Oregon University Information Telephone.....	2-7672
Women’s Resource Center.....	2-6216

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EMERGENCY PREPAREDNESS

The City of Ashland has been actively involved in large-disaster planning and training for many years. In the event the City experiences a major incident, the Emergency Operations Center (EOC) will be activated. The EOC is the “command center” for all operations during an emergency and is located in Council Chambers. Activation of the EOC can start at a cautionary level and then expanded as the magnitude of the event unfolds.

Emergency efforts are coordinated with other agencies including, Jackson County, American Red Cross, the City of Medford, and others. Information about emergencies originates in the EOC and is provided to the media on a regular basis.

For Information during an Emergency

In the event of an emergency, up-to-date information will be provided for the public in one or more of the following ways depending on the situation:

- 1700 AM—Ashland’s Emergency Radio Frequency
- Television, Channel 5, KOBI
- Radio, 93.7 FM, KTMT
- Roving truck with bullhorn
- Volunteers on foot with hand radios
- Jackson County Emergency Center Hotline 541-776-7338
- City of Medford Emergency Management 541-774-2300
- Homepage of the City’s web site: www.ashland.or.us
- Wildfire Information Line 541-552-2490

For information on emergency preparedness visit the Community Emergency Response Team (CERT) web site at www.ashlandcert.org

FIRE

Upon discovering a fire, immediately sound the building fire alarm and alert other occupants.

The nearest fire alarm pull station is located at _____

- Call 911 and give your name, department, and location of the fire. If the fire is small, you may extinguish it with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting. When in doubt, get out.
- Evacuate the building immediately if the fire is large, very smoky, or spreading rapidly. Inform others in the building who may not have responded to the alarm. If time and safety permits, take your personal belongings (keys, wallet, medicine, outerwear). Leave immediately, using exit stairways (not elevators) and close doors behind you as you go. Evacuate to a distance of at least 300 feet from the building and keep away from emergency personnel.
- Do not return to the building until instructed to do so by authorized personnel. Do not walk through or stand in a smoke cloud.
- Tell authorities on the scene if you suspect someone may be trapped inside the building.

The nearest fire extinguisher is located at _____

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.

Fire Extinguisher Instructions:

P—PULL safety pin from handle.

A—AIM at the base of the fire.

S—SQUEEZE the trigger handle.

S —SWEEP from side to side at the base of the fire.

If you are trapped in a room:

Wet and place cloth material around or under the door to prevent smoke from entering the room.

Close as many doors as possible between you and the fire. Be prepared to signal to someone outside.

If you are caught in smoke:

- Drop to your hands and knees and crawl toward an exit.
- Stay low, as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through your nose, and use a filter such as a shirt or towel.

HAZARDOUS GAS LEAKS OR MATERIAL SPILLS

(flammable, toxic, corrosive, oxygen, cryogenic)

If a leak in a gas cylinder occurs and the person responsible for such materials determines the leak to be potentially dangerous, the following steps should be taken:

- Confine the fumes or fire by shutting the room door.
- Sound the building fire alarm to begin evacuation.
- Call 911 and give your name, department, location, and the location of the leak or spill.
- Evacuate to a safe area at least 300 feet away from the building. Do not return to the building until instructed to do so.

Suspected gas leaks or suspicious odors should also be reported to the Department of Environmental Health and Safety (541-552-6881) so that the appropriate action can be taken.

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

In case of hazardous leaks or spills:

- Remove yourself from the area and keep others away.
- Do not walk into or touch any of the spilled substance.
- Avoid inhaling gases, fumes, and smoke. If possible, cover your mouth with a cloth while leaving the area.
- Stay away from accident victims until the hazardous material has been identified.
- Try to stay upstream, uphill, and upwind of the accident.
- Call 2-6911 or 2-6881 immediately if you are on campus (911 if off campus). Provide information about the spill (location, injuries, type of chemicals, amount).
- Leave the immediate area, but remain nearby to direct emergency personnel to the contaminated area. Advise others to stay out of the immediate area. Assist with obtaining information about the material (material safety data sheet [MSDS], constituents, common use, etc.).

CRIME IN PROGRESS

In the event of a robbery, do not resist. Do not attempt to apprehend or interfere with the criminal except in the case of self-protection. If you observe a crime or are a victim, report it immediately by calling 2-6911 and give the following information:

- Location of the incident
- Description of the person (clothing and physical features)
- Observations about the person's direction of travel and vehicle

Until the authorities arrive, stay calm and write down all the information that you can remember before discussing the details with anyone.

Hair _____

Glasses _____

Tattoos _____

Complexion _____

Scars _____

Hat (Color, Type) _____

Tie _____

Coat _____

Shirt _____

Pants _____

Report the suspicious and unusual

Auto, License, Make, Color _____

Direction of escape _____

If safe to do so, stop to get a good description of the criminal. Note height, weight, sex, color, approximate age, clothing, method and direction of travel, and the suspect's name, if known. These descriptions only take a few seconds and are of great help to the investigating officers. If the criminal is entering a vehicle, note the license number, make and model, color, and identifying characteristics.

Call 2-6911 to have the Department of Campus Public Safety dispatched to your location. Give your name, location, and department. Advise them of the situation and remain where you are (if it is safe to do so) until contacted by Campus Public Safety or other law enforcement personnel.

In the event of civil disturbance, continue as much as possible with your normal routine. If the disturbance is outside, stay away from doors and windows. Do not interfere with persons creating the disturbance, or with law enforcement authorities on the scene. Be a good witness.

Crime Prevention Tips

- Remember to lock your residence hall room, office, and vehicle whenever you leave.
- Avoid walking or jogging in poorly lighted areas.
- Engrave your drivers license number on all your valuables. Keep a record of all credit card numbers and the serial numbers of all personal property.
- When walking at night, have your keys and whistle ready. If you need to get into your vehicle quickly to avoid trouble or attract someone's attention for help, valuable time will not be wasted searching for these items.
- Avoid leaving keys in the ignition and valuables on the seat. Lock all valuables (cell phones, stereo equipment, camera, brief case) in the trunk, if possible.
- Be alert and observant. Physical characteristics of a suspicious person or assailant can greatly assist the authorities in the apprehension.

THREATENING AND VIOLENT BEHAVIOR

Threats may be statements of intention or expressions of strong emotion. They can be indirect or direct, verbal or nonverbal. Shaking a fist, pounding a 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. However, it is expected that University employees treat every threat or display of hate as serious and potentially harmful.

Most people who commit violent acts exhibit warning signs. It is important that any behaviors or words that imply a threat are taken seriously, and the appropriate people are notified to assess the risk and to plan interventions.

If the threat is immediate, leave the situation, if possible, and call the Department of Campus Public Safety (2-6911 or 911).

In the event of an angry or hostile customer or coworker:

- Stay calm.
- Listen attentively.
- Maintain eye contact.
- Be courteous, patient, and respectful.
- Keep the situation in your control.

If shouting, swearing, and threatening continues:

- Signal a coworker or supervisor (have a prearranged code or alarm system).
- Do not make any calls yourself.
- Have someone call the Department of Campus Public Safety or the police.

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 to a safe area.

If the threat is not immediate, consult appropriate resources for help in assessing the level of danger, determining an appropriate intervention, and choosing appropriate safety measures.

Resources to consult, in addition to the administrator in charge, are as follows:

- Office of the Dean of Students, 2-6223
- ACCESS Counseling Center, 2-6213
- Director of Human Resources, 2-6511
- Director of Student Disability Services, 2-6213

If after the consultation it is determined that the threat is serious and may result in danger to a member of the University community, the following steps are to be taken:

- If there is immediate danger, call the Department of Campus Public Safety (2-6911 or 911).
- Advise your Administrator of the incident, the results of the consultation, and the action plan.
- The 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, staff members should call the Office of Human Resources (2-6511) and faculty members should consult the Executive Vice President for Academic Affairs (2-6114).
- If the incident involves a student, call the Office of the Dean of Students (2-6223).
- Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information is important in evaluating the level of risk. Cite consultants, plan for action, and action taken. Forward a copy to the Director of Campus Public Safety.

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, the following steps are to be taken:

- Inform your Administrator of the incident, the results of the consultation, and 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 their context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a 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.

Adapted from Federal Protective Service U.S. General Services Administration guidelines.

EVACUATION FOR PEOPLE WITH DISABILITIES

Advanced planning is the most important factor in emergency safety for people with disabilities. A guide to plan evacuation strategies is available from Disabilities Services at 541-552-6213.

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 2-6911.
- Assist people with special needs during an evacuation. A buddy system—where people with disabilities arrange for volunteers to alert them and assist them in an emergency—is a good, preemptive method.
- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how he or she can be best assisted or moved and whether there are any special considerations or items that need to come with the person.

Blindness or visual impairment (in the event of a bomb threat, earthquake, fire, hazardous material release, or power outage):

- 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 directional terms.
- 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 (“elevators cannot be used”).

Deafness or hearing impairment (in the event of a bomb threat, earthquake, fire, hazardous material release, or power outage):

- Get the attention of a person with a hearing disability by touch or eye contact.
- Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
- Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

Mobility impairment (in the event of a bomb threat, earthquake, fire, or hazardous material release):

- It may be necessary to clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If they cannot exit, they should move to a safer area, such as a stairwell or an office with the door closed, which is a good distance away from the hazard. (If you do not know the safer areas in your building, call SOU Environmental Health and Safety at 2-6881 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.

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 working hours, building coordinators should be notified so they can advise emergency personnel.

If people would like to leave, an evacuation has been ordered, or if the outage occurs at night, call the Department of Campus Public Safety at 2-6911.

Some campus telephones may not operate during a power outage, but pay telephones are likely to be operational. The campus emergency information line (2-7672) will have a recorded message stating when power is likely to be restored.

EARTHQUAKES

If a major earthquake occurs, the University should 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.

Indoors

- Stay inside.
- Take cover under a desk or against an inside wall— protecting your head and neck.
 - Stay away from windows and objects that could fall on you.
 - Do not use elevators.

Outdoors

- Stay in an open area away from trees, buildings, walls, and power lines.
- Do not enter buildings.
- 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.
- Stay in the fetal position until the shaking stops.
- In a moving vehicle, stop quickly and stay in the vehicle. Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that may have been damaged by the earthquake.

After the shaking stops

- 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.
- Do not use landline or cellular phones except to report serious injuries.
- If personnel are instructed to evacuate, use the nearest exit—do not use the elevator.
- Assist with the evacuation of people with special needs.
- Tune portable radios to KTMT 93.7 FM for local updates, and follow the instructions given.
- The Department of Campus Public Safety will provide instructions for immediate action by means of door-to-door alert, police-vehicle loud speakers, fire alarms, and bull-horns.

- Do not enter any building that appears unsafe. Leave the area if you smell gas or fumes from other chemicals.
- Be prepared for aftershocks.
- Depending on the severity, evacuate the building.
- 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.

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).

BOMB THREATS

Bomb threats usually occur by telephone. The person receiving a bomb threat call should do the following:

- Remain calm and attempt to obtain as much information as possible from the caller. Write down the exact words used in the threat while they are still fresh in your memory.
- Call 2-6911 or 911, and give your name, location, and telephone number. Inform them of the situation, including any information you may have (the location of the bomb, time it is set to explode, and the time you received the call).
- Inform your Administrator. The Department of Campus Public Safety (or campus authorities designated by them) will be responsible for building evacuation.
- If instructed to evacuate, move a safe distance away from the building or behind barriers, as directed. If severe weather conditions exist, you may move to another building a safe distance away. Do not re-enter the building until instructed to do so. Call the SOU campus switchboard at 541-552-7672 for further instructions.

If you notice a suspicious object or package, report it to authorities. Under no circumstances should you touch it, tamper with it, or move it in any way. Call the Department of Campus Public Safety (2-6911).

BOMB THREAT CHECKLIST

Fill out completely, immediately after bomb threat.

Date _____

Name _____

Position _____

Questions to ask the caller: (record exact wording)

- Where is the bomb located? _____
- What time is it set to go off? _____
- What does the bomb look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____

- Why? _____
- What is your address? _____
- What is your name? _____

Gender of caller _____

Age _____

Race _____

Duration of call _____

If the voice is familiar, whom did it sound like? _____

Caller's Voice

- | | | |
|----------------------|-----------------|-----------------------|
| _____ Calm | _____ Crying | _____ Deep |
| _____ Soft | _____ Loud | _____ Laughing |
| _____ Raspy | _____ Familiar | _____ Nasal |
| _____ Stutter | _____ Distinct | _____ Accent |
| _____ Slow | _____ Disguised | _____ Excited |
| _____ Deep Breathing | _____ Angry | _____ Normal |
| _____ Ragged | _____ Lisp | _____ Crackling Voice |

Background Sounds

- | | | |
|------------------------|---------------------|-------------------------|
| _____ Street Noises | _____ House Noises | _____ Clear |
| _____ Local | _____ Static | _____ Voices |
| _____ Office Equipment | _____ Motor | _____ Factory Equipment |
| _____ Long Distance | _____ Phone Booth | _____ PA System |
| _____ Music | _____ Animal Noises | _____ Crockery |
| _____ Other | | |

Threat Language

- | | |
|-------------------|------------------------------|
| _____ Well Spoken | _____ Taped |
| _____ Incoherent | _____ Irrational |
| _____ Foul | _____ Message Read by Caller |

Number at which call was received _____

Additional Remarks _____

SERIOUS INJURY

- Do not move a seriously injured person unless the situation is life threatening.
- Call 2-6911 or 911. Give your name, location, and telephone number. Give as much information as possible regarding the nature of the injury or illness, and whether or not the patient is conscious. Emergency personnel will respond to the scene.
- Return to the patient. Provide necessary first aid, and keep the patient as calm and comfortable as possible. There is always a first aid kit in the building manager's office. The nearest first aid kit is located at _____
- Remain with the patient until emergency personnel arrive.
- If you notice any jewelry with an inscription indicating a medical condition (i.e., epilepsy, allergies, etc.), bring this to the attention of the responding emergency provider.
- In every case involving a death, serious illness, or injury to any person on campus, the Department of Campus Public Safety must be notified immediately (2-6911).
- Protect yourself from blood borne pathogens (human blood and body fluids). If you think you have been exposed, contact Campus Public Safety at 2-6911 or Environmental Health and Safety at 2-6881.

SUSPICIOUS MAIL

What should make me suspect a piece of mail?

- It is sent to you from someone whom you have had a negative encounter.
- It is unexpected or from someone you don't know.
- It is handwritten and has no return address (or does not appear legitimate).
- It is lopsided, greasy, or lumpy in appearance.
- It is sealed with excessive amounts of tape.
- It is marked with unnecessarily restrictive endorsements such as "Personal" or "Confidential."
- It has excessive postage.

What should I do with a suspicious piece of mail?

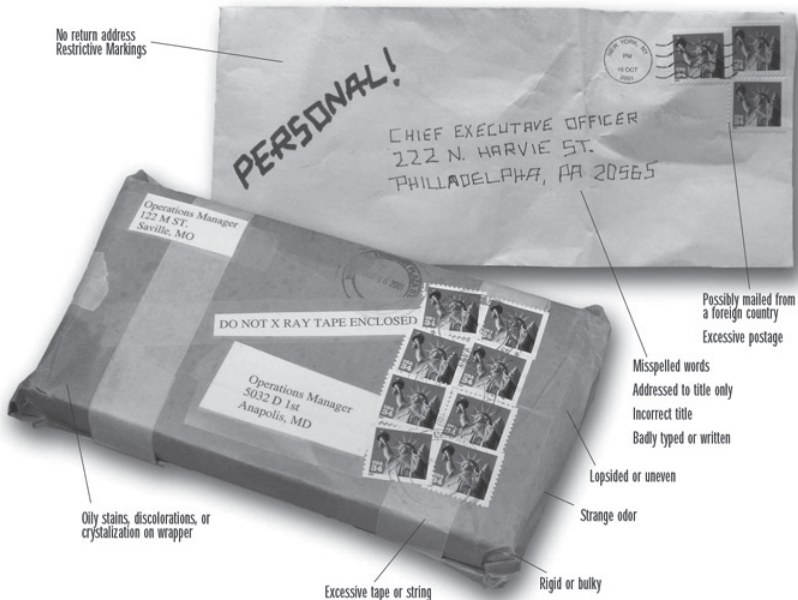
- Don't handle a letter or package that you suspect is contaminated or dangerous.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- You may choose "Return to Sender" unwanted and suspicious mail. Please contact Campus Mail Services for assistance.
- Call 2-6911.

If you have opened your mail and discovered suspicious objects or materials (threatening letters, explosive devices, powdery substances):

- Put the pieces of mail down. Do not show it to others.
- If the pieces of mail contain a suspicious powdery substance, cover the object gently with something to prevent air or wind from dispersing it further.
- Alert others and secure the area.
- Call 2-6911 or 911 to report what you have found.

SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities

If a parcel is open and/or a threat is identified . . .

For a Bomb:

Evacuate Immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Radiological:

Limit Exposure - Don't Handle
Evacuate Area
Shield Yourself from Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

For Biological or Chemical:

Isolate - Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/HAZMAT Unit

SEVERE WEATHER

Severe weather conditions can occur suddenly. Severe weather likely to occur in this area includes accumulations of snow and ice, heavy rains, and high winds.

Campus closure

The decision to close campus or discontinue normal campus operations is made by the Vice President for Finance and Administration. The Director of Campus Public Safety notifies employees via electronic and voice mail of the decision. Local media is also notified and will provide updates. Call 541-552-7672 for more information.

Personal Safety

Snow and ice

If possible, walk only on paths that have been cleared or sanded. Stay clear of sagging or downed power lines. Heavy snow and ice may cause tree limbs to fall, therefore avoid areas with heavy concentrations of trees. Use extreme caution while driving.

Heavy rains and flooding

In the case of extensive roof or window leaks or imminent flooding of ground areas, unplug electrical devices and secure all equipment by moving or covering it.

High winds

If possible, remain inside the building away from windows. When outside, avoid areas with heavy concentrations 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 Campus Public Safety (2-6911). Other hazardous conditions that pose a danger to individuals or to campus property should be reported to Facilities Management and Planning (2-6231) during the hours of 8 a.m. and 5 p.m. or the Department of Campus Public Safety (2-6911) 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 cause damage to office and laboratory materials and equipment. Take appropriate action to secure vital records, equipment, and chemicals.

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