

Washington University in St. Louis

[Enter Your Department Name Here]
**DEPARTMENT EMERGENCY
PLANNING GUIDES**



**Washington University in St. Louis
Disaster and Business Continuity Planning Committee**

DEPARTMENT EMERGENCY PLANNING GUIDELINES

INTRODUCTION..... 1

A) PREPAREDNESS..... 3

Getting Organized
Supplies and Equipment
Establishing Emergency Communications Systems
Planning Ahead for Evacuations
Reducing Exposure to Risks and Hazards

Templates: Emergency Organization: Team Rosters
 Emergency Organization: Headquarters and Supply Locations
 Emergency Team Wallet Card Template
 Emergency Communications: Establishing Notification Systems
 Evacuation Roster: Persons with Disabilities

B) RESPONSE 15

Overview
Emergency Response Actions
To Implement an Evacuation
How to Assist People with Disabilities During and Evacuation

Templates: To Report an Emergency Incident
 To Get Emergency Information
 Department Emergency Message
 Department Evacuation Maps
 Emergency Evacuation Sign-in Sheet

C) RECOVERY 24

Support Services and Assistance
Documenting Emergency Outcomes

Templates: Summary: Department Recovery Status
Recovery: Detailed Space Assessment
Recovery: Detailed Equipment Assessment
Recovery: Detailed Personnel Impacts

INTRODUCTION

Emergencies and disasters can happen at any moment - and, they usually occur without warning. When an emergency strikes, our immediate safety and prompt recovery will depend on the existing levels of preparedness among faculty, staff, and students.

Each department at Washington University in St. Louis (WU) has an important role to play in maintaining the University's emergency preparedness and safety. We are an interdependent community.

At WU, Department Emergency Plans are written to provide fundamental support for the general medical school Emergency Plan. During a major emergency or disaster, the University Incident Management Team will rely on effective communication between the WU "Emergency Operations Center (EOC)" and corresponding "Department Operations Centers (DOCs)" in individual campus departments.

Clearly, Department Emergency Plans are an essential building block of the University's emergency response. They are also part of every unit's basic health and safety responsibilities and business continuity planning. Department Emergency Plans outline how an organization will

- ✓ Protect the safety of students, faculty, staff and visitors in the department,
- ✓ Safeguard vital records and resources related to the department's mission, and
- ✓ Coordinate with the University's emergency response and recovery procedures

The "Safety and Security" handbook is distributed to every WU department to provide information on how to respond to various types of emergencies, and it, along with this template offer a model for developing local area contingency plans. Your Department Emergency Plan should contain comprehensive, yet simple and flexible, procedures that units can apply to a variety of emergency incidents that may occur, including

- ◆ Earthquakes
- ◆ Fires or Explosions
- ◆ Hazardous Materials Releases
- ◆ Extended Power or Utility Outages
- ◆ Floods
- ◆ Mass Casualty Events

Materials in this Handbook provide guidance for any emergency level. The guidelines will help department managers identify key emergency roles and responsibilities, plan ahead for safe building evacuations and effective emergency communications, and develop strategies for resuming normal functions after emergency conditions subside.

INTRODUCTION

The manual is divided into three sections:

- A. PREPAREDNESS
- B. RESPONSE
- C. RECOVERY

Each section contains information, checklists and forms that outline the basic components of these three critical areas. The materials can serve as templates to create a new Department Emergency Plan, or they can be incorporated directly into existing Department documents. By keeping emergency preparedness plans in a loose-leaf binder, departments can easily customize or update the contents

The enclosed forms should be adapted or augmented to fit an organization's mission, staffing, relative location(s), or other unique circumstances. For example, an emergency plan in a laboratory science department will address hazardous materials concerns; while an administrative service unit will address client issues.

Whatever form a Department Emergency Plan takes, it should include the unit's policies relating to the emergency "chain of command," a definition of essential personnel and mission-critical functions, staff release-time policies, and internal emergency communications procedures.

The Emergency Plan must be known and understood before an emergency occurs. Department heads should take immediate steps to:

- ◆ Share this important safety information with all faculty, staff, researchers and students annually
- ◆ Brief all new personnel as they join the department
- ◆ Keep multiple copies of the Plan in accessible locations throughout the organization
- ◆ Ensure that managers keep a copy of the Department Plan at home

On-line copies of all of the materials contained in the "Emergency Handbook" are available to facilitate making duplicate copies and annual updates. The URL is:

<http://ehs.wustl.edu/emergency/emergencies.htm>

Environmental Health & Safety provides planning consultations, hazard assessments, and safety training to support department emergency preparedness programs. Call 314-362-6816 for more information.

A) PREPAREDNESS

GETTING ORGANIZED

The first step in building department preparedness is to assemble appropriate human and physical resources to do the job.

Every WU Department should have an “Emergency Coordinator” to help develop and implement their Department Emergency Plan. An Emergency Coordinator must be familiar with the Department’s programs and physical facilities, and should be a person with the management experience and financial authority to:

- ◆ Collaborate with the Department head to develop and maintain the information in the Department Emergency Plan
- ◆ Recruit a core “Emergency Preparedness Committee” that represents staff, faculty, and principal investigators from the department’s major divisions or locations
- ◆ Arrange related staff safety education and training
- ◆ Purchase department emergency supplies and equipment
- ◆ Be ready to support the Department head and business manager during an emergency incident (and be called back to campus if necessary).
- ◆ Be ready to help prepare post-disaster impact summaries and insurance claims
- ◆ Emergency Coordinators whose supervisors serve at the University Emergency Operations Center will also interface with the Public Affairs as “Information Coordinator” for their area

Some Departments already have individuals assigned to coordinate safety functions (for example, areas with active “Departmental Safety Coordinators”), and may already have broad-based Safety Committees. These units can easily incorporate emergency preparedness planning into their programs.

Both existing and newly formed Emergency Preparedness Committees should consider dividing their members into an Emergency Response Team and an Emergency Recovery Group to handle those specialized activities.

- ✓ The “Emergency Response Team” should be trained to help disseminate emergency instructions, assist evacuations and security, and provide first aid if necessary.
- ✓ The “Emergency Recovery Team” should be prepared to document the effects of the emergency and coordinate facility and program restoration, according to priorities identified by the Department executive.

A) PREPAREDNESS

SUPPLIES AND EQUIPMENT

Departments will need basic emergency supplies and equipment to be as self-sufficient as possible after an emergency. Department emergency kits will vary in size and composition according to an organization's structure and function, but all departments should have the following essentials in an accessible location:

- ✓ First aid supplies, with instructions
- ✓ Flashlights/batteries, approved power strips and extension cords
- ✓ Portable AM/FM radios/batteries
- ✓ Laboratory spill kits
- ✓ Portable emergency water
- ✓ Employee rosters

Other resources departments may consider to add to their emergency supplies include such items as megaphones, two-way radios, rescue tools, stretchers, cots, and packaged emergency rations.

Every WU manager should encourage employees to keep a personal emergency kit in their work area. These kits should contain the employee's flashlight, back-up eyeglasses and medications, sturdy shoes, a sweater, a wrapped snack and water packet, and personal emergency contact numbers.

ESTABLISHING EMERGENCY COMMUNICATIONS SYSTEMS

The WU Emergency Plan explains that, during an emergency, department heads

- ◆ Ensure that life-safety emergencies are reported to WU Police Department at 5-5555 from a campus phone, or 314-935-5555 from a non-campus phone, when the emergency exists at the Danforth, North or West Campuses, or reported to Protective Services at 2-HELP (2-4357) from a campus phone, or 314-362-4357 from a non-campus phone, when the emergency exists at the Medical School Campus.
- ◆ Account for the safety of department personnel
- ◆ Contact appropriate campus emergency response departments for safety or repairs assistance
 - ◆ Danforth, North or West Campuses: WU Emergency Operations Center at 935-9621 (phone lines active only if WU EOC is established; if EOC is not established, contact WU Police at 935-5555), Facilities Planning & Management at 935-5544, Environmental Health & Safety (EH&S) Danforth Campus emergency cell phone at 314-578-9097, Radiation Safety emergency pager at 826-3440, etc.
 - ◆ Medical School Campus: WUSM Emergency Operations Center at 362-0410, 362-0471, or 361-9803 (phone lines active only if WUSM EOC is established; if EOC is not established, contact Protective Services at 362-4357), Facilities Management and Building Services at 362-3100, Custodial Services at 362-3563, EH&S emergency pager at 790-5317, Radiation Safety emergency pager at 826-3440, etc.
- ◆ Deliver critical University information and instructions to their constituents
- ◆ Forward disaster impact reports to the WU Emergency Operations Center (EOC) and disseminate EOC disaster instructions

Be certain that your Emergency Plan includes procedures for making critical notifications during business hours and during after hours emergencies.

- ✓ Establish "telephone trees" and "distribution" voicemail and email lists to initiate rapid emergency notifications. (Be ready to use your web page for making updates during extended incidents).

A) PREPAREDNESS

- ✓ Create a department “Emergency Hotline” so that faculty, staff, and students can call into your department to hear recorded announcements and instructions about emergency effects on your program

All departments equipped with voicemail can designate one of their phone lines as an “emergency hotline” (an announcement service). If you have a large department or division, you may wish to contact Telecommunication Services, either at 935-5005 for the Danforth, North and West Campuses, or at 362-2888 for the Medical School Campus, for more information on how to establish an emergency hotline that will allow multiple persons to phone in at the same time to hear a departmental recorded message, or to send a recorded message to multiple departmental phones.

- ✓ Publicize the University Emergency Information Hotlines.

WU Emergency Information Hotline: 314-935-9000, 1-888-234-2863
WU Emergency Information Web Page: <http://response.wustl.edu/>
[Enter] Department Emergency Information Hotline: [If Applicable]

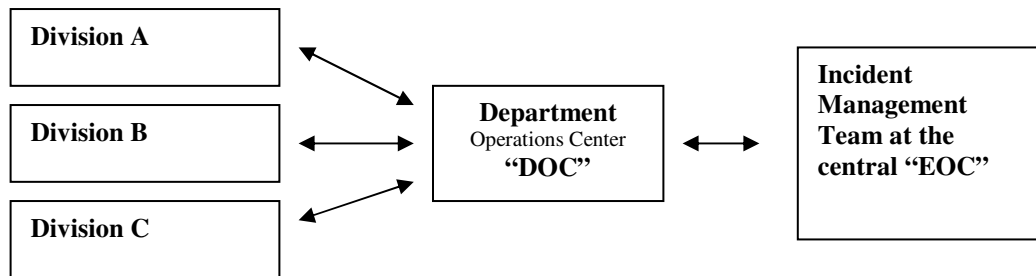
- ✓ Keep the WU Emergency Operations Center number at-hand.

A) PREPAREDNESS

DISASTER COMMUNICATIONS AT WASHINGTON UNIVERSITY IN ST. LOUIS (WU)

During a disaster, departments with large divisions should have their divisions send emergency impact reports to their departmental Department Operations Center (DOC). Department chairs or emergency coordinators will then send prioritized emergency impact reports to the WU Emergency Operations Center (EOC). The EOC serves as a central coordination point for deploying resources and information to campus locations.

The flow of information in a disaster is shown below:



PLANNING AHEAD FOR EVACUATIONS

A building evacuation is mandatory whenever a fire alarm sounds, and building occupants should exit immediately. Building evacuations also follow severe earthquakes, after the shaking stops. After a building has been evacuated, occupants must wait for a safety inspection before re-entry.

If a complete campus evacuation and closure is necessary during a disaster, it will be announced and coordinated by the WU Incident Management Team from the Emergency Operations Center. Campus evacuations will be sequential to maintain safety and avoid traffic gridlock.

Note that it may or may not be necessary to vacate buildings during minor emergency incidents, or even during some major events. Occupants in the area may simply be directed remain on-site and shut down systems, or they may be asked to move to other sectors of their floor or building. In some events (such as extended power outages), evacuations are not necessary unless the incident has generated a hazardous materials incident or immediate health and safety risk. In limited emergencies, wait for evacuation instructions and engage your Emergency Response Team to communicate the information throughout the department.

A) PREPAREDNESS

PREPAREDNESS FOR BUILDING EVACUATIONS

Review evacuation information and responsibilities with faculty, Principal Investigators, staff and students.

Conduct evacuation drills annually. Plan evacuation needs with disabled personnel.

Plan where to go during an evacuation, and know the routes to get there

Building evacuees go to your department's designated Emergency Assembly Point (EAP).

EAPs are safe outdoor destinations where personnel meet to notify managers of their safety and get emergency information and assistance.

✓ Contact the EH&S Emergency Coordinator at 935-9261 for information on EAP site selection.

Know how to announce and implement evacuation

A sample script is: We have a _____ emergency.
 Evacuate to (the EAP)
 Take your belongings, do not use the elevators.

Use your Emergency Response Team to assist the evacuation.

Know what to do next

- Be prepared to account for your personnel.
- Know how to obtain and disseminate emergency information and instructions.

A) PREPAREDNESS

REDUCING EXPOSURE TO RISKS AND HAZARDS

The following tips can prevent emergencies from happening in your department, and will certainly mitigate their effects when they do occur.

FIRE PREVENTION

- ◆ Know the location of alarm stations and extinguishers. Know how to use them
- ◆ Leave fire doors closed at all times
- ◆ Clear obstructed corridors, aisles and room exits
- ◆ Use only grounded electrical plugs
- ◆ Limit use of extension cords and multiple outlets
- ◆ Do not use mechanical rooms or utility rooms for storage
- ◆ Do not smoke in University buildings

LABORATORY SAFETY & PREPAREDNESS

- ◆ Maintain a clean work environment
- ◆ Post lab safety work rules, train all personnel
- ◆ Inventory and label chemicals. Do not purchase excess quantities of chemicals
- ◆ Segregate incompatible chemicals. Keep flammables in flammable storage cabinets
- ◆ Keep copies of Material Safety Data Sheets (see <http://ehs.wustl.edu/new/msds.htm>)
- ◆ Back up cultures and data off-site
- ◆ Investigate emergency power options
- ◆ Install seismic restraints on chemical storage shelves. Latch cabinet doors
- ◆ Anchor equipment, animal containers, and furniture. Avoid high storage of heavy items
- ◆ Chain compressed gas cylinders at 1/3 and 2/3 points
- ◆ Do not store hazardous materials on mobile carts
- ◆ Dispose of chemical waste properly (<http://ehs.wustl.edu/hazmats/hazwaste.htm>)

BEFORE A POWER EMERGENCY

- ◆ Identify and prioritize vital power-dependent functions, operations, and equipment
- ◆ Determine whether you have emergency power outlets in your area. Plan to use them for priority functions only
- ◆ Determine if there is emergency lighting in your area. Keep flashlights available in all work areas
- ◆ Do not overload power strips. Extension cords are for emergency use only
- ◆ Keep offsite duplicates of critical data and cultures

A) PREPAREDNESS

EARTHQUAKE PREPAREDNESS

- ◆ Know how and where to take cover during a quake
- ◆ Anchor bookcases, cabinets, and files over 42 inches. Do not stack furniture
- ◆ Move tall furniture away from exits. Do not use tall furniture as room dividers
- ◆ Secure computers, equipment, and display cases. Store heavy items at floor level
- ◆ Back-up data and sensitive information, store duplicates off-site

Communicate these important preparedness measures to your students, faculty, researchers and staff. Your department's level of readiness for an emergency situation depends not only on having an up-to-date plan document, but also on keeping your constituents aware of their personal responsibility for safety at WU.

EMERGENCY PREPAREDNESS PLANNING TEMPLATES FOLLOW...

**[INSERT DEPARTMENT NAME HERE]
EMERGENCY ORGANIZATION:
TEAM ROSTERS**

(SEND A COPY TO YOUR DEPARTMENT EMERGENCY COORDINATOR AND THE ENVIRONMENTAL HEALTH AND SAFETY (EH&S) EMERGENCY COORDINATOR, CAMPUS BOX 8229, FAX 314-362-1995, esafety@msnotes.wustl.edu)

EMERGENCY RESPONSE TEAM

	Room & Building	Office Phone	Home Phone
Emergency Coordinator			
Team Members			

EMERGENCY RECOVERY TEAM

	Room & Building	Office Phone	Home Phone
Division or Department Chair			
Emergency Coordinator			
Team Members			

**[INSERT DIVISION & DEPARTMENT NAME HERE]
EMERGENCY ORGANIZATION:
HEADQUARTERS AND SUPPLY LOCATIONS**

form last revised on: _____

DIVISION EMERGENCY HEADQUARTERS & Alternate site

Building & Room:

Phone:

Fax:

EM:

CHAIRPERSON'S DEPARTMENT OPERATIONS CENTER (DOC) & Alternate site

Building & Room:

Phone:

Fax:

EM:

DOC Hotline:

DEPARTMENT EMERGENCY SUPPLY LOCATIONS

Room

Building

Other

First Aid Kit(s)

Lab Spill Kit(s)

**Communications Equipment
(megaphones, radios)**

Other supplies



EMERGENCY TEAM WALLET CARD TEMPLATE

front panel

WU DEPT EMERGENCY TEAM GUIDE	
Business Hours	Report emergency conditions Alert & instruct Emergency Team Evacuate area is necessary Disseminate instructions Account for personnel Advise emergency responders Update DOC & EOC personnel
After hours	Contact DOC or EOC for status report Record Department hotline bulletin Alert & instruct Emergency Team

back panel

TO REPORT AN EMERGENCY for WU buildings	
Police, Fire, Ambulance Danforth, North, West Campuses	5-5555 935-5555
Medical School Campus	2-HELP 362-4357
Environmental Health & Safety	362-6816
EMERGENCY ASSEMBLY POINT (EAP)	
INFORMATION HOTLINES (recorded bulletins)	

interior folding panel

CRITICAL CONTACTS			
Phone	Fax	Police/Protective Services	
WU EMERGENCY OPERATIONS CENTER (EOC) 935-9621 (phone lines active only if WU EOC is established)			
WUSM EMERGENCY OPERATIONS CENTER (EOC) 362-0410, 362-0471, 361-9803 (phone lines active only if WUSM EOC is established)			
DEPARTMENT OPERATIONS CENTER (DOC)			
EMERGENC ROOM			
DEPT EMERGENCY TEAM			
Name	Pager	Phone	Home
DEPT RECOVERY TEAM			



EMERGENCY COMMUNICATIONS: ESTABLISHING NOTIFICATION SYSTEMS

TO CREATE AN EMERGENCY NOTIFICATION LIST (or “distribution list”) USING VOICEMAIL

You can use an existing phonenumber with voicemail announcement service to record an emergency message for your departmental staff. Notify your staff of the number to call to hear recorded update messages from your department chair or emergency designee.

Large departments may want to create a separate “Hotline” phone number that can handle a large volume of calls in to hear recorded messages. A separate feature can send a recorded message to multiple departmental phones. Emergency Telephone Notification Lists and “Hotline” (or announcement service) phonelines must be set up through Telecommunications, 935-5005 for Danforth, North, and West Campuses, and 362-2888 for the Medical School Campus. There is an installation fee and monthly service fee for this service. If your department is interested in using this service or converting one of your autoattendant phone lines to be a “Hotline” number, please contact Telecommunications at 935-5005 for Danforth, North and West Campuses and 362-2888 or 362-0988 for the Medical School Campus.

[Record here the instructions on how to create an emergency notification list using voicemail, if your department purchases this service from Telecommunications.]

TO RECORD AN EMERGENCY BULLETIN ON A DEPARTMENT EMERGENCY INFORMATION HOTLINE *Hotline# =*

Note:

When you plan your Department Emergency Information Hotline, consider whether you will use an existing phone line, or whether you will install a designated line. Understand that the phone number will play the Emergency Bulletin until it is returned to normal business use.

INSTRUCTIONS - if you are using an existing mailbox as a Hotline (*)

[Call Telecommunications at 935-5005 for Danforth, North and West Campuses, and 362-2888 or 362-0988 for the Medical School Campus, to find out how to set up a “Hotline” (announcement service) phonenumber for your department. There is an installation fee and monthly service fee for this service.]

[Record instructions here on how to use this Hotline, if the service is purchased by your department.]

EVACUATION PLANNING FOR PERSONS WITH DISABILITIES

form last revised on: _____

List self-identified disabled persons who request evacuation assistance during an emergency. Designate evacuation assistants to wheelchair users to assist them during an emergency.

NAME: Room/Bldg.: Phone: Disability & Instructions:

B) RESPONSE

OVERVIEW

Everyone in a University facility - students, faculty, staff, and visitors - must take appropriate and deliberate action when an emergency strikes a building, a portion of the campus, or entire campus community. Decisive leadership is essential. Follow these important steps when there is an emergency:

- ✓ Confirm and evaluate conditions
- ✓ Report the incident immediately
- ✓ Follow instructions from emergency personnel precisely
- ✓ Depending on the nature and severity of the event, activate the
 - ◆ Department Emergency Response Team
 - ◆ Department Emergency Recovery Team
 - ◆ Division Managers
 - ◆ All area staff and occupants
- ✓ Issue clear and consistent emergency notifications. Use all available communications tools
 - ◆ If there is no power or telephone systems are not functioning, emergency communications will be profoundly restricted
 - ◆ WU will use messengers, radios, cellular phones, fax and email
- ✓ Coordinate with your Department Chair at the DOC during major emergencies or disasters

When an emergency strikes the campus after normal business hours, or on weekends or holidays - or, if you are off-campus during a major emergency, obtain instructions from your Department Chair and monitor the WU Emergency Information Hotline, 935-9000, 1-888-234-2863, <http://response.wustl.edu/>, and media reports.

If you are recalled to campus, be certain that your household safety is assured and that your route to campus is safe and functional. Bring your personal emergency kit and a copy of the department plan to campus.

B) RESPONSE

EMERGENCY RESPONSE ACTIONS

The following are basic instructions for various emergency incidents:

Call and report emergencies to:

Danforth, North or West Campuses, Call WU Police at 5-5555 (935-555)

Medical School Campus Call Protective Services at 2-HELP (362-4357)

ACCIDENT Call and report emergency

- Administer first aid if you are trained to do so
- Do not attempt to move a seriously injured person

FIRE Call and report emergency

- **Activate nearest alarm**
- Notify Supervisor and staff
- Feel doors for heat
- If cool, exit carefully
- If hot, do not open the door. Stay where you are
- If you see smoke, crouch near floor as you exit
- If you see fire, confine it by closing doors and windows
- Use extinguishers on small fires only if safe to do so
- Pull the pin in the handle
- Aim at the base of the fire
- Squeeze nozzle, sweep back and forth
- Evacuate DOWNstairs, go upstairs or to roof as last resort only
- Never use an elevator during a fire evacuation
- Go to the Emergency Assembly Point (EAP)

HAZMAT SPILL

MINOR release in the lab

- Follow lab eyewash, rinse or shower procedures
- Flush affected area continuously for 15 minutes
- Vacate persons in immediate area if necessary
- Clean spill if you have suitable training **or call and report emergency**
- Wear protective equipment
- Use appropriate kit to contain, neutralize and absorb
- Collect, containerize, and label waste
- Call 362-6816 (EH&S) for chemical waste pick-up

MAJOR release in the department

- **Call and report emergency**
- Report your name, location, phone number, the material spilled, possible injuries
- Assist injured persons.
- Isolate contaminated persons
- Avoid contamination or chemical exposure
- Close doors or control access to spill site
- Alert Supervisor, Department Chair
- Communicate critical spill information to responders
- Follow evacuation instructions precisely

B) RESPONSE

POWER OUTAGE

- Assess the extent of the outage in your area
- Report the outage to Facilities Planning and Management, 935-5544 for the Danforth, North and West Campuses, or the Medical School Facilities Management Department at 362-3100
- To obtain information about a prolonged outage, call the WU Emergency Operations Center at 314-935-9621, or the WUSM EOC at 314-362-0410
- Help co-workers in darkened work areas move to safe locations
- If practical, secure current experimental work, then move it to a safe location.
- If you move chemicals on carts between floors, get assistance.
- Hazardous spills are a significant risk during transport
- Keep lab refrigerators or freezers closed throughout the outage
- Unplug personal computers, non-essential electrical equipment and appliances
- Open windows for additional light and ventilation
- If you are asked to evacuate, secure any hazardous materials and leave the building
- Release of personnel after an extended outage is determined by the department chair

EARTHQUAKE

- Take cover immediately, direct others around you
- Under a desk, table, or chair
- Between seating rows in lecture halls
- Against a corridor wall (cover head and neck)
- Outdoors--in open area, away from buildings
- Be alert for aftershocks, avoid potential falling hazards

MINOR QUAKE (brief rolling motion)

- Restore calm. Examine your area for damage
- Report damage/hazardous materials releases
- Review safety procedures and kits
- Await instructions, evacuations are unlikely

MAJOR QUAKE (violent shaking)

- Restore calm. Assist others
- Report injuries to WU Police, 935-5555, or, at the Medical School, 2-HELP (362-4357)
- Report damage to Department head
- Evacuate carefully, be alert for aftershocks
- Take emergency supplies
- Do not use elevators
- Meet at Emergency Assembly Point (EAP)
- Do not enter buildings until they are examined
- Report status to Emergency Operations Center
- Await instructions, be patient, help others

B) RESPONSE

TO IMPLEMENT AN EVACUATION

These directions will help to make the process effective and safe for you and your staff.

- ◆ **Keep calm. Evaluate the situation carefully.**
- ◆ **Alert Department Emergency Response Team to assist Protective Services in the evacuation**
- ◆ **Use communications tools that are appropriate for the type of incident and the time of occurrence:**
 - Alarms
 - Phone trees or voicemail broadcast
 - Messengers
- ◆ **Communicate clearly and succinctly**
 - “We have a _____ emergency.
 - Evacuate to (the EAP)
 - Take your belongings, do not use the elevators.”
- ◆ **Check offices, classrooms, laboratories, restrooms**
- ◆ **Turn equipment off, if possible**
- ◆ **Take emergency supplies and staff rosters, if possible**
- ◆ **Keep exiting groups together**
- ◆ **Account for personnel**
- ◆ **WAIT AT THE EAP FOR FURTHER INSTRUCTIONS**

B) RESPONSE

HOW TO ASSIST PEOPLE WITH DISABILITIES DURING AN EVACUATION

◆ TO ALERT VISUALLY IMPAIRED PERSONS

- Announce the type of emergency
- Offer your arm for guidance
- Tell person where you are going, obstacles you encounter
- When you reach safety, ask if further help is needed

◆ TO ALERT PEOPLE WITH HEARING LIMITATIONS

- Turn lights on/off to gain person's attention, or
- Indicate directions with gestures, or
- Write a note with evacuation directions

◆ TO EVACUATE PEOPLE USING CRUTCHES, CANES, OR WALKERS

- Evacuate these individuals as injured persons
- Assist and accompany to evacuation site if possible, or
- Use a sturdy chair (or one with wheels) to move person, or
- Help carry individual to safety

◆ TO EVACUATE PEOPLE USING WHEELCHAIRS

- Non-ambulatory persons' needs and preferences vary
- Individuals at ground floor locations may exit without help
- Others have minimal ability to move--lifting may be dangerous
- Some non-ambulatory persons have respiratory complications
- Remove them from smoke and vapors immediately
- Wheelchair users with electrical respirators get priority assistance
- Most wheelchairs are too heavy to take down stairs
- Consult with person to determine best carry options
- Reunite person with the chair as soon as it safe to do so

EMERGENCY RESPONSE TEMPLATES FOLLOW...

TO REPORT AN EMERGENCY INCIDENT

FIRE---POLICE---MEDICAL AID (All life-safety emergencies)

**Danforth, North and West Campuses
CALL 5-5555 (314-935-5555)**

**School of Medicine Campus
Call 2-HELP (314-362-4357)**

WHEN YOU CALL TO REPORT AN EMERGENCY:

Tell the Operator

- 1. The type of emergency**
- 2. If there are victims**
- 3. The location of the emergency**
- 4. Your name, location, and phone number**

Stay on the phone until the Operator ends the call



During a major emergency or disaster, use the provided DEPARTMENT EMERGENCY REPORT/FAX FORM to update your Department Chair's DOC and the University's EOC.

1. Receive bulletins from your Department Chair

DOC Phone#

DOC Hotline#

2. Call Emergency Hotlines

WU Emergency Information Hotline 935-9000, 1-888-234-2863

Student Information Hotline X-XXXX

Hospital Information Hotline X-XXXX

This department's hotline is

3. Read emergency announcements and updates posted on the WU Home Page

<http://www.wustl.edu/>, <http://medschool.wustl.edu/>, and <http://response.wustl.edu/>

4. Listen to KMOX-AM (1120), KXOK-FM (MIX 97.1) (97.1), or for Illinois listeners, WSIE-FM (88.7) for WU emergency bulletins

5. Listen to community Emergency Alert System (*) radio stations KXXX XXX AM

(* formerly known as the Emergency Broadcast System)

6. Follow televised reports:

KSDK-TV (Channel 5), KMOV-TV (Channel 4), KDNL-TV (Channel 30), or KPLR-TV (Channel 11)



**Washington University in St. Louis
DIVISION EMERGENCY MESSAGE**

DATE _____ # OF PAGES IN THIS REPORT _____

TIME _____ (a.m. p.m.)

TO: DEPARTMENT EMERGENCY OPERATIONS CENTER (DOC)

FAX:

PH:

FROM: _____ name & title
_____ dept & bldg

FAX: _____

PH: _____

Division's Emergency Message



DEPARTMENT EVACUATION ROUTES

INSERT A COPY OF YOUR EVACUATION MAP HERE

This department's Emergency Assembly Point is at: _____

C) RECOVERY

SUPPORT SERVICES AND ASSISTANCE

After a major emergency or disaster, many people in our community will be distressed by personal and professional difficulties. It is likely that affected students, faculty and staff may need some scheduling flexibility or other temporary help in order to return to their customary activities. The following are only some of the resources available on campus and in our community:

University Resources

Counseling for employees –

Through Washington University's Employee Assistance Program, People Resources, 1-800-765-9124

Counseling for students –

Through Washington University in St. Louis's Student Health Services, 314-935-6666, or the Washington University School of Medicine Student Health Service, 314-362-3528

Short and long-term loans

Credit Union (members)

Housing listings

Transportation information

Child care referrals

Special service referrals

Academic assistance

Community Resources

Disaster relief & referrals

Transportation information

Counseling/Mental Health

Claims information

FEMA, 1-800-299-1160

C) RECOVERY

DOCUMENTING EMERGENCY OUTCOMES

Once the safety and status of your staff has been assured, and emergency conditions have abated, assemble your Department Emergency Recovery Team to support the WU Incident Management Team and the Facilities Departments in the restoration of the department's programs. Your Team's earlier work on defining critical mission-critical operations and staffing will be a starting point for the recovery process.

It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. Plan ahead for how you will collect this important impact information. Be aware that

- ◆ Your Department and the Dean will need ongoing status reports from your unit during the emergency to estimate when your program can be fully operational and to identify special facility, equipment, and personnel issues or resources that will speed business resumption
- ◆ The University may need detailed facilities data for the area to estimate temporary space reallocation needs and strategies
- ◆ Most insurance and FEMA assistance claims will require extensive documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims may arise if there are injuries in your department.

All of your documentation on emergency impacts should be coordinated with your Department Chair and the WU Incident Management Team. The following forms provide formats for summarizing this crucial information.

- ✓ Take note that you should also plan to photograph or videotape facility or equipment damage in your department to provide a visual supplement for the written impact data.
- ✓ It is very important that you record the emergency's physical effects before you clean your area or make repairs.

EMERGENCY RECOVERY TEMPLATES FOLLOW...



Washington University in St. Louis

SUMMARY: DEPARTMENT EMERGENCY STATUS

Date/time _____

of pages in this report _____

To: WU Incident Management Team EOC FAX:

Department Chair: FAX:

DOC site FAX:

From: Div.Head/Dept. Head: _____ FAX:

Dept/Bldg _____

CURRENT OPERATIONAL SITUATION

Immediate facility and space needs:

Urgent equipment requirements to become operational:

Critical personnel issues:

Clear All Dept Specific Info from Plan



RECOVERY: DETAILED SPACE ASSESSMENT

Use this form to describe damage to utilities, fixtures, ceilings, walls, floors, windows, etc. on each floor of your Department's building(s). Send the information to your Department Chair/DOC Emergency Coordinator. The Department Chair or Department Emergency Coordinator should then send a prioritized list to the WU Emergency Operations Center with a signed cover memo.

DEPT/BLDG _____ ROOM _____

DAMAGE _____

DEPT/BLDG _____ ROOM _____

DAMAGE _____

DEPT/BLDG _____ ROOM _____

DAMAGE _____

DEPT/BLDG _____ ROOM _____

DAMAGE _____

DEPT/BLDG _____ ROOM _____

DAMAGE _____

page _____ of _____



RECOVERY: DETAILED EQUIPMENT ASSESSMENT

Use this form to describe all damaged furnishings, office-laboratory-research equipment, and materials expended during the emergency. Send the information to the WU Emergency Management Team, with the Department head's signed cover memo.

DEPT/BLDG _____ ROOM _____

Item _____ Manufacturer _____

Model# _____ WU Inventory# _____ Original Cost _____

Damage description _____

Est. repair\$ _____ Est. replacement\$ _____

DEPT/BLDG _____ ROOM _____

Item _____ Manufacturer _____

Model# _____ WU Inventory# _____ Original Cost _____

Damage description _____

Est. repair\$ _____ Est. replacement\$ _____

DEPT/BLDG _____ ROOM _____

Item _____ Manufacturer _____

Model# _____ WU Inventory# _____ Original Cost _____

Damage description _____

Est. repair _____ Est. replacement _____

DEPT/BLDG _____ ROOM _____

Item _____ Manufacturer _____

Model# _____ WU Inventory# _____ Original Cost _____

Damage description _____

Est. repair _____ Est. replacement _____



RECOVERY: DETAILED PERSONNEL IMPACTS

Use this form to describe the emergency's impact on staffing. Describe personnel issues related to program resumption. Document employee overtime related to your emergency response and recovery. Send this information to the WU Emergency Management Team, with the Department head's signed cover memo.

SUMMARY: EMERGENCY IMPACTS TO DEPARTMENT STAFFING

LIST STAFF OVERTIME HOURS RELATED TO THE EMERGENCY And emergency duties performed. Include data for temps hired for emergency recovery.

Name _____ Employee# _____

Job Title _____ Hourly Rate _____

OT Rate _____

Benefits % _____

Date(s) Worked	Hours	Duties Performed
_____	_____	_____
_____	_____	_____
_____	_____	_____

Name _____ Employee# _____

Job Title _____ Hourly Rate _____

OT Rate _____

Benefits % _____

Date(s) Worked	Hours	Duties Performed
_____	_____	_____
_____	_____	_____
_____	_____	_____

