

# Emergency Response Training

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# Training Goal

- This training is intended to improve the readiness of all faculty, students and staff through the review of key elements of the LSUHSC Emergency Response Plan, including means of communication and how to respond to potential emergency situations.
- More information can be found on the [Emergency Response Actions](#) web page.

# Communication

## Notifying Authorities of an Emergency

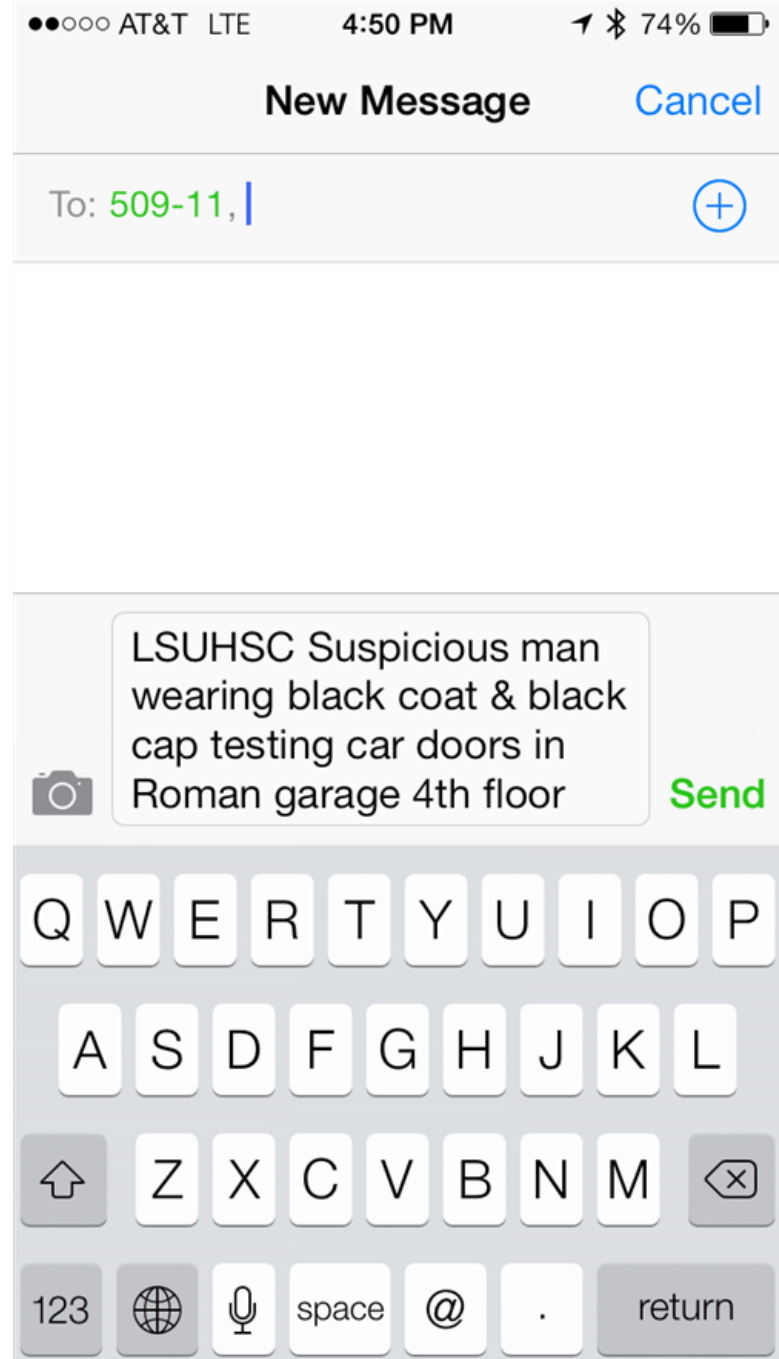
- Prompt notification is a key element of an effective response to an emergency. Should you need to report an incident or emergency, contact University Police at 568-8999, call 911 or send a uTip message.
- In you need help from Environmental Health and Safety (EH&S) for clean-up of a chemical, biological or radiological spill, contact University Police; they will notify EH&S via radio.
- University Police maintains desks 24/7 at the Roman Garage, Residence Hall and School of Dentistry Clinic. During working hours, University Police also mans desks at the Resource Center, Clinical Education Building (1542 Tulane) and Allied Health/School of Nursing.

# How To Send a uTip

- TEXT 50911 and begin your message with LSUHSC.
- You will receive a text notifying you that the text has been received by the uTip system.

Note: If your message does not begin with **LSUHSC**, University Police will **NOT** receive your text.

# uTip Text Message Example



# Communication

## Emergency Alert System & Text Alerts

- In the event of an emergency situation, LSUHSC can transmit pertinent information via the University website, phone trees, e-mail, text messaging, and digital signage to the entire spectrum of students, faculty and staff. These are all elements of the Emergency Alert System.
- A key element of LSUHSC's Emergency Alert System is the Text Alert System. In a time sensitive situation, text messages will likely be the initial means of communication. To receive text alerts, you must opt into the system by providing your cell phone or personal email information during registration. See [Text Alert System](#) for more information regarding registration.

# Communication

## Mass Emails, Digital Signage and NOLA Ready

- Mass emails are often sent subsequent to text messages to provide more detail on the situation. These mass emails, as well as the text messages, are also posted to the [Emergency Alerts Web Page](#).
- Emergency information will also be posted to the digital signage located throughout the campuses.
- To further enhance your awareness both during and after working hours, you can subscribe to [NOLA Ready](#), the City of New Orleans' Emergency Alert System, which provides notifications via text message or email on issues such as mandatory city evacuation information, weather advisories, water boils, power outages, and traffic issues.



# Evacuation vs. Shelter in Place

- In the event of an emergency, you may be directed to either evacuate or shelter in place.
  - Evacuation could be to your building's designated Emergency Evacuation Area (e.g., in response to a fire alarm) or off of the campus completely (e.g., a campus-wide bomb threat). See the links showing the Emergency Evacuation Areas for the [Downtown](#) and [School of Dentistry](#) campuses.
  - Shelter in Place means to seek immediate shelter and remain there during an emergency rather than evacuate the area. Shelter in Place could be a response to a hazardous situation (chemical, radiological, or chemical contaminants) or in response to an Active Shooter.
- Whether in your office, classroom or a common area, always be familiar with your surroundings and have an evacuation route in mind.

# Emergency Response Plan

- LSUHSC's Emergency Response Plan provides the framework for a planned, systematic management approach to emergencies; a venue for promptly identifying and supporting LSUHSC decision-makers; a system for evaluating all emergencies with the goal of protecting lives and property, reducing exposure to liability, and providing sound management of public information.
- The plan details the command structure, communications, exercises and training. It includes annexes which describe the response to a variety of emergencies. Key points from some of these annexes are presented in the following slides.

# Hurricane

## Preparedness

- Hurricane season runs from Jun 1 through Nov 30. All should be familiar with [Chancellor's Memorandum \(CM\) 51, Policy on Weather Related Emergency Procedures](#), which highlights actions required to protect LSUHSC personnel, property and research.
- Early preparations enhance response and recovery. At the beginning of hurricane season Schools and departments should:
  - Updates Business Continuity and Disaster Recovery Plans
  - Assign essential personnel
  - Ensure critical supplies and equipment are stocked
  - Develop a communications plan and a hierarchy of decision makers
  - Develop a plan for moving essential equipment away from windows and covering critical equipment
  - Designate a location for essential personnel to report for recovery operations

# Hurricane

## Preparing for Potential Closure

- In general, response actions begin 72 hours before the onset of tropical storm force winds, and will be complete 24 hours out with the full or partial closure of the University. You will be notified via the Emergency Alert System of certain milestones and your associated action, which typically include:
  - At 72 hours out, Facility Services begins preparing for shutdown operations by staging supplies, and topping off fuel and water tanks. Faculty and Staff should take action consistent with their School/Department plans, including moving essential equipment away from windows, covering critical equipment, and removing perishable food from refrigerators. Researchers begin filling dewars with research material in accordance with the [“Emergency Preparation Liquid Nitrogen Supply and Safety Plan”](#)
  - At 48 hours, preparations begin for potential partial or full closure of the University. To reduce the probability of damage due to high winds and water, Facility Services begins shutdown of boilers, chillers, and electrical systems. Elevators will begin to be secured at 39 hours out and all elevators will be secure by 24 hours out.

# Hurricane

## Preparing for Potential Closure (cont.)

- Between 48 and 36 hours out, if the threat from the storm remains, the Chancellor will order the partial or full closure of the University. All students and personnel must vacate all campuses not later than six hours in advance of the mandated closure time. It is imperative that all interior doors remain open for a security sweep by emergency personnel prior to final lockdown.
- The target for full or partial closure of the University is no later than 24 hours before the onset of tropical storm force winds.
- Note that these milestones are only a guide; a storm's speed and direction can change quickly resulting in an accelerated timeline.

# Hurricane

## Closure and Re-Opening of the University

- When a voluntary or a mandatory evacuation is ordered by an authorized state, city, or university official, LSUHSC-NO will NOT serve as a shelter of last resort for Faculty, Staff or Students.
- Note that if the entire University closes, all students living in the residence halls must evacuate the Health Sciences Center.
  - All LSUHSC students, especially international students and students new to the campus, are encouraged to partner with a “buddy” familiar with local evacuation procedures to formulate an individual evacuation plan.
  - Personal evacuation plans should focus on assuring that transportation for timely evacuation is available and that a designated location to evacuate is identified in advance of an evacuation.
- Should it appear that the University will be closed for an extended period, personnel will be notified via the Text Alert System and by mass email that they must update their personnel contact information on the on-line LSUHSC Registry.
- Once the storm passes, a team will be dispatched to assess damage. Even if there is little or no damage to the facilities, critical systems must be brought online before the University can reopen. The Chancellor will determine when the University can reopen, and notification will be made via the Text Alert System and mass email.

# Hurricane

## Personal Preparedness

- Emergency planning extends beyond the workplace. You should have an emergency plan for you and your family that includes:
  - A designated out-of-town contact that each household member can call if separated during an emergency. Choose a pre-determined place to reunite if separated during an emergency.
  - Supplies to get you through the emergency. Disaster can strike at any time and in many forms which do not require citizens to evacuate, but do require them to be ready to be stuck inside, without power or running water, or access to groceries. Check out [Gather Supplies](#) for everything you need in your home to weather events from boil advisories to chemical spills to Category 1 or 2 hurricanes.
  - Primary and alternate evacuation routes. Roads may be blocked, buses and city transportation shut down or re-routed, or streets be impassable. In the case of an evacuation, all should be familiar with [how to evacuate via automobile](#). Those without transportation should know how to access [City Assisted Evacuation](#) for assistance.
- More information on hurricane preparedness can be found at the [City of New Orleans web site](#) and in the [Official Louisiana Hurricane Survival Guide](#).

# Active Shooter

## Background

- An active shooter is a person who is using a firearm or other weapon with the intent to injure or kill others.
- An active shooter incident can occur under a variety of circumstances, so no one set of guidelines is able to cover specific actions to take in every situation. An individual must use his/her own discretion during an Active Shooter event as to whether he/she chooses to move to safety (RUN), remain in place (HIDE), or confront the shooter (FIGHT).



# Active Shooter

## Background

- In most cases the best action is to barricade (HIDE) in response to an Active Shooter alert. You should evacuate (RUN) only if you are reasonably sure you know where the shooter is and you have a clear path to an exit.
- The following are options for response. Remember, “Run, Hide, Fight” is not a progression of events - - the items are not numbered. You take action you need to survive, and you may go from one action to another.

# Active Shooter

## Response Option

### **RUN**

- If you are outside a building near the threat, go to the nearest cover immediately.
- If you are inside the building and you are confident you know the shooter's location and have a clear path to an exit, evacuate immediately, and take others with you if possible.

# Active Shooter

## Response Option (cont.)

### HIDE

- If you are inside the building with the shooter and you are unsure you can safely exit the building, or if you are in an adjacent building, the safest option is normally to barricade (i.e., Shelter in Place)
  - Move to a room that can be locked or barricaded
  - Lock and barricade all doors and windows
  - Turn off lights, close blinds, and turn off radios or other devices that emit sound
  - Keep yourself out of sight (take cover/protection by using concrete walls or filing cabinets)
  - Silence cell phones
  - If feasible, call 911, University Police (568-8999) or uTip (send text to 50911 with 'LSUHSC' as the first word in the text) and report:
    - Where you are located
    - What is happening (e.g., description of offender, type of weapon, direction of travel)
    - Number of people at your location and any injuries
    - Your name and other information as requested

# Active Shooter

## Response Option (cont.)

### **HIDE (cont.)**

- Remain barricaded until a uniformed police officer or University official identifies themselves by name or position and provides an “all clear”.
- Unfamiliar voices may be an Active Shooter trying to lure you from safety; do not respond to voice commands until you can verify with certainty that they are being issued by a police officer or university official.

# Active Shooter

## Response Option (cont.)

### **FIGHT**

- As a last resort and only if your life is in danger:
  - Work as a group if possible
  - Improvise weapons
  - Attempt to incapacitate the shooter
  - Commit to your actions
  - Act with physical aggression

# Active Shooter

## What to Expect from Responding Police Officers

- Officers responding to an Active Shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible.
  - The first responding officers will likely be from LSUHSC Police and/or New Orleans Police Department, and will normally be in teams of two or four. They may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment.
  - The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons.

# Active Shooter

## What to Expect from Responding Police Officers (cont.)

- Responding officers may be armed with rifles, shotguns, or handguns, and might be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, and do as the officers tell you. Put down any bags or packages you may be carrying and keep your hands visible at all times.
- Responding officers may point firearms at you while seeking the threat. This is a normal part of their training and response. Avoid any sudden movement and obey all officer commands. Keep your hands visible to officers at all times. Note that the LSUHSC-NO campus and the surrounding area extending 1000 feet from the campus boundaries is a firearm-free zone in accordance with Louisiana Criminal Code R. S. 14:95. Therefore, anyone on campus or within that area exhibiting a firearm or other dangerous weapon will be considered a threat by law enforcement officers and will be treated as such.

# Active Shooter

## Additional Strategies

- For additional strategies on how to survive an active shooter situation, click on the link below and logon to the Mediasite server.

<http://mediasite-ent.lsuhsu.edu/Mediasite/Play/f5f7a7265d304d3ea0ad72eb8b7845a41d>

(Please note: you cannot view the video in Citrix. Copy and paste the above link in your web browser outside of Citrix to view the video.)



# Bomb Threat

## Background

- A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. DO NOT attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information.
- Remember that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible, as this is evidence that should be turned over to the University Police.

# Bomb Threat

## Background (cont.)

- If the threat is received via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions are provided with that assumption.

# Bomb Threat

## Collecting Information

- For threats via phone, use the [Telephone Bomb Threat Checklist](#) collect information on the caller. This checklist should be located near to your phone. If applicable, pay attention to your telephone display and record the information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).

# Bomb Threat

## Collecting Information (cont.)

- Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
- Attempt to obtain information on the location of a device (building, floor, room, etc.) and time of detonation.
- Immediately after the call ends, notify the University Police at 568-8999
- If the threat was left on your voice mail, do not erase.
- Notify the immediate supervisor within your work area.

# Bomb Threat

## Response

Response to a bomb threat could include a search and/or evacuation of one or more buildings.

Direction on how to respond will be given via the Text Alert System.

# Hazardous Material Incident

## Background

- Chemical spills inside of a facility are addressed by “[Chemical Spill Response Policy and Procedures](#)”:
  - Minor spills are those that pose no threat to those outside the immediate area and can be safely cleaned by the individual who caused the spill.
  - Major spills are those that pose an immediate danger to health, safety or the environment, is unknown, or is an immediate fire hazard. In those situations, notification of EH&S via the University Police is required. If beyond EH&S capability to respond, the New Orleans Fire Departments Hazardous Materials Unit and/or an environmental cleanup contractor will be called on to respond. The response could include partial or full evacuation of the facility.
- Hazardous material accidents in the local community (e.g., train derailments or tractor trailer accidents that release hazardous chemicals) can potentially result in impacts to one or more of our campuses.
  - If the incident presents a hazard, Shelter in Place and Evacuation are options as a response.
  - Should Shelter in Place be used, to the maximum extent possible, Facility Services will turn off ventilation systems to minimize the intake of outside air, and University Police will man exit doors.

# Hazardous Material Incident

## Shelter in Place

This strategy requires all personnel to stay inside buildings to avoid contact with potentially hazardous fumes until the threat has passed. The following actions will be taken:

- Toxic vapors are typically heavier than air; therefore move off the ground floor to a higher floor.
- To minimize the intake of outside air, Facility Services will turn off heating/cooling systems to the maximum extent possible.
- Terminate experiments and turn off fume hoods, then lower and shut sashes.
- Extinguish any open flame such as Bunsen burners and gas stoves.
- Do not use elevators as they can act as pistons pulling air in from the outside
- Where possible, University Police shall secure the main entry doors to facilities.
- Any occupant that encounters a visitor or a person who is physically disabled should assist those individuals.

# Hazardous Material Incident

## Evacuation

If evacuation is determined to be the optimal response, direction will come via the Text Alert System or via activation of the building's fire alarm. Actions may include:

- Walking to an assembly area or the Emergency Evacuation Area to be evacuated by public transportation
- Walk or drive away from the area using travel direction determined by community officials
- Call University Police to assist with mobility impaired personnel if required.
- Any occupant who comes into contact with a visitor or a person who is physically disabled should assist those individuals.
- Emergency Response Floor Leaders should sweep their areas of responsibility to ensure all are evacuated.



# Fire

## Background

- In the event of a fire alarm, building occupants will evacuate the building by the easiest/shortest path possible and report to the outdoor Emergency Evacuation Area. Emergency Evacuation Areas are designated for the [Downtown](#) and [School of Dentistry](#) campuses.
- Floor Leaders will ensure their areas of responsibility are evacuated, doors closed, and mobility impaired personnel accounted for. If the Floor Leader is not available, the back-up Floor Leader or senior person present will take charge.
- Occupants can re-enter the building after an all clear has been given by University Police or Environmental Health and Safety.
- The following slides provide more detailed information on how to respond to a fire alarm.

# Fire

## How to Respond if You See, Smell or Feel Smoke or Fire

- If a fire or smoke is seen immediately PULL the closest fire alarm pull station
  - Fire alarm pull stations are located by each stairwell and/or exit
  - If possible, close all doors to prevent the spread of smoke and fire
- ALERT others of the pending emergency and begin a calm and immediate evacuation of the building. Close the door(s) to your office or classroom to confine the fire.
- CALL University Police (568-8999) or 911 and give specific information:
  - Your name and the telephone number
  - The exact location of fire or smoke (building, floor, and/or room number)
  - The type of fire (electrical, flammable liquid, trash, etc)
  - The extent of the fire (severity of the fire and/or amount of smoke)
- Immediately begin following the Emergency Evacuation Procedures as described in the following slides.

# Fire

## What Should Building Occupants Do When an Alarm Sounds?

- Evacuate your office or visiting area while leaving the door open.
- Walk to the nearest stairwell exit. Do not use the elevators.
- Carefully walk down the stairs. Stay to the right side and allow for traffic to enter. Unless the stairwell is blocked or contains a hazard, stay in the stairwell until you reach the first floor then exit the building.
- Upon exiting the building, go to your assigned outside Emergency Evacuation Area and report to your Floor Leader.
- Remain in your Emergency Evacuation Area until an “all clear” is given by the University Police or Environmental Health and Safety.

# Fire

## What Should Mobility Impaired Persons do When an Alarm Sounds?

- Evacuate your office while leaving the door open.
- With the assistance of a Floor Leader or co-worker, exit to the nearest stairwell. Enclosed stairwells are safe refuge areas for people who cannot evacuate because stairwells have higher fire resistant construction than the surrounding building and a separate ventilation system. Do not use the elevators. Your location will be provided to the emergency responders.
- Remain inside the stairwell until assisted by Fire Department personnel or the University Police gives you an “All Clear” to return to your office.
- Escorts should assist visiting mobility impaired personnel’s movement to the stairwells. If the visitor has no escort, any building occupant can assist. The escort (upon arrival at the Emergency Evacuation Area) shall report the location of the mobility impaired person to the Floor Leader.

For the purpose of emergency evacuation, a mobility impaired person is a person who is unable to descend a flight of stairs without considerable effort or who may slow other occupants that are attempting to evacuate. Includes but is not limited to those who may have a physical or medical condition, or use wheelchairs or other devices to assist their mobility. Environmental Health and Safety maintains a database (name, building, cell phone, and room number) of mobility impaired personnel to enhance response in an evacuation. If you are mobility impaired, even temporarily, contact Jim Davis, Fire Safety Officer, at [jdavis3@lsuhsc.edu](mailto:jdavis3@lsuhsc.edu) or 504-568-4952 to ensure you are included.

# Fire

## What Should You Do if Trapped in a Building Fire?

- Stay where you are and do not panic.
- Feel the door handle and then the entire door.
- If the door handle or the door is hot, **DO NOT OPEN THE DOOR.**
- If there is pressure on the door and “puffs” of smoke coming around the door, **DO NOT OPEN THE DOOR.**
- Close all doors, windows, and any other openings that lead to the impacted area.
- As a last resort, if there is a window(s) that can supply fresh air, open or break it.

# Fire

## What Should You Do if Trapped in a Building Fire (cont.)

- Use extreme caution while breaking the window. Protect yourself from broken glass.
- Exercise extreme caution as the large increase of air from the broken window may cause the fire to intensify. Additionally, the breaking glass may cause injury to you or bystanders on the ground.
- If possible, use a wet towel or blanket to cover yourself.
- Call the University Police at 568-8999 or call 911 and give specific information, including your name, your exact location (building, floor, and/or room number), your pending circumstance and your condition.

# Fire

## How Does the Alarm System Work in Your Building?

- Each building is equipped with fire detection system that detects smoke or fire and notifies occupants in less than three seconds. There are two types of alarm systems at LSUHSC facilities:
  - The Resource Center, Lion’s Eye, CSRB and School of Allied Health/Nursing are designed to high rise code and will ONLY sound on the impacted floor and on the floor above and below. Upon arrival, the Fire Department will decide whether or not to sound the alarm in additional floors. If the alarm is not going off on your floor, you should not evacuate. Note that some sound may “bleed through” to adjacent floors through the stairwells and elevator shafts - - if you are in doubt as to whether the alarm is sounding on your floor, be conservative and evacuate.
  - The MEB, Human Development Center, Residence Hall, Stanislaus Hall, Clinical Education Building (1542 Tulane), all School of Dentistry facilities, Roman Garage, and Gravier Garage are general alarms. This means that if the life safety system detects a problem then the entire building goes into alarm and all building occupants will evacuate immediately.

# Natural Gas, Odors and Fumes

## Background

- Do to the potential urgency, the work request system should not be used to report an odor concern. If you smell natural gas or other odors/fumes during working hours contact Facility Services at 568-7716. Contact University Police after working hours at 568-8999. Environmental Health and Safety/Facility Services will then be contacted to investigate.
- All natural gas leaks are considered to present an existing or probable hazard to persons or property and require immediate attention to assess the extent of the hazard and necessary manners of control. A natural gas emergency is a situation where a natural gas odor has been identified and all of the following conditions are present:
  - The natural gas odor is persistent, (i.e., continues to be detected via sense of smell as you walk from the area)
  - The odor continues to be substantial, (i.e., does not decrease with increasing distance).
  - The source of the odor cannot be readily identified.



# Natural Gas

## Your Response

When a gas line has been broken or a gas leak is suspected, follow these procedures:

- Cease operations immediately and **DO NOT** operate any electrical devices (phones, electrical switches, electrical machines, etc.).
- Open doors to ventilate the area.
- Evacuate the immediate area and contact Facility Services at 568-7716 (or University Police after hours). Provide your name, contact information, location and the exact location of the suspected leak.
- EH&S will perform air monitoring to determine if evacuation is required. The building's main gas supply valve may be shut off if the source of the leak can't be readily identified.

# Suspicious Package/Mail

## Identification

- The characteristics of suspicious packages and letters include:
  - Excessive postage
  - Handwritten or poorly typed addresses
  - Incorrect titles
  - Title, but no name
  - Misspellings of common words
  - Oily stains, discolorations or odor
  - No return address
  - Excessive weight
  - Lopsided or uneven envelope
  - Protruding wires or aluminum foil
  - Ticking sound
  - Excessive security material such as masking tape, string, etc.
  - Marked with restrictive endorsements, such as “Personal” or “Confidential”
  - Shows a city or state in the postmark that does not match the return address

# Suspicious Package/Mail

## Your Response

### Actions to Take Once a Potential Suspicious Package Has Been Identified:

- Do not move or handle a suspicious package. Leave the room and close the door, or section off the area to prevent others from entering.
- Call University Police at 568-8999 immediately
- If the suspicious letter or package is marked with a threatening message (such as “anthrax”) or if a suspicious powder or substance spills out of a package or envelope, follow these guidelines:
  - DO NOT CLEAN up a suspicious powder.
  - WASH your hands with soap/water to prevent spreading any powder to your face.
  - REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag or some other container that can be sealed. Give the clothing bag to the emergency responders.
  - SHOWER with soap as soon as possible if contaminated. Do not use bleach or other disinfectant on your skin.
  - LIST all people who were in the area when the suspicious package was recognized.
  - PROVIDE this list of people to the University Police for follow-up investigations and to ensure everyone involved can receive advice from local public health authorities and outside law enforcement officials.

# Suspicious Package/Mail

## First Responders

- University Police will assess the situation and contact the New Orleans Fire Department's Special Operations Division's Hazardous Materials Unit to respond if required.
- University Police will also contact Facility Services who will turn off local fans or ventilation units in the area to reduce the potential spread of contaminants.

# Public Health Emergency

- The LSUHSC School of Nursing is a Louisiana Department of Health and Hospitals closed Point of Distribution site.
- In the event of a public health crisis, LSUHSC may be directed to dispense prophylaxis countermeasures to the LSUHSC community in order to prevent illness.
- Should a point of distribution be established at LSUHSC, the distribution of vaccinations or medicines will most likely occur at the School of Nursing building at the downtown campus. You will be notified of all the details via the Emergency Alert System (e.g., text alerts, emails, web site).

# Summary

To enhance readiness and response in the event of an emergency:

- Understand how information will be communicated in an emergency. Enrollment in the Text Alert System ensures you get the most timely updates.
- Be prepared to Evacuate or Shelter in Place.
- Understand the basic responses to potential emergencies.
- Always be aware of your surroundings and have an evacuation route in mind.