If you have a disability that may require some accommodation in order to participate in a Western Oregon University activity, please notify the Office of Disability Services at 503-838-8250 or ods@wou.edu at least 72 hours in advance.

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EMERGENCY PROCEDURES
KEY PHONE NUMBERS

FIRE (BUSINESS LINES – NON-EMERGENCY)
- Polk County Fire District #1 (Medics) 503-838-1510
- Dallas Fire Department 503-831-3530

HOSPITALS
- West Valley Community Hospital, Dallas 503-623-8301
- Salem Hospital 503-561-5200
- Good Samaritan Hospital, Corvallis 541-768-5111

UTILITIES
- Monmouth Public Works 503-838-2173
- Monmouth Power and Light 503-838-3526

DIALING 838-9000 AND/OR ACTIVATING AN EMERGENCY CALL BOX ARE PART OF THE PERSONAL SAFETY SYSTEM AT WOU. RED CALL BOXES HAVE BEEN PLACED IN MANY LOCATIONS ON CAMPUS FOR ADDED SECURITY.
INTRODUCTION

Emergencies and disasters are unpredictable and often strike without warning. In emergency situations, all WOU faculty, staff and students need to respond quickly and appropriately to reduce the risk of injury and property damage.

This manual provides essential information to guide you through various emergencies. It is a quick reference to inform you of what steps to take and what actions will be taken in the event of an emergency situation.
MISSING PERSON
1. Any department on campus may be contacted with a missing person report from a concerned person.
2. The department contacted will immediately contact Campus Public Safety to ensure information transfer is completed.
3. The responding officer will gather information about the missing person and the time frame that has elapsed. This will be relayed to those affected.
4. The responding officer will then notify the on-call/on-duty supervisor who in turn will notify the Campus Public Safety director.
5. The circumstances and time lapse on a missing person will be evaluated by the Campus Public Safety director as to how to proceed.
6. The person’s supervisor, if a staff member will be notified of the report and the building manager of that building will become team leader.
7. The vice president of student affairs and dean of students will be notified of the report if the missing person is a student. The vice president of student affairs or designee will become the team leader.
8. Although most missing person reports reviewed by Campus Public Safety turn out to be false, but all should be treated seriously and should be evaluated individually based on each incident’s facts.
9. Additional information is available in the annual Campus Community Safety Guide, in compliance with HEOA rules.
The vice president and general counsel, and media relations specialist, have the primary responsibility for releasing information to the news media. Major incidents and emergencies may draw interest from local or national media.

It is of paramount importance that only accurate, factual information is released by the Office of Media Relations & Social Media. Incorrect or incomplete information could be detrimental to the university, its employees, and its students. Refer all news media inquiries to Lisa Catto in the Office of Media Relations & Social Media at 503-838-8163.

If Media Relations & Social Media cannot be contacted, call the vice president and general counsel at 503-838-8809 or Campus Public Safety at 503-838-8481.
SUSPICIOUS OBJECT

What you should do

If you see, become aware of, or receive a suspicious object, letter, or parcel, do not handle it or allow anyone to go near it. Possible characteristics of a suspicious package include: excessive postage, handwritten or poorly typed addresses, incorrect titles, title with no name, misspelling of common words, oily stains, discoloration or odor, no return address, excessive weight, lopsided or uneven envelope, protruding wires or aluminum foil, visual distractions, ticking sound, excessive packaging such as tape or string, restrictive endorsements like “personal” or “confidential,” or a city or state in the postmark that doesn’t match the return address.

Be aware that handheld devices like a cell phone or radio could detonate a device.

• Call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000 (from outside, away from the threat).
  Give the officer the following information:
  o Your name, telephone extension and location
  o Reasons why the object is suspicious
• Wait for the responding officer to arrive to give further information.
• Stay calm and do not panic
• Do not move or handle the suspicious package
• If the package is marked with a threatening message like “anthrax” or if a suspicious powder or other substance spills take the following measures:
  o Do not clean up a suspicious powder
  o Turn off local fans or ventilation units if the fan/ventilation switches are quickly and easily accessible. Call the Physical Plant at 503-838-8239 for HVAC or other building issues.
  o Leave the room and close the door, or section off the area to prevent others from entering. Call for help and keep others away from the area.
  o People who were exposed to the potential threat/powder need to shelter in a separate secure room to avoid spreading contaminants.
  o Wash your hands with soap and water to prevent spreading any powder to your face.
  o 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 emergency responders.
  o Shower with soap and water as soon as possible if contaminated. Do not use bleach or other disinfectants on your skin.
  o List all people who were in the area when the suspicious package was recognized and provide this list to Campus Public Safety for follow-up investigations and to ensure everyone involved can receive advice from local public health authorities and outside law enforcement officials.

What will happen

• Campus Public Safety will meet with the caller to gather information.
• Campus Public Safety will decide if further actions are needed after consulting with university officials. This may include evacuation or notification of city or state agencies.
GENERAL EMERGENCY PROCEDURES
When you become aware of an emergency situation where life or property is threatened, immediately contact Campus Public Safety. It is imperative that you follow the directives of emergency response personnel. Know the location of safety equipment in your work area and learn how to use the equipment. Familiarize yourself with emergency evacuation routes for your building.

What you should do
Contact Campus Public Safety immediately at 503-838-9000. Give the officer the following information:

- Your name and your location
- The phone number where you can be contacted
- The nature of the emergency
- If anyone needs medical attention
- Any circumstances that may help or impede response personnel

Try to remain calm, inform others that help is coming, and follow any directions given by emergency personnel.

continued
GENERAL EMERGENCY PROCEDURES, continued

What will happen
The officer may ask you for additional information and/or give you directions on proper response, and will contact appropriate emergency response agencies. Campus Public Safety will coordinate the response. Emergency personnel will handle the situation and give further instruction to affected persons.

ACTIVE SHOOTER/HOSTAGE INCIDENT/ HOSTILE INTRUDER

What you should do

<table>
<thead>
<tr>
<th>A</th>
<th>Alert</th>
<th>L</th>
<th>Lockdown</th>
<th>I</th>
<th>Inform</th>
<th>C</th>
<th>Counter</th>
<th>E</th>
<th>Evacuate</th>
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- Evacuate the area immediately if you are able to do so. Once you are away from immediate danger call 911 or Campus Public Safety via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-8481.

  Give the officer the following information:
  - Your name and location
  - A description of what is taking place
  - Whether the intruder is armed and what type of weapon
  - Any injuries and the location of injured person(s)
  - A description of the person(s) involved and the individual’s exact location or direction of travel
  - If you are unable to evacuate secure in place (lockdown). Use any items available to barricade your space to prevent the intruder from entering your area. Prepare to evacuate or defend yourself.
  - If evacuating and securing in place are not possible and you are faced with an immediate threat to your life, use distraction, and superior numbers to overwhelm the intruder.

What will happen
- Campus Public Safety will be the first responder to the incident and assist in coordination and notification to outside local law enforcement. Law enforcement’s first priority will be to stop the threat and reduce or prevent any further loss of life.
- The on-duty or on-call Campus Public Safety director or supervisor will be called and advised of the incident.
- The Campus Public Safety director or supervisor will call the vice president of finance and administration and media relations and social media office and advise them of the incident.
- The Monmouth Police Department will become the lead in this situation and Campus Public Safety will assist in the transfer of information between the local police and the campus.
  - The Emergency Policy Group will open the Emergency Command Center at a location to be determined based upon the incident.
  - All media releases are to be coordinated between WOU and the Monmouth Police Department and only the assigned spokesperson shall issue statements. This will be the media relations manager or the vice president and general counsel.
AUTOMOBILE ACCIDENTS

What you should do

- If you are involved in or witness an automobile accident on campus, call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
- Give the officer the location of accident and description of vehicles involved.
- Check to see if anyone is injured, and inform the officer if there are injuries. Stay with the injured parties and perform first aid if you are qualified to do so.
- If there are no injuries and the vehicles are not disabled, ask the driver(s) to move vehicle out of roadway into nearest parking area.
- After officer arrives, remain at the scene until released.
- If accident occurs off campus, dial 911.

What will happen

- Campus Public Safety will respond and notify EMS if necessary.
- You may need to provide information and/or a witness statement to the police.
DISRUPTIVE BEHAVIOR

What you should do

- Approach the disruptive person calmly.
- Call the person aside and try to move the person away from an audience or crowd.
- Inform the individual that his/her conduct is disruptive and ask for his/her cooperation. Tell them that if they refuse, they will be asked to leave the area.
- If the individual does not calm down or cooperate, call or have someone call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
- Ask for “MR. MURPHY” if you must call with the disruptive person in hearing range. Identify yourself and your location so Campus Public Safety can find you.
- Do not attempt to restrain the person.

NOTE: Once Campus Public Safety arrives on the scene, they are in charge of the situation.
MEDICAL EMERGENCY

What you should do
Call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.

Give the officer the following information:
- Your name and the location of the injured/ill person(s)
- Type of injury or illness
- Approximate age of victim(s)
- Status of victim(s):
  - Is the victim conscious?
  - Is the victim breathing?
  - Is the victim bleeding?
- Any known medical condition of the victim(s)
- The phone number where you can be contacted

Do not move the victim(s) unless the scene is or will become unsafe.
Perform first aid if you are qualified to do so.
Stay with the victim(s) to reassure him/her until help arrives.

continued
MEDICAL EMERGENCY, continued

What will happen
The report of a life threatening medical situation may come in to any department on campus. It is that department’s responsibility to contact Campus Public Safety at 8-9000 or 911 immediately.

1. The responding on-duty officer or responding medical personnel will make the initial assessment as to the next steps to take. Most likely, the victim will be transported by medical personnel.
2. The director of student health services will be notified of the issue for follow-up medical attention if needed on campus.
3. The vice president of student affairs and dean of students will be notified of all life-threatening incidents with students. (The dean of students will contact the parents if appropriate.)
4. The vice president of student affairs will make arrangements when a student may have to leave school and withdraw from classes.
5. The dean of students will make arrangements when a student may have to check out of the residence hall.
6. The director of human resources will be notified if the person is a faculty or staff member.

CRIMINAL INCIDENT

What you should do
• Report any threatening communication (phone call, e-mail or text message) or crime in progress on campus to Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
• Give the officer the following information:
  • Your name and location
  • A description of what is taking place
  • A thorough description of any suspect(s) to include height, weight, sex, color, approximate age, clothing, method and direction of travel, hair, identifying marks, etc.
  • Any injuries and the extent of those injuries
  • A call-back number if more information is needed
  • Report any threatening communication or crime in progress off campus to 911.

Personal safety: Do not attempt to apprehend or interfere with a suspect unless it is for your personal safety.

Information: Avoid talking to anyone except Campus Public Safety or outside law enforcement regarding an incident. Investigative information is to be released by Public Relations or the investigating agency.

Evidence: Avoid touching or interfering with evidence. Evidence that has been compromised may not be usable in identifying the perpetrator.

What will happen
• Campus Public Safety will respond, secure the scene for evidence collection, and notify local law enforcement for crime investigation assistance.
ELEVATOR EMERGENCY

What you should do

If you are inside the elevator:
- Use the elevator telephone to call Campus Public Safety immediately at 8-9000.
- Give the officer the following information:
  - Your name
  - The situation
  - Your location, including the building and elevator where you are located
  - Number of people, if any, who are in the elevator with you
- If the elevator you are in has no telephone or if the telephone does not work, push the "emergency" or "bell" button until you hear acknowledgement that help is on the way.
- Do not attempt to pry the doors open or exit the elevator through a hatch.
- Do not exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move and endanger your life.

If you are notified of an elevator emergency:
- Call Campus Public Safety via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
- Give the officer the following information:
  - The location of elevator emergency

BOMB THREATS, continued

Campus Public Safety will:
- Validate bomb threat call and information.
- Request law enforcement support.
- Inform the Vice President for Student Affairs and Vice President for Finance and Administration or their designee and provide response plan which may include evacuation, detailed search, or continuing partial or full services.
**ELEVATOR EMERGENCY, continued**

- Number of people inside elevator
- Reassure people inside that help is on the way.

**What will happen**

- Campus Public Safety will notify Physical Plant staff.
- Campus Public Safety will respond and stay on scene until someone from the Physical Plant arrives.
- The Physical Plant will respond and provide safe exit from the elevator.
- Campus Public Safety will call the fire department or the elevator company if further help is needed.

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**BOMB THREAT**

**What you should do**

- If you receive a bomb threat via a telephone call, listen carefully and write down everything that is said, starting with the exact time of the call.
- Keep the caller talking as long as possible and ask the following:
  - Who is the caller?
  - Where is the bomb located?
  - When will the bomb detonate?
  - What type of bomb is it?
  - What does the bomb look like?
  - Why was the bomb planted?
  - Determine characteristics of the caller.
    - Approximate age
    - Gender
    - Accent
    - Voice characteristics (calm, nervous, excited, laughing)
  - Listen for background noises, other voices, traffic, airplanes, trains, machinery, music, etc.
  - After finishing the call, immediately call Campus Public Safety via campus telephone at 8-9000 or by Emergency Call Box on campus. Do not use handheld radios or devices.
  - Give the officer your name, telephone extension and room number.
  - Tell the officer that you received the bomb threat and give a basic description of the nature of the call.
  - Go to your building’s designated safe area and wait there to meet with the responding officer.
  - Do not pick up suspicious objects.

**What will happen**

The building manager will:

- Obtain information: Who, What, Why, Where, When; have person receiving the call fill out the checklist.
- Call Campus Public Safety at 8-9000 and provide bomb threat information.
- Wait for direction from Campus Public Safety. If an imminent threat is given, evacuate everyone from the building to a designated safe distance. (Never sound the fire alarm, rather perform a room by room notification and advise everyone at your designated location to grab their personal belongings i.e. purse, handbag, backpack, etc., and leave the building immediately for safety purposes. This is to be initiated only for an imminent threat.)

continued
POWER OUTAGE

What you should do

• Remain calm and stay where you are.
• Assist others in your area who are not familiar with the space.
• Call Campus Public Safety via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
• Give the officer the following information:
  • Your name and location
  • What areas are affected by the power outage
  • How long the power has been out
  • A call-back number if more information is needed
• Do not open cold rooms, refrigerators, incubators, or other temperature-sensitive areas.

What will happen

• Campus Public Safety will contact Physical Plant and/or the City of Monmouth to determine the cause and estimated time until power is restored.
• Campus Public Safety will notify the vice president for student affairs and vice president for finance and administration about the cause and the anticipated duration of the loss of service. Campus Public Safety will also advise the provost, dean of students, food services, and the Werner University Center.
• Building managers or their designee will perform a cursory search of their buildings including: hallways, stairs, elevators, and rooms throughout the building that would preclude a person from exiting due to lack of light.

continued
Evacuation

Different emergencies require different evacuation needs. This booklet contains evacuation directions for most emergencies. When evacuation is not directed for the emergencies in this booklet or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting you in a more harmful situation. Individual building evacuation plans can be obtained from the Physical Plant.

When to evacuate

- Anytime you hear a fire alarm in your building
- If you smell smoke or know an actual fire is burning
- During a hostile intruder situation
- When instructed to do so by emergency personnel

Note: Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area that has a window which can be used for rescue. Try to notify rescuers of your location.

When not to evacuate

- During a hostage/barricade situation
- During a power failure
- When instructed not to evacuate by emergency personnel

Note: These situations may require you to remain in place initially. Emergency personnel will direct you when it is safe to evacuate.

What to do if you must evacuate

- Listen carefully to instructions of emergency personnel.
- Remain calm.
- Close your office door as you leave.
- Do not try to gather materials on the way out; leave quickly.
- Keep talking to a minimum, but warn others who may not be evacuating or may not have been notified.

continued

Power Outage, continued

- The Physical Plant will use generators to restore power to campus freezers, boiler operations, Computing Services, and Telecommunications. They will also check all mechanical rooms for restoration of services after power is restored.
- Resident Assistants and Area Coordinators will conduct a cursory search of all residence halls facilities including interior restrooms, hallways, and rooms throughout the building that may prevent a person from exiting due to lack of light.

continued
Many people will not want to stay inside a building after an earthquake. This is not uncommon. You should be careful when exiting a building after the shaking stops.

- Be careful of falling debris from the building, especially glass from windows.
- Be careful not to step on fallen power lines. This is very hazardous at night since there may not be any lighting to guide you.
- When moving about while outside, stay clear of buildings or other structures which may produce falling debris and move to a clear area such as a playing field or parking lot.
- Remember to stay calm and assist others. Don’t panic. In the beginning everyone will have to help one another until emergency assistance can arrive.

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FLOOD OR WATER DAMAGE

What you should do
- Call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.

Give the officer the following information:
- Your name and location
- The exact location of the flooding, including all affected areas
- The source of the flooding, if known
- A call back number in case more information is needed.
- Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.
- If you know the source of the water and are confident you can stop the flooding safely, do so (i.e. turn off valve or unclog drain).

What will happen
The Physical Plant will:
- Assess damage and coordinate cleanup
- Remove equipment in the immediate area of the exposure.
- Make necessary temporary repairs to restore operations if possible.
- Locate and move services to an alternate location on campus if services are unable to function in the damaged area.
- Document all employee time and expenses for cleanup and repair and forward a copy to the campus risk manager.

continued
EARTHQUAKES
What you should do
These actions should be taken when you first feel an earthquake. The shaking will generally last less than a minute, however, there is time to take cover and protect yourself.

• If indoors, stay there. Get under a desk, solid table or stand in a doorway.
• Stay clear of all types of windows (both indoors and outdoors).
• If in a crowded classroom, office or other public place, do not rush for the door. Move away from tall shelving and unsecured bookcases.
• If driving a car, pull to the side of the road and stop. Avoid power lines. Stay inside until the shaking stops. Do not park alongside a wall or building.
• If outdoors, get into an open area away from trees, buildings, walls and power lines. Be careful of falling debris from buildings, especially glass from windows.

Recovery
(Actions to take after the shaking stops)
Within the first few minutes and most likely the first few hours of a serious earthquake, emergency services may not be available. Most areas will have to be self-sufficient and steps should be taken to save lives and prevent further disaster. These examples include:

• Stay calm and try to help others.
• Check for injuries. If trained, apply first aid. Do not remove seriously injured persons unless they are in immediate danger.
• Check for gas and water leaks and broken electrical wiring. If there is damage, turn the utility off at the source.
• Check out the condition of the closest exit in case evacuation is needed.
• Be aware of other hazards, such as fire, building damage and toxic spills.
• Limit the use of the telephone except for emergencies.
• If you have a radio, turn it on and listen for instructions.
• Do not use your vehicle unless there is an emergency. Keep the streets clear for emergency vehicles.
• Be prepared for aftershocks.

FLOOD OR WATER DAMAGE, continued
Campus Public Safety will make initial damage assessments and take pictures of the exposure prior to the cleanup.

The building manager will:
- Assist the Physical Plant in assessing damage.
- Make necessary temporary service adjustments to restore operations if possible.
- Locate and assist in moving services to an alternate location on campus if services are unable to be provided in the damaged area.

Administrators will decide whether to continue, reduce, or discontinue services until the facility can be restored to operational services.

continued
* To ensure your safety, familiarize yourself with fire alarm locations in all campus buildings.

**What you should do**

1. The person discovering a fire should immediately sound the building fire alarm and/or alert other occupants.
2. Call 911 and 8-9000, give your name, department and location of the fire.
3. If the fire is small, the person may wish to extinguish the fire with a fire extinguisher. When in doubt, just get out.
4. If the fire is very large, very smoky or spreading rapidly, evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately.
5. Do not stop for personal belongings or records. Leave immediately, using exits and stairways, not elevators.
6. Evacuate to a distance of at least 300 feet from the building and out of the way of emergency personnel. Do not return to the building until instructed to do so by authorized personnel.
7. Do not walk through or stand in a smoke cloud, if necessary crawl to an exit.
8. Notify campus public safety or firefighters on the scene if you suspect someone may be trapped inside the building.

**What will happen**

1. The Campus Public Safety officer is the first responder and his/her role is to provide first level intervention for life, health and safety of persons and occupants. This must include immediate response, evacuations, assessment and notifications to bring the emergency under control.

*continued*
FIRE, continued

2. The Campus Public Safety officer will notify the building manager with current information and continue to brief them when additional information becomes available.

3. The building manager is responsible for checking staff to try to get a list of people evacuated from the building. Any missing persons are to be reported to Campus Public Safety or fire personnel.

4. The responding officer will notify the on-duty or on-call supervisor and/or the director of campus public safety if a fire is confirmed.

5. The director of campus public safety will notify the vice president of finance and administration and media relations of the incident if there is substantial damage or injury.

6. If students are impacted by the fire (residence halls or classes), the vice president of student affairs must be notified for all students and the dean of students for residence hall students.

7. If the fire is put out or it is determined to be a false alarm, the on-duty officer, along with the fire personnel, will determine if the building is safe to re-enter.

8. The on-duty officer is responsible for notifying personnel and students as to when they can re-enter the building.

HAZARDOUS MATERIALS INCIDENT

What you should do

- Call Campus Public Safety immediately via campus telephone at 8-9000; by Emergency Call Box on campus; or by cell phone at 503-838-9000.
- Give the officer the following information:
  o Your name and location
  o The exact location of the hazardous material spill/release
  o If possible, give the source, character, amount and extent of the material spill/release
  o If the material is leaking from a vehicle, give the vehicle description, including any placarding
  o Information about any injuries
  o A call back number in case further information is needed
- Find a safe place in the general area, upwind of the spill area if possible. Stay a safe distance from the material that has been spilled or released and wait for emergency personnel to arrive.
- Turn off open flames and open hoods in the area if it is safe to do so.
- Warn others about the affected area.
- Avoid tracking or spreading the substance into other areas, but remain in the general area until allowed to leave by authorized personnel.

What will happen

- Campus Public Safety and WOU’s Occupational/Environmental Safety Specialist will secure the scene by forming a perimeter and tending to anyone who is injured.
- The responding officer(s) will communicate initial findings to Campus Public Safety.
- Campus Public Safety will notify the Physical Plant.
- Campus Public Safety will notify state or local agencies if their help is needed or if notification is required.
- Evacuation, containment and cleanup will be conducted as directed by Campus Public Safety or state/local agency incident commander.
- You may be asked to participate in a follow-up investigation of the incident.