Emergency Action Plan (OSHA 1910.38)

**Section 1: Purpose**

The purpose of the University of Rochester’s Emergency Action Plan is to protect the employees from serious injury, property loss, or loss of life in the event of a major incident. A major incident could be any one (1) of the following: fire, infrastructure failure, hazardous material spill, bomb threat, tornado, violence in the workplace.

In the event of any disaster, this Emergency Action Plan describes the responsibilities and actions to be taken to protect all employees.

**Section 2: Alarm and Emergency Notification Systems**

In the event of an incident, the warning may come from any one (1) of the following sources: building fire alarm, overhead page system, mass notification via AlertUR (cell phone, office phone, home phone, pager, email and/or text message), the University’s emergency web page, commercial radio or television.

1. **Notification of Emergency Warning.**

   A person recognizing a possible disaster or a campus emergency should immediately notify Public Safety at x13 and their immediate supervisor. Depending on the type of disaster or emergency situation, the best notification method would be used to convey the emergency to all affected employees.

2. **Emergency Operation Center**

   The following personnel will constitute the Emergency Operation Center or Hospital Command Center. In the event of a disaster or immediate emergency, they are to report to a designated Emergency Operations Center unless the prevailing situation dictates otherwise.

   General and Command Staff are:

   1. Associate VP of Facilities and Service (Chief Operations Officer of the hospital for Strong events)
   2. Public Information Officer
   3. Director of Environmental Health & Safety
   4. Director of Public Safety (MC Public Safety Manager for Strong events)
   5. Senior Operations Officer (VP URMC for Strong events)
   6. Director of RC Facilities & University Properties (Director Census Management & Operations for Strong events)
   7. Associate VP of Human Resources (HR Business partner for Strong Events)
Responsibilities:

1. Assess nature and extent of all emergencies.
2. Assume control of all emergency actions.
3. Assign tasks to personnel to carry out specific actions.
4. Order evacuation if deemed necessary.
5. Take any other action necessary to protect life.
6. Review plans and revise as necessary.
7. Plan training exercises to test plan.
8. Instruct personnel of their duties under this plan.

In any emergency situation, the ranking member of management present shall have final authority to coordinate procedures, and amend, modify or supersede any provisions of this plan in order to ensure employee safety.

3. Command Post/Emergency Operation Center

Emergency actions should be coordinated at the Command Post for smaller incidents and the Emergency Operation Center for large scale incidents. Command Posts are set-up beyond the set of fire doors or outside the building where the incident is occurring.

Emergency Operation Centers have been designated as the Ambulatory Care Center’s Conference Rooms A&B for Strong Memorial Hospital events; the Anderson Room for Medical School events; the Ely Room for Eastman Dental Center events; and the 2nd floor conference room in University Facilities and Service Center for all other events.

4. First Aid Services

The University operates a Medical Emergency Response Team (MERT) on the River Campus and in the Medical Center. MERT is composed of volunteers who have been certified by the American Red Cross or other recognized agency (such as, the American Heart Association) to provide first aid. They will be available to administer first aid in the Medical Center or on Campus. In all other University owned or operated facilities, first aid is provided by the local community first responders.

5. Utility Controls

Facilities and Central Plant personnel will know the location and operation of main controls for shutting off gas, electricity, steam, medical gases, medical vacuum, and water leading into the building.
6. **News Information**

Information to any source of news media will only be released at the discretion of the Office of Communications/Public Relations and/or the Incident Commander.

7. **Phone Call Trees**

Each department is responsible for maintaining their own call trees to notify staff during emergency situations. A listing of all emergency telephone numbers will be in the department and should be located in the Comprehensive Emergency Management Plan. The Public Safety Dispatcher will be responsible for contacting the appropriate external agencies. The Liaison Officer will then provide assistance during disasters.

**Section 3: Emergency Procedures**

**Procedures for reporting a fire or other emergency:** An emergency is any condition for which immediate assistance is needed at the scene. Assistance can be obtained by calling Public Safety (x13) and providing as much information as possible about the situation. Unless it is unsafe to do so, remain at the scene until Public Safety arrives.

For your site specific emergency procedures further information can be obtained at the following links:

- **Strong Memorial Hospital** – [https://intranet-secure.urmc.rochester.edu/Policy/EmergPrepManual/#1](https://intranet-secure.urmc.rochester.edu/Policy/EmergPrepManual/#1)

- **Medical Center** - [http://www.safety.rochester.edu/restricted/erp/Med_School/erphome.html](http://www.safety.rochester.edu/rerestricted/erp/Med_School/erphome.html)

- **Memorial Art Gallery** – [http://www.safety.rochester.edu/restricted/erp/MAG/erphome.html](http://www.safety.rochester.edu/restricted/erp/MAGerphome.html)

- **River Campus, Eastman School of Music and South Campus** – [http://www.safety.rochester.edu/restricted/erp/River_Campus/erphome.html](http://www.safety.rochester.edu/restricted/erp/River_Campuserphome.html)
1. **Fire**

Any condition involving a fire alarm or the investigation of a report of a fire.

If you are in an area where there is a fire alarm activated:

- **R** - Relocate or rescue anyone in immediate danger.
- **A** - Activate fire alarm. If time allows, call Public Safety (x13) from a safe location and report additional information.
- **C** - Confine the fire by closing all doors in the area.
- **E** – Extinguish if fire is small and if user is trained, otherwise prepare for evacuation. (Refer to Section 4 of this procedure for more detailed information.)

**Notification**

1. Activate fire alarm system.
2. Call Public Safety (x13) from a safe location giving location and nature.

**MAG Security**

1. Notify UR Public Safety (x13).
2. Notify Area Manager.

**Fire Extinguishers**

Do not attempt to use a fire extinguisher to put out the fire unless…

- The building fire alarm has been activated to alert others.
- Public Safety has been notified.
- You have received annual specific training in the use of a fire extinguisher.
- You know what is burning and what type of fire extinguisher to use.
- It is a small fire – perhaps no larger than a wastebasket.
- The fire is not spreading rapidly.
- There is no toxic smoke present.
- You know the fire extinguisher is fully charged.
- There is an escape exit or route behind you.
2. Infrastructure Failure

A utility refers to electricity, steam, water, sewer, gas, chilled water, hot water, gas lines or vacuum. Any condition that has caused, or is likely to cause, failure of all or part of University of Rochester utilities. A major flood would be considered a utility emergency unless it falls under structural damage criteria.

In the event of fire, refer to Section 1.10, *Fire Alert Confirmed* procedure of the Comprehensive Emergency Management Plan [CEMP].

**Utility Alert-Structural Failure**

Any condition that has caused, or is likely to cause, collapse of any part of a building. This circumstance may arise from tornadoes, earthquakes, high winds, major floods, roof leaks or excessive loads. In the event of fire, follow Fire Alert Confirmed Procedure (refer to 1.10 of Comprehensive Emergency Management Plan [CEMP]).

**Notification**

1. CALL PUBLIC SAFETY (x13).
2. Tell the location and describe extent of damage.

**MAG Security**

1. Notify UR Public Safety (x13).
2. Notify Area Manager.

**Utility Alert - IT**

Any event that causes a wide spread interruption in access to critical voice and network systems. Determine “Alert - IT” by observing internal flowchart for service impact.

**Notification**

1. Call the IT Center (Help Desk) at x5-2000 or x4-4357.
2. Describe the system(s) affected and extent of interruption. Focus on impact to student activities, pedagogy, staff & support services; negotiate severity level based on importance and scope of the service impact.
3. Hazardous Material Spill

Any situation where loss of control of a hazardous chemical, biological or radiological agent has occurred. This may range in scope from losses, which are little more than spills on the floor to involvement of a major segment of a building.


**Exposures:**

Refer to Section 1.8, *Guide for Personal Injury/Exposure*, in the Comprehensive Emergency Management Plan [CEMP].

Limit exposures by keeping non-essential personnel out of the area.

If unsure of the nature or extent of the spill, notify Public Safety at x13.

**Spills**

**Minor Chemical Spill:** Staff is capable of handling safely without the assistance of safety and emergency personnel. Non-essential staff should leave the area until the spill has been cleaned up. Personnel are to use the appropriate personal protective equipment to prevent exposure (minimum PPE includes a lab coat, gloves, and eye protection). Confine the spill to a small area by using an appropriate absorbent/neutralizer material (see Safety Data Sheet). Place the absorbent/neutralizer/waste in a labeled sealed container for disposal through the Environmental Compliance Unit (former Hazardous Waste Management Unit) - call x5-2056 for a pick up.

**Mercury Spills:** Broken thermometers can be safely cleaned up by laboratory staff. The recommended procedure is listed on the web at [http://www.safety.rochester.edu/ih/mercspill.html](http://www.safety.rochester.edu/ih/mercspill.html). Occupational Safety (x5-3241) can be called for procedural assistance.

**Major Chemical Spill:** Staff is not capable of handling safely without the assistance of safety and emergency personnel. Personnel are to vacate the area but remain available. **Call Public Safety (x13) for an emergency response.**
**Blood/Bodily Fluid/Biological Spills:** Staff is to wear the appropriate personal protective equipment (lab coat, gloves, eye protection). Contain spill with absorbent material. Disinfect the spill area with 1:10 diluted bleach or other institutionally approved disinfectant. Place the material into a red bag for disposal.

**Radiological Spill:** Under no circumstances shall any untrained person attempt to examine or clean up any spilled radioactive material. [Proper precautions, as listed below, taken immediately will protect the environment and worker health and safety.]

1. Stop the accident or emergency only if this can be accomplished without additional risk to yourself or co-workers.
2. Warn others in the area. Notify the Radiation Safety Unit (x5-3781) and your supervisor.
3. Confine the affected areas by closing doors, putting up barriers, and/or guarding the entrances to the area. Ensure that a single point of entry/exit is installed. Contamination monitoring equipment shall be made available to monitor the immediate area.
4. Minimize your exposure to radiation and/or radioactive materials. If you suspect that you are contaminated, remain in the area and call for help.
5. Minimize your movements to prevent the spread of contamination.

**Notification**

1. Call Public Safety for emergency at x13.

**MAG Security**

1. Notify UR Public Safety (x13).
2. Notify Area Manager.

4. **Bomb Treat**

**Notification**

1. TELEPHONE THREATS
   a. If another person is present, alert that individual to listen in on the conversation.
   b. Obtain as much information as possible. *(Refer to the Emergency Flip Chart in your area or to obtain a copy of the questionnaire go to)*
      [http://www.safety.rochester.edu/restricted/erp/River_Campus/Section1/1_11BombThreat.pdf](http://www.safety.rochester.edu/restricted/erp/River_Campus/Section1/1_11BombThreat.pdf)
   c. CALL PUBLIC SAFETY (X13). Give nature and location of threat.
d. Notify the available supervisory person in the area.
e. NOTIFY NO ONE ELSE UNLESS THERE IS AN OBVIOUS, IMMEDIATE DANGER TO PERSONNEL.

2. WRITTEN THREATS
   a. CALL PUBLIC SAFETY (X13). Give the nature of the threat and your location.
   b. Notify the available supervisory person in the area.
   c. NOTIFY NO ONE ELSE UNLESS THERE IS AN OBVIOUS, IMMEDIATE DANGER TO PERSONNEL.
   d. Handle the written note as little as possible. Preserve the written threat and give it to Public Safety.

3. IF YOU LOCATE A SUSPECTED BOMB OR SUSPICIOUS PACKAGE:
   a. DO NOT TOUCH OR MOVE IT!
   b. CALL PUBLIC SAFETY (x13). Give location of suspected bomb.
   c. Notify the available supervisory person in the area.
   d. Follow evacuation orders by authorized person.

5. Tornado

To provide guidelines for actions to be taken in the event of a tornado warning.

Notification

1. The Director of Public Safety or the Chief Safety Officer will call Public Safety at x13 after receiving information of a tornado warning for Monroe County where a University building is in the tornado path.

Students/Faculty/Staff

1. Proceed immediately to a level below grade or to an interior hallway of a lower floor away from windows and assume a squatting position with your head and face down to protect yourself from flying debris.
2. If fire or smoke is detected in a facility under a tornado warning, occupants should move immediately to an adjacent structure when it is safe to do so. If a fire alarm is activated and there is no immediate threat of fire or smoke, an evacuation is not warranted during a tornado warning.
6. Violence in the Work Place

A threat of violence is the expression of intent to inflict pain, injury or other harm. The expression may be verbal or non-verbal. The threat of harm may be explicit or implied.

Notification

1. If imminent CALL PUBLIC SAFETY (x13).
   a. If you need Public Safety to respond quickly, state this to the Dispatcher.
2. Tell the location and describe the threat.
   a. In weapons or hostage situations, inform Public Safety Service of the situation. A Public Safety Officer will respond. Public Safety will communicate the need for additional assistance, as required.
3. Stay on the phone unless the Public Safety Dispatcher directs you otherwise and it is safe to do so.

MAG Security

1. Notify UR Public Safety (x13).
2. Notify Area Manager and the Assistant Director for Administration or if absent, the Chief Curator or the Curator of Exhibitions, who will notify the MAG Director of the situation.

Active Shooter
An active shooter is an individual(s) actively engaged in killing or attempting to kill people in a confined populated area. Most of the time there is no pattern or method to his/her selection of targets.

These types of incidents occur very quickly and are mostly unpredictable. Generally, law enforcement deployment is required to stop the shooting and minimize harm to victims.

Lockdown: Directive when a criminal element is believed to be on the premises. A lockdown restricts ingress and egress access, requires locking doors, windows or barricading entry into the space. Hide from view and take cover with anything capable of stopping or deflecting a bullet or shrapnel.

Shelter-in-Place: Directive when evacuation may put you at greater risk and it is safer indoors where you can be separated from a hazard outdoors, usually weather. Everyone should go indoors, close and secure doors and windows.
Notification

1. CALL PUBLIC SAFETY (x13).
2. Give the location and describe the threat.
3. If you can’t speak leave the line open so Public Safety/911 can hear what is going on.
4. Stay on the phone unless the Public Safety/911 Dispatcher directs you otherwise and it is safe to do so.

Student/Faculty/Staff If Active Shooter is in Your Building

1. RUN – If possible, evacuate whether others agree to or not. Notify anyone you may encounter to exit the building immediately.
2. Leave belongings.
3. Follow the instructions of law enforcement personnel.
4. HIDE - If evacuation is not possible, find a place to hide, lock the door, barricade the door and get out of the shooter’s view. Do not huddle together.
5. Turn off the lights and shut the blinds.
6. Silence cell phones/pagers/radios/ TV/computer, etc.
7. Call 911 only if you can do so without alerting the shooter.
8. Do not answer the door. Unknown or unfamiliar voices may be false and may be designed to give you false assurances.
9. Formulate a plan if the shooter(s) enter your area.
10. FIGHT – As a last resort, and only if your life is in danger.

Student/Faculty/Staff If Active Shooter Is NOT in Your Building

1. Lock doors, windows and close blinds.
2. Silence computers/cell phones/pagers/TV/radios/computers, etc.
3. Barricade the door; if possible hide behind large objects and remain silent and still. Develop plans as the incident evolves.
4. Do not answer the door. Unknown or unfamiliar voices may be false and may be designed to give you false assurances.
Section 4: Evacuation Plans

All members of the University community should be thoroughly familiar with their facilities and the location of ALL its exits and areas of refuge. Refer to Section 2 of the Comprehensive Emergency Management Plan for your evacuation plan. It will be the responsibility of the first-line supervisor to inform employees of these evacuation routes.

Some University buildings are fight buildings; some are flight buildings. Fight buildings are those where evacuation is not feasible or where, without immediate intervention a fire could rapidly expand. Therefore, some staff is expected to be trained on the proper operation of fire extinguishers and would use a fire extinguisher on a fire. While flight buildings are equipped with fire extinguishers the most appropriate action is to activate the building fire alarm system and immediately evacuate the building. Students, faculty and staff are not expected to utilize these devices nor are they trained in their use due to the danger to their personal safety, which would result from attempting to extinguish a fire.

Response to Evacuation Order or Flight Building Evacuations

If an evacuation order is given by an authorized person or by activation of the building fire alarm system:

1. Before opening any doors, feel the door with the back of your hand. If it feels hot, do not open it. If it isn’t hot, brace yourself against the door, open it slightly, and if heat or heavy smoke is present, close the door and leave by an alternate exit or if you are trapped, put a cloth or towel under the door to help prevent the entry of smoke. Landlines dial x13 or cell #413 and tell Public Safety your location and that you are trapped in the room and need rescue. Stay on the phone until instructed otherwise.

2. If not creating a hazard or additional risk to yourself, secure hazardous materials such as biological, radioactive, highly flammable or hazardous chemicals, or shutdown hazardous operations such as carpentry, kiln, gas supplies for acetylene or bench top work, actives, etc.

3. Close doors (but do not lock them), leave lights, windows and interior doors in their current condition or position, making sure you have your keys with you (heavy concentration of smoke may make your return necessary).

4. Use routes of egress as outlined in your department’s evacuation plan, unless directed otherwise by Public Safety personnel.

5. After exiting the building, proceed immediately to your designated assembly area to be counted. Remain there until released. No employee should leave the assembly area or leave the campus. Stand well clear of the building to allow maneuvering of emergency apparatus and emergency personnel.
6. Do not re-enter the building without direct authorization by a senior staff member or a Public Safety officer.

Response to Evacuation Order or Fight Building Evacuations

(Strong Memorial Hospital, Wilmot Cancer Center, Ambulatory Care Facility, Golisano Children’s Hospital at Strong, Sawgrass Surgical Center, Psychiatry, Medical Center, Central Utilities Plant, Hutchison Hall, Laboratory for Laser Energetics, Strong West ED and Surgical Center)

1. Fight building means certain personnel are trained to fight the fire with a fire extinguisher once the first 3 steps of the RACE process have been completed and if the fire is small and contained and there is a clear exit from the fire. Those who have not been trained shall immediately evacuate the area/building.

2. If not creating a hazard or additional risk to yourself, secure hazardous materials such as biological, radioactive, highly flammable or hazardous chemicals, or shutdown hazardous operations such as carpentry, kiln, gas supplies for acetylene or bench top work, actives, etc.

3. After exiting the building, proceed immediately to your designated assembly area to be counted. Remain there until released. No employee should leave the assembly area or leave the campus. Stand well clear of the building to allow maneuvering of emergency apparatus and emergency personnel.

4. Do not re-enter the building without direct authorization by a senior staff member or a Public Safety officer.

5. Additional Information for Patient Care Areas include:

   Moving patients from a patient care unit to another patient care unit on the same level or different level, moving patients to a location in the Medical School on another level, or moving patients to the appropriate discharge portals of the hospital for transportation to another facility requires coordination and compliance with an established plan.

   The initial step in any evacuation is the prioritization of patient movement. Patients should be moved according to the threat of imminent danger from
the emergency, their ability to survive the move, and the ease in which they can be moved. The medical considerations of this step should be made by the highest ranking medical person on the unit at time of the incident.

If emergency conditions dictate an immediate relocation away from a patient unit, patients should initially be moved horizontally (if conditions allow) or via the unit stairwell to the closest unit not impacted by the emergency. If the incident is contained to one unit, movement should be horizontally and if unable to go horizontally the movement should be down, depending on patient care compatibility needs and incident conditions. Once patients have been relocated to a point of safety, they should remain there until directed to further relocate or return to their home unit.

If the incident involves an organized evacuation of a major portion of the hospital, unit staff should follow the process identified in the hospital evacuation annex. When directed, staff and patients should move as per the directions of the Evacuation Group Supervisor.

Ambulatory patients and non-ambulatory carry-compatible patients (as designated by unit staff) directed to move should be taken down a stairwell or elevator designated by the Evacuation Group Supervisor to the designated receiving site.

Non-critical and non-carry-compatible patients may be transported to the designated receiving site via designated elevator in the hospital or Medical School which has been deemed safe by the incident manager in collaboration with the Facilities representative and/or the Fire Department and an elevator company representative (if available).

No critical patient may be moved via an elevator without either a physician or nurse in attendance.

**Evacuation of Individuals with Disability**

**Pre-Emergency Preparation**

- All members of the University community should become thoroughly familiar with their facility and the location of *all* its exits and areas of refuge.
- They should become familiar with the distinct sound of the fire alarm signal.
- Persons in need of assistance should seek out volunteers ("buddies") who might be able to assist them in an emergency.
- Individuals with disabilities should have knowledge of the safest route to an area of refuge and a clear/accessible path to an exit.
- Individuals, who use a wheelchair and also have verbal communication difficulties, should be able to provide written instructions on how they can be assisted to anyone trying to help them.
- They should carry a loud whistle, horn or similar device to alert people of their location if they become trapped or isolated.

Responsibility of Individuals with Mobility Impairment

- It is critical to the health and safety of an individual with mobility impairment that s/he is knowledgeable of their needs during an emergency evacuation. They should be expected to convey these needs to their supervisor at the beginning of their employment or the academic year. In the event of a fire emergency, an individual with a mobility impairment may choose one of the following alternatives:
  - Proceed to an enclosed stairwell, accompanied by a partner or “buddy” and wait inside the stairwell. Remain in the stairwell while your partner goes to the Command Post to give you your location until the responding fire department arrives and safely completes the evacuation.
  - Proceed to a designated “area of refuge”. Designated “area of refuge” should include a two-way communication device and a fire rated door.
  - Defend in place. Seek refuge in rooms or sections of a building, that by virtue of its construction associated with the location of the fire incident, will provide a safe area for persons to remain during a fire situation until rescue is made. The door should be kept closed. If possible, individuals should call University Public Safety to advise them of his/her location.

Mobility Impaired – Wheelchair

- Individuals who use a wheelchair may need to be evacuated with the wheelchair particularly, if they use a respirator. During an emergency evacuation, it is preferable for someone to remain with and assist the non-ambulatory person if they can do so without endangering their own life.

Mobility Impaired – Ambulatory

- Individuals who are able to walk independently, either with or without the use of crutches or a cane and can negotiate stairs in an emergency situation with minor assistance. If an emergency evacuation is
imminent, this individual should wait until heavy pedestrian traffic has cleared before attempting to use stairways.

**Hearing Impaired**
- Individuals with hearing impairments may need fire alarm horn/strobe lights installed in their assigned rooms or offices. Staff should be aware of those persons with hearing impairments and should attempt to provide assistance and guidance in the event of an emergency evacuation.

**Visually Impaired**
- Individuals with a visual impairment should become familiar with their immediate surroundings and most frequently traveled routes. In the event of an emergency evacuation, staff or other students should offer to guide an individual with a visual impairment from the building. Special attention should be given to obstacles or route obstructions.

**Speech Impaired**
- Individuals with speech impairment may have difficulty communicating during an emergency evacuation. Ideally, a volunteer or “buddy” capable of communicating with that individual should assist them during the evacuation.

**Developmentally Disabled**
- It is critically important that the designated evacuation route be rehearsed with a developmentally disabled occupant. Ideally, someone capable of communicating effectively with this person should assist them during the evacuation.

**Section 5: Training**

The employee is trained on the University emergency procedures at time of hire. The University performs fire drill to train employees on evacuation techniques. Fire extinguisher training is available upon request through the University Fire Marshal’s Office (585) 275-3243.

**Section 6: Contact Information**

For further information regarding this plan or emergency procedures, please contact the Director of Environmental Health & Safety at (585) 275-3241.