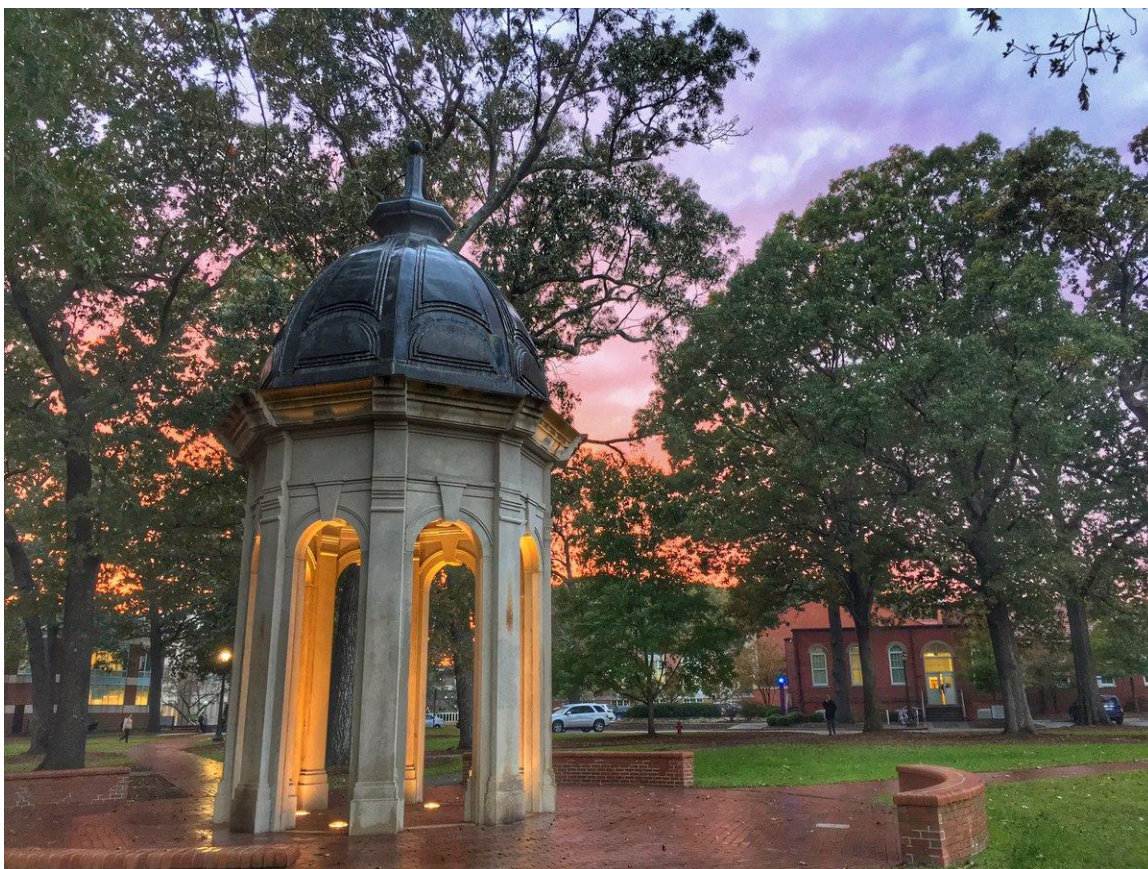


Emergency Information Reference Manual



ECU Police Department
Environmental Health & Safety



Revised Nov. 2018

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Introduction

The ECU Emergency Information Reference Manual has been designed to help members of the ECU community plan for and respond to campus emergencies. Although this guide does not cover every conceivable situation, it does supply the basic guidelines necessary to manage most campus emergencies.

Please read this guide thoroughly before an emergency occurs. Become acquainted with the contents and keep it for immediate reference. Share it with staff members, student workers and other key constituents representing your area and/or ECU.

In addition to the procedures outlined in this manual, there are areas of campus that have specific procedures to be followed in the event of an emergency. These additional emergency-response protocols should be followed in the appropriate facilities. Contact the building captain or department safety representative for more information. If you are not familiar with your building captain or safety rep, please contact ECU Environmental Health & Safety (safety@ecu.edu or 252-328-6166).

If you have questions concerning a unique situation not covered in this Emergency Information Reference Manual or need additional information, please contact the ECU Police Department or the Office of Environmental Health & Safety. You can also visit ecu.edu/alertinfo and/or download the ECU-specific [LiveSafe app](#) (for Android and Apple devices) for quick access to emergency procedures.

ECU Police Department	Environmental Health & Safety
Blount House 609 East 10 th Street Greenville, NC 27858	211 South Jarvis Street Suite 102 Greenville, NC 27858
(252) 328-6787	(252) 328-6166
ecu.edu/police	ecu.edu/oehs

Safety Begins with You!

Emergencies, natural disasters, accidents, injuries, and crime can sometimes occur without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility. Here are a few simple steps that you can take to create a safer environment:

- ☠ Take the time to learn the emergency procedures and contacts listed in this document.
- ☠ Take responsibility for your own safety and the safety of others by reporting potentially dangerous conditions or concerns to safety officials.
- ☠ You should consider preparing for emergency events at home, work, and school.
- ☠ Learn both main and alternate paths of egress from your area.
- ☠ Discuss this document with the students, faculty, and staff within your department.

If you have any suggestions or comments on this reference resource, please contact safety@ecu.edu.

Reporting an Emergency

Dialing 911 from any campus phone will connect you directly to the ECU Police Department. Members of the community are encouraged to report emergencies immediately to ECU Police at 252-382-6150, or 911 from any campus phone.

ECU Police may also be contacted by using one of the emergency blue light phones, residence hall call boxes, or emergency elevator phones located throughout campus.

The [LiveSafe app](#) may also be used to report emergencies. In advance of an emergency, download LiveSafe on your mobile device, connect to East Carolina University, and create a free account. Once downloaded, simply click “Emergency Options”, and choose to call or text ECU Police or call 911.

When you call police for assistance, stay on the line, remain calm, and provide the following information:

- Exact address or building, floor, and area; be as specific as you can – *Example: “I’m on ECU’s campus, on the 3rd floor of the Bate Building in conference room 1200...”*
- Nature of the emergency (describe clearly and accurately)
- Number of injured persons and types of injuries
- Your full name and telephone number from which you are calling
- Do not hang up, as additional information may be needed

If by chance you dial 911 by mistake, do not hang up. Tell the dispatcher that you dialed the wrong number in error.

Individuals with hearing and speech impairments can dial 911 for emergencies using TDD or TTY. After dialing 911, press the space bar ten times to indicate that you are using a TDD or TTY.

Calling for Help under Duress

If faced with a situation where you are under duress and unable to speak, or must be discreet...

- Use the [LiveSafe app](#):
 - Select Emergency Options (location-sharing will start and police can locate you):
 - Call 9-1-1
 - Call ECU Police
 - Message ECU Police
- Call 9-1-1 from a campus phone and leave the phone off the receiver

Emergency Blue Light Phones

Emergency blue light phones, also termed call boxes, located around campus have direct lines to the ECU Police Department. To use an emergency blue light phone, simply press the red button. You will be immediately connected to a police dispatcher.

If you are being followed and cannot stop to talk to dispatch, press the button and continue moving to have law enforcement respond to the area. Press the button on the next phone to establish your direction of travel.

Note: The [LiveSafe App](#) also serves as a mobile blue light.

Important Phone Numbers

Note: These numbers are built into the [LiveSafe app](#) or can be found at alertinfo.ecu.edu as well.

Emergency (24/7)	911
ECU Police Emergency (24/7)	(252) 328-6150
ECU Police Non-Emergency (24/7)	(252) 328-6787
Hearing Impaired (TDD) Line	(252) 328-4827
ECU Emergency Information (adverse weather)	(252) 328-0062
ECU Health Sciences Information (adverse weather)	(252) 744-5080
ECU CARES Hotline	(252) 737-5555
Counseling & Student Development	(252) 328-6661
Student Health Services	(252) 328-6841
ECU Victim Services	(252) 737-1466
REAL Crisis Center (afterhours counseling)	(252) 758-4357
SafeRide	(252) 328-7433
Environmental Health & Safety	(252) 328-6166
Prospective Health	(252) 744-2070
Rapid Access	(252) 744-0555
Facilities Services	(252) 328-6776
Parking & Transportation	(252) 328-6294
Campus Living (Residence Life, Housing, Dining, Transit)	(252) 328-4663

ECU Alert

ECU Alert is a comprehensive system of collection of communication tools the University uses to distribute emergency notification and information. It is only used during emergencies or occasional required testing. The system allows the University to send emergency notifications through various methods. NOTE! Every option below is not used for every ECU alert sent:

- ECU Alert Webpage (ecu.edu/alert)
- Email
- Computer Pop-up Notification
- ECU Information Line
- Outdoor / Indoor Loudspeakers
- VOIP Phones
- Digital / LCD Screen Notifications
- Twitter (@ECUAlert)
- Text Messaging
- LiveSafe Push Notifications

Register for ECU Alert

Cell phone registration to receive ECU Alerts is voluntary. There is no charge from ECU for this service; however, if your cell phone plan includes a fee for receiving text messages, you agree to incur this charge by registering.

Students, staff, faculty, parents, family members and community members may register their cell phone number to receive ECU Alert text messages. The Alertus application can be installed on personal computers to share ECU Alert pop-up messages (ECU credentials are required). See alertinfo.ecu.edu for more information.

ECU CARES – Behavioral Concerns Team

ECU CARES is an online ([form](#)) and telephone (252-737-5555) mechanism to report concerning behavior to the University Behavioral Concerns Team. ECU CARES is designed to maintain a safe and secure working and learning environment on the ECU campus.

The University Behavioral Concerns Team provides assessments of and coordinates interventions for individuals (by a student, faculty or staff member, or unaffiliated person to the campus) exhibiting concerning behavior. The mission of the team is to determine if an individual poses a threat to self, others, or the University community and to intervene to avert the threat.

If you have concerns about someone's behavior, please contact one of the following resources to share your information. Emergencies should be reported to ECU Police.

ECU CARES	Online Form (252) 737-5555
Center for Counseling & Student Development	(252) 328-6661 <i>Press '2' if after-hours</i>
Dean of Students Office	(252) 328-9297
LiveSafe	Report Tips <i>Concerning Behavior</i> <i>Mental Health / Suicide</i> Emergency Options

Behaviors of Concern

Some individuals will exhibit behaviors that interfere with their academic, career or personal success, but are not likely to indicate a risk to life and safety. Examples of behaviors of concern might include:

- Frequent class/work absences
- Difficulty adjusting to college life
- Falling asleep in class or at work
- Significant time management / procrastination issues
- Changes in appearance or personal hygiene
- Uncooperative

To learn more about spotting behaviors of concerns, please visit the ECU Police Community Affairs videos to watch [Flashpoint: Recognizing and Preventing Violence in the Workplace](#).

Often you can help persons exhibiting such behaviors by asking some basic questions, listening, giving basic advice and making referrals to campus resources to help them. If they need more support than you can provide, you may report the person to one of the resources mentioned above or if you feel there is an immediate threat to self or others, call 9-1-1 immediately from a campus phone or 252-328-6150 from a cell phone.

Additional information on concerning behavior, anxiety/stress, or depression/suicide can be found in LiveSafe's Quick Guide for Emergencies or the [ECU Cares](#) webpage.

LiveSafe

LiveSafe is a free mobile safety app available in the App Store and Google Play Store. It is an integral tool in providing more personal safety and security while traversing campus and Greenville. The app allows the user to report tips anonymously, hold two-way conversations with safety officials, virtually walk with a friend or colleague through the SafeWalk feature, or even contact SafeRide. LiveSafe allows the user to easily access helpful campus resources.

Benefits

- Share information, tips and safety concerns with campus safety via text messaging, including picture, video, and audio attachments, or even through live chat.
- Stay anonymous anytime or send your user information and location to ECU Police as soon as you call or message, allowing faster response times.
- Report non-emergency tips such as: hazing, concerning behavior, safety/repair issues, stalking, suspicious activity, hate/bias, and more to the police through the app.
- View a helpful Safety Map that displays where recent incidents have occurred, as well as nearby safety locations.
- Activate, SafeWalk, a GPS-tagged monitoring feature to let your friends and family keep you covered until you arrive safely to your destination.
- Receive timely notifications with important safety information from campus safety.
- Contact 911 or ECU Police through the app.

To download and set-up LiveSafe:

1. Download the app on your [iPhone](#) or [Android](#).
2. Select "**East Carolina University**" as your affiliation.
3. Fill in your user profile.
4. You're set! Start using the app to stay safe every day.

Learn more at ecu.edu/livesafe.



Basic Rules of Personal Safety

Effective policing is a community activity. Help protect yourself against crime by using the following common-sense safety precautions: ***Never ignore your gut feelings and always expect the unexpected.***

- Always let someone know where you are and avoid walking alone at all times.
- Program 911 and ECU Police (252-328-6150) into your cell phone's contacts.
- Trust your instincts. If you feel uncomfortable in a place or situation, leave immediately.
- Enroll in a personal safety course such as [RAD](#) (offered by ECU PD).
- Keep your vehicle in good running order and always maintain a quarter tank of gas.
- If you are out at night, walk or park in well-lit areas.
 - Call **ECU Police** for an escort at 252-328-6787
 - Call **SafeRide** for a ride to your residence at 252-328-7433 (252-ECU-RIDE).
 - Use **LiveSafe** to call ECU Police or SafeRide.
- Do not leave a party or bar with a casual acquaintance or someone you don't know.
- Never leave food or drinks unattended when at a social gathering, restaurant or party.

Crime Prevention – Preventing Thefts

- It is your responsibility to protect state and personal property from theft. Lock your door when you leave the room or lab, even if for a short time.
- Do not loan your state-issued keys or access cards to anyone, and never leave them unattended.
- Immediately report lost or stolen keys or access cards to ECU Police.
- Keep purses, briefcases, and wallets locked inside your desk, room, or trunk of your car. Do not bring large sums of money to work or class.
- Secure your computers, laptops, mobile devices and tablets. Not only secure your mobile devices physically, but also password protect it.
- Watch for suspicious activity or individuals in your area. If you see someone hanging around or acting strangely, call ECU Police or report it via the LiveSafe app.

Report of Relationship Violence

- Call 911 or ECU Police if there is a medical emergency or immediate threat.
- Support may be found through ECU Cares (252-737-5555 or [Online Form](#)) or ECU Victim Advocate (252-737-1466 or ecuva@ecu.edu).
- Additional resources can be found here:
 - [Student Health Services - Personal Safety](#)
 - [Victim Services](#)
 - [ECU Cares](#)
 - [LiveSafe](#) – Quick Guide for Emergencies, Sexual Assault Assistance, Campus / Local Resources

Walking

- Avoid walking or jogging alone, especially at night; always walk with a friend or group.
 - Use [LiveSafe's](#) SafeWalk to invite a friend or colleague to virtually walk you to your destination.
- Avoid being on the street alone if you are under the influence of drugs or alcohol.
- Walk confidently and assertively.
 - Do not wear headphones while walking or jogging.
 - Make eye contact with people around you.
- Walk in the center of the sidewalk – away from buildings, doorways, hedges, and parked cars.
- Stay alert.
 - Be mindful of your surroundings—who's in front of you and who's behind you.
 - Don't get distracted.
- Have your keys ready when you return to your vehicle.
 - Look around the area and under your vehicle as you approach.
- Face oncoming traffic when walking alongside the road.
- Keep your hands free if possible.
- Carry a noise-making device and have it ready to use (shrill whistles, hand-held alarms).
- Avoid isolated places.
- When dropping someone off at their home, make sure they are safely inside before driving away. Have them do the same for you.
- NEVER hitchhike.
- ECU Police provides safety escorts after 7 pm, call 252-328-6787. ECU Transit also provides SafeRide, call 252-328-7433.

In the Car

- Do not leave your wallet, purse, GPS, laptop, or phone in plain view inside your vehicle.
- Keep your vehicle locked.
- Do not stop to help other motorists; instead call police or 9-1-1 to help for them at your earliest convenience.

***If you see anything suspicious or unusual on or around campus,
call ECU Police or use [LiveSafe](#) to submit a tip.***

SafeRide

SafeRide serves to facilitate a safe and reliable evening commuting environment in the ECU / Greenville area by providing students, staff, faculty, and visitors with a fare-free method of transportation to their homes / residences or vehicles. It also serves to facilitate safe and reliable evening movement around the ECU campus.

Service does not operate during most holidays or school breaks. Consult the ECU Transit service calendar for any changes to normal service hours (ecu.edu/transit). A valid ECU OneCard is required to ride; only one guest is allowed per valid 1Card. Dispatchers answer phone calls on a first come, first serve basis and cannot schedule rides in advance.

*** Note: Service is limited to the service area at all times. All trips must start or end at a campus location; dispatchers cannot schedule rides from one off-campus location to another. ***

See ecu.edu/transit then click "Safe Ride" for more information.

How to Ride

Getting around with SafeRide is easy.

1. When you need to get picked up, dial 252-328-RIDE (7433).
2. Be ready to give your name, pick up location and drop off location. This information is needed for everyone who is riding, including guests.
3. You'll be given an approximate wait time; be sure to get to your pick-up location a few minutes early and wait where you're visible to the driver.
4. Have your ECU OneCard ready!

Operating Hours

SafeRide's normal operating hours are scheduled to supplement the bus system at night while classes are in session. Any deviations from this schedule are published on the Transit service calendar.

On evenings when SafeRide is not operating, ECU Police offers safety escorts for travel around campus. To request an escort, please contact ECU Police at 252-328-6787.

Service Area

SafeRide's service area is limited and operates primarily to provide two types of service:

- Two-way service around campus and adjacent areas
- One-way service away from campus to off-campus locations served by 400- and 500-series bus routes

*** Note: SafeRide does not duplicate bus routes which are still in service. If your destination is currently being served by a bus route, SafeRide can take you to a campus location to connect with the appropriate route. ***

Bomb Threat

Report of bomb threats or suspicious items are rare, but should always be taken seriously. How quickly and safely you react to a bomb threat could save lives, including your own. Every bomb threat is unique and should be handled in the context of the facility or environment in which it occurs.

If you receive a bomb threat:

Bomb threats are most commonly received via phone, but are also made in-person, via email, written note, or other means. Follow these procedures:

- Remain calm.
- Notify ECU Police immediately.
 - Give your name, location, and telephone number.
 - Inform the dispatcher of the situation, including any information you may have as to the location of the bomb, the time it is set to explode, and the time when you received the call.
 - Also, notify your facility supervisor, such as a manager, operator, or administrator.
- For threats made via phone:
 - Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
 - **DO NOT HANG UP**, even if the caller does.
 - If possible, signal or pass a note to other staff to listen and help notify authorities.
 - Write down as much information as possible – caller ID number, exact wording of the threat, type of voice or behavior, etc. – that will aid investigators.
 - Record the call, if possible.
- For threats made in-person, via email, or via written note, refer to the Bomb Threat checklist on the next page for more information.
- Be available for interviews with facility supervisors and/or law enforcement.
- Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lockdown, search, and/or evacuation.

For additional information, watch this [Bomb Threat Training video from the Department of Homeland Security](#).

If you find a suspicious item:

Together we can help keep our community safe – if you see something suspicious, out-of-place, or doesn't look right, say something.

A **suspicious item** is any item (e.g., bag, package, vehicle, etc.) that is reasonably believed to contain explosives, an improvised explosive device, or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it. Examples that could indicate a bomb include unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally speaking, anything that is **Hidden**, **Obviously suspicious**, and not **Typical (HOT)** should be deemed suspicious. In addition, potential indicators for a bomb are threats, placement, and proximity of the item to people and valuable assets.

Note: Not all items are suspicious. An **unattended item** is an item (e.g., bag, package, vehicle, etc.) of unknown origin and content where there are no obvious signs of being suspicious.

You may encounter a suspicious item unexpectedly; if it appears to be a suspicious item, follow these procedures:

- Remain calm.
- Do **NOT** touch, tamper with, or move the package, bag, or item.
- Do not use two-way radios or cell phones (if possible) as these have the potential to detonate bombs.
- Notify ECU Police immediately: Find an Emergency Blue Light Phone or call 911 from a campus phone.
 - Give your name, location, and telephone number.
 - Explain why it appears suspicious.
 - Also, notify your facility supervisor, such as a manager, operator, or administrator.
- Follow instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding shelter-in-place or evacuation.
- If no guidance is provided and you feel you are in immediate danger, calmly evacuate the area.
 - Distance and protective cover are the best ways to reduce injury from a bomb.
- Be aware. There could be other threats or suspicious items.

Refer to the Bomb Threat checklist on the next page for guidance.

Bomb Threat Checklist

Exact wording of the threat:

QUESTIONS TO ASK

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

Sex of Caller: Male / Female **Age:** _____ **Race:** _____ **Length of Call:** _____

If your phone has caller ID, what phone number was indicated on the display? _____

If voice familiar, who did it sound like? _____

BACKGROUND SOUNDS

Street Noises	Music	PA system	Factory Machinery	House Noises	Clear
Local	Voices	Office Machinery	Motor	Aircraft	Long Distance
Booth	Animal Noises	Train	Bells	Other:	

THREAT LANGUAGE

Well Spoken	Foul	Irrational	Incoherent	Message Read by Threat Maker	Recorded
Remarks:					

Immediately following the bomb threat, use the prompts below to gather important information for police:

I reported the threatening call immediately to ECU Police **Date** ____/____/____ **Time** _____

Telephone: _____ **Position:** _____

Did the caller indicate knowledge of the building? _____ If so, how? _____

Was the call from inside or outside? _____

Who received the threat? _____ Telephone: _____

Type of phone: _____ Extension received on: _____ Is the extension: Listed / Unlisted

Crime-In-Progress

1. Do not attempt to approach or interfere with the criminal except in the case of self-protection.
2. If safe to do so, stop and take time to get a good description of the criminal. Note the height, weight, sex, race, approximate age, clothing, method and direction of travel, and name, if known. If there are any distinguishing marks and/or tattoos, this can be helpful information for law enforcement too. All this takes only a few seconds, and it is helpful to the investigating officers. If the criminal is entering a vehicle, note the license number, make and model, color, direction of travel and any outstanding characteristics.
3. Immediately contact **ECU Police** or use the **LiveSafe App**. Give your name, location, and telephone number. Advise them of the situation and remain in a safe location until the officer arrives.
4. In the event of civil disturbance (see below), continue in your normal routine as much as possible. If the disturbance is outside, stay away from doors and windows.
5. Do not interfere with those persons creating the disturbance or with the law enforcement authorities on the scene.
6. While police are in route, stay calm and write down everything you remember about the suspect.

Suspect Description

FACIAL APPEARANCE

Write specific facial details below—only what you remember.

Wrinkles and Texture	Hair Style	Shape of Eyebrows	Size and Shape of Eyes
Mustache or Beard	Shape of Nose	Cheeks (sideburns or sunken)	Mouth and Lips
Ear Size	Neck	Adam's Apple	Chin Clefts



SUSPECT'S VOICE

Calm	Laughing	Lisp	Disguised	Soft
Angry	Crying	Raspy	Accent	Loud
Excited	Normal	Deep	Stutter	Deep Breathing
Slow	Distinct	Ragged	Nasal	Cracking Voice
If familiar, who did it sound like?				

SEX	RACE	AGE	HEIGHT	WEIGHT	TYPE OF WEAPON		
						HAIR/FACIAL HAIR	HAT (color/type)
						GLASSES (type)	TIE
						TATTOOS	COAT
						COMPLEXION	SHIRT
						SCARS/MARKS	PANTS/SHOES
Stay on telephone. . .			Don't hang up!				
AUTO MAKE, MODEL, COLOR		LICENSE NUMBER		DIRECTION OF ESCAPE			
				TIME OF ESCAPE			

Notes:

Civil Disturbance

Orderly, peaceful, non-disruptive demonstrations, protests, etc. – conducted by persons affiliated with the University – are governed by the Freedom of Expression Regulation; for more information see the following link: ecu.edu/prr/07/30/06. Activity of this nature by students, faculty, or staff is allowed to take place on campus property provided the activity follows the regulations.

Persons not affiliated with the University who wish to reserve campus space for expressive activity or other events anywhere on campus must pre-schedule the activity/event, pursuant to published content-neutral regulations, rules, and standard operating procedures.

A civil disturbance includes riots, demonstrations, threatening individuals, crimes in progress, or assemblies that have become significantly disruptive. Disruptive may mean interference with the normal operations of the University, prevention of access to offices, buildings, or other University facilities, or threat of physical harm to persons or damage to University facilities.

- Call ECU Police immediately.
- Avoid the disturbance.
- Avoid provoking or obstructing demonstrators.
- Secure your area (lock doors, safes, files, vital records and expensive equipment).
- Continue with normal routine as much as possible.
- If the disturbance is outside, stay away from exterior doors and windows.
- Prepare for evacuation or relocation, if deemed necessary.

Fire or Explosion

Know the location of the fire emergency resources in your area:

- Fire alarm pull stations
- Fire extinguishers
- Fire exits
- Evacuation routes
- Assembly sites

Evacuation Assembly Point _____	Alternate Assembly Point _____
--	---------------------------------------

Note: Check with your building or department safety representative for the assembly locations.

1. Upon discovering a fire, immediately sound the building fire alarm and/or alert other occupants.
2. If the fire is small, you may fight it with a fire extinguisher from a position of escape, if you have been trained in the proper use of fire extinguishers and you feel it is safe to do so. Be sure to sound the alarm first and be sure that you are using the proper extinguisher for the type of fire you are fighting. **When in doubt, just get out.**
 - Recall: **P** – Pull the pin
 - A** – Aim the extinguisher at the base of the fire
 - S** – Squeeze the trigger and handle together using short bursts
 - S** – Sweep from side to side
3. Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately by knocking on doors on your way out.
4. When you evacuate, do not stop for personal belongings. Leave immediately using the nearest exit stairways, not the elevators.
5. If smoke is present, stay low to the ground.
6. Evacuate to the designated evacuation assembly point for the building and out of the way of emergency personnel. Do not return to the building until instructed to do so by law enforcement.
7. When it is safe to do so, **call 911** and give your name and location of the fire.
8. Notify emergency personnel on the scene if you suspect someone may be trapped inside the building.

If You Are on Fire: **STOP, DROP, and ROLL!**

To Survive a Building Fire:

- Crawl if there is smoke.
- Close as many doors as possible as you leave.
- Feel doors before opening.
- Go to the nearest exit or stairway that is not blocked by fire, heat, or smoke.
- Always use an exit stairway, not an elevator.
- Only use a fire extinguisher if you know how to use it and if the fire is very small.

If Unable to Leave the Building:

- Try to get to the nearest stairwell if possible.
- If you cannot get to the stairwell, or it is smoke-filled, go to a small exterior room.
- Keep the doors closed and unlocked.
- Stuff wet clothing/towels under the door to keep out smoke and toxic vapors, if possible.
- Signal for help by hanging an object out the window.
- Call 911 or use [LiveSafe](#) to notify safety officials of your location.

Report Fire-Related Crimes to ECU Police: 911 or 328-6150

Evacuation of Individuals with Disabilities

Individuals with disabilities should contact Disability Support Services at (252) 737-1016 for assistance.

When assisting an individual with a disability, always ask if they will allow you to help and how you can best help them in an emergency. During an emergency, individuals with mobility impairments should seek rescue assistance in the nearest stairwell.

If immediate evacuation is necessary, be aware of the following considerations:

- Wheelchairs have moveable parts; some are not designed to withstand stress or lifting.
- Lifting may be dangerous to you or them.
- In a life-threatening emergency, it may be necessary to remove an individual from the wheelchair. Lifting a person with minimal ability to move may be dangerous.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences.

Individuals with Visual Impairment:

- In case of emergency, offer to act as a sighted guide by offering your elbow to escort them to a safe place. As you walk, describe any obstacles.

Individuals with Hearing Impairment:

- In case of emergency, write a note describing the emergency. ("Fire. Go out the rear door now!")
- Turn the light switch on and off to gain attention, and then indicate through gestures what is happening and what to do.

Areas of Refuge

An **area of refuge** is a location in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible. Occupants can wait there until rescued or relieved by emergency personnel. *Note: Not all facilities will have areas of refuge, due to a variety of reasons. Contact the Office of Environmental Health & Safety at 252-328-6166.*

If a person with a disability cannot evacuate a facility by themselves or with the assistance of a volunteer helpers, they should proceed to an area of refuge, if possible, and if one is available.

Someone who has evacuated needs to tell emergency personnel that there is someone who needs assistance.

1. Name of the person who needs assistance
2. The floor on which the person is located
3. The location of the area of refuge for that floor

Campus Evacuation

In the event of a major emergency or disaster, it may become necessary to conduct a large-scale or complete evacuation of the campus. The decision to initiate a large-scale evacuation will be made following a risk analysis of the situation which indicates that it is more dangerous for the ECU community to remain at a location than it is for them to be moved.

The decision to conduct a large-scale or campus-wide evacuation will be made by the Chancellor or designee, as outlined in the ECU Emergency Operations Plan. Notification to the campus community regarding a campus-wide evacuation will be made using ECU Alert.

Once the need to evacuate an area has been announced, each affected facility should implement their building evacuation plan. Evacuees then will be directed to the appropriate evacuate route or location depending upon the specific circumstances of the situation.

The evacuation of the entire campus would be an extremely unlikely event. Emergency responders would direct the evacuation in this instance.

For information concerning fire alarms, fire evacuation drills, or other emergency systems, please contact the Office of Environmental Health & Safety at 252-328-6166. Additional information may be found at ecu.edu/oehs.

Shelter-in-Place

It is important that you follow instructions from University authorities and know what to do if they advise you to shelter-in-place. “Shelter-in-Place” is a directive to seek shelter indoors. The act of sheltering in an area inside a building offers occupants an elevated level of protection. Sheltering can be related to a variety of situations: severe weather, hazardous situation, chemical release, or criminal activity.

In some instances, it is safer to shelter-in-place than to evacuate a building.



Severe Weather & Tornado Warnings

Watches <i>Conditions are favorable or expected, but not occurring or imminent</i>	
Tornado	Atmospheric conditions are favorable for the development of severe thunderstorms capable of producing tornadoes.
Severe Thunderstorm	Atmospheric conditions are favorable for the development of severe thunderstorms (i.e. producing hail 1" or larger and/or 58 mph winds or greater)
Warnings <i>Conditions are occurring or imminent</i>	
Tornado	A severe thunderstorm has developed and has either produced a tornado or radar has indicated intense low-level rotation conducive to tornado development.
Severe Thunderstorm	A severe thunderstorm has developed, capable of producing hail 1" or larger and/or 58 mph winds or greater.

If a watch is issued, normal operations will continue. Everyone should keep a close eye on changing weather conditions and be prepared to take action if necessary.

If a tornado warning is announced, take immediate action:

- Seek shelter immediately.
- Alert others to watch for severe weather. If you have personnel working outside or in modular units, advise them to take shelter now.
- If time permits, go to the basement or interior hallway/room on the lowest floor.
- If time does not permit, get into the safest area of your classroom or office (the inside wall) farthest away from doors and windows. **Modular units should be evacuated immediately when a tornado warning is issued.**
- Avoid windows, exterior doors, and wide, free-span roofs (i.e. auditoriums, gymnasiums).
- Take shelter underneath your desk or any heavy furniture available. Assume a curled position to protect your head and eyes.
- Remain sheltered until the weather improves or you receive an ECU Alert stating, "All Clear."
- If outside, seek shelter in a sturdy building and follow the instructions above.
- Continue to monitor your email, radio, television and ECU Alert messages at ecu.edu/alert.

When the potential for severe weather exists, keep posted through local radio, TV, and ECU Alert.

Environmental Emergencies

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the outdoor environment. If a shelter-in-place emergency is announced, take immediate action:

- If outdoors, seek shelter in the nearest substantial structure.
- Stop classes or work, or close business operations.
- If there are others in the building, provide for their safety by asking them to stay – not leave.
- Close and lock all windows, exterior doors, and any other openings to the outside. Turn off ventilation fans and air conditioners when possible.
- If you are told there is danger of explosion, close the window shades, blinds, or curtains.
- Select interior rooms with the fewest number of windows or vents. Avoid overcrowding by selecting several rooms if necessary.
- Bring everyone into the room(s) and shut and, if possible lock the door(s).
- Keep listening to the radio, television or check the [ECU Alert homepage](#) until you are told all is safe or you are told to evacuate. University and local officials may call for evacuation in specific areas at greatest risk in your community.

Note: Many toxic chemicals have a vapor density greater than that of air and will seek the low ground. In the case of a shelter-in-place due to a chemical spill, try not to shelter below grade. Follow instructions provided by emergency personnel.

Unknown Dangerous Situation on Campus

It is possible that a report of a dangerous situation occurring on campus may come through ECU Alert. This means that a situation is unfolding, not many details are known, but you should take action to protect yourself. In this case, you may be told to shelter-in-place until more details are shared.

Shelter-in-Place

Since campus cannot be completely or quickly locked down, you may be asked to shelter-in-place if you are not located in the hazardous area. For example, if the situation was occurring near Speight building and you are located at the Student Rec Center or perhaps at the Carol Belk building. You do not need to necessarily lockdown, but we don't want you to leave your current location and potentially run into danger in commute.

If you are located near the situation, you may decide to take advanced action. *Please see the active assailant / violent intruder section for information about lockdown and Run-Hide-Fight.*

Active Assailant (Shooter) / Violent Intruder

An active violence incident involves an individual actively engaged in killing or attempting to kill people in a confined and populated area; the individual may be armed with a firearm or bladed weapon or may engage in other violent acts such as driving a vehicle into a crowd. There may or may not be a pattern or method to their selection of victims.

Active violence situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the violence and mitigate harm to victims. Chances are you will never find yourself in an active shooter situation, but everyone must take the time to prepare. You can take decisive action to improve your chances of survival.

You may see “lockdown”, “shelter-in-place”, or “run-hide-fight” messages associated with active violence situations. Review the definitions below and consider these options; act based on what you know at the time of the incident.

Lockdown (Hide)	Appropriate action to take when an active assailant is within the vicinity of your building or is inside your building and you cannot evacuate safely.
Shelter-in-Place	Since campus cannot be completely or quickly locked down, you may be asked to shelter-in-place if you are not located in the hazardous area. For example, if the person of concern was last seen near Speight building and you are located at the Student Rec Center or perhaps at the Carol Belk building. You do not need to necessarily lockdown, but we don’t want you to leave your current location and potentially run into the assailant in commute.
Run-Hide-Fight	Actions to take when an active assailant is within your building.

Before an Incident Occurs

- Don’t assume it will never happen.
- Be aware of your surroundings at all times, along with any possible dangers.
- Know all the exits in your area.
- Determine whether the space you are in can be locked.
- Know your building name, exact address, floor, and room number.
- Have an escape plan.

Discuss with colleagues the plan you would enact in an incident (exits, sheltering in place, securing doors, assembly points, etc.).

Every residence hall, student organization, division and department is encouraged to contact ECU Police – Community Affairs Unit for specific training on active violence response. Please call 252-328-6787 or email ECUPolice@ecu.edu to schedule training.

When an Incident Occurs

If you ever find yourself in the middle of an active assailant event, your survival may depend on whether you have a plan. The plan doesn't have to be complicated. There are three things you could do that make a difference: **Run. Hide. Fight.**

Run

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide

If evacuation is not possible, find a place to hide where the active assailant is less likely to find you.

Your hiding place should:

- Be out of the active assailant's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not restrict your options for movement

To prevent an active assailant from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active assailant is nearby:

- Silence your cell phone and any other source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active assailant's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active assailant by:

- Acting as aggressively as possible against him/her

- Throwing items and improvising weapons
- Yelling
- Committing to your actions

If you are not in a building, not in the area of the shooting, or not on campus:

- Move as far away as possible from the hazardous area. Use objects (trees, cars, buildings) to shield you.
- Go to a safe area of campus, away from the scene.
 - Head to other side of campus, towards your car or residence hall.
 - Or get off campus and take shelter.
- Do not attempt to come to campus.
- If you are in route to campus, turn around and return to a safe location.
- Do not leave your safe area until you receive an “all clear” alert or law enforcement asks you to move.

Call ECU Police or 9-1-1

Don't assume someone else is calling 9-1-1. If you have specific information and are safe to do so, call police!

- Be sure to tell dispatchers you are on the campus of East Carolina University.
- Be specific about the location where the incident is occurring.
- Provide a specific description of those involved, including clothing and weapons.

If you are unable to speak or must be discreet...

→ Use the [LiveSafe app](#):

- Select Emergency Options (location-sharing will start and police can locate you):
 - Call 9-1-1
 - Call ECU Police
 - Message ECU Police

→ Call 9-1-1 from a campus phone and leave the phone off the receiver

When Law Enforcement Arrives

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

*The phrase Run, Hide, Fight ® is a registered trademark of the City of Houston.
Training concept is used by special permission.*

Additional information can be found here: alertinfo.ecu.edu/run-hide-fight/

Hazardous Spills & Gas Leaks

ONLY trained and authorized personnel are permitted to respond to hazardous material incidents!

Hazardous spills may be of a chemical, radioactive, or biological nature. If the identity of the chemical spill is unknown, treat it as toxic material. Any spillage of a hazardous chemical should be reported immediately to the Office of Environmental Health & Safety at 252-328-6166 and/or ECU Police. Spills of radioactive or biological material should be reported immediately to the Office of Prospective Health at 252-744-2070 and/or ECU Police.

For a Minor Hazardous Spill or Leak:

- Follow departmental safety protocols.
- Confine or stop the spill by using absorbent materials on hand, avoiding contact with skin, eyes, and clothing and shut the doors of the room.
- Equipment and processes containing hazardous materials should be halted and the area evacuated.
- Notify the **Office of Environmental Health & Safety** (252-328-6166) for chemical spills and the **Office of Prospective Health** (252-744-2070) for radioactive or biological material spills, giving your name and location of the emergency. Explain the type of spill, any injuries, the approximate amount of material involved, any identifiable reaction, and who was in contact with the spilled substance.
- Do not attempt to clean-up a chemical spill unless you are trained and have the proper protective equipment to perform the clean-up.

For a Major Hazardous Spill or Leak:

- Immediately evacuate the area (do not walk through any spill areas), closing doors behind you to contain the situation until trained responders arrive or you have knowledge that opening doors and windows to ventilate the area is appropriate.
- Notify others in your immediate area to evacuate. If deemed necessary, sound the building fire alarm so building evacuation can begin.
- Evacuate to the evacuation assembly point for the building. Do not return to the building until instructed to do so by emergency personnel.
- Account for everyone in the room and compile a list of all individuals who might have been contaminated by the spill.
- If direct contact is made with a spilled substance, immediately remove contaminated clothing. Check precautions on the Safety Data Sheet (SDS) before flushing with water.
- Check those involved for adverse medical symptoms (shortness of breath, fainting, etc.) and request immediate medical attention as appropriate.
- Call **ECU Police** giving your name and location of the emergency. Explain the type of spill, any injuries, the approximate amount of material involved, any identifiable reaction, and who was in contact with the spilled substance.
- Do not attempt to clean-up the spill yourself.
 - Provide clean-up / rescue personnel with appropriate Safety Data Sheets (SDS) and other pertinent information.

Flammable, Toxic, Corrosive, and Cryogenic Gas Leaks

If you smell gas or other fumes or experience irritation, coughing, burning eyes, and/or difficulty breathing, evacuate the area immediately.

1. Confine the fumes or fire by shutting adjacent doors.
2. Sound the building fire alarm so evacuation can begin.
3. Call ECU Police giving your name and location of the emergency.
4. Evacuate to the designated evacuation assembly point for the building. Do not return to the building unless instructed that it is safe to do so by emergency personnel.
5. Do not walk through or stand in a gas or vapor cloud.
6. Suspected gas leaks or suspicious odors should be reported to ECU Police Department so appropriate action can be taken.

Suspicious Packages or Substances

Individuals who discover suspicious packages, powders, or liquids should take the following steps:

- Do not shake or empty the contents of a suspicious package or envelope.
- Do not carry the package or envelope.
- Do not show the suspicious substance or package to others or allow others to examine them.
- Do not sniff, touch, taste, or look closely at the package or suspicious substance.
- Put the package or envelope on a stable surface.
- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area.
- Call ECU Police and describe the situation.
 - You could also use [LiveSafe](#) to send a picture of the suspicious package or substance.
- Isolate, in a safe area, individuals who may have been exposed until emergency personnel clear them to leave.
- Create a list of persons who may have been exposed to the substance.

Letter and Parcel Bomb Recognition Checklist

Be cautious of:

- | | |
|---|---|
| ○ Foreign mail, air mail, and special deliveries | ○ Oily stains or discoloration on package |
| ○ Restrictive markings such as “Confidential” or “Personal” | ○ Excessive weight |
| ○ Excessive postage | ○ Rigid, lop-sided, or uneven envelope |
| ○ Handwritten or poorly typed address | ○ Protruding wires or tinfoil |
| ○ Incorrect titles | ○ Visual distractions |
| | ○ No return address |



Suspicious Activity or Behavior

ECU students face many stressors during their college tenure. Additionally, faculty, staff, and visitors to the campus may also be experiencing stressors in their lives that ultimately impact their behavior negatively while in the workplace or while part of our campus community. Frequently, fellow colleagues and peers – students, faculty, and staff – are in a good position to identify individuals on campus who, as a result of these stressors, are exhibiting signs of difficulty coping.

It is important to keep in mind that different people react to stressors in many ways – some act out with changing moods or fits of rage, others can escalate into workplace violence. **Workplace violence** is violence or the threat of violence against workers. It can range from threats and verbal abuse to physical assaults and manifest as homicide or a mass shooting. However presented, workplace violence is a growing concern for employers and employees nationwide. Therefore, it is important to report this type of behavior before it gets the chance to escalate too far.

For example, Seung-Hui Cho, a student at Virginia Tech, perpetrated the worst mass shooting to that date (2007). He exhibited many behavioral warning signs and many people reported these behaviors after the shooting. This could have potentially been stopped if his friends or professors had reported his strange behaviors when first noticed.

Adverse Weather Conditions – Closings & Cancellations

The University will provide updated information to the ECU community regarding campus closings, cancellations, and delays due to inclement weather.

Updated information may be obtained in one of the following ways:

- Sign-up for ECU Alert text messages (alertinfo.ecu.edu)
- Check the homepage (ecu.edu) for a red bar or go to the alert page (ecu.edu/alert)
- Check your ECU or registered email address (to sign-up, visit alertinfo.ecu.edu)
- Call the ECU Physicians' Clinical Practice information line at 252-744-5080 or 1-800-745-5181
- Check local media broadcasts

When possible, information will be provided no later than 2 hours prior to a change in operational schedules.

For more information about the Adverse Weather & Emergency Event Policy, visit the following link:
alertinfo.ecu.edu/adverse-weather-emergency-event-policy.

Contact your supervisor or Human Resources for policy, classification, or reporting questions.

Medical Emergency

Do not move a seriously injured person unless it is a life-threatening situation.

Immediately contact ECU Police. Remember, it is important to stay on the line. *Note: If you use LiveSafe to report an emergency, location-sharing begins immediately, and ECU Police can dispatch to your location quicker.*

When reporting the medical emergency, provide the following information:

- Type of medical incident (or injuries)
- Location of the emergency
- Number of victims
- Name of the victim(s)
- Condition of the victim(s)
- Any dangerous conditions
- Your Name
- Your location and telephone number

Those trained to perform CPR and first-aid can act within their expertise (with permission), while those who are not trained should remain calm and stay with the person. Notify the telecommunicator of any changes in the patient's status.

Remain with the victim until emergency personnel arrive. If possible, send an extra person outside to meet emergency personnel and guide them to the patient.

Note: If the injured person is an employee, report the injury to your supervisor. All work-related employee injuries and illnesses must be reported as soon as possible to the **Office of Environmental Health & Safety** at 328-6166.

If you are interested in first aid or CPR training, contact the American Red Cross (Pitt County Chapter can be reached at 252-355-3800) or visit redcross.org/ux/take-a-class.

Building / System Problem or Failure

Power Outage

The inherent danger during a major power outage is panic; therefore, all University personnel should stay calm. In the event of a major campus-wide outage, the University has emergency generators that will provide power to some areas of the campus. To report a minor localized power outage, call ECU Facilities Services at 252-328-6776 or ECU Police 252-328-6787.

In Case of a Major Campus-Wide Power Outage:

- Remain calm.
- Follow directions from ECU Police or ECU Alert for immediate action.
- Do not light candles or other types of flame for light.
- Turn off all electrical devices, like computers.
- Laboratory personnel should secure all experiments and unplug electrical equipment, as well as follow laboratory specific procedures prior to evacuating.
 - Cease experiments.
 - Fume hoods should be non-functional.
 - Turn off heat sources.
 - All chemicals should be capped, secured, and restored to their proper place.
 - Do not open cold-rooms, refrigerators, freezers, or other temperature-sensitive areas.

During an Outage

In a power outage, heating, ventilating and air conditioning systems will shut down, and return when power is restored. A lack of ventilation for the amount of time the power will likely be out should not pose a health or safety concern. Should electrical power go out on campus, the University will continue to operate as normally as possible, considering the circumstances. If the outage occurs during the day, do not immediately evacuate your building unless there is a safety concern.

If the campus experiences an outage while classes are in session, the following will apply:

- Classes and/or offices in internal rooms with no natural lighting should safely evacuate.
- Classrooms and/or offices that have sufficient natural light may not require evacuation; work or classes may continue as scheduled. The instructor will determine if there is sufficient light.
- Students will be required to report back to class once the power resumes. If students arrive on campus during a blackout, they should wait for the power to resume and then attend their class.
- In the event a building or area needs to be evacuated, the assembly points will remain the same as outlined in the building or department emergency action plan. Since some of these sites are unshaded and exposed to the elements, faculty and students may wish to relocate to a more protected area.

A contingency plan involves anticipating and planning for an alternate delivery of course material and communication when a service interruption occurs. Your contingency plan should appear on your course syllabus so that students know their responsibilities and what to expect in a downtime situation. Make sure you

have a Continuity of Instruction plan and utilize this plan to continue educating your students through these times. For more information, visit the following link: <https://www.ecu.edu/cs-acad/eai/continuity.cfm>

Gas Leak

- Cease all operations. Do not turn on/off any electrical equipment or light switches.
- Notify ECU Police, and Facilities Services at 252-328-6776.
- If the odor of gas is strong, vacate the immediate area or evacuate the building to your department/unit's assembly area.

Trapped in an Elevator

- Should you ever become stuck in an elevator, don't panic. Remain calm and use the emergency phone to call for help.
- Under no circumstances should you attempt to exit the elevator by yourself. You may be inconvenienced by the delay, but you are much safer in the cab as opposed to exposing yourself to the dangers of moving equipment in open hoist ways. A technician will be dispatched as quickly as possible to assist you and correct the problem.
- If you see people trapped in an elevator, call ECU Police and provide information. Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

Plumbing, Indoor Flooding, Water Supply Failure

- If personal safety allows, shut off electrical equipment and evacuate area. Do not enter area where live electrical circuits are in contact with water.
- Report plumbing or indoor flooding immediately to Facilities Services at 252-328-6776.
- Post appropriate signage.
- Consider the impact to operations and the need to relocate programs or operations in the event of an extended outage.

HVAC Outage

- Notify Facilities Services at 252-328-6776.
- Consider the impact to operations and the need to relocate programs or operations in the event of an extended outage.