



"Creating an excellent
college experience"

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Section: Operations	
Subject: Emergency Procedures	

Policy:

General Evacuation plans have been developed by USU Emergency Management Office, for the safety of our employees and our customer. Management is ultimately responsible to ensure that all customers are evacuated and that all employees are evacuated and accounted for. It is imperative that all staff follow these procedures during an emergency. Each individual operation in Dining must identify a designated emergency team leader by name that is responsible for the following:

1. Defining and posting Exit routes for each building / location.
2. Define a designated meeting area outside and away from the building.
3. Develop a method to take roll of employees and staff that are in the building at the time of evacuation (paper schedule, website access for When to work. Etc.)
4. Be aware of the needs of anyone with disabilities in your scope of responsibility.
5. A "go bag" filled with emergency supplies (i.e.: First Aid Supplies, bottle water, food, radio, flashlight)
6. Posting and discussion of evacuation plan in staff meetings.

Please Note: USU Emergency Management has directed us not to speak to the media under emergency situations. All such inquiries should be directed to the Director of Public Relations and Marketing at (435)797-1351.

Procedures:

Evacuation Alarm

If the Evacuation (Fire) Alarm sounds for more than 10 seconds, proceed as follows:

1. If possible, and it does not jeopardize your safety, turn off all cooking equipment and **secure** the area.
2. Management secures money in registers, typically this means logging off and locking the drawer.
3. Management ensures that all cooking equipment is turned off.
4. Management ensures that all employees and guests are evacuated. If guests refuse, inform them that the police will be notified, make a note and report to the police.
5. Assist persons with disabilities.
6. Do not use elevators.
7. If unable to get down the stairs, contact USU Police at 797-1939 and proceed to the Evacuation Refuge Area in a stairwell. Responding Rescue Personnel will assist you in evacuating.
8. Exit the building via the nearest exit (or alternate if the nearest is blocked).
9. Proceed to the designated meeting area.
10. Management does a role call making sure all of the employees are accounted for.
11. Once employees are accounted for, management will notify the Executive Director via text message or cell phone that all areas are secure and employees are accounted for.
12. If you suspect someone was not evacuated or you have any information on the incident that prompted the alarm, report to the Executive Director immediately.
13. The silencing of the alarm bells is not an all-clear to re-enter the building.
14. Do not re-enter the building until the Executive Director, USU Police, CERT Member or Logan City Fire Department members give an all-clear.

Earthquake

1. When you feel an earthquake, duck under a desk or sturdy table. If that is not possible, seek cover against an interior wall and cover your head and neck with your arms.
2. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and other heavy objects that could fall.
3. Watch out for falling plaster and ceiling tile.
4. Hold onto your cover and remain under it until the shaking stops.

Once the shaking stops:

1. Be prepared for aftershocks, and plan where you will take cover when they occur.
2. Check for injuries. Give first aid, as necessary. DO NOT move injured victims unless absolutely necessary.
3. Remain calm and reassure others.
4. Avoid broken glass.
5. Check for fire. Take appropriate actions and precautions.
6. Check gas, water, and electric lines. If damaged, shut off service. If gas is leaking, don't use matches, flashlights, appliances, or electric switches. Open windows, leave building, and report to the gas company.
7. Replace all telephone receivers, and use for emergency calls only.

Once you feel you can evacuate the building, follow evacuation procedures above. Do not leave the area/campus without reporting to your assigned evacuation area and checking in with a member of management.

Bomb Threat

If you receive the Bomb Threat:

1. Write down the exact wording of the threat. If the caller allows, ask the following questions:
 - a. When is the bomb going to explode?
 - b. Where is it right now?
 - c. What does it look like?
 - d. What kind of bomb is it?
 - e. What will cause it to explode?
 - f. Did you place the bomb?
 - g. Why?
 - h. What is your address?
 - i. What is your name?
2. Note the following information (if you can determine it):
 - a. Sex of caller
 - b. Ethnic background
 - c. Length of call
 - d. Number at which call is received
 - e. Time
 - f. Date

Note the characteristics of the callers voice (i.e. calm, angry, excited, slow, rapid, soft, loud, etc.)

Make note of any background noises (i.e. street noises, voices, PA system, music, motor, house noises, etc.)

Note if the language was well spoken (educated), foul, irrational, incoherent, taped, or read by the threat maker.

Make note of any accent.

Report it to the USU Police and Executive Director immediately and follow any instructions they may give you. If ordered to evacuate the building, follow procedures above.

Active Shooter/Robbery

If the armed individual is outside of the building:

1. Turn off all lights and close and lock all doors & windows.
2. Get down on the floor and hide.
3. Move to a core area of the building (away from windows & exterior walls) and spread out. Don't huddle together.
4. Call 9-1-1 and provide the location and a description of the individual.
5. Remain Hidden until an "all clear" instruction is given by law enforcement.

If the armed individual is inside of the building, but you are not directly involved in the threat:

1. If possible, and safe to do so, flee the building to a safe location. Warn others of the threat and encourage them to exit/ not to enter the building.
2. Worry about your safety first. Stopping to help an injured individual, while noble, only puts both of you at further risk. Get yourself to a safe location and then report the injured individual to emergency personnel.
3. Call 911 as soon as possible to report the crime, give them the location of the individual and a description.
4. If you are not directly involved in the threat but cannot evacuate the building lock down in a secure location and call 911. Lock or block the doors, turn off all the lights, and be as quiet as possible. Formulate a plan to fight back if the gunman should enter the room.
5. Wait for an "all clear" from law enforcement. When law enforcement sweeps the building, remain perfectly still and only speak to them to answer their questions. Their first priority is to stop the gunman, not to evacuate civilians.

If the armed individual is an immediate threat (in your operation):

1. If possible without putting yourself in further danger, alert others and dial 911.
2. Follow Directions. Personal safety and the safety of others come first. Give the robber/shooter what he/she demands.
3. Attempt to overcome the armed individual only as a last resort in the most extreme of circumstances.
4. Remember there may be more than one armed individual.
5. Concentrate on getting a description. Facial features such as eye color, color of hair and birth marks or other distinctive markings. What type of clothing they have on, height and weight.
6. Do not make any changes to the scene so that Law enforcement may investigate the area later.
7. If you are able to flee, don't go to the usual gathering spot. Get as far away from the scene as possible and contact authorities.
8. Notify the Executive Director as soon as possible.
9. Do not return to the scene until you have been cleared to do so by law enforcement.

Severe Weather

1. Listen to the local radio station or watch for an alert via the USU Emergency notification system.
2. Travel only as necessary.
3. In the case of severe wind or tornado, go to the lowest level in the building, in an interior room/hallway with no windows.
4. Contact your direct supervisor for instructions on when and if to come to work.
5. The Executive Director will work with USU Police, USU Housing and USU Emergency Team to determine what, if any, operations will be operational.

Power/Water Outage

1. Close and secure all operations as appropriate for safety or security reasons. Some operations may still be able to serve guests.
2. Turn off all equipment, especially those utilizing hoods so that smoke is not created.
3. Remain calm and provide assistance to others if necessary
4. Move cautiously to lighted areas. If emergency power is working exit signs should still be visible.
5. Turn off & unplug computers and other voltage sensitive equipment.

6. For information about a prolonged outage contact facilities at 797-3535.
7. Elevators- there may or may not be emergency lighting in elevators, but the emergency phones should still work. If someone is trapped in an elevator, contact the police.
8. Keep Executive Director updated as to the status of each operation. Operations will only be closed for the day upon Executive Director's decision.
9. Each operation is responsible to review specific requirements pertaining to their own operation with the Dining Services Maintenance Technician.

In Case of Emergency (ICE)

USU Emergency Management recommends entering an "ICE" contact into your mobile phone prior to an emergency situation in order to aid emergency responders in alerting your emergency contact in a timely manner. To enter an ICE contact simply type ICE followed by the person's name and then enter their contact information. You can enter multiple ICE contacts by listing them as ICE 1, ICE 2 etc.

Suspicious Object or Package

1. Do not touch or disturb the object/package.
2. Call USU Police at 797-1939 or 911.
3. Notify your supervisor immediately and then the Executive Director should be notified.
4. Prepare to evacuate and follow evacuation procedures.

Behavioral Concerns

If an individual conducts himself in a manner that causes concern for their safety or the safety of others, call one of the following:

USU Counseling & Psychological Services	797-1012
USU Disability Resource Center	797-2444
USU Campus Judicial Officer	797-3137
USU Police	797-1939

USU Behavioral Intervention Team:

Click "Campus Safety" link on the USU Home Page and follow the instructions for "Reporting Procedures."

If at any time you believe you or someone else is in immediate danger dial 911.

Insurance Coverages:

1. Commercial General Liability, Professional Liability, Errors and Omissions and Automobile Liability insurance is provided to Utah State University employees through the Utah State Risk Management Fund. This coverage applies during the performance of the employee's duties, within the scope of his/her employment or under color of authority as such.
2. The University's property insurance through the Utah State Risk Management Fund provides all-risk, replacement cost coverage on property owned by the University or property for which the University has assumed liability prior to a loss. This property insurance has a \$1,000 deductible.
3. More information about liability and coverage can be found on the USU Risk Management Website at www.usu.edu/riskmgt