

THE UNIVERSITY OF  
**MEMPHIS**®

**ITS SERVICE DESK  
EMERGENCY RESPONSE PLAN**

# UofM EMERGENCY RESPONSE PLAN

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## DEPARTMENT NAME

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## About This Manual

This manual is part of the overall UofM emergency preparedness effort. It is a complement to the campus Crisis Management Plan (CMP), and it is intended to be used in implementing the procedures outlined in that plan. (View the CMP at [http://bf.memphis.edu/crisis/crisis\\_mgmt\\_plan.pdf](http://bf.memphis.edu/crisis/crisis_mgmt_plan.pdf).)

Various sections contain one or more pages that require specific information your department must provide. This manual is not complete, and your emergency plan is not secure, until all these materials are completed.

## Overview of the UofM Emergency Response Plan

All UofM academic and administrative departments share the responsibility in preparing for emergencies and disasters.

The purpose of a Departmental Emergency Plan is to:

- Protect the safety of students, faculty and staff.
- Safeguard resources related to the Department's mission.
- Coordinate the unit-level emergency response with campus-wide procedures.
- Implement specific Crisis Management Team directives.

### All Department Emergency Plans should include:

- Work rules and policies that mitigate potential hazards and protect equipment.
- Inventory and storage of hazardous material.
- Appropriate emergency information and training for department personnel.
- Secure storage locations for department first aid and emergency supplies.
- Effective emergency reporting and notification protocols for offices, laboratories, shops and classrooms.
- Evacuation routes to building assembly areas.
- Pre-defined recall procedures for essential personnel.
- A departmental emergency information hotline.
- Business Continuity strategies for resuming normal operations.
- Advance planning for documenting an emergency's impact and cost.
- Access for emergency personnel to all departmental areas.

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## I. Introduction

Preparation is the cornerstone of the UofM's planning for emergencies. The materials provided in this manual are essential tools. Their proper use and implementation are crucial in achieving the university's goals of protecting students, faculty and staff, minimizing losses and restoring operational status promptly when an emergency occurs.

Proper preparation requires the effort, input and cooperation of many people. Your success in securing commitment to and participation in emergency planning will help determine how prepared the people you supervise are when the next emergency occurs.

Development of the ITS Service Desk Emergency Response Plan is meant to compliment:

- The UofM Crisis Management Plan developed by the Office of Crisis Management, in coordination with the Crisis Management Team Operation and Policy Groups (President and campus senior management);

This emergency response plan is meant to:

- Protect the lives of students, faculty and staff;
- Protect University property;
- Protect the environment, health, and safety of students, faculty, and staff;
- Safeguard resources related to the Dean's mission;
- Coordinate the unit-level emergency response with campus-wide procedures;
- Implement specific Crisis Management Team directives.

## II. Purpose, Scope & Assumptions

### Purpose

This plan provides the management structure, key responsibilities, emergency assignments, and general procedures to follow during and immediately after an emergency. The University has established this plan to address the immediate requirements for a major disaster or emergency in which normal operations are interrupted and special measures must be taken.

This plan does not supersede or replace the procedures for safety, hazardous materials response or other procedures that are already in place at the University. It supplements those procedures with a crisis management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations.

### Assumptions & Scope

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. These assumptions are called planning assumptions, and the standard practice is to base planning on the worst-case conditions. For the University, as for all organizations in high seismic regions, the worst-case conditions are represented by the earthquake hazard. UofM will utilize the principals of the National Response

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Framework (NRF), which includes the National Incident Management System (NIMS), and the Incident Command System (ICS) in emergency response operations.

- The UofM President will coordinate the UofM campus disaster response in accordance with University Policies and Procedures and the Crisis Management Plan (CMP).
- UofM will collaborate with the Shelby County Office of Preparedness as necessary.
- The resources of UofM may be made available to local agencies and citizens to cope with disasters affecting this area, only if they are not needed to serve the primary emergency response interests of the university.
- Mutual aid assistance will be requested when disaster relief requirements exceed UofM's ability to meet them.

Departmental Emergency Response Plans guide the response of appropriate UofM personnel and resources within departments during a major emergency. This template standardizes common planning elements that are now suggested for departmental emergency planning.

The primary audience is intended to be Deans, Directors, Department Chairs and Administrative Officers, campus emergency building coordinators, supervisors, faculty, and staff. This plan is also a reference for managers from other jurisdictions, operational areas, state and federal government, along with volunteer agencies and other interested members of the public. This plan is an extension of the campus Crisis Management Plan.

Off campus centers are responsible for ensuring their preparedness in coordination with this Plan. Satellite facilities operating as tenants are responsible for coordinating with the property management organization at their respective locations.

## IV. Emergency Departmental Contacts\*

<b>Office</b>	<b>Phone</b>
Academic Affairs	2119
Human Resources	2601
Office of Legal Counsel	2155
Animal Care Facilities	2359
Office of Crisis Management	2254
Business and Finance	2121
Residence Life	2295
University Libraries	2201
Information Technology	8324
Campus Elementary School	2285
Student Affairs	2114
Psychological/Personal Counseling	2068
Student Health Services	2287
Student Disability Services	2880
Student Support Services	2351
Police Services/Emergency (24 hours)	2068/4357
Environmental, Health and Safety	4672
Employee Safety and Health	1625, 4671, 1503

### **Other Emergency Numbers**

Special Information Hotline (recorded)	0888
President's Office	2234
Crisis Intervention	2068
Communications	2843
Physical Plant	2699
WUMR FM Radio	2560
University Operator	2000
Employee Assistance Program	(800) 308-4934

*\*confirm each phone number for accuracy before posting*

## **Department Emergency Information**

Department: ITS Service Desk

Mailing Address: 113 Administration Building, Memphis, TN 38152

Building: Administration Building

Building Address: 3720 Alumni Avenue, Memphis, TN 38152

## V. University Contact Information

### DEPARTMENT HEADQUARTERS:

### DEPARTMENT EMERGENCY ANNOUNCEMENT:

UofM SPECIAL INFORMATION HOTLINE:..... (901) 678-0888  
UofM POLICE ..... (901) 678-4357

### TO REPORT AN EMERGENCY:

Police, Fire, Ambulance: .....911  
Hazardous Materials Spills:.....911; (901)678-4672  
UofM Utilities and Buildings Damage:..... (901) 678-2699

### STATUS REPORTS FROM EMERGENCY RESPONDERS

#### Minor Incidents: Contact responding department

UofM Switchboard ..... (901) 678-2000  
UofM Physical Plant ..... (901) 678-2699  
UofM Environment, Health and Safety ..... (901) 678-4672



## VI. TigerText – Campus Mass Notification System

The University of Memphis launched TigerText emergency messaging as a means of enhancing its' ability to communicate during a crisis.

UofM has developed TigerText to communicate official authenticated information during an emergency or crisis situation that disrupts normal operation of the UofM campus, or threatens the health or safety of members of the campus community.

The TigerText text messaging service is just one of the methods the University will use to communicate emergency information to students, faculty, and staff. We will continue to use a variety of other methods as appropriate, including email, telephone, the outdoor emergency warning system and web pages.

TigerText is administered through the UofM Office of Crisis Management with oversight from the Vice President for Business and Finance. The University's Emergency Preparedness Coordinator is responsible for the implementation of programs that address preparedness, response, training, and recovery for the UofM community.

TigerText is the official means by which the UofM campus community will be alerted in a major or catastrophic emergency.

**TigerText will never be used for non-emergency notifications. The system is tested quarterly.**

In an emergency, authorized public safety staff may activate one or more elements of the campus mass notification system depending on the nature of the emergency. TigerText is comprised of many individual components. Each component is unique and is designed to reach a certain segment of the UofM community. UofM has adopted best practices, which call for using multiple modes of delivery comprised of audible, visual, and e-technology components:

- SMS/Text Messaging System
- Mass E-mail alerts
- Desktop (Network) "Pop-Up" Warning Page
- Outdoor (Audible) Warning Sirens
- Indoor (Audible & Visual) Warning Systems
- WUMR 91.7 FM Radio Station
- [www.memphis.edu](http://www.memphis.edu)
- Special Information Hotline 1-901-678-0888

## VIII. Recommended Supplies

It is recommended that each department store emergency supplies in a secure location. These supplies should be checked regularly and perishable items should be replaced as necessary.

Storage and the appropriate use of supplies should be planned for the desired mission of supplies. Consider these issues when creating a supply resource or cache: What is the mission of the supplies? Do the supplies support the desired mission?

Ensure staff is properly trained and oriented to the supplies.

Supplies should include:

- First Aid Kit (including gloves and splints)
- Laboratory Kits
- Employee Roster
- Emergency Response Plan (this manual)
- Phone Directory
- Sign-making supplies (including markers, thumb tacks, tape, paper, post-its)
- Flashlights and batteries
- Light sticks
- Food

### PERSONAL EMERGENCY KITS

Employees should be encouraged to assemble personal emergency kits and have them accessible at all times. Suggested items include:

- Flashlights and batteries
- Battery-operated radio
- Sturdy, closed toe shoes
- Backup eyeglasses and prescription medications
- Wrapped snack
- Water packet
- Emergency telephone numbers
- Out-of-area emergency contact numbers
- Prescription medicines

### SUPPLIES AND EQUIPMENT LOCATIONS

Each department should complete the following form, update it regularly, and keep it with the department copy of the emergency response plan.

First Aid Kit: File Cabinet located directly in front of Alicia's desk.

## IX. Instructions in an Emergency

In the event of an emergency, or upon notification of fire, fire alarm or upon orders of an authority having jurisdiction, buildings or structures within the scope of the regulations of the local Fire Marshall shall be immediately evacuated or occupants shall be relocated in accordance with established plans.

Should an emergency occur and there is no notification, either by alarm or by someone in authority, an individual who feels the need to evacuate should relocate themselves in accordance with procedures contained in the emergency plan for the building or structure in which they inhabit. This does not mean that individuals should go home. They should assemble in the designated emergency area and wait for further instruction from designated emergency personnel.

Each employee has a responsibility when an emergency occurs to evaluate, notify and implement the emergency response plan. Evaluation involves an immediate assessment of the circumstances to determine the nature of the emergency. Immediately notify appropriate emergency and university personnel, including the Floor Warden(s) or Department Emergency Coordinator. Then prepare to implement the department emergency plan, as well as follow all instructions of police, fire, medical, EH&S, or other authorized university personnel.

The means of carrying out the responsibility to evaluate, notify and implement the emergency response plan will vary with the type and significance of the emergency. The following serves as a guideline for required actions.

(Please call the Office of Crisis Management at 2254 to arrange a consultation with the Emergency Preparedness Coordinator and the Fire and Safety Inspector to develop evacuation, fire exit, and post-earthquake exit or staging plans if they do not currently exist or need to be revised. These plans should be developed in conjunction with other building plans in your area.)

*(Departments should revise or edit the hazard information (below) based on existing policies, procedures, standards, or applicable statutes as appropriate (i.e. Workplace safety reporting or Occupational Safety and Hazard Administration (OSHA) standards)*

***Please refer to the University Crisis Management Plan under “Hazard Specific Appendices” for a complete listing of hazards.***

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## ACCIDENT

- Call 911 for assistance
- Notify a Service Desk Coordinator and other key personnel
- Administer first aid ONLY if trained to do so
- Do not attempt to move a seriously injured person

## POWER OUTAGE OR FAILURE

### *IF A POWER FAILURE OCCURS: (Appendix 4, University Crisis Management Plan)*

- Remain calm.
- Collect the yellow Duracell flashlight located in the top drawer of the mobile filing cabinet located directly in front of Alicia's desk in AD113, if needed.
- Provide assistance to visitors and other staff members in your area.
- If you are in an area with no lights, proceed cautiously to an area that has emergency lights.
- Use flashlights to search for guests or staff members caught in unlit areas.
- In public areas, assist guests and escort them to the exits.
- If you are in an elevator, remain calm and press the button with the phone receiver icon at the bottom of the elevator panel.
- Stand-by for instructions from emergency personnel to evacuate the building in the event that the power cannot be restored in a timely manner.
- Call UofM 's 24 hour safety hotline **678-HELP (4357)**
- Wait for instructions, be patient
- Do not open the doors of refrigerators and freezers unless absolutely necessary so that they will maintain their temperature for longer periods
- Most power outages are resolved quickly  
Evacuation is unlikely

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### TORNADO

If a tornado warning is given in Shelby County, University of Memphis personnel will be notified via civil defense sirens as well as TigerText. In the event of a tornado warning, the Service Desk will be required to evacuate Administration Building 113 and relocate to Administration Building 107 (located directly in front of the glass lobby doors). Service Desk agents will be required to unplug the two VOIP phones located at extension 8151 and 8152 and take them to Admin 107. The Service Desk Agents will set up stations at two PC stations located to the left of the entrance into 107. The two VOIP phones will need to be plugged in to the available network jacks located in the floor underneath the machines. The agents will sign in to the computers and VOIP phones and begin answering phones as usual, until an all clear is received. Once the all clear is given, the agents will move back to the stations located in AD 113 taking the VOIP phones with them.

Technical Assistants working in either the McWherter Learning Commons or the University Center Technology Hub will need to adhere to any and all evacuation procedure laid forth by McWherter Library personnel and University Center personnel.

The McWherter Library personnel will evacuate the Learning Commons staff and clients to the area in front of the elevators. Technical Assistants will assist the library personnel in ensuring all persons have evacuated the Learning Commons and moved to the designated area.

The University Center personnel will instruct Technical Assistants in the Technology Hub to evacuate and where they will need to evacuate to. Technical Assistants will assist the University Center personnel with evacuating the Technology Hub to the safe area designated by University Center personnel.

Once the Tornado Warning has expired, Technology Assistants and clients may return to both the McWherter Learning Commons and the University Center Technology Hub.

### FIRE

In case of fire, in the Administration Building, the Service Desk personnel will be required to evacuate the building. When the fire alarm is heard you will need to end any call you may be on, and leave the building via the nearest exit and travel a safe distance from the building at least a distance equivalent to the vertical height of the building or 100 feet minimum, whichever is greater (for the Administration Building, the sidewalk in front Mynders is a safe distance). You will wait until you have received an "All Clear" from an official University of Memphis staff member. Once returning to the Service Desk, you will resume normal operating practices.

If a fire alarm is heard in either the McWherter Library or University Center Technology Hub, Technical Assistants will need to ensure their respective labs are evacuated and leave

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the building immediately. McWherter and University Center personnel will inform you of where the meeting point is. You should still be a minimum of 100 feet from the building.

### In the event of a fire:

- Remain calm and activate a fire alarm
  - Call 911
  - **If the fire is small, attempt to put it out with a fire extinguisher if you can do so safely.**
  - Never allow the fire to come between you and an exit path
  - If the fire involves electrical equipment that is active, attempt to unplug the device.
  - If you are unable to put the fire out, evacuate by the nearest emergency exit.
  - Notify the Floor Warden(s) and Emergency Coordinator
  - Support the safety team's instructions
  - Touch closed doors with the back of your hand prior to opening them. If it is hot or if smoke is visible, do not open that door. Seek another exit path.
  - If cool, exit carefully
  - If there is smoke, crouch near the floor upon exit
  - If there is fire, confine it as much as possible by closing doors and windows (do not lock the doors).
  - Never use an elevator during a fire evacuation
  - Evacuate down stairs, or as a last resort, to the roof
  - Do not wear high heel shoes or carry liquids, beverages, or water bottles into the stairwell
  - (fall and slip hazards)
  - Do not re-enter building until authorized by emergency personnel
  - Wait for the Fire Department to declare the building safe to re-entry.
- 
- Use extinguishers on small fires **ONLY** if safe to do so – use the **P-A-S-S** method
    - Pull the pin in the handle
    - Aim at the **BASE** of the fire
    - Squeeze the nozzle, while employing a
    - Sweeping motion

**P.A.S.S. = PULL - AIM - SQUEEZE - SWEEP**



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*A link to the University of Memphis's Fire Alarm Evacuation can be found at:*  
<http://bf.memphis.edu/pp/esh/firealarm.php>

## HAZARDOUS MATERIALS

### **HAZMAT (including Biohazard) SPILLS (*Appendices 9-12, University Crisis Management Plan*)**

#### **Minor spills in the labs:**

- Follow lab procedures for eyewash, rinse or shower
- Vacate persons in the immediate area if necessary
- Clean the spill **ONLY** by those with suitable training and equipment (MSDS sheets and spill kits are available in each lab, use these sheets for information and correct procedure)
- Wear protective equipment (goggles, gloves, shoe covers)
- Use the appropriate kit to neutralize and absorb
- Collect waste – seal in proper container and label it clearly
- Call EH&S at **(901) 678-4672**

#### **Major spills in the labs:**

- Call 911 or EHS&S at **(901) 678-4672**
- Identify yourself, the location/phone, material spilled and possible injuries
- Assist injured persons. Isolate contaminated persons
- Avoid contamination or chemical exposure of yourself and others
- Close doors or control access to spill site
- Communicate critical spill information to first responders
- Follow evacuation instructions

#### **Area-wide HAZMAT Incident (campus or community):**

- Follow instructions precisely; an indoor or alternate outdoor evacuation site may be necessary.

#### **External Hazardous Material Release (Toxic Cloud):**

- Listen for details on the public address system
- Ensure windows and doors remain closed
- Inform occupants to stay indoors until hazard is declared over
- Ensure maintenance of the safety and comfort of occupants

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## EARTHQUAKE

### ***WHEN AN EARTHQUAKE OCCURS: (Appendix 8, University Crisis Management Plan)***

- Take cover under a table or desk to avoid falling objects.
- Do not attempt to evacuate from the building until it is safe to do so.
- Stay away from windows or tall cabinets that could fall.
- When walking through the building, move cautiously to avoid damaged stairways, doors or exposed electrical lines.
- If you are outside, move away from buildings, trees or power lines.

### ***FOLLOWING AN EARTHQUAKE:***

- Remain calm and be prepared for aftershocks.
- When evacuating open doors carefully, watch for falling objects or exposed electrical lines, and be prepared for damaged stairways.
- Do not use the elevators.
- Do not use matches or lighters until outside.
- When safe, security officers should conduct a search of the building for anyone who might be trapped or afraid to leave.
- Do not attempt to move injured persons unless there is a danger of further injury from collapsing structure, fire, etc.
- Report to the Assembly Area until the building is declared safe.
- Take cover immediately, direct others around you to go:
  - Under a desk, table or chair
  - Against a corridor wall (cover head and neck)
  - Outdoors – in open area, away from buildings
  - When shaking stops, assess impact and monitor news reports

### **Minor Quake (brief rolling motion):**

- Restore calm
- Report hazmat spills to 911, EH&S (901) 678-4672 and supervisor
- Report any damage to your supervisor and/or Departmental Emergency Coordinator
- Be alert for aftershocks, avoid potential falling hazards
- Review safety procedures and kit
- Await instructions, evacuation is unlikely

### **Major Quake (violent shaking):**

- Restore calm
- Report injuries to 911 and supervisor
- Report damage to your supervisor and/or Departmental Emergency Coordinator
- Evacuate carefully, be alert for aftershocks



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- Take emergency supplies
- Be alert for damage and hazards
- Assist others
- Do not use elevators
- Meet at designated assembly area; account for personnel
- Move to designated campus assembly areas for instructions
- Do not enter buildings until they are examined
- Report status to the Emergency Operations Center
- Await instructions, be patient, help others

## FLOODING AND SPILLS

*Serious water damage can occur from a number of sources including burst pipes, clogged drains, broken windows or fire sprinkler systems. (Appendix 3, University Crisis Management Plan)*

### **IF A WATER LEAK OCCURS:**

- Notify Physical Plant at 678-2699 or Police Services 678-4357(after business hours) to report the exact location of the leak and if any objects are in imminent danger.
- If there are submerged electrical appliances or outlets in the vicinity of the water, evacuate students, staff and guests.
- If you can safely stop the source of the flooding, do so cautiously.
- Alert occupants on floors beneath the water leak of the potential flooding of their areas.

Notify the administrator for your department and/or the building manager of any damage as soon as possible.

### **IF FLOODING OCCURS:**

- Notify Physical Plant at 678-2699 or Police Services 678-4357(after business hours) with building name, floor, corridor, room number, area name, source (if known), nature and extent of flood (color, odor, texture).
- If safe to do so, turn off or disconnect electrical devices in the flood area to reduce risk of electrical shocks.
- Protect or remove valuable property that is susceptible to water damage.
- Close doors and seal openings to minimize the spread of water.
- Remain in a safe adjacent area to direct response personnel to the site and others away from the site.
- If liquid is contaminated, area must be secured.
- Notify the Dean's Office

### **IF A CHEMICAL SPILL OCCURS:**

- Whenever you discover a spill of potentially toxic materials, evacuate the area including floors beneath and contact Environmental Health and Safety at 678-4672.
- Notify the lab manager, department administrator, and/or building manager and report the location of the spill and type of chemical involved.
- Consult Material Safety Data Sheets prior to attempting any containment or clean-up.
- Use protective equipment when cleaning up the spill.
- When toxic chemicals contact your skin, remove any clothing and immediately flush the affected area with clear water for fifteen minutes.

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- If a chemical splashes in your eye, immediately flush it with clear water for fifteen minutes in the nearest Emergency Eyewash station location.
- **Emergency Eyewash locations:**

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## BOMB THREAT

*Explosions can occur from improvised explosive devices (IED), faulty equipment or chemical reactions, creating life threatening conditions. (Appendix 5, University Crisis Management Plan.*

- Take all bomb threats seriously
- Report threats to Police Services at 678-4357 or 911
- Notify supervisor immediately
- Do not search for a device or touch suspicious objects
- If you receive a bomb threat call, try to note:
  - Caller's gender, age, unique speech attributes
  - Indications about where the device is, when it is set to go off, what it looks like, why it was placed
- If a threat was delivered, describe messenger or any suspicious persons in the area
- Evacuation decisions rest with Police Services and/or the University Administration
- Follow instructions precisely as evacuation may be to an alternate site

## CIVIL DISORDER

*(Appendix 7, University Crisis Management Plan)*

- Remain calm and evaluate the severity of the situation
- Do not confuse a demonstration with civil disorder. Civil disorder involves felonious behavior (arson, burglary, assault, serious property damage)
- Follow University instructions exactly
- Help the University disseminate accurate information and instructions
- Support an authorized lockdown or evacuation order
- Do not contribute to the spread of rumors
- Obtain updates from University and Department hotlines

## X. Evacuation

In the event of an emergency, or upon notification of fire, fire alarm or upon orders of an authority having jurisdiction, buildings or structures within the scope of the regulations of the local Fire Marshall shall be immediately evacuated or occupants shall be relocated in accordance with established plans.

Should an emergency occur and there is no notification, either by alarm or by someone in authority, an individual who feels the need to evacuate should relocate themselves in accordance with procedures contained in the emergency plan for the building or structure in which they inhabit. This does not mean that individuals should go home. They should assemble in the designated evacuation assembly area and wait for further instruction from designated emergency personnel.

*All employees should know of at least two routes to exit the building in the event of an emergency evacuation.*

### **WHEN YOU ARE ASKED TO EVACUATE THE BUILDING:**

- Remain calm. Immediately proceed to the nearest emergency exit and get out of the building.
- Be alert to broken glass, particularly in the lobbies.
- As you evacuate, check for other employees, students or visitors who may be disoriented and assist them in exiting.
- Take only your keys, purse or emergency supplies that you need. Do not attempt to take large or valuable objects that might slow your progress.
- Shut (but do not lock) doors behind you as you exit.
- Floor wardens should lock the building or monitor any open entrances if it does not jeopardize their own safety.
- Do not use elevators.
- In emergency stairwells, stay to the right side and use the handrails. Remove high-heeled shoes, if possible.
- Floor wardens for each department should ensure that all members of their department evacuate the building, and that they are accounted for at the Assembly Area.
- If it is determined that employees, students or visitors remain inside the building, this information should be conveyed to responding emergency workers. Rescue teams may be sent in only if it is deemed to be safe to proceed
- Do not re-enter the building until emergency personnel announce that it is safe.

The evacuation assembly area for the Service Desk is located as follows:

- **The side walk in front of Mynders Hall**

The evacuation assembly area for the Technology Hub is located as follows:

- **Follow the direction of the University Center staff**

The evacuation assembly area for the McWherter Learning Commons is located as follows:

- **Follow the direction of the Library Staff**

### **EVACUATION IMPLEMENTATION**

When emergency personnel determine that an evacuation is necessary:

- Remain Calm
- Communicate clearly and succinctly
- Give directions to the evacuation site
- Assist persons with disabilities

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- Do not use elevators
- Check offices, classrooms, cold rooms and restrooms
- Turn equipment off, if possible
- Take personal items
- Take emergency supplies, rosters
- Close doors, but **DO NOT LOCK THEM**
- Keep exiting groups together
- Instructors assist students
- Gather at the evacuation assembly area
- Account for personnel
- Wait for directions
- Do not leave the evacuation site without supervisor's consent
- Emergency personnel will authorize building re-entry when conditions permit
- If a full campus evacuation is announced, follow instructions precisely to avoid gridlock.

## **RECOMMENDED EVACUATION SCRIPT (Satellite and Off Campus Centers)**

We have had a/an (type of emergency)

Evacuate to (location)

Follow exit signs

Take your belongings

Do not use elevators

## **ASSISTING PEOPLE WITH DISABILITIES DURING AN EVACUATION**

### **To Alert Visually Impaired Persons:**

- Announce the type of emergency
- Offer your arm for guidance to lead them. Do not push or pull them
- Tell the person where you are going. Alert them to obstacles you encounter.
- When you reach safety, ask if further help is needed.

### **To Alert People with Hearing Limitations:**

- Turn lights on/off to gain person's attention or
- Indicate directions with gestures or
- Write a note with evacuation directions

### **To Evacuate Persons Using Crutches, Canes or Walkers:**

- Evacuate these individuals as injured persons.
- Assist and accompany them to the evacuation assembly area if possible, or
- Use a sturdy chair (or one with wheels) to move the person, or
- Help carry the individual to safety.

### **To Evacuate Wheelchair Users:**

- Non-ambulatory persons' needs and preferences vary.
- Individuals at ground floor locations may exit without help.
- Others have minimal ability to move. Lifting may be dangerous.
- Non-ambulatory wheelchair users may be put in stairwells. Alert emergency responders of their location. The Fire Department will evacuate them.

## UofM EMERGENCY RESPONSE PLAN

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- Some non-ambulatory persons have respiratory complications. Remove them from smoke and vapors immediately.
- Wheelchair users with electrical respirator get priority assistance.
- Most wheelchairs are too heavy to take down stairs.
- Consult with person to determine best carry options.
- Reunite person with the chair as soon as it is safe to do so.

Pre-assign emergency help for disabled co-workers before an emergency occurs. The Office of Crisis Management and Student Disability Services can provide additional information. Be aware that people with “hidden” disabilities (arthritis, cardiac conditions, back problems, learning disabilities) may also need individual assistance.

### **EMERGENCY RESPONSE (CAMPUS-WIDE)**

In a large, campus-wide emergency, it may be necessary to set up field command posts to manage local operations and communicate with building evacuees from multiple locations.

Field command posts will be staffed by public safety and service departments as dictated by the specific emergency and directed by the manager from each department in conjunction with the EOC Director and Dean. Public safety officials acting as designated Incident Commanders are the authority for the area(s) they command.

## XI. Recovery After Disaster

Once the immediate danger to life and property has passed, recovery efforts begin. Two major elements that must be addressed are employees' concerns and cost recovery. Employees will need prompt and accurate answers to their questions about the department's operational status, safety of the premises and access. **Please utilize the previously developed Business Continuity Plan (BCP) for your department to assist with this process.**

Your best efforts to provide that information in as many ways as possible will facilitate the recovery effort. Thorough documentation is the most important factor in assuring that the University achieves the maximum cost recovery possible from federal and state sources. It is important that information on loss and interruption of operations be gathered and passed to the Dean's Office as quickly as possible.

### UofM RESOURCES

#### Counseling

Psychological/Personal Counseling..... 678-2068  
Employee Assistance Program..... (800) 308-4934

#### Transportation

Memphis Area Transit Authority (MATA).....(901) 274-6282

#### Housing Assistance

Residence Life & Dining Services ..... 678-2295  
Adult & Commuter Student Services..... 678-2644

### COMMUNITY RESOURCES

#### Counseling Referrals

Memphis-Shelby County..... (901) 577-1800

Highway and Road Conditions.....(800) 342-3258/ 858-6349

#### Shelter Information (and General Referrals)

Red Cross..... (901) 726-1690  
Salvation Army..... (901)543-8586

#### Emergency Preparedness

Shelby County Office of Emergency Preparedness ..... (901) 379-7094  
Tennessee Emergency Management Agency (TEMA)..... (615) 741-0001