

University of Toledo Carlson Library Emergency Manual



Carlson Library

Revised July 2019

EMERGENCY MANUAL

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INTRODUCTION

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Keep this emergency manual in a prominent location. Instruct all staff to read it and to refer to it in case of emergency. Update annually.

CURRENT LOCATION OF ALL EMERGENCY MANUALS

COPY ASSIGNED TO:	LOCATION:
Academic Support	
Canaday Center	Staff Area
Cataloging	Director's office & staff area
Circulation	Circulation desk
Circulation Supervisor	Supervisor's office
Collection Development	Director's office & staff area
Information Technology	
Learning Enhancement Center	
Reference	Reference desk
Systems	Coordinator's office
TRIO/Student Support Services	
Web Version	www.utoledo.edu/library/info/docs/emergency.pdf

- Keep this manual in plain sight.
- All new employees will read this manual as part of their orientation.
- Current employees will review this manual annually.
- All Employees are to be aware of their responsibilities during an emergency.
- Review and update this manual for accuracy each summer.

Circulation Supervisor or designee is responsible for updating emergency procedures in this manual, distributing copies to all listed locations, updating and replenishing the emergency kit, and replacing batteries.

Library Web Master is responsible for updating the web version of this manual.

Emergency Kit

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The emergency kit and basic first-aid kit are located under the counter at the circulation desk.

CONTENTS OF THE EMERGENCY KIT:

- Roll of paper towels
- Caution tape
- Dust masks
- 4 Flashlights (2 wind-up, 2 battery powered)
- Garbage bags
- Hand sanitizer
- Roll of duct tape
- Roll of masking tape
- Signs for caution, keep out, etc.
- Vinyl gloves
- Zip lock bags

Note: Every office/department should have, at least, a minimal emergency kit containing band-aides, anti-bacterial ointment, duct-tape, and flashlight.

The emergency kit must always be easily accessible.

Re-evaluate and replenish the kits & check batteries twice a year!

Medical Emergency

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All serious illnesses or injuries must be reported to immediately.

REMAIN CALM and CALL 911 FOR HELP

If you are unsure about whether or not to call, ALWAYS CALL, err on the side of caution.

Remain calm. Follow these procedures:

1. **Call 911, stay on the phone** until the person answering the call ends the conversation. Provide the exact location of the victim, and details of their condition.
2. Do not move an injured person, unless there is danger of further harm.
3. Do not move someone with head or spinal injuries, unless there is immediate life-threatening danger!
4. Have someone stay with the person. Keep the victim comfortable.
5. DO NOT offer or provide medications!
6. Assign someone to meet and escort emergency responders to the injured person's location.
7. If you are trained, give first aid if necessary.
8. Keep other people away from the scene until help arrives.
9. Complete an Incident Report and an Illness/Injury Report (located in the Emergency Forms folder on the Z drive) after the situation is under control.

Do not exceed your training or knowledge when attempting to render first aid. Medical personnel, along with police, will arrive and take control of the situation.

FIRE or SMOKE/CODE RED

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**If you discover a fire inside the building or the fire alarm sounds,
immediately implement **R.A.C.E.****

- R Rescue** Try to rescue anyone in danger from the fire if it does not jeopardize your own life.
- A Alarm/Alert** everyone by activating a red pull station fire alarm and **call police at 911.**
- C Confine** Try to confine the fire by closing as many doors and windows as possible to trap the fire and slow its progress.
- E Extinguish/Evacuate** Extinguish the fire if possible and if you know how to use a fire extinguisher. Evacuate the area if the fire is too big to put out.

See Evacuation Procedure in the following section.

To use a fire extinguisher: **Pull, Aim, Squeeze, Sweep**

Take all alarms seriously.

Do not open any door that is hot to the touch!

Do not use elevators!

If the fire alarm starts sounding:

- Feel the door or doorknob to the hallway with the back of your hand. If it feels hot, do not open it – the fire may be on the other side of the door.
- If the door is not hot, open it slowly. If the hallway is clear of smoke, walk to the nearest fire exit and exit the building. **DO NOT USE ELEVATORS.**
- Close doors behind you.
- Notify arriving fire or police personnel if you suspect someone is trapped inside the building, and where they may be located.
- Gather outside at the designated assembly area (see Evacuation procedure), and do not attempt to re-enter the building until instructed to do so by UT Police or the Fire Department.

FIRE or SMOKE/CODE RED (cont.)

In Case of SMOKE:

1. Call 911.
2. If caught in heavy smoke, drop to hands and knees and crawl toward an exit. Breathe shallowly through your nose and use a filter such as a shirt or towel.
3. Responsible person will complete an Incident Report (located in the Emergency Forms folder on the Z drive) after the situation is under control.

If you are trapped in a room or otherwise unable to leave:

- Wet and place cloth material around and under the door to prevent smoke from entering the room.
- Close as many doors as possible between you and the fire.
- Be prepared to signal someone outside. DO NOT BREAK GLASS until absolutely necessary (outside smoke may be drawn into room).

If you are forced to advance through flames (which should be a last resort).

- Hold your breath and move quickly.
- Cover your head and hair with a blanket or large coat.
- Keep your head down and your eyes closed as much as possible.

Using a fire extinguisher:

Building occupants are not required to fight fires. Individuals who have been trained in the proper use of a fire extinguisher and are confident in their ability to cope with the hazards of a fire may use a portable fire extinguisher to fight small fires (no larger than a wastebasket).

Fire-fighting efforts must be terminated within 15 seconds, or when it becomes obvious that there is risk of harm from smoke, heat or flames, whichever comes FIRST.

The P. A. S. S method:

Pull the safety pin from the handle.

Aim the extinguisher at the base of the fire.

Squeeze the trigger handle.

Sweep from side to side to side at base.

University Police has the primary responsibility for managing fire emergencies with the Toledo Fire Department. Unauthorized re-entry into a building during a fire emergency is not permitted. Violators of this policy are subject to University and state fire code sanctions.

Evacuation/Code Green

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If evacuation is called for:

Carlson Library employee assembly area:

West Lawn between the Library and Wolfe Hall

Do Not Use Elevators.

Do Not Leave Assembly Area Until Instructed To Do So.

In certain emergency situations, such as the release of hazardous materials, emergency responders may order the evacuation of certain offices or buildings, or instruct people in those facilities to shelter in place.

It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and the other protective action for a different area of campus. When such actions are warranted, police, fire, safety or university officials will advise you of the appropriate action via radio and television stations, public address systems, loudspeakers, door-to-door notifications, or other appropriate means.

Evacuation

Prepare - Determine in advance the nearest exit from your work locations and the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

During Evacuation:

1. Evacuate quickly.
2. If others do not respond to the alarm, inform them of the need to evacuate immediately. Police/Fire Responders will handle patrons who do not wish to leave.
3. Follow instructions from emergency personnel, if available, and follow the directions provided for safe routes of evacuation.
4. Check doors for heat before opening. Do not open door if hot.
5. Dress appropriately for the weather. Take only essentials with you (e.g., eyeglasses, medications, wallet/purse).
6. Close door as you exit your room/office.
7. Remain calm, quiet, and leave the building quickly. Walk, do not run.
8. Use stairways; stay to the right.

Evacuation/Code Green (cont.)

9. Assist those with special needs.
10. Station personnel at entrance doors if safe, to prevent public entry.
11. Report to the assembly area.
12. Notify the authorities at the scene if you suspect anyone is still inside the building, and let them know where they may be located.
13. Stay a safe distance from the building. Stay upwind of smoke or chemical clouds.
14. Stay with your group in the assembly area until released by authorities. DO NOT return until notified that it is safe to do so.
15. Complete an Incident Report (located in the Emergency Forms folder on the Z drive) after the situation is under control.

SHELTER IN PLACE

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FOR TORNADO PROCEDURES, SEE PAGE 17

Shelter in Place:

During certain emergency situations, particularly chemical, biological or radioactive material releases and some weather emergencies, you may be advised to “shelter in place” rather than evacuate the building.

When directed to shelter in place:

- Stay inside the building (or go indoors as quickly as possible).
- Do not use elevators.
- Quickly locate supplies you may need such as food, water, radio, etc.
- If possible go to a room or corridor where there are no windows and few doors.
- If there is time, shut and lock all windows and doors, (locking the door may provide a better seal on the door against chemicals).
- In the event of a chemical release, go to an above ground level of the building; some chemicals are heavier than air and may seep into basements even if windows are closed.
- Turn off the heat, fans, air conditioning or ventilation system, if you have local control of the systems.
- Drink bottled water or stored water, not water from the tap.
- If possible, check for additional information through the local radio and television stations, or on UT’s website.
- Do not call 9-1-1 unless you are reporting a life-threatening situation.
- If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it in as normal a fashion as possible.

When the “All Clear” is announced:

- Open windows and doors.
- Turn on heating, air conditioning or ventilation system.
- Go outside and wait until the building has been vented.

The police, along with fire and medical personnel if necessary, will arrive and take control of the situation. Stay in the sheltered area until authorities release you.

DO NOT USE ELEVATORS AND STAY TO THE RIGHT IN STAIRWELLS!

DO NOT RUN!

CRIME

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REPORTING A CRIME:

1. Call UT Police at ext. 2600. **If crime is in progress, call 911.**
2. If a person is injured, alert police that medical assistance is required. Also, inform police if a weapon was involved.
3. Assist the crime victim and assure them the police are coming.
4. Obtain description of suspect(s), make note if there is a weapon and note the circumstances that occurred
5. Identify witnesses, and request that they remain in the area to be interviewed by the police
6. Keep patrons away from the crime scene until police arrive.
7. Remain available to assist police as a witness.
8. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control

Try to obtain the following information about the suspect(s):

Witness description of suspect.

1. Male ____ Female ____ Height ____ Weight ____ Age ____
2. Weapon involved? _____
3. Description/clothing: _____
4. Method and direction of travel: _____
5. Time: _____ Date: _____
6. Witness name: _____

DO NOT ATTEMPT TO APPREHEND OR INTERFERE WITH A CRIMINAL!

****The police will arrive and initiate procedures to deal with the situation****

**In the event of an active shooter or violent intruder, refer to your ALICE training.
To schedule an ALICE Training Seminar provided by UT Police, email ALICE@utoledo.edu.**

ELEVATOR

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While elevator malfunctions are usually not serious, they can cause panic among those affected. Therefore, these situations should be dealt with quickly and efficiently.

If you hear patrons trapped in the elevator:

1. Indicate to patrons that help is being summoned.
2. Call UT Police at ext. 2600, and Facilities at ext. 1000.
3. Maintain contact with the trapped person to calm their fears.
4. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control.

****The police will arrive and initiate procedures to deal with the situation.****



Push the button with the "PICTURE OF A FIREFIGHTER'S HAT" if trapped in an elevator during a fire.



Push the "PUSH TO CALL" button to dial Campus Police immediately. This button should be used for all emergencies.



Push the "Alarm" button to ring a bell to indicate help is needed.

IN CASE OF FIRE, ELEVATORS ARE OUT OF SERVICE. USE THE STAIRS!

DO NOT ATTEMPT TO FORCE OPEN THE DOORS OF AN ELEVATOR CART!

UTILITIES: Water, Gas

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Plumbing Failure / Flooding

1. If you notice a plumbing failure or flooding during business hours, call Facilities at ext. 1000, the Director of Operations at ext. 4030, and the Library secretary at ext. 8549. After hours, call the Circulation Desk at ext. 2323. The circulation supervisor will make the necessary contacts, including Campus Police if the situation is an emergency.
2. If flooding occurs, avoid contact with water to eliminate potential for electric shock. If possible move electrical equipment out of harm's way.
3. Remove or cover equipment, books and other library materials as necessary. Plastic sheeting is located on the shelves in graphic design area within room 0100, lower level.
4. Place caution tape around flood area and place signs to keep people away. Caution tape & signs located in Emergency Kit, see page 2
5. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control

****Maintenance employees will arrive and take control of the situation.****

If there is damage to any of the collection, library personnel responsible for disaster recovery will assess and manage disaster recovery efforts.
(Refer to the Disaster Recovery Manual)

Gas Fumes

1. Call Campus Police at ext. 2600.
2. Warn others in the immediate area.
3. Vacate and secure area. Post a "DO NOT ENTER" sign on the door to the room.
3. Wait for directions from University Police or Maintenance to evacuate the building. Evacuate if required and move at least 300 feet away from suspected source of gas leak. Use the buildings fire alarm system if instructed to do so. Do not reenter building until approved by authorized personnel.
4. Meet with and assist emergency response personnel.
4. Prevent all sources of ignition (cigarettes, electrical equipment, lights, etc.).
5. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control

****Maintenance and/or police will arrive and take control of the situation and initiate** evacuation if necessary. See Evacuation, page 6.**

EMERGENCY PERSONNEL ARE IN CHARGE OF ORDERING EVACUATIONS

UTILITIES: Electrical

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In the event of a major, campus-wide outage, the University of Toledo has emergency generators that will restore power to some areas of campus. To report a minor, localized power outage during business hours, dial ext. 1000 on the main campus or ext. 5353 on the Health Science Campus. After regular business hours, contact UT Police at **ext. 2600**. Keep a flashlight and batteries in key locations throughout your work areas and dorm room.

Power Failure

1. Remain calm
2. During business hours, call Plant Operations at ext. 1000. Also, notify the Library Secretary at ext. 8549 and the Director of Operations at ext. 4030. After hours, call Campus Police at ext. 2600.
3. Locate the nearest flashlight in your area or use one located in the emergency kit, if necessary. Emergency lighting should provide adequate lighting to see.
4. Check elevators for trapped patrons and follow Elevator Procedure on page 10.
5. Unplug all electrical equipment (including computers) and turn off light switches. Do not light candles.
6. If evacuation is required, seek out persons with special needs and provide assistance.
7. Emergency lighting will remain on to evacuate the building safely if needed.
8. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control

Telephone

1. During business hours, call Library Computer Services at 2808. Howard will either fix the problem or contact the appropriate department.
2. After hours, leave a message for Library Computer Services at 2808

Computer

Computer problems are not an emergency; the following is included simply FYI.

1. Contact Library Computer Services at ext. 2808 for all computer issues – including networking, hardware, Sierra, UTMOST, and software programs.
2. Sierra problems after 5 pm, or on weekends, should be brought to the attention of the Circulation Desk Supervisor on duty. Supervisor will contact Howard at home if necessary.
3. If no one is available, contact the IT Help Desk x2400 or log on to ithelpdesk@utoledo.edu to submit a help ticket.

Report suspected viruses or suspicious e-mails to Library Computer Services at ext. 2808

HAZARDOUS MATERIAL: Chemical

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Spill Inside the Building

- Alert others in the area of the need to evacuate as quickly as possible and immediately leave the area.
- Close all doors leading to the area of the spill.
- From a safe location, contact UT police at ext. 2600.

When reporting a chemical spill, provide the following information:

- A spill/release has occurred;
- The type/quantity of material involved, if known;
- The exact location of the incident (building, room number, etc.);
- Injuries/fire which may have occurred.

HAZARDOUS MATERIAL: Suspicious Mail

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What to do in the event of a SUSPICIOUS LETTER / PACKAGE / SUBSTANCE

Be cautious of:

- Foreign mail, airmail, and special deliveries.
- Restrictive markings such as "confidential" or "personal."
- Excessive postage.
- Handwritten or poorly typed address.
- Incorrect titles.
- Misspellings of common words.
- Oily stains or discolorations on package.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes.
- Protruding wires or tinfoil.
- Excessive tape or string.
- Visual distractions.
- No return address.

What to do if you receive a suspicious letter or package:

- Do not touch or move the article.
- Do not try to open the package. If there is spilled powder, do not try to clean it up and do not smell, touch or taste the material.
- Do not shake or bump the package or letter.
- Isolate the package, placing it in a sealable plastic bag, if available.
- Do not put in water or a confined space such as a desk drawer or a filing cabinet.
- If possible, open windows in the immediate area to assist in venting potential explosive gases.
- Calmly alert others in the immediate area and leave the area, closing the door behind you.
- Wash hands and exposed skin vigorously with soap and flowing water for at least 20 seconds. Antibacterial soaps that do not require water are not effective for removing anthrax or other threatening materials.
- Call University Police at **x-2600** and give them your exact location.
- Wait for UT Police to respond. Tell them of everyone who may have been exposed to the package. Do not leave the building unless instructed to do so by UT Police.

*If you have any reason to believe a letter or parcel is suspicious,
do not take a chance or worry about possible embarrassment
if the item turns out to be innocent.*

UT Police will respond and will contact local, state and federal authorities, as appropriate.

BOMB THREAT CODE BLACK

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IF POSSIBLE, SIGNAL TO ANOTHER PERSON THAT YOU ARE RECEIVING A BOMB THREAT.

SECOND PERSON should:

1. **Call police at 911.**
2. Report the telephone number the call is coming in on.
3. Listen in on the conversation if possible.

PERSON RECEIVING THREAT:

Keep the caller on the line as long as possible. Ask the following questions:

1. **What does the bomb look like?**
2. **When is it going to go off?**
3. **Does it react with water?**
4. **Why are you doing this?**

- As soon as the caller hangs up, **call police at 911.**
- Notify your supervisor.
- Meet with and assist University Police Personnel.
- Evacuate building, as directed.
- Do not re-enter building until UT Police or Safety and Health Personnel have given the "all clear".

The person who received the call should complete the Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control.

EXPLOSION

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In Case of Explosion

1. **Call police at 911.**
2. Try to determine if anyone has been injured and alert police if medical assistance is required
3. Keep patrons away from the scene until police arrive
4. If a fire results, follow Fire/Smoke procedures on page 4.
5. Fire/Police responders will initiate evacuation if necessary. See Evacuation procedure, page 6.
6. Complete Incident Report (located in the Emergency Forms folder on the Z drive) when the situation is under control

If you or someone else is trapped in debris:

- If possible, use a flashlight to signal your location to rescuers.
- Avoid unnecessary movement to minimize stirring up dust.
- Cover your nose and mouth with any cloth you have on hand to avoid breathing dust.
- If time permits, dust masks are stored in the Emergency Kit, see page 2.
- Tap on a pipe or wall so that rescuers can hear where you are.
- If possible, use a whistle to signal rescuers.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

THE POLICE, ALONG WITH FIRE AND MEDICAL PERSONNEL IF NECESSARY, WILL ARRIVE AND TAKE CONTROL OF THE SITUATION.

DO NOT TRY TO LOCATE OR MOVE A SUSPICIOUS DEVICE!

WEATHER: Tornado CODE GRAY

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Tornado Safe area is the BASEMENT ELEVATOR LOBBY

Tornado WATCH - Weather conditions are favorable for a tornado to develop.

1. Be alert for approaching storms.
2. Listen for the activation of the countywide emergency sirens, which indicate the weather situation is worsening.
3. Continue with business/operations in the ABSENCE of siren activation.
4. Monitor weather radio from circulation desk, or log on to one of these web sites:
<http://www.nws.noaa.gov/> or <http://www.disastercenter.com/> or <http://www.wtol.com>.
5. Make patrons aware of the Tornado Watch, and that they should go to the basement level elevator lobby if they hear the sirens. Also, advise incoming patrons of the Tornado Watch and the Tornado Safe area.

Tornado WARNING - A tornado or funnel cloud has been sighted. The countywide emergency sirens will be activated (steady tone for 3 minutes) when a warning is issued.

1. Normal University functions and operations will terminate.
2. Contact UT Police at 2600 and let them know we are moving patrons to Tornado Safe areas.
3. Employees should also go to the tornado safe waiting area at this time.
4. Stay away from windows and out of large open rooms.
5. Ground or basement level interior hallways with no windows to the outside are also acceptable safe waiting areas in a tornado.
6. Monitor weather radio from circulation desk, or log on to one of these web sites:
<http://www.nws.noaa.gov/> or <http://www.disastercenter.com/> or <http://www.wtol.com>.
7. Remain in protected area until the tornado or severe weather has passed and an ALL CLEAR has been issued via the local media, UT Police or other means.



Tornado Safe Area signs look like this.

They are found in the basement outside the restrooms.

Continue to next page for procedures by department.

WEATHER: Tornado CODE GRAY

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CIRCULATION DESK SUPERVISOR:

1. If Information desk is staffed, quickly inform the person at the information desk of the tornado warning.
2. Contact UT Police at 2600 and let them know we are moving patrons to Tornado Safe area.
3. During business hours, phone the Library secretary at extension 8549 and the Director of Operations at 4030.
4. Circulation supervisor should use the PA system to warn floors 1-5 of a tornado warning and imminent danger and to advise patrons to move to basement Tornado Safe area.
6. Inform people sheltering in the basement when the "All Clear" is received.

CIRCULATION DESK PERSONNEL: Library & IT

1. Take shelter in the basement after assisting in directing patrons to the basement and placing signage in walkway informing any incoming patrons that a warning is in effect and to proceed to the basement.

LIBRARY SECRETARY:

1. Alert others in immediate area.
2. Lock doors into administration suite.
3. Go to basement Tornado Safe area.

ALL OTHER LIBRARY PERSONNEL:

1. Secure valuables.
2. Go to basement Tornado Safe area.

IF THERE IS STORM DAMAGE OR INJURY:

1. Call UT Police at 2600 to report damage; **if there is an injury, call police at 911.**

The police and medical help, if needed, will arrive and initiate procedures to deal with the situation.

DO NOT GO OUTSIDE!

WEATHER: Snow /CODE WHITE

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Carlson library will close due to snow for the following reasons only:

1. If the President of the University has announced a campus closure.
2. If Lucas County is in a level-three snow emergency. Wait for the campus closure notice and directive from the dean, associate dean, or director of operations.

Note: Call 419-530-SNOW to find out if UT Main Campus has closed, log on to the web: <http://myut.utoledo.edu>, or listen to your local television station or radio station for weather conditions and closings issued by the University of Toledo. (University of Toledo Medical Center NEVER closes). All library staff should sign up for UT Alert, an emergency notification system that lets users receive e-mails or texts about on-campus alerts, including inclement weather, power outages, etc.

If the closing occurs during library hours:

1. Circulation supervisor will notify patrons and staff of the early closing.
2. Perform normal closing procedures.

Note: In declaring an emergency, the President may cancel classes, cancel some or all activities, close some or all buildings, close the campus to all except specifically authorized persons, or take other action as necessary. The decision to cancel morning classes is made by 6 am; afternoon classes by 10 am; and evening classes by 3 pm.

Lucas County Snow Emergency Levels:

Level I

A **Level I Snow Emergency** is for all roads and streets in Lucas County, including state, county, and township roads, and all city streets. This means that roadways are hazardous with blowing and drifting snow. Roads are also icy. Drive very cautiously.

Level II

A **Level II Snow Emergency** is for all roads and streets in Lucas County, including state, county and township roads, and all city streets. This means that only people with a real and important need to be out on the roads and streets should do so. All persons, including news media reporters, support, and production personnel; and all health care and other emergency personnel should contact their employers to determine whether they are to report to work during the snow emergency. All public safety employees must report as scheduled.

Level III

A **Level III Snow Emergency** is for all roads and streets in Lucas County, including state, county and township roads and all city streets. This declaration does not apply to traffic on the Ohio Turnpike, but does apply to all other roads and streets in Lucas County. This means that no person except operators of public safety vehicles on duty or otherwise responding to an emergency; and essential news media personnel, including reporters, support, and production employees; health care and other emergency personnel; and essential employees of critical infrastructure facilities, may drive on roads and streets in Lucas County. All others traveling on the roadways might be subject to arrest. All public safety employees must report to work as scheduled.

PROBLEM PATRONS

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Note: At times, inappropriate-behavior situations will occur in the library. This can include disruptive, harassing, and verbally abusive patrons (on the phone or in person). In most cases, use your best judgment to analyze and decide whether to call UT Police at 2600 or just report it to your supervisor. The Circulation supervisor or individual department supervisors will usually handle problem-patron situations.

Basic Process for handling problem patrons:

1. Step one is to politely ask the patron to refrain from the inappropriate behavior.
2. If the behavior continues, call your immediate supervisor.
3. If you are unable to reach your supervisor but feel the situation doesn't merit calling UT Police, you may contact the Director of Operations, the dean of the library, or a safety monitor (night shift).
4. If behavior continues, call UT Police at 2600.
5. UT Police should be called immediately for any behavior that you feel might jeopardize your safety, the safety of others, or that of the patron.

Outlined below are the correct responses to some specific situations you might encounter in the library. Again, in most cases you will ask for compliance and contact your immediate supervisor before resorting to UT Police.

Nuisances: Smoking, Street People, Loud Talking, Loitering/Lurking, Unattended Children

Smoking: is not allowed on campus. Make patrons aware of this. If they do not cooperate call UT Police at 2600.

Street people: Ignore them unless they are being threatening, disruptive, or you receive patron complaints – then call UT Police at 2600.

Loud talking: In a calm manner, ask the patrons to "lower their voices in the library, please." If their behavior continues, ask them to leave. If the behavior becomes threatening, call UT Police at 2600.

Loitering / Lurking: Ignore them unless you suspect theft or voyeurism. If their behavior becomes threatening, call UT Police at 2600.

Unattended children: Children under the age of 14 must be supervised and accompanied by an adult at all times while in any University Library. If staff members notice children who are left unattended, call UT Police at 2600.

IF A PATRON IS VIOLENT OR COULD BECOME VIOLENT, CALL UT POLICE!

ALICE TRAINING

Reviewed July 2019

ALICE training prepares individuals to handle the threat of an Active Shooter. ALICE teaches individuals to participate in their own survival, while leading others to safety. Though no one can guarantee success in this type of situation, this new set of skills will greatly increase the odds of survival, should anyone face this form of disaster.

A	ALERT is when you first become aware of a threat. The sooner you understand a danger, the sooner you can save yourself. A speedy response is critical. Seconds count. Alert is overcoming denial, recognizing the signs of danger and receiving notifications about the danger from others. Alerts should be accepted, taken seriously, and can help you make survival decisions based on your circumstances.
L	LOCKDOWN. Barricade the room. Prepare to evacuate or counter if needed. If evacuation is not a safe option, barricade entry points into your room in an effort to create a semi-secure starting point. ALICE dispels myths about passive, traditional 'lockdown only' procedures that create readily identifiable targets. ALICE provides preparedness techniques to follow if you must lockdown.
I	INFORM. Continue to communicate information in as real time as possible, if it is safe to do so. Armed intruder situations are unpredictable and evolve quickly, so ongoing, real time information is key to making effective survival decisions. Information should always be clear, direct, and in plain language, <u>not using codes</u> . If the shooter is known to be in an isolated section of the building, occupants in other areas can safely evacuate, while those in direct danger should perform enhanced lockdown and prepare to counter.
C	COUNTER. Use noise, movement, distance, and distraction with the intent of reducing the shooter's ability to shoot accurately. Counter is NOT fighting. Do not actively confront a violent intruder. Countering is a last resort. Creating a dynamic environment decreases the shooter's chance of hitting a target and can provide the precious seconds needed in order to evacuate.
E	EVACUATE. When safe to do so, remove yourself from the danger zone. Evacuating to a safe area takes people out of harm's way and hopefully prevents civilians from having to come into any contact with the shooter. Did you know that you should break a window from the top corner as opposed to the center? Many useful techniques that civilians do not know exist and can save your life. ALICE trainers teach strategies for evacuating through windows, from higher floors, and under extreme duress.

In the event of an active shooter or violent intruder, refer to your ALICE training. To schedule an ALICE Training Seminar provided by UT Police, email ALICE@utoledo.edu.

EMERGENCY AGENCY WEBSITES

Revised July 2019

AGENCY	WEBSITE ADDRESS
American Red Cross	https://www.redcross.org/
CDC (Centers for Disease Control)	https://www.cdc.gov/
Carlson Library Emergency Manual	http://www.utoledo.edu/library/info/docs/Emergency.pdf
FEMA (Federal Emergency Management Agency)	https://www.fema.gov/
Lucas County LEPC (Local Emergency Planning Committee)	http://co.lucas.oh.us/index.aspx?nid=964
University of Toledo Emergency Preparedness	http://emergency.utoledo.edu
U.S. Office of Homeland Security	https://www.dhs.gov/
U.S. State Department (travel advisories)	https://travel.state.gov/

Carlson Library Emergency Contacts

Revised July 2019

DEPARTMENT/POSITION	FIRST CONTACT	EXTENSION
Director of Operations	David Remaklus	x4030
Associate Dean of Libraries	Thomas Atwood	X2833
Dean of Libraries	Beau Case	X4286
Circulation Supervisor	Janet Douglas	x2894
Univ. Libraries Executive Assistant	Cathy Bukowski	x8549
Information & Research	Julia Martin	x2492
Technical Service & Systems	Howard Burkert	x2808
Academic Support	Mike Haar	x2656
Information Technology	Rick Gerasimiak	x3411
Learning Enhancement Center	Tia Tucker	X4135
TRIO Student Support Services	Robin Stone	x3848
UT Campus Police	EMERGENCY	x2600
UT Campus Police	NON-EMERGENCY	x2601

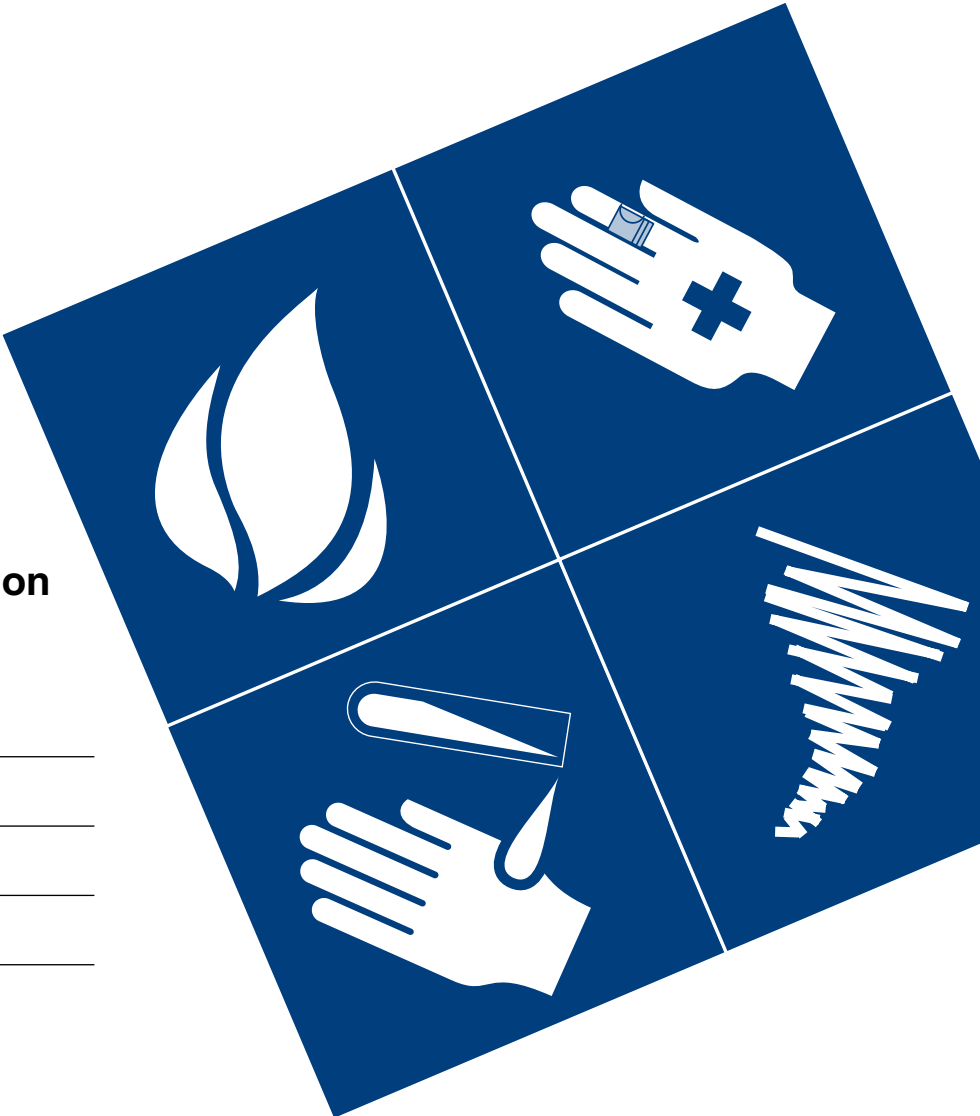
Emergency Contact Information
for Department or Lab

Main contact: _____

Phone number: _____

Back-up contact: _____

Phone number: _____



The University of Toledo Main Campus

Rapid Emergency Action Checklist

REACT

This guide is intended to provide an easy source of information on specific steps that should be taken in order to save lives and protect property in the minutes following a sudden emergency event. Emergencies may occur at any time and without warning, but their effects can be minimized if planned emergency procedures are followed.

The University of Toledo is committed to the safety and security of the campus community. In the event of an emergency, the University will provide an appropriate response to assure life safety and minimize property losses.

Emergency preparedness is everyone’s responsibility. Read and become familiar with these emergency procedures. This guide will serve as a reference for swift, efficient action during emergencies, and it should be kept easily accessible.

The following UT departments were involved in the development of this document.

- Plant Operations
- University Communications
- Residence Life
- Safety and Health
- University Police

Suggestions for improvement of this document may be directed to the Office of Safety and Health at ext. 419.530.3600.

REPORTING AN EMERGENCY (Main Campus)

To report an emergency, call UT Police
419.530.2600 or ext. 2600

State: “This is an emergency”

- Give the dispatcher:
- the nature of the emergency
 - your name
 - phone number from which you are calling
 - your location

DO NOT HANG UP until you are told to do so, unless there is an immediate threat to your safety.

After reporting the emergency, watch for the arrival of emergency personnel and assist in directing them to the appropriate location.

Additional Telephone Information for Main Campus

Student Medical Center	419.530.3451
Safety & Health.....	419.530.3600
Plant Operations - 7:30am-4:30pm	419.530.1000
After Hours.....	419.530.2600
University Communications	419.530.2675

Other Numbers:

BOMB THREAT

INSTRUCTIONS:

If you receive a bomb threat:
If possible, signal to another person that you are receiving a bomb threat.
Instructions for second person:

- 1. Call UT Police (419.530.2600or ext. 2600).
- 2. Report the telephone number the call is coming in on.
- 3. If you have a phone that allows you to listen in to the conversation, take notes.
- 4. Be calm and listen carefully. Obtain as much information as possible.
- 5. Do not interrupt or antagonize the caller.

Questions to ask:

- 1. Who are you? _____
- 2. Where are you? _____
- 3. Where is the bomb? _____
- 4. When will it explode? _____
- 5. What will cause it to explode? _____
- 6. What is it made of? _____
- 7. What kind of bomb is it? _____
- 8. What does it look like? _____
- 9. What will cause it to explode? _____
- 10. How big is the bomb? _____
- 11. Why did you place the bomb? _____
- 12. Is there more than one bomb? _____
- 13. Why did you set the bomb? _____

If there is more than one bomb, gather the same information that was obtained for the first bomb.

Description of voice:

Male _____ Female _____ Age _____ Race _____

Accent _____

Tone (high, low, gruff, etc.) _____

Mood (anger, despair, etc.) _____

Speech difficulties _____

Is the voice familiar? _____

Who did it sound like? _____

Background noise _____

Additional information:

Time call received _____ Day of week _____ Date _____

Length of call _____

Call received by _____ Title _____

At (location) _____

Remarks _____

Immediately Notify The University of Toledo Police at 419.530.2600 or ext. 2600 for Main Campus.

The police will initiate search procedures and evacuate if necessary.
UNDER NO CIRCUMSTANCES SHOULD AN UNTRAINED PERSON ATTEMPT TO LOCATE AND/OR MOVE A SUSPICIOUS DEVICE.

UTILITY DISRUPTION

Utility disruption includes any interruption or loss of a utility service, power source, or equipment needed to keep the University in operation.

Report all disruptions as follows:

During Normal Business Hours:

Plant Operations.....ext. 1000

After hours:

After hours: UT Police 419,530,2600

If personnel must evacuate, the UT Police should be notified at ext. 2600. The building should not be re-entered until directed to do so.

Electrical Power Outage/Failure

Follow directions from UT Police for immediate action. Unplug coffee pots or any other heating apparatus. Do not light candles. Emergency lighting will remain on to evacuate the building safely.

Gas Leak

Warn others in the immediate area. Wait for directions from University Police or Maintenance to evacuate the building. Do not light matches, do not turn lights on or off.

Plumbing Failure/Flooding

If flooding occurs, avoid contact with water to eliminate the potential for electric shock. During outdoor flooding on campus, use caution when driving on flooded streets. In some cases excess water pressure in the storm drain may dislodge manhole covers.

If flooding occurs inside a building, be sure to raise electrical equipment off the floor (i.e. computers). This may help may help reduce the risk of electrical shock.

Elevator Failure

Use the emergency elevator phone or alarm button to call for help. An elevator technician will be dispatched promptly. To avoid potential injury, do not pry open doors or overhead hatch. Maintain contact with trapped passengers and reassure them that help is coming.

DO NOT try to exit the elevator until professional help arrives.

Telephone/Communications Failure

Call the Telecommunications Department at 419.530.7201 during normal business hours.

Locking Systems Failure

Call Plant Operations or UT Police as directed above and, depending on the severity of the situation, a locksmith will respond.

Notes

A light blue circle is positioned in the upper left quadrant of the page. It is partially cut off by the top edge. The circle is filled with a solid light blue color. Overlaid on the circle and the background are horizontal black lines. The background consists of 21 evenly spaced horizontal lines. The circle itself has several horizontal lines passing through its center, creating a striped effect. The lines that pass through the circle are slightly darker than the background lines.

PERSONS WITH DISABILITIES

Faculty, staff, and students with disabilities have special needs when evacuating or seeking protective shelter. Preparation is vital.

The Office of Accessibility will issue a list of those students who are registered with its office who will require evacuation assistance and their current class schedules.

Everyone Should Know:

Visually impaired individuals may require assistance or guidance to the nearest shelter or assembly area. Inform the visually impaired persons of the nature of the emergency and offer to guide them. As you walk, tell them where you are and advise of any obstacles. When you have reached safety, orient them as to where they are and ask if any further assistance is needed. Remain with them as long as you are needed.

Hearing-impaired individuals may not hear alarms or announcements. They may require others to relay pertinent information, in writing, to them or act as their guide.

Mobility-impaired individuals may not be able to walk long distances or utilize stairs without some assistance. If persons use wheelchairs, they will need assistance to a safe area.

Wheelchair users frequently have respiratory complications. Remove them from smoke or vapors immediately to a safe area. Firefighters will assist with evacuation.

HAZARDOUS MATERIALS SPILLS

Chemical Spill Response Procedure

- In the event of a hazardous spill, there are two types to consider:
- **Small spills** less than one gallon of relatively non-hazardous materials (i.e. isopropyl alcohol)
 - a. Assess the situation and determine types of materials involved.
 - b. Put on appropriate personal protective equipment.
 - c. Apply suitable absorbent materials (i.e. paper towels).
 - d. Dispose of all waste materials to suitable waste stream.
 - e. Call Environmental Building Services to mop area with plain water.
- **Large spills** or for more hazardous materials (i.e. mercury or formaldehyde)
 - a. Call Campus Police at 419.530.2600 or Ext. 2600
 - (1) Tell them what has been spilled.
 - (2) Size of spill.
 - (3) Location of spill.
 - b. Remove nonessential personnel, evacuate if necessary.
 - c. Restrict area to traffic, close doors.
 - d. Wait for trained clean-up personnel to arrive.
 - e. Assist in anyway possible with spill clean-up.
 - f. A decision will be made between Campus Police and Safety and Health to call an outside contractor if the spill represents a serious threat to the health and safety of patients, visitors, faculty, staff, students or volunteers.
- The UT Police will respond and assume control of the site security until the arrival of internal or external HazMat emergency response personnel.

MEDICAL EMERGENCIES

In the event of any medical emergency/fatality:

1. Call UT Police at 419.530.2600 or ext. 2600
2. Report the following:
Exact **location of victim**, including address, floor number, and/or office location.
Details of accident or illness, and victims condition. **Stay with the victim** until help arrives.
3. Do not move the injured or ill person unless imminent danger makes it unavoidable. Keep the victim comfortable.
4. If you are trained, give first aid.
5. Have someone meet and escort the emergency medical personnel to the victim.
6. University employees should report injuries immediately to their supervisor.
7. In the event of a fatality or suspected fatality, UT Police will notify appropriate authorities.
8. All injuries or illness should be reported by completing the Injury/Illness Report

FLOODING AND WATER DAMAGE

If a water leak or flooding occurs:

1. Notify UT Police immediately at 419.530.2600 or ext. 2600.
2. Report the exact location and severity of the leak.
3. USE EXTREME CAUTION if there are electrical appliances or electrical outlets near the leak. If there is any possible danger, evacuate the area.
4. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the valve, etc.), do so cautiously.
5. Contact Safety and Health at 419.530.3600 or Ext. 3600 to evaluate water damage and/or if visible mold is present.
6. If flooding occurs inside a building, be sure to raise electrical equipment off the floor (i.e. computers). This may help reduce the risk of electrical shock.

TORNADO PROCEDURE

In the event of a tornado warning issued by the National Weather Service or other qualified source for Lucas County, you will be alerted by the outdoor public address system and the county emergency siren (located on the roof of the Student Union) and it will go off for three minutes in a continuous wail. Faculty, staff and students who have subscribed to the “mass communication system” will also be notified in that manner.

Actions

1. Move from the perimeter of the building, avoid upper floors and exterior glass areas.
2. Go to the core of the building: stairwells, restrooms, or basement locations.
3. If caught in an exterior office, seek protection under a desk or other heavily constructed furniture.
4. Stay out of parking decks, gymnasiums, auditoriums or large rooms where roof collapse may be more likely to happen.
5. Monitor a weather radio or other information source and return to normal business when an all clear is announced.
6. All Residence hall occupants should make themselves aware of the specific location of the tornado safe waiting area in their building. All tornado safe waiting areas are clearly identified with gray and white signs reading “Tornado Safe Waiting Area”. These locations differ from one residence hall to another, so knowing the location of your residence hall’s waiting area is very important.

Do Not Go Outside

FIRE PROCEDURES

Upon Discovery of a Fire, please follow the R.A.C.E. acronym

R = RESCUE anyone in immediate danger if it does not jeopardize your life.

A = ALARM/ALERT everyone by activating a red pull station fire alarm and calling campus police at 530-2600.

C = CONFINE the fire by closing all doors and windows (if possible).

E = EXTINGUISH/EVACUATE the building by going outside or to another building where your safety is assured.

- **Take short breaths and crawl to safety** if caught in heavy smoke.
- **Do not fight the fire** (unless trained to use a fire extinguisher).
- **Do not use elevators.**
- **All alarms should be taken seriously** (if you hear a fire alarm, evacuate).

EVACUATION PROCEDURE

It is the responsibility of each employee to know his or her Building Coordinator and be familiar with the emergency plan.

1. Follow the instructions of the Building Coordinator.
2. If others do not respond to the alarm or do not know of the evacuation, inform them of the need to evacuate immediately.
3. Close doors, windows, and lock cabinets, if possible.
4. Remain calm, quiet, and leave the building quickly.
5. Use stairways. (Assist anyone with special needs)
6. Report to the assembly area.
7. If you suspect that anyone is still inside the building, notify the authorities at the scene.
8. Stay upwind from smoke or chemical clouds.
9. Stay a safe distance from the building unless told to re-enter or you receive other directions from authorities on site.
10. Stay with classmates, fellow University employees, etc.
11. Follow any further directions authorities on site might provide.

DO NOT

Use elevators
Return to building or work area until it is safe
Leave assembly area until instructed to do so