Whenever dealing with emergencies, there are some key things to remember. First and foremost, try to **remain calm**. Secondly, **be familiar with emergency procedures** so you know what to do when there is no time to refer to a manual or ask for advice. Thirdly, **memorize important telephone numbers** such as 911 or **471-4441** for police, fire and ambulance and **471-5311** for Environmental Health and Safety (EHS). Finally, **do not transport ill or injured people** to the doctor or hospital. If the ill or injured person is conscious and the injury is not life-threatening, give them a choice of having a family member or an ambulance take them to the hospital.

The following are some general guidelines to help you know what to do in case of an emergency. While every situation is different and you may have to make decisions under pressure, these guidelines are intended to help you make decisions that maximize the safety of others as well as yourself. If you have any questions about these procedures as you read them, please ask your supervisor so you will feel confident in the emergency situation should it arise.

After any emergency, it is important to make sure that supervisors are notified. If injuries or illnesses occur in job-related activities, a first report of injury must be filed within 24 hours in the Division personnel office.
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Accidents with University Vehicles

In you are involved in any accident involving a University vehicle:

1. Take care of the medical needs of anyone involved.
2. Do not admit fault at the scene. Advise the other party that the accident will be reported to the University’s insurance company, which will be in contact with the claimant.
3. Contact the police and do not leave the scene of the accident until released by the police.
4. Report the accident to your supervisor.
5. Fill out an Automobile Loss Notice form within 24 hours of the accident.
6. You are responsible for any traffic or parking fines incurred while operating a University vehicle.

Bloodborne Pathogens

Since all body fluids are considered potentially infectious, employees whose job duties may put them in contact with bloodborne pathogens must follow these procedures to protect themselves:

1. For spills larger than what can be blotted up with a paper towel, call EHS at 471-3511 and request the emergency team.
2. Locate a biosafety kit. This should be located in your area.
3. Put on single-use latex gloves and other protective equipment such as aprons, safety glasses, etc.
4. For blood spills less than 100 ml (small enough to blot up with a paper towel), disinfect with TB-effective disinfectant spray. Spray the cleaner on the spill with a contact time of at least 10 minutes. Allow the surface to air dry.
5. Blot with a paper towel.
6. Place the towel in a biohazard bag.
7. Spray the affected area with disinfectant, deodorizing cleaner with TB-effective disinfectant.
8. Let stand for 10 minutes.
9. Use a mop and cleaner to remove remaining small material.
10. Disinfect the mop in clean cleaner and place the mophead in a plastic bag for proper cleaning by Building Services.
11. Dispose of water in a sanitary drain such as a commode or mop sink.
12. Clean the mop bucket with clean cleaner.

Bomb Threat

1. Remain calm. Without letting the caller know, try to alert another staff member that this is a bomb threat so this person can notify UT police and request a phone trace. Attempt to keep the caller on the line as long as possible using stalling techniques.
2. Ask or note the following:
   a. When is the bomb going off?
   b. Where is the bomb located?
   c. What does the bomb look like?
   d. What kind of bomb is it?
   e. Did the caller place the bomb?
   f. Why was the bomb placed?
   g. Who is the caller (man, woman, child)?
   h. Exact wording of the bomb threat.
   i. Was there an accent, background noise, etc.?
j. Time the call was received.
3. If you believe there is an immediate threat of a bomb explosion, **pull the fire alarm, evacuate the facility and contact UT police.**
4. Share your information with the UT police.
5. Return to the building only after being given the “all-clear” sign by the police.

**Burns**

If clothing catches on fire:

1. Stop, drop and roll. (Stop where you are, drop to the floor, cover your face with your hands to protect it and your lungs, and roll over and over to smother the flames.)
2. If someone else’s clothing is on fire, wrap the person in a rug or blanket, if available, or tell them to stop, drop, and roll.
3. Once the fire is out, cut away any loose clothing, but don’t remove clothing if it is stuck to a burn.
4. Soak a first- or second-degree burn (reddened shin that may or may not have small blisters) in cold water for at least five minutes.
5. Don’t apply oil, butter or lotion to a burn.
6. Don’t pack the burn in ice or rub burned skin.
7. After soaking the burned skin, cover it with a clean, preferably sterile, moist cloth.
8. Elevate any burned arms or legs.
10. See a doctor as soon as possible for any burns that:
    a. appear to be third-degree (white or charred skin)
    b. blister
    c. affect the hands, feet or face
    d. cover more than 10 percent of the body
    e. cause pain for 48 hours
11. Inform your supervisor. (If you were not the victim, report the injury to the victim’s supervisor.)
12. File a first report of injury form as soon as possible in the Division personnel office.

**Chemical Burns**

If a corrosive or other chemical gets in the eyes:

1. Flush the eye with water for at least 15 minutes, lifting the eyelid occasionally.
2. Follow any other directions in the MSDS.
3. If necessary, get medical attention.
4. Inform your supervisor. (If you were not the victim, report the injury to the victim’s supervisor.)
5. File a first report of injury form as soon as possible in the Division personnel office.

If the corrosive or other chemical splashes in the skin:

1. Quickly remove contaminated clothing.
2. Rinse the skin with water for at least 15 minutes and follow any other instructions in the MSDS.
3. If skin is burned, apply a clean compress.
4. If necessary, seek medical attention.
5. Inform your supervisor. (If you were not the victim, report the injury to the victim’s supervisor.)
6. File a first report of injury form as soon as possible in the Division personnel office.
If a chemical is breathed in:

1. Get away from the chemical and into fresh air.
2. Follow any other directions in the MSDS.
3. Get medical attention if necessary.
4. Inform your supervisor. (If you were not the victim, report the injury to the victim’s supervisor.)
5. File a first report of injury form as soon as possible in the Division personnel office.

If a chemical is eaten or swallowed:

1. Call Poison Control at 1-800-POISON.
2. Don’t eat or drink anything unless directed by medical personnel.
3. Read MSDS for specific instructions.
4. Get medical attention if necessary.
5. Report the injury to the victim’s supervisor.

Electrical Burns

If a person is burned by an electrical source:

1. Assess the area around the person for potential unsafe conditions such as broken wires, pools of liquid, etc.
2. Don’t touch a person who is in contact with a live electrical source or you will end up in the same position.
3. Pull the main switch or fuse to turn off the electricity.
4. Stand on something dry and use a dry stick or board – nothing metallic, wet or damp – to push the person away from the wire.
5. If needed and you know how, administer CPR.
6. Get someone to call 911 as soon as possible during this situation while you are helping the person.
7. Treat any burns in the manner listed above.
8. Report the injury to the victim’s supervisor.
9. File a first report of injury as soon as possible.

Chemical Spills

1. If a chemical is spilled and you are unfamiliar with it or not trained to clean it up, contact your supervisor. If your supervisor is unavailable, call EHS at 471-3511.
2. No chemical should be dumped or leaked onto the ground or allowed to run off a construction site that might cause pollution.

Minor Spills

These are defined as small enough to be easily and quickly contained. If you are familiar with the chemical that has been spilled and have the training and equipment to clean it up:

1. Alert people in the area of the spill.
2. Read MSDS for specific instructions.
3. Wear protective equipment.
4. Avoid breathing vapors from the spill.
5. Use spill supplies to keep the spill from spreading and to clean up.
6. Prepare for disposal.
7. Inform your supervisor.

Major Spills

1. Make sure the area is safe and you are protected before entering to help others.
2. If the area is safe, remove any victims from the area.
3. Alert people around the work area to leave the area.
4. If the spilled material is flammable, turn off ignition and heat sources.
5. Close doors to the affected area.
6. Call EHS at 471-3511 and remain available to explain the situation to responders.
7. Assist anyone injured as listed above.
8. Inform your supervisor.

Cuts

If a person is cut:

1. Control the bleeding by placing or having the victim place a clean cloth directly over the cut. (Wear latex gloves whenever possible to avoid exposure to bloodborne pathogens.)
2. Apply pressure to stop the bleeding.
3. If you don’t think the wound also involves a broken bone, elevate the injured area.
4. Cover with a clean bandage when the bleeding stops.
5. Inform your supervisor. (If you are not the victim, report the injury to the victim’s supervisor.)
6. File a first report of injury form as soon as possible in the Division personnel office.

If the bleeding cannot be controlled:

1. Put pressure on the nearby artery.
2. Call 911.
3. Send someone to meet the ambulance and direct the medical team to the site of the accident.
4. Avoid eating, drinking and touching your mouth, eyes or nose while providing care.
5. Avoid touching items that might have blood on them.
6. Wash your hands thoroughly as soon as possible before handling anything else.
7. Remain with the victim until the medical staff arrive and take charge.
8. Report the injury to the victim’s supervisor.
9. File a first report of injury form as soon as possible in the Division personnel office.

Death

1. Call 911.
2. Clear the area of spectators.
3. Secure the scene and do not touch or move anything.
4. Assist in directing emergency personnel to the scene.
5. Do not give out any information to the media.
6. Contact the Associate Director for Facilities.
7. The Associate Director will contact Employee Assistance as needed for a post-crisis meeting for any other employees affected by the situation.

Earthquake

1. If you are inside a building, take cover under a desk or table or under a doorway and hold on.
2. Stay away from windows or anything that could fall.
3. If outdoors, stay away from buildings, utility lines, and streetlights.
4. When shaking stops, evacuate the building. Assist people with disabilities.
5. Follow the instructions of emergency officials when present.
6. Proceed with any necessary cleanup and recovery of items if it is safe to do so and allowed by authorities.

**Elevator Emergency**

If an elevator is stuck with passengers on it:

1. Acknowledge the passengers and reassure them that you will get help.
2. Contact the area desk personnel and request that they call the appropriate elevator company.

If the elevator will not move:

1. Go to the floor on which the elevator has stalled and bring a screwdriver with you.
2. Attempt to push the exterior and interior doors of the elevator open.
3. If the doors will open, check the tracks for any trash preventing the doors from closing completely.
4. Remove trash (using the screwdriver if necessary) and then check to see that the door is tracking correctly.
5. If there is no trash in the tracks, check the rubber bumpers in the door frame. If they project, push them into the proper position.
6. If there is still no movement, contact the area desk personnel and ask them to contact the elevator company.

If the elevator door is open and the elevator will not move, call the area desk personnel and request that they call the elevator company.

**Emotional Crisis**

**Resident or Student**

1. If the resident is exhibiting atypical behavior or signs of being emotionally distressed or a threat to himself or others, contact the appropriate Community Advisor. After 4:30 p.m. & on holidays and weekends, call the on-call Community Advisor pager.
2. If the Community Advisor is not available, contact the Apartment Manager.
3. If the Apartment Manager is not available, call the Counseling Center at 471-3515 or 471-2255 (24-hour hotline) to ask for advice.

**Employee**

1. Contact the person’s supervisor.
2. If the supervisor is not available, call the Associate Director for Facilities.
3. If the Associate Director for Facilities is not available, call the Counseling Center at 471-3515 or 471-2255 (24-hour hotline) to ask for advice.

**Non-student/Non-employee**

1. Call UTPD.
2. Stay near the person, but out of harm’s way, until the police arrive.
3. Describe the person’s behavior to the police.
4. Do not leave until dismissed by the police.

Explosions

1. Assess the situation to determine the risk of additional explosions.
2. If no apparent risk exists, use a fire extinguisher to put out any small fires.
3. If a risk exists, leave the area quickly by following the evacuation plan and activate the nearest fire alarm.
4. As you leave, notify everyone in the area to get out.
5. Close doors and windows behind you to contain the problem.
6. Call 911 to report the explosion.
7. Keep upwind of the explosion.
8. Handle any medical emergencies.
9. Report the explosion to your supervisor.

Fighting

1. Evaluate the situation.
2. If there are injuries, treat the situation as a medical emergency.
3. Try verbally to get the people involved to stop fighting. Do not touch anyone and do not put yourself in danger.
4. If you cannot verbally get them to stop, call UTPD.
5. If the undesirable behavior ceases and is not severe enough to report to UTPD or the Apartments staff, thank the individuals for their cooperation and ask them to disperse. Be watchful that the disruption does not continue.
6. If the behavior is severe, call UTPD. Try to stall the individuals until the police arrive, but do not physically detain them.
7. If the fight is between DHFS employees, report it to their supervisor(s).
8. If the fight is between apartment residents, report it to the Community Advisor or Apartment Manager.

Fire

If you smell smoke or see fire:

1. If the fire appears controllable, try to extinguish it by using an available fire extinguisher. Attempt this for no longer than 30 seconds.
2. If the fire appears difficult to control, evacuate the building.
4. Do not use elevators.
5. Survey people outside for injuries and information about people who might still be in the building.
6. Do not re-enter the building until the all-clear signal is given by emergency personnel.
7. Proceed with cleanup and recovery of items if it is safe to do so and allowed by authorities.
**Inclement Weather**

If inclement weather occurs before the workday starts:

1. Every employee with a voicemail box should call his or her voicemail to find out whether or not the University is open. To access your voicemail box from a remote location:
   a. Dial 471-9988.
   b. Enter your voicemail box number, then press the star key twice.
   c. Enter your password, then press the star key once.

   Those who don’t have voicemail should listen to the local news or call 471-3434 for information about school closing.
2. Then, if the University is closed or will open later than 8 a.m., designated on-call staff members should proceed on to get to campus or contact their supervisor if they cannot.

If inclement weather occurs after the workday starts:

1. The supervisor in each area will monitor the situation and communicate with their employees.
2. On-call staff members need to check with their supervisors to decide whether or not to stay on campus.

**Power Failure**

1. Determine how widespread the failure is.
2. Check all electrical connections inside the room(s) affected for causes of the problem.
3. If it appears to be in one room, check the breaker box for the room in question and see whether the power can be restored by resetting the breaker.
4. If the power cannot be restored, contact the electrician. (If it is after hours, contact the electrician on call.)
5. If an entire building or group of buildings is without power, the electrician will contact Austin Energy.
6. University Apartment staff will encourage students to stay in their apartments and remain calm.
7. The electrician in charge of the situation will communicate the status of the problem to the Community Advisor of the complex or the Facilities Maintenance Manager.

**Requests to Unlock a Student Apartment**

1. Do not unlock the door.
2. Have the requestor contact the Apartments Office.

**Apartment Entry by Division Staff**


No student’s apartment should be entered by a Division staff member unless one or more of the following circumstances exists:

a. Invitation from one or more of the room’s occupants.
b. An emergency exists or is believed to exist.
c. The room needs to be cleaned or repairs need to be made.
d. Fire or safety check.
e. The door is open and a violation of University policy is in plain view.

Do not enter a student room without knocking. Give the occupant(s) time to open the door before entering. When a staff member feels there is a reasonable indication that rules or regulations are being violated or that there is some form of danger to life, limb, or property in a room with the door closed, the staff member will:

1. Get an accompanying staff member, if at all possible.
2. Knock and verbally identify self as a staff member.
3. Request that the door be opened.

If the door is not opened or if entry is refused, the staff member will open the door if a key is immediately available or contact a University Apartment staff member for assistance.

Other students will not be permitted to enter a student apartment in the absence of the occupants.

Requests by any party to unlock a student’s room should be directed to the Apartment’s Office.

**Slips and Falls**

If a person slips and falls:

1. Stay calm.
2. Gently tap the victim on the shoulder and ask if he or she is OK.

If the victim does not answer:

a. Assume they are unconscious and either call the ambulance at 911 or instruct someone else to make the call so you can tend to the victim.
b. Check to see if the victim is breathing and has a pulse.
c. Administer resuscitation or CPR as appropriate if you know what to do.
d. If you do not know what to do, see if anyone nearby knows and let them lend assistance until the ambulance arrives.

If the victim does answer:

a. Ask the victim and anyone standing nearby what happened.
b. Check them over from head to foot looking for injuries.
c. To avoid injuring them further, don’t ask them to move and do not move them.
d. Don’t touch any painful areas and do not ask them to move any painful parts.
e. Look for medical alert tags.
f. When you have finished checking for injuries, if the victim can move without pain and there are no other signs of injury, have the victim rest sitting up.
g. When the victim feels ready, help them stand up.
If the victim is in too much pain to move:

i. Call 911 or send someone else to do it while you tend to the victim.
ii. If possible, send someone else to meet the ambulance and show the medical team where the victim is located.
iii. Remain with the victim and try to keep them calm until the ambulance team arrives.
iv. Give the medical team any information you have about what happened and what you have observed.

In any case:

3. Report the injury to the victim’s supervisor.
4. A first report of injury should be filed as soon as possible in the Division personnel office.
5. Do not transport the person for medical attention yourself.

Suicidal Resident

1. Take every reference to suicide seriously.
2. Tell the student you will call someone who can help.
3. Call the Apartment Manager.
4. If the Apartment Manager is not available, call the on-call Community Advisor.
5. If the on-call Community Advisor is not available, call the Associate Director for Facilities.
6. If the Associate Director for Facilities is not available, call the UT Counseling Center at 471-2255 and ask for assistance.
7. Do not let the situation go unreported.

Suicide in an Apartment

If you enter a room and you are certain a person is dead:

1. Call UTPD.
2. Contact the Manager.
3. Do not touch items in the room.
4. Lock the room door and go to meet UTPD at the front door to escort them to the room.
5. Assist in crowd control.
6. Do not discuss the situation with bystanders or the media.
7. Remain nearby until dismissed by the police.
8. You are encouraged to contact Employee Assistance to get help with your own reaction to this stressful situation.

Suspicious Persons

If you see someone in the hall who does not belong there, call UTPD at 471-4441.

Threats of Violence

1. Report the situation to your supervisor.
2. Report the situation to UTPD.

Tornado
If a tornado is sighted in or around Austin:

1. Supervisors should be monitoring the radio and voicemail to stay apprised of the situation. If dangerous conditions exist, all efforts should be made to contact workers (radios, pagers, cell phones, etc.).
2. Employees working outside when the weather begins to get threatening need to head for the nearest building and proceed to the basement.
3. Watch for broken tree limbs and down power lines.
4. All workers should stay away from windows.
5. Assess damage and proceed with any necessary cleanup if it is safe to do so.

**Vandalism**

Graffiti, Drawings, Markings, Symbols

1. Document the incident.
2. Notify your supervisor immediately.
3. Notify UTPD and protect the evidence until they arrive.
4. Contact DHFS Maintenance staff to remove the graffiti, drawings, markings or symbols.
5. Notify the Associate Director of Facilities.
6. The Associate Director of Facilities will notify the Manager so the University Apartment staff can investigate.
7. Maintenance will give same-day priority to eliminating graffiti that slurs an individual or group based on cultural difference.

Other Damages

1. Submit a Maintenance Request Form for repair of the damage.
2. List the name and Social Security number of the responsible party, if known.
3. If the responsible party is not known, note this on the MRF so the work order will be coded as vandalism.