

Emergency Response Guide

**(Section 7 of the USCL
Emergency Operations Plan)**

**University of South Carolina
Lancaster**

**476 Hubbard Drive
Lancaster, South Carolina**

August 2007

7.0 Specific Emergency Procedures

7.1 Bomb Threat

Anyone who receives a bomb threat should follow these procedures in the order shown.

Important -- DO NOT TOUCH any suspicious object.

- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller.
- Record the conversation if possible.
- Call Lancaster City Police at 9-911. Give your name, location and telephone number. Inform police of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of threat, and time you received the call.
- Notify your supervisor and call the Dean's Office at 6-7002 to report the situation.
- Do not evacuate the building and do not sound the alarm to do so -
- wait for further instructions. USCL administration and local law enforcement authorities will be responsible for evacuations of buildings or the campus if necessary.
- If you spot something out of the ordinary that appears suspicious, report it to USCL administrators and the police. Under no circumstances should you touch, tamper with, inspect, or move suspicious objects or confront persons acting suspiciously.
- Immediately stop use of all wireless transmission equipment (cell phones, laptop computers, ipods, Blackberries, 2-way radios, etc).
- If the building is evacuated, move as far from the building as possible but at least 300 feet. Keep the street, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Do not return to the building until told to do so by USCL administrators.
- In some cases, it will be necessary for law enforcement personnel to enlist campus personnel from the affected building to assist in the identification of suspicious packages. The **USCL Bomb Search Team** (volunteers trained in proper visual inspection techniques) will assist first responders as much as possible.
- Report bomb threats received by means other than telephone to police at 9-911.

7.2 Fire

- **In case of fire, call 9-911 immediately to notify the Lancaster Fire Department.**
- Call the USCL Dean's Office at 6-7002 to report the situation.
- Know where the fire alarm pull-box is in your building. Activate the alarm. Do not assume the alarm will send a message to the fire department – you must still call 9-911.
- If the fire is small and appears controllable, promptly locate a fire extinguisher. Use the **PASS** technique:
 - Pull the retraining pin for the trigger;
 - Aim at the base of the fire;
 - Squeeze the trigger;
 - Sweep the fire area with a back and forth spray pattern.
 - (Always work with a buddy if possible and wear eye protection. Do not attempt to extinguish the fire if you are unsure about the process or your ability to control the fire).
- For large fires that do not appear controllable, evacuate all rooms and close all doors to confine the fire and reduce oxygen to it. Do not lock the doors.
- Assist the handicapped when exiting the buildings. **Do not use elevators during a fire.** Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. Stay there until an accurate headcount is taken.
- Assist emergency crews if requested.
- An Incident Command post may be set up near the emergency site. Stay clear of this area unless you have official business there.
- Do not return to an evacuated building unless told to do so by an authorized University official.

Note If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If a window is not available, stay near the floor where the air will be less toxic. Shout at regular intervals or rhythmically tap on the floor, a pipe or furniture to alert crews to your whereabouts. Do not panic.

7.3 Hostage Taking

If taken hostage:

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert, and stay alive. The captor may be emotionally disturbed. Do not make mistakes that could jeopardize your well-being.
- Do not speak unless spoken to and then only when necessary. Do not talk down to the captor, who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor when possible, but do not stare. Treat the captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.

7.4 Criminal Behavior

Members of the USCL community are asked to help make the campus safe by avoiding risks, being alert to suspicious situations, and promptly reporting them. A campus security guard is located during evening hours in the lobby of Hubbard Hall. Guards provide assistance and monitor activities in parking lots and around buildings.

Observe the following procedures if you are exposed to violent or criminal behavior:

- If you are a victim or a witness to any on-campus offense, promptly notify USCL officials at 6-7002 and report the incident. Include the following:
 - Nature of the incident
 - Location of the incident
 - Description of the person(s) involved
 - Description of the property involved
- If you observe a suspicious person on campus, immediately notify USCL administration and report what you observed.
- Assist police officers if they are summoned by supplying them with all information and ask others to cooperate.

- **Should gunfire or discharged explosives jeopardize the campus, seek cover and concealment using all available protections. Concealment refers to hiding yourself from the assailant. Cover refers to having a barrier that protects you from gunfire. When reasonably safe, contact police at 9-911.**

7.5 Explosion

Observe the following procedures if you are in a building that suffers an explosion:

- Leave the building as soon as possible and activate the closest fire alarm. Do not stop to retrieve personal possessions or make phone calls. If objects are falling around you, get under a sturdy table or desk until they stop falling. Then leave quickly, watching for weakened floors and stairs and falling debris. As you exit the building, watch for falling debris from the exterior of the building.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. **DO NOT USE ELEVATORS.** Cover your nose and mouth with a wet cloth or handkerchief. When approaching a closed door, use the back of your hand to feel the lower, middle and upper parts of the door. Never use the palm of your hand or your fingers to test for heat. If the door is not hot, open it slowly and check to see that fire and / or smoke are not blocking your escape route before continuing. Be prepared to crawl as smoke, poisonous gases and heat rise. If the door is hot, hang a white or light colored cloth or rag outside the window to alert firefighters of your location.
- If you are trapped in debris, do not light an open flame. Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing. Rhythmically tap on a pipe or wall so rescuers can determine your location. Use a whistle if one is available. Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause the inhalation of dangerous amounts of dust.

7.6 Medical or Psychological Emergency

- Ambulatory Patient
 - Medical assistance can be provided to faculty, staff and students by the Health Services Center in the Carole Ray Dowling Building if the individual needing assistance is ambulatory. The staff can provide treatment of minor injuries during scheduled operating hours of 8 a.m. to 5 p.m. Monday through Friday.

- Non-Ambulatory Patient
 - If an individual needing assistance is not ambulatory, call 9-911 from a campus phone (911 from an off campus or cell phone) to request assistance from the Lancaster EMS.

- Health Services Center Medical Support Plan
 - In the event a campus emergency or disaster results in, or has the potential to result in the injury of faculty, staff or students, the Health Services Center Medical Support Plan can be activated by the Dean, Associate Dean or other Designated Official. This can only be done when scheduled patients are not already being attended to in the Center.
 - The Health Services Center staff will provide triage, emergency first aid, definitive treatment of minor injuries, and coordinate evacuation of the seriously injured through the Lancaster EMS to Springs Memorial Hospital and other area medical centers. This can only be done when scheduled patients are not already being attended to in the Center.

- When Summoning Emergency Medical Assistance
 - When calling for emergency medical assistance, provide the following information:
 - Nature of the medical emergency (type of injury, number of injured);
 - Location of the emergency (building and room number);
 - Your name and phone number from which you are calling;
 - If possible, stay on the phone until released by the 911 dispatcher.

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7.7 Natural Disasters

7.7.1 Earthquake

During an earthquake remain calm and quickly follow these steps:

- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment.
- If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Avoid power or utility lines as they may be energized. Know your assembly location and proceed there as soon as it is safe to do so.
- If you are in an automobile, stop in the safest place available, preferably away from power lines, overpasses, and bridges. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- After the initial shock, evaluate the situation. If emergency help is necessary, call 911. Do not panic, but protect yourself at all times and be prepared for after shocks.
- Report damaged facilities to campus administration. Gas leaks and power failures create special hazards – follow procedures for Utility Failure explained further in this plan.
- If an emergency exists in a campus building, activate the building alarm, call 9-911. Notify the Dean's Office at 6-7002.
- When a building evacuation alarm is sounded, walk to the nearest exit and ask others to do the same.
- Assist the disabled and injured in exiting the building. **DO NOT USE ELEVATORS IN THE CASE OF EARTHQUAKE OR FIRE.**
- Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, fire hydrants, and walkways clear for emergency vehicles and crews.
- Assist emergency crews if requested.
- Do not return to an evacuated building unless told to do so by an authorized University official.
- An Incident Command post may be set up near the site of the emergency. Stay clear of this area unless you have official business there.

7.7.2 Hurricane

- The hurricane season extends from June through November.
- Dangers from hurricanes include high winds, flooding, and flying debris. Although hurricanes typically threaten coastal areas, their damage can be inflicted far inland. Hurricanes may also spawn tornadoes.
- A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater) are expected within 24 hours or less.
- If a hurricane threatens the South Carolina coast and inland communities, go to the University's website for instructions and information about precautionary measures to be taken.

7.7.3 Tornado

Tornado season is generally March through August. However, they can occur any time of the year. They tend to occur in the afternoons and evenings.

If a tornado is approaching, seek shelter in an interior room on the lowest level of a building. All USCL buildings have Severe Weather Shelters identified. Look for the signs in campus buildings and know where to go if severe weather is approaching.

Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn otherwise harmless objects into deadly missiles. This can all occur in a matter of minutes. Normally a tornado will stay on the ground for no more than 20 minutes. However, one tornado can touch ground in several different places.

Tornado Watch

A tornado watch means that conditions are favorable for tornado formation. Remain alert and do the following:

- Review actions to take should a Tornado Warning be issued. Know where the severe weather shelter areas are in your building.

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- Ensure that no physical conditions exist that would prevent your free movement to shelter areas. Clear any blocked doors, aisles, etc.
- Continue normal activities but be alert to the weather. Monitor a radio, television or internet website or watch the sky for worsening weather conditions.
- Do not call University officials for weather information. Keep telephone circuits open for emergency messages.

Tornado Warning

- A tornado warning means a tornado has been sighted. Do the following:
- Take cover. Proceed to the nearest Severe Weather Shelter area in your building. Because of possible electrical failure, do not use elevators. Stay away from windows and other glass. Avoid auditoriums and gymnasiums with large ceiling and roof areas.
- In multi-story buildings, Severe Weather Shelter areas on the USCL campus are on the basement or ground level. In some instances, interior stairwells and restrooms are designated shelter areas. Look for the signs indicating Shelter.
- If you are in a frame or sheet metal building and conditions permit, move to a brick or stone building for added protection.
- Do not phone University officials for weather information. Keep telephone circuits open for emergency messages.

7.7.4 Winter Storms

In South Carolina, winter storms are most likely to bring ice, strong winds and freezing rain. These storms can cause downed trees, falling limbs, structural damage, and power outages.

A **winter storm watch** means severe winter weather is possible. A **winter storm warning** signals that severe weather is expected. A **blizzard warning** signals severe weather with sustained winds of at least 35 miles per hour, and a **traveler's advisory** means that conditions may make driving difficult or dangerous.

Occasions may occur when weather-related conditions necessitate that USCL announce a delayed arrival time, an early dismissal time, or remain open for essential personnel only. In all cases, employees and commuting students must use their best judgment in determining their personal safety when traveling between home and the campus.

When weather affects the University's operating schedule, the University normally follows directions issued by the Governor for state agencies. However, because staff and students travel to campus from across a wide area, University officials may decide, independent of any state decision, that a delayed opening or closing is necessary. In some instances, University officials may opt to cancel classes although campus administrative offices remain open. Unless the Governor issues a Declaration of Emergency, or unless University officials announce a delayed opening or an early closing, employees are expected to report to work.

Each employee must ultimately decide if conditions make travel unwise. An employee who is unable to get to work because of weather related conditions, even though the University is open, may use annual leave, make-up the time missed, or take the day without pay. If the Governor grants forgiveness for a weather related absence, that information will be posted on the USC website as soon as it becomes available.

If classes have not been cancelled, commuting students who feel it is unsafe to travel to campus must clear their absence with the professors whose classes will be missed.

7.8 Terrorism

Terrorism is violence or the threat of violence against persons or property for purposes of intimidation, coercion, or ransom. Terrorists use threats or violent acts to create fear among the public and to obtain immediate publicity for their cause(s). Terrorism may occur any where at any time.

Acts of terrorism range from threats, assassinations, kidnappings, hijackings, bomb scares and bombings, cyber attacks, and the use of chemicals, biological or nuclear weapons. High risk targets include military and civilian government facilities, international airports, large cities, and high profile landmarks. Terrorists might also target large public gatherings, water and food supplies, utilities, corporate centers and university communities. Further, terrorists may spread fear by sending explosives or chemical and biological agents through the mail.

Biological or Chemical Weapon Attack

Indicators of possible **biological warfare agent** usage include:

- Unusual dead or dying animals and fish;
- Unusual illness for the region or area; and / or,
- The presence of unusual liquids, sprays or vapors.

Indicators of possible **chemical agent** usage include:

- Unusual dead or dying animals (lack of insects);
- Unexplained casualties (multiple victims; serious illness; nausea; disorientation; difficulty breathing; convulsions; etc.);
- Unusual liquid, spray or vapor (droplets, oil film, unexplained odors, low clouds or fog not related to weather); and / or,
- Suspicious devices / packages (unusual metal debris, abandoned spray devices, unexplained munitions).

Action Steps:

Immediately report any of the above indicators to police. Dial 9-911 from campus phones. When reporting, be specific about the nature of the involved material, if known, and the exact location. Notify the campus Dean at 6-7002.

Move away from the area, device or package and keep others away.

Do not walk into or touch any of the suspicious material.

Try not to inhale gases, fumes or smoke.

Anyone who may be contaminated should avoid contact with others to the extent possible. Remain in the area and give identification to police or other first responders.

If moved outside by authorities, move to a clear area at least 500 feet from the affected building(s) and keep streets, fire lanes, fire hydrants and walkways clear for the emergency vehicles and crews.

Assist emergency personnel as requested.

Do not return to an evacuated building unless told to do so by an authorized University official.

7.9 Surveillance / Probing Activity

- Report attempts to test or conduct surveillance at campus facilities and events.
- Report any persons showing uncommon interest in security measures or personnel, entry points or access controls, fences or walls.
- Report any persons showing uncommon interest in photographing or videotaping facilities, networks or systems.
- Report any theft or missing official University identification documents, uniforms, credentials or vehicles necessary for accessing key resources facilities and events.
- Report all suspicious attempts to recruit employees or persons knowledgeable about key personnel or facilities, networks or systems.
- Report any theft, purchase, or suspicious means of obtaining plans, blueprints, alarm system schematics, or similar physical security-related or sensitive information related to the campus facilities and systems.
- Report any discovery of documents (particularly foreign language products) containing pictures or drawings of critical infrastructure facilities and systems.
- Report any persons near critical infrastructure facilities such as chillers who do not fit the campus environment, whose attire may not proper for the conditions or those not normally in the area such as homeless persons, street vendors, demonstrators, or street sweepers.
- Report any pedestrian surveillance near campus facilities, including photography, videotaping, or extensive note-taking, use of audio recorder, or mobile surveillance by cars, trucks, motorcycles, small aircraft and bicycles.

7.10 Suspicious Parcels and Letters

Be wary of suspicious packages and letters. Biological agents such as anthrax can be transferred to targeted locations using a letter or package in the mail system. Additionally, packages and letters can contain explosives or chemical agents.

Be suspicious of letters or packages exhibiting a combination of the following characteristics:

- No return address or one that is illegible or obviously incorrect;

- Excessive postage;

- Postmark that does not match the return address;

- Hand-written or poorly typed addresses;

- Misspelled common words;

- Restrictive markings such as “Confidential” or “Personal”;

- Unusual weight, odd shape, or indication of a substance inside the envelope;

- Heavily taped exterior of the package or envelope;

- Addressed to someone no longer with the University; and,

- Appearance that is stained or has an odor.

7.11 Transportation Accident

Transportation accidents include injury or loss of life resulting from accidents involving commercial carriers as well as University vehicles. The commercial carriers may be delivering goods to the USCL campus or traveling along nearby streets and highways.

Because of the close proximity of S.C. Route 9 to the campus, the possibility of hazardous materials spills must be considered.

Take the following actions if you become aware that a tanker truck, hopper truck, or similar vehicle is involved in a traffic accident near the campus:

- Notify the campus Dean at 6-7002 from a campus phone, or 803 313-7002 from a cell phone.
- Consider wind directions and remove to a safe area upwind if possible.
- If you observe fire, vapors, smoke or similar discharges from the accident scene move indoors immediately.
- Caution others in the immediate area to take precautions.
- Lancaster Police and Fire personnel will coordinate emergency response measures at the accident scene and surrounding areas.
- Follow instructions from first responders such as police and fire fighters.
- Stay away from the accident area.

7.12 Utility Failure or Emergency

Notify the campus Dean (6-7002 on campus phone, 313-7002 on cell phone) or local authorities (9-911 on campus phone) in the event a utility failure or if there is potential danger to building occupants.

Follow evacuation procedures if a building emergency exists. Always observe the following procedures if utility emergencies arise:

Electrical / Light Failure

Campus buildings may not provide sufficient illumination in corridors and stairwells for safe exiting. Have a flashlight and portable radio available for emergencies.

Elevator Failure

If you are trapped in an elevator, use the emergency phone to notify police. If the elevator does not have an emergency phone, turn on the emergency alarm located on the front panel. This will signal for help.

Natural Gas Leak

Cease all operations. Do not use any light switches or any electrical equipment. Electrical arcing can trigger an explosion. Call police at 9-911. Notify the Maintenance Department (6-7040 or 6-7085 on campus phone, 803 313-7040 from cell phone). Also notify the campus Dean at 6-7002; 313-7002 from cell phone.

Plumbing Failure / Flooding

Cease using all electrical equipment. Notify the Maintenance Department (6-7040 or 6-7085 from campus phone, 803 313-7040 from cell phone). Also notify the campus Dean at 6-7002; 313-7002 from cell phone.

Steam Line Failure

Immediately call 9-911 for emergency assistance. Notify the Maintenance Department (6-7040 or 6-7085 from campus phone, 803 313-7040 from cell phone).

Ventilation Problem

If smoke or other noxious odors come from the ventilation system, immediately notify police at 9-911. Cease all operations and vacate the area immediately. Notify the Maintenance Department (6-7040 or 6-7085 from campus phone, 803 313-7040 from cell phone).