

Emergency Desk Reference



Bomb Threat Procedures

If you should receive a bomb threat, do the following:

1. Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word.
2. If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
3. Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
4. Pay particular attention to background noises, such as motors running, music, or any other noises which may indicate the location from which the call is being made.
5. Listen closely to the voice to determine voice quality, accents, speech impediments, gender, or unusual characteristics, and complete the bomb threat data form.
6. If the caller can be kept talking, ask specific questions as indicated on the attached form.
7. If possible, have a co-worker listen in on the bomb threat call.

Please Keep in a Prominent Location

Bomb Threats

Immediately notify the Public Safety Office

Under no circumstances should an untrained faculty or staff member attempt to locate and move a suspicious device.

ETSU Bomb Threat Form

QUESTIONS TO ASK THE CALLER:

- When is bomb going to explode? _____
- Where is it right now? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why? _____
- What is your address? _____
- What is your name? _____

CALLER'S VOICE

- | | | |
|--------------|---------------------|---------------|
| ___ Male | ___ Female | ___ Age |
| ___ Crying | ___ Calm | ___ Deep |
| ___ Angry | ___ Normal | ___ Ragged |
| ___ Rapid | ___ Nasal | ___ Cracking |
| ___ Soft | ___ Stutter | ___ Disguised |
| ___ Loud | ___ Lisp | ___ Accent |
| ___ Laughter | ___ Raspy | ___ Familiar |
| ___ Excited | ___ Distinct | |
| ___ Slow | ___ Clearing Throat | |
| ___ Slurred | ___ Deep Breathing | |

BACKGROUND SOUNDS

- | | |
|-----------------------|-------------------|
| ___ Street Noises | ___ Static |
| ___ House Noises | ___ Clear |
| ___ Crockery | ___ Motor |
| ___ Office Machinery | ___ Voices |
| ___ PA System | ___ Music |
| ___ Long Distance | ___ Animal Noises |
| ___ Factory Machinery | |
| ___ Other | |

THREAT LANGUAGE

- | | |
|-----------------|----------------|
| ___ Well Spoken | ___ Foul |
| ___ Incoherent | ___ Taped |
| ___ Educated | ___ Irrational |



Call & Care

How to Call

Give the dispatcher the necessary information.

Be prepared to give—

- The exact location or address of the emergency. Include nearby intersections, landmarks, and the building name, floor, or room, or apartment number.
- The telephone number from which the call is being made.
- The caller's name.
- What happened.
- How many people are involved.
- The conditions of the victims.
- What help is being given.

Do not hang up until an officer arrives on scene. The EMS dispatcher will be able to tell you how to best care for the victim until the ambulance arrives.

Return and continue to care for the victim.

- **Check the scene for safety.**
- **Check the victim for level of consciousness, breathing, pulse, and bleeding.**

When to Call

Call for an ambulance if the victim –

- Is or becomes unconscious.
- Has trouble breathing.
- Has chest pain or pressure.
- Is bleeding severely.
- Has pressure or pain in the abdomen that does not go away.
- Is vomiting or passing blood.
- Has seizures, a severe headache, or slurred speech.
- Appears to have been poisoned.
- Has injuries to the head, neck, or back.
- Has possible broken bones.

Or call if the situation involves –

- Fire or explosion.
- Downed electrical wires.
- Swiftly moving or rapidly rising water.
- Presence of poisonous gas.
- Vehicle collisions.
- Victims who cannot be moved easily.

How to Care

Care for life-threatening conditions first. If there are none –

- Watch for changes in the victim's breathing and consciousness.
- Keep the victim from getting chilled or overheated.
- Reassure the victim.

Severe Weather

Winter Storms

A major winter storm can be lethal. Preparing for cold weather conditions and responding to them effectively can reduce the dangers caused by winter storms.

During the winter storm season, listen to local forecasts to determine any impact the weather may have on your schedule. Be familiar with winter storm messages.

- A **Winter Storm Watch** indicates that severe winter weather may affect the local areas.
- A **Winter Storm Warning** indicates that severe weather conditions are definitely on the way.
- A **Blizzard Warning** means that large amounts of falling or blowing snow and sustained winds of at least 35 mph are expected for several hours.
- A **Traveler's Advisory** indicates that severe winter conditions may make driving difficult or dangerous.

During a Winter Storm Watch

- Stay tuned for developing weather conditions.
- Travel only if necessary.
- Make sure you have proper ventilation if using a portable heater.

In the case of emergency or for inclement weather announcements, please listen to WETS-FM at 89.5 for up-to-the-minute information.

During a Winter Storm Warning

- Stay indoors until the WARNING is lifted.
- If you have to go outside, be sure to dress in several layers of clothes.

- Be careful walking on snowy, icy sidewalks.

Avoid traveling in a storm if at all possible. If you must travel, remember the following:

- Keep gas tank full for emergency use and to keep the fuel line from freezing.
- Let someone know where you are going and when you should get there.
- Have emergency supplies in the car, including blankets.

Thunderstorms and Lightning

One of the most dangerous of all storms is one of the most common. Some thunderstorms can be seen approaching while others hit without warning. It is important to learn and recognize the danger signs and to plan ahead. The danger signs of a thunderstorm include dark towering or threatening clouds and/or distant lightning and thunder.

Thunderstorm Watch

A **severe thunderstorm watch** is issued by the National Weather Service when the weather conditions are such that a severe thunderstorm (damaging winds 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater) is likely to develop.

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Thunderstorm Warning

A **severe thunderstorm warning** is issued when a severe thunderstorm has been sighted or indicated by weather radar.

During a Thunderstorm Warning

1. Go inside for protection IMMEDIATELY.
2. When inside, stay away from windows, water faucets, sinks, and bathtubs.
3. If you are caught outside, STAY AWAY from tall trees, open fields or open water, or small isolated sheds.

Lightning

Generally speaking, if you can see lightning and/or hear thunder you are already at risk. Louder or more frequent thunder indicates that lightning activity is approaching, increasing the risk for lightning injury or death. If the time delay between seeing the flash (lightning) and hearing the bang (thunder) is less than 30 seconds, you should be in, or should seek, a safer location. This method of ranging has severe limitations because of the difficulty of associating the proper thunder to the corresponding flash.

When in open areas AVOID:

High places and open fields, isolated trees, unprotected gazebos, rain or picnic shelters, baseball dugouts, communications towers, flagpoles, light poles, bleachers (metal or wood), metal fences, golf carts, water (lakes, swimming pools, rivers, etc.).

When inside a building AVOID:

Use of the telephone, taking a shower, washing your hands, doing dishes, or any contact with conductive surfaces with exposure to the outside such as metal door or

Tornadoes

Tornadoes are nature's most violent - and erratic - storms with winds of 200-300 mph to be expected in the most violent tornadoes. Although tornadoes are most likely to occur in mid-afternoon, recent tornadic activity throughout Tennessee proves that they may strike any time and any place. Tornadoes generally travel from the southwest to the northeast. The cloud associated with a tornado is a dark, thunderstorm cloud from which a whirling funnel-shaped pendent extends to or near the ground. Rain usually precedes the tornado, frequently with hail and as a heavy downpour.

A **tornado watch** is issued when weather conditions are favorable to the formation of tornadoes, for example, during severe thunderstorms. During a tornado watch, keep an eye on the weather and be prepared to take shelter immediately if conditions worsen.

A **tornado warning** is issued when a tornado funnel is sighted, indicated by radar, or is about to strike. You may only have a few minutes to go to safety.

Weather warnings are monitored by ETSU Public Safety. Warning for ETSU campuses/centers will be passed from Public Safety to the Center Directors via telephone or the most expedient method available.

If a tornado warning is issued:

1. Move to a pre-designated shelter and remain there until the all-clear signal is given. Shelters are shown on the fire evacuation/ emergency shelter diagrams located throughout all university buildings. All personnel should become familiar with shelter locations in their work area(s).
2. Stay away from windows.

Fire Safety

Procedures to Follow in the Event of a Fire

- Anyone seeing or suspecting a fire should pull the nearest fire alarm pull station and notify Public Safety, 911.
- Leave the area quickly, closing doors as you go to contain the fire and smoke.
- If you encounter smoke or flame during your escape, use an alternative exit. If you must exit through smoke, crawl on your hands and knees. Because heat and smoke rise, the cleanest air will be near the floor.
- Test doors before you open them. Reach up as high as you can and touch the door, the knob, and the space between the door and its frame with the back of your hand. If the door is warm, use another escape route. If the door is cool, open it slowly, being prepared to close it quickly if you encounter smoke or flames.
- Do not re-enter the building until emergency response officials have declared that it is safe to do so.

Should You Fight The Fire?

BEFORE YOU BEGIN to fight a fire:

- Make sure everyone has left, or is leaving, the building.
- Make sure Public Safety or the local fire department has been called.
- Make sure the fire is confined to a small area and is not spreading.
- Be sure you have an unobstructed escape route to which the fire will not spread.
- Be sure you have read the instructions and that you know how to use the fire extinguisher.

When Using a Portable Fire Extinguisher, Remember the 'PASS' Procedures

Keep your back to an exit. Stand 10 to 20 feet away from the fire.

Pull the pin.

Aim the extinguisher hose (or nozzle) at the base of the fire.

Squeeze the lever above the handle. Releasing the lever will stop the discharge.

Sweep from side to side, moving carefully toward the fire. Keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out. If the fire re-ignites, repeat the process.

If the fire does not begin to go out immediately, leave the area at once.

Always be sure that Public Safety or your local fire department is notified, even if the fire was extinguished.

Fire Prevention

- Multiple, UL-approved outlet cords equipped with an internal surge protector are approved for office and departmental use. Do not overload outlets with multiple outlet cords or multiple plug adapters.
- Waste must be stored and properly disposed of to prevent the creation of a fire and safety hazard.
- Flammable materials shall be stored in a properly labeled flame-resistant cabinet.
- Keep closets free of old rags, paper, or other combustible odds and ends.
- Keep all walkways, stairwells, and exits free from obstructions at all times.

Calls to Public Safety for information purposes only tie up their telephone lines and delay the communication of emergency information!

Emergency Care

Courtesy of the American National Red Cross. All rights reserved in all countries.

If Unable to Speak, Cough, or Breathe

Give abdominal thrusts

(if person is conscious)

Place fist just above navel and give quick, upward thrusts until object is removed.



In Not Breathing

Give rescue breathing

Tilt head back and lift chin.



Pinch nose shut. Give one slow breath about every 5 seconds.



If Air Won't Go In

Give rescue breathing



Give up to 5 abdominal thrusts.



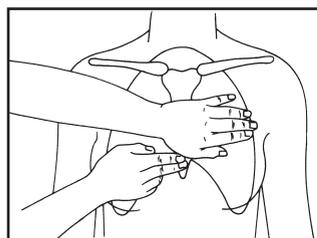
Look for and clear any objects from mouth.



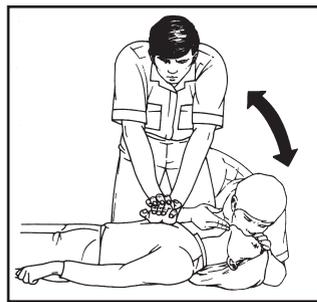
Tilt head back and reattempt breaths. Repeat steps until breaths go in.

If Not Breathing and No Pulse

Give CPR



Find hand position on center of breastbone.



Compress chest 30 times. Give 2 slow breaths. Repeat sets of compressions and breaths until ambulance arrives.

Suspicious Mail

Characteristics of Suspicious Mail

- Unexpected or from someone unfamiliar to you
- Foreign Mail, Air Mail and Special Delivery
- Insufficient or excessive postage
- Incorrect titles
- Titles, but no name
- Misspellings of common words
- Handwritten, poorly typed or cut-and-paste lettering
- Oily stains, discolorations or odor
- No return address or address not from same area
- Lopsided, uneven or rigid envelope
- Protruding wires or aluminum foil
- Excessive securing material such as masking tape, string, etc.
- Visual distractions
- Restrictive markings such as Personal, Confidential, Rush Delivery, etc.
- Shows a city or state in the postmark that does not match the return address
- Unprofessional or sloppy wrapping
- Unfamiliar couriers delivering official-looking packages to specific individuals
- Peculiar odor
- Parcel unusually heavy for size
- Buzzing or ticking noise or sloshing sound
- Package has rigid or soft spots

If You Receive or Open Suspicious Mail

- Don't Panic!
- Do not shake or empty the contents of the envelope or package.
- Place the envelope or package in a plastic bag or some other type of container.
- If the package or letter has been opened and powder spills out, do not attempt to clean it up. Keep others away from the area.
- If you do not have a container, cover the envelope or package with anything and do not remove this cover.
- Leave the room and close the door, or section off the area.
- Wash your hands with soap and water to prevent spreading any powder to your face.

UNITED STATES POSTAL SERVICE

SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:

1 Handle with care. Don't shake or bump. 2 Isolate it immediately. 3 Don't open, smell, touch or taste. 4 Treat it as suspect. Call local law enforcement authorities.

If a parcel is open and/or a threat is identified . . .

<p>For a Bomb: Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p>For Radiological: Limit Exposure - Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p>For Biological or Chemical: Isolate - Don't Handle Evacuate Immediate Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>
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Call Public Safety 911, or 9-4480

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Call Public Safety 911, or 9-4480

Flooding

The Centers for Disease Control (CDC) report that over one-half of all flood-related drownings occur when a vehicle is driven into hazardous flood water. The next highest percentage of flood-related deaths is due to walking into or near flood waters.

Where does the idea that “my heavy vehicle will keep me safe” come from? Perhaps from the false trust in the weight of the vehicle you drive. Many believe their 3,000-pound or more vehicle will remain in contact with the road surface... that it is too heavy to float. Think about that for a moment. Aircraft carriers weighing 97,000 tons float. Vehicles (and ships) float because of buoyancy. In fact, most cars can be swept away in 18-24 inches of moving water. Trucks and SUVs do not fare much better with an additional 6-12 inches of clearance.

Actually, in moving water, all that needs to happen is for the vehicle to become buoyant enough for the force of the moving water to push it sideways.

Once swept downstream, the vehicle will often roll to one side or perhaps flip over entirely. The driver then has only a few seconds to escape the vehicle.

The solution is simple. **Turn around, don't drown.** Stay out of flooded roadways. The water may be much deeper than it appears as the roadbed may be washed out. Also, respect the “road closed” barrier that may be posted to warn you of danger.

This solution applies to anyone attempting to walk or wade through flowing water. As little as 6 inches of rapidly moving water can sweep you off your feet.

Finally, know when you are at risk! Keep abreast of the latest weather watches and warnings from the National Weather Service with the NOAA Weather Radio All Hazards or through your favorite news source.

**FLOODING AHEAD
TURN AROUND
DON'T DROWN**