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PURPOSE
This manual provides specific procedures for responding to the various types of emergencies within the School of Dentistry and its intent is to function within the scope and breadth of the UNC Carolina Alert policies and procedures.

IMPORTANT CONTACT INFORMATION
UNC Police: 911 (emergency)
UNC Police: 962-8100 (non-emergency)
Campus, Adverse Weather and Emergency Phone Line, 843-1234 (recorded information)
Dental School, Command Control Center 919-445-2820 (Building Evacuation)
Dental School, Support Services 919-537-3487 (Adverse Weather)
Dental School, Clinical Affairs 919-537-3495 (Silver & Amber Alert)

GENERAL PROCEDURES
What You Should Do in an Emergency
Call 911 if you see anything that needs immediate police, fire or emergency response

- A suspicious person or someone posing a threat
- Assault or immediate danger of an assault
- Any display of a weapon
- Any threats to harm one’s self or others
- Other crimes in progress
- Severe injuries, illnesses or someone choking or drowning
- Fires
- Explosions
- Chemical spills
- Suspicious object or package
- Unusual odors

Every second counts. When you dial 911 from a UNC phone or Emergency Call Box, the call goes directly to UNC Public Safety for immediate response from campus and coordination with other authorities.
IF YOU HEAR THE EMERGENCY SIRENS

Sirens signal a life-threatening situation such as an armed and dangerous person in the area, a major chemical spill or hazard, or a tornado warning for Orange County issued by the National Weather Service.

Be prepared to follow specific instructions including:

- Seek shelter inside now immediately stay until further notice
- Close windows and doors
- Stay away from windows and doors
- When the danger is over, the siren system will signal all clear

ARMED AND DANGEROUS PERSON

- **Get Out**
  - Assess what is happening
  - If you can, get out of the room or area right away
  - If you are outside, keep walking and find protection
  - Once out of harm’s way, call 911
- **Hide Out**
  - Find a place where you may have a way out
  - Lock or barricade the door
  - Silence your cell phone and be quiet
  - Groups of people should spread out so the shooter does not target many people at one time
- **Fight it out**
  - Become aggressive: yell, shout, and throw things at the shooter
  - Tell yourself “I will survive!”

SUSPICIOUS PERSON

- Do not physically confront the person or block their access to an exit
- Do not allow anyone to enter a locked building or office
- **Call 911.** Provide a description of the person(s): their approximate height and weight, color of hair, clothing, etc. and where the person was last seen
SUSPICIOUS OBJECT OR PACKAGE

- Do not touch or disturb the item
- Call 911

BOMB THREAT

- Remain calm
- Get as much information as possible from a threatening caller – location of explosive device, a time when the device first seen, or other details
- Call 911 and follow emergency officials’ instructions

ADULT/ELDERLY ELOPEMENT OR PATIENT FLIGHT GENERAL PROCEDURES
(SILVER ALERT)

General Procedures

- Risk assessment, the student or faculty member is responsible for this assessment. Does the patient have a history of elopement, Dementia, brain injury or any other mental health condition that may precipitate elopement?
- If the patient is determined to be at high risk for elopement they should always be accompanied to the UNC School of Dentistry by a responsible party. The high risk patient should be escorted both to and from the restroom, to and from the care provider by this responsible party and they should never be left unattended.
- Clinical Affairs will confer with Department Chairs and identify specific search team members and the tasks assigned to each member
- A panic alarm automatically places a 911 call to Public Safety and signals an alarm in Clinical Affairs identifying the exact location of the activated alarm

Protocol

- The first person on the scene of a missing adult must obtain a description of the adult and what the individual was wearing when last seen
- Alert the closest reception desk and request the receptionist to press the panic alarm and then call Clinical Affairs at 919-537-3487 to report the pertinent information. In the event this situation occurs away from a reception desk, the first responder should proceed immediately to a reception deck and make a report.
- Clinical Affairs will announce a “SILVER ALERT” over the SOD public address system and then contact Support Services at 919-537-3487
- Support Services personnel will begin monitoring the CCTV cameras and remain in contact with Clinical Affairs
• An e-mail will be sent, with a high priority status, by Clinical Affairs to All_SOD for a “Silver Alert” with a description of the missing individual

• If the individual is located and cooperative, bring the person to Clinical Affairs

• If they are not cooperative, call the Executive Assistant in Clinical Affairs to report the location and disposition of the individual

Search Teams

Search team members assigned to monitor exterior doors in Brauer Hall and Tarrson Hall will assume their positions immediately. Other search team members, one person per floor, will assemble in the Atrium, be briefed on the situation, and begin the search.

• The search team will search all bathrooms, closets and open offices on their designated floor

• The search team will carry their cell phones and report all findings to Clinical Affairs once their floor search has been completed or when they find the individual in question

• The search team member who finds the individual in question will assess their demeanor for safety

• After the floor searches are completed the UNC campus police will be notified if the individual is not located

• Team members are to remain at the exit assigned until otherwise notified by law enforcement or by a public address announcement that states “ALL CLEAR”

After Action Report

After the “Silver Alert” situation has been resolved, Clinical Affairs will send an after action report to the Director of Communications to determine what type of information will be shared with faculty, students and staff.

CHILD ELOPEMENT PROCEDURES (AMBER ALERT)

General Procedures

A child is any person 18 years of age or less. Children are missing for the below reasons:

• Nonfamily member abduction – takes child by coercion, force or threat of physical harm

• Family abduction - noncustodial parent, family member, or a person on behalf of a family member takes or fails to return child to legal custodial parent

• Thrown away – Caretaker intentionally abandons child or has been asked to leave home and not return

• Lost, Injured or otherwise missing – child disappears under unknown circumstances

Clinical Affairs will confer with Department Chairs and identify specific search team members and the tasks assigned to each member.
A panic alarm automatically places a 911 call to Public Safety and signals an alarm in Clinical Affairs identifying the exact location of the activated alarm.

Protocol

- The first person on the scene of a missing child report is to assess the risks to the child and adhere to the following procedures
- Obtain a description of the child and what the child was wearing when last seen
- Alert the closest reception desk and request the receptionist to press the panic alarm and then call Clinical Affairs at 919-537-4395 to report the pertinent information. In the event this situation occurs away from a reception desk, the first responder should immediately call 911 and then report to a reception deck.
- Clinical Affairs will announce an “AMBER ALERT” over the SOD public address system when appropriate, and then contact Support Services at 919-537-3487
- Support Services personnel will begin monitoring the CCTV cameras and remain in contact with Clinical Affairs
- An e-mail will be sent, with a high priority status, by Clinical Affairs to All_SOD for an “Amber Alert” with a description of the missing individual

Search Teams

Search team members assigned to monitor exterior doors in Brauer Hall and Tarrson Hall will assume their positions immediately. Other search team members, one person per floor, will assemble in the Atrium, be briefed on the situation, and begin the search.

- The search team will search all bathrooms, closets and open offices on their designated floor
- The search team will take direction from the law enforcement officers upon their arrival
- The search team will carry their cell phones and report all findings to Clinical Affairs once their floor search has been completed or when they find the individual in question
- The search team member who finds the individual in question will assess their demeanor for safety
- Team members are to remain at the exit assigned until otherwise notified by law enforcement or by a public address announcement that states “ALL CLEAR”

After Action Report

After the “Amber Alert” situation has been resolved, Clinical Affairs will send an after action report to the Director of Communications to determine what type of information will be shared with faculty, students and staff.
**FIRE**

- Help evacuate those who need help from the immediate area
- Pull the nearest fire alarm and call 911
- Confine the fire by closing windows and doors
- If you have been trained and it is safe, use a fire extinguisher
- Evacuate the building. Stay out until emergency personnel say it is okay

**Building Evacuation**

- During an active fire alarm, even if you do not smell smoke, the annunciator may announce the immediate evacuation of the building. Stay calm and exit the building.
- A “STAND-BY” message. This indicates the situation is occurring in another building and evacuation is not yet required.
- Do not use the elevators
- Follow directions given by emergency responders
- Be attentive to any messages broadcast over the alarm system
- Dental School employees and students will direct occupants and assist in relocating physically impaired occupants to the closest staging area. See illustration on page 4.
- The Emergency Coordinator must proceed to the appropriate fire alarm monitoring station and meet the Emergency Response Team
- Support Services staff will proceed to an assigned staging area to ensure occupants stay clear of the buildings and to announce “ALL CLEAR” when determined by the emergency response team. Support Service staff wear brilliant yellow vests.
- Department Chairs are to assign personnel to fulfill the obligations of secondary emergency monitor
- The Secondary Emergency Monitors must be available to transmit information to the emergency coordinator regarding sedated or physically impaired patients, and healthcare providers that are rendering care and authorized to remain in the building. The information must include the building name, department, room number, and the number of occupants remaining in-place. Contact the Command Control Center at: 919-445-2820.
- When the Emergency Response Team determines that a total evacuation is required, healthcare providers will cease care and the Emergency Response Team will perform the relocation of sedated patients
- When an evacuation of the building is required but healthcare providers are unable to transport the patient outside, two healthcare providers are to assist the non-ambulatory and physically impaired patients to the nearest safe space that is not immediately in harm’s way. A safe space is any space/room that has a door, a window, and preferably a telephone.
• One healthcare provider is to remain in-place with the patient until the emergency response team arrives, and the other healthcare provider is to proceed to the closest staging area and inform the Emergency Coordinator of the location and number of occupants remaining in-place

After Action Report

After the threat has passed Support Services will send an after action report to the Dean, Executive Dean, and the Director of Communications to determine what type of information will be shared with faculty, students and staff.
SCHOOL OF DENTISTRY EVACUATION STAGING AREAS

Staging areas are 50’ from the exterior of the building and depicted with the hash marks.

ADVERSE WEATHER (THUNDERSTORM, TORNADO, AND HURRICANE)

For up-to-date adverse weather information monitor the University's Web page, www.unc.edu, for announcements about any change in operations.

General Procedures

• Call the campus Adverse Weather and Emergency Phone Line, 919-843-1234 (recorded information)
• Be prepared to seek shelter inside in severe conditions until University officials signal it is safe to leave. Have a plan for getting back together with fellow students or employees.

• During thunderstorms, do not handle electrical equipment

• During floods, do not walk through flowing water or drive through flooded areas. Stay away from electrical power lines.

• During hurricane threats or tornado warnings, seek shelter inside, stay away from windows and doors, move to an interior hallway on a lower floor, and get under sturdy furniture

Dental School Protocols

Support Services monitors the First Alert NOAA weather radio daily. Carolina Alert will be making public address announcements and the campus sirens will activate when a tornado warning is in effect. Support Services will broadcast via the dental school’s public address system detailed instructions on how to proceed. Support Services will establish a Command Center in room 160, First Dental Building and will coordinate the mass communications.

• Secondary Emergency Monitors, as designated by the Department Chair, will direct building occupants to the appropriate designated safe areas, sweep the department/unit to ensure all occupants are vacating, close all doors, and promptly proceed to the nearest safe area

• Healthcare providers will assist in directing patients and in relocating physically impaired occupants to the closest safe area

• Healthcare providers that are treating a sedated patient may continue providing care to ready the patient for transfer if necessary. It is essential that an Emergency Coordinator be notified how many occupants have remained in-place, the floor and department, and the room number. For assistance, contact Support Services at: 919-537-3487.

• Stay calm and Do Not use the elevators.

• Safe areas are identified in the Appendix
  o Green: safest areas
  o Yellow: transit areas - not as safe
  o Red: unsafe - evacuate immediately

• Monitors are to assume the leadership role of the safe areas and as such shall make every attempt to restore order and ensure that healthcare providers are able to manage patients/occupants in need

• Remain in a safe area until the "ALL CLEAR" message heard
After Action Report

After the threat has passed Support Services will send an after action report to the Dean, Executive Dean, and the Director of Communications to determine what type of information will be shared with faculty, students and staff.

SCHOOL OF DENTISTRY ADVERSE WEATHER SAFETY AREAS
(SEE ATTACHED APPENDICES BELOW)
- Green: safest areas
- Yellow: transit areas - not as safe
- Red: unsafe - evacuate immediately
- Green: safest areas
- Yellow: transit areas - not as safe
- Red: unsafe - evacuate immediately
- Green: safest areas
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