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EMERGENCY RESPONSE MANUAL

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. The Dean’s Office has charged the Threat Assessment Task Force with responsibility for maintaining the content of this manual.

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, Security Guard: 336-693-0185
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 Alerts)
Dental School, OMFS Medical Emergency Team: 919-537-3911
Environment, Health, and Safety (EHS): 919-682-5507 (Chemical Spills or Odors)
LiveSafe at Carolina, Mobile App: https://police.unc.edu/carolinasafe/livesafe/

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 or Explosions
- Suspicious object or package

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!”

For more information, visit https://police.unc.edu/about/programs/shots-fired/

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 if you believe the person poses an immediate threat. Otherwise, call the School's Security Guard. Provide a description of the persons(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

**CHILD ELOPEMENT (AMBER ALERT)**

**General Procedures**
A child is any person 18 years of age or less. Children may be 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

The person making the report should notify the School’s Security Officer and the clinic manager (if applicable). Clinic Manager should notify Clinical Affairs. Contact the child’s Emergency Contact if known.

**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, what the child was wearing, when last seen, and the identity of the person who accompanied the child
- Alert the Security officer and report to your clinic manager. Clinic manager starts search for the person. Clinic manager should inform other reception areas, Clinical Affairs, and Support Services manager – Support Services/Clinical Affairs will issue an AMBER ALERT over PA system
- Support Services personnel will begin monitoring the CCTV cameras, the Atrium, West Lobby, and Main Street and will remain in contact with Clinical Affairs

**Search Teams**
Emergency Monitors will assume their pre-assigned positions to monitor exterior doors.

- 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/Support Services 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"
- An “ALL CLEAR” will be issued at the direction of law enforcement

**After Action Report**

After the “ALL CLEAR” has been issued, 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 in consultation with the Executive Dean.

**ADULT/ELDERLY ELOPEMENT OR PATIENT FLIGHT (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 Adams 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.
  - The person making the report should notify the School’s Security Officer and the clinic manager (if applicable). Clinic Manager should notify Clinical Affairs.
  - Contact the person’s Emergency Contact if known.

- **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 Security officer and report to your clinic manager. Clinic manager starts search for the person. Clinic manager should inform other reception areas, Clinic Affairs, and Support Services manager – Support Services/Clinical Affairs will issue an SILVER ALERT over PA system
• Support Services personnel will begin monitoring the CCTV cameras, the Atrium, West Lobby, and Main Street and will remain in contact with Clinical Affairs

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 “ALL CLEAR” has been issued, 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 in consultation with the Executive Dean.

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 9.

• 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 Emergency Monitor

• The 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.
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 webpage, [www.unc.edu](http://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 and stay away from windows and doors

**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.

- Emergency Monitors, as designated by the Department Chair, will direct building occupants to the appropriate designated save 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.

- 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.
CHEMICAL SPILLS AND ODORS
- During business hours, please call the main desk of EHS 919-962-5507.
- For an emergency occurring after hours, dial 911.
- For all other information about Chemical Hazards, contact the EHS Chemical Hygiene Officer at 919-843-5331.

MEDICAL EMERGENCIES
- For on-site emergencies occurring during business hours, call the OMFS Medical Emergency Team at 919-537-3911.
- For an emergency occurring after hours or outside the Adams School of Dentistry buildings, dial 911.
ADAMS 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
- Yellow: transit areas - not as safe
- Red: unsafe - evacuate immediately
- Green: safest areas
- Yellow: transit areas - not as safe
- Red: unsafe - evacuate immediately
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- Green: safest areas
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- Red: unsafe - evacuate immediately