

Emergencies and disasters are unpredictable and often strike without warning. It is essential that all Case faculty, staff and students respond quickly and appropriately to emergency situations in order to reduce the risk of injury and property damage.

This manual provides essential information to guide you in reacting to various emergencies. It is a quick reference to inform you what steps to take and what actions will be implemented should an emergency situation arise.

INTRODUCTION

Case Police and Security Services 368-3333

University Circle Police 368-2222

Cleveland Police Department 9-911

Cleveland Fire Department 9-911

Cleveland Heights Police Department 9-911
(south dorms only)

Cleveland Heights Fire Department 9-911
(south dorms only)

The 9-1-1 emergency system can be accessed from office and dormitory phones by dialing 9 prior to 9-1-1. If you do call 9-1-1 for an emergency, please also call Case Police at extension 3333 immediately afterward. This will allow police officers to meet, coordinate with and direct emergency officials for the incident. If you cannot reach Case Police for some reason, call 9-1-1.

*** Do not attempt to dial 9-1-1 from the outdoor campus phones; they are not connected to the 9-1-1 emergency system!**

EMERGENCY PHONE NUMBERS

When you become aware of an emergency situation where life or property is threatened, contact Case Police dispatch immediately at 368-3333. It is imperative that everyone follows the directives of emergency response personnel. This includes Case Police/Security, Case Safety, local Police and Fire/EMS personnel. Know the location of safety equipment in your work area and how to use it. Familiarize yourself with emergency evacuation routes for your building.

WHAT YOU SHOULD DO

Calmly tell the dispatcher:

1. Who you are
2. Where you are
3. The nature of the emergency
4. If anyone needs medical attention
5. Any circumstances that may help or impede response personnel
6. What phone number you can be contacted at, if any
7. Try to remain calm and inform others that help is coming and follow any directions given by dispatchers or emergency personnel

WHAT WILL HAPPEN

1. The dispatcher may ask for additional information from you and/or give you directions on proper response
2. The dispatcher will contact appropriate emergency response agencies, Case Police/security and other campus resources as necessary
3. The Case Police supervisor will coordinate the response
4. Emergency personnel will handle the situation and give further instruction to affected persons

GENERAL EMERGENCY PROCEDURES

The University President and the Office of University Communication have primary responsibility for releasing information to the news media. Major incidents and emergencies may draw interest from local or national media. It is of paramount importance that only accurate, factual information is released. Incorrect or incomplete information could be detrimental to the University, its employees and students. Refer all news media inquiries to the Office of University Communication, Adelbert Hall at 368-4440.

If University Communication cannot be contacted, call Police dispatch at 368-3333.

MEDIA RELATIONS

WHAT YOU SHOULD DO

1. Report any crime in progress on campus to Case Police dispatch at 368-3333
2. Report any crime in progress off campus in University Circle to the University Circle Police at 368-2222, or call 9-1-1.
 - a) In both cases, tell the dispatcher your name and your location
 - b) Give a description of what is taking place
 - c) Give a thorough description of any suspect(s); physical description, clothing, vehicle information and direction of travel
 - d) Tell the dispatcher if there are any injuries and the extent of those injuries
 - e) Stay on the phone with the dispatcher until he/she ends the conversation
 - f) Give the dispatcher a phone number where you can be reached if more information is needed
3. If you have been a victim of a crime or witness to a crime, follow the same steps above
4. To report routine or non-emergency incidents, call Police dispatch at 368-3333

WHAT WILL HAPPEN

1. Case and/or University Circle Police officers will respond to the incident, take appropriate action, render any assistance needed and gather report information
2. Other agencies or Case personnel will be notified as necessary
3. Be prepared to give a statement, both verbally and in writing to police

CRIMINAL INCIDENT

WHAT YOU SHOULD DO

1. Use the elevator phone to call Case Police dispatch
 - a) Tell the dispatcher your name and that you are stuck in an elevator
 - b) Tell the dispatcher what building you are in and which elevator
 - c) Tell the dispatcher if others are in the elevator with you and how many
2. If the elevator you are in has no phone or it does not work, push the ‘emergency’ or ‘bell’ button until you hear acknowledgement that help is on the way
3. Do not attempt to exit the elevator through a hatch or pry the doors open.
4. Do not exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move, endangering your life

WHAT WILL HAPPEN

1. The dispatcher will notify Case Police/Security and Maintenance to respond
2. Maintenance will respond and allow safe exit from the elevator. The fire department or elevator company will be called if further help is needed

ELEVATOR EMERGENCY

WHAT YOU SHOULD DO

1. If you see or become aware of a suspicious object or receive a suspicious letter or parcel, do not handle it or allow anyone to go near it
2. Call Case Police dispatch at 368-3333
 - a) Tell the dispatcher your name, phone extension and room number
 - b) Tell the dispatcher why you think the object is suspicious
 - c) Wait for the responding officer to arrive to give further information

WHAT WILL HAPPEN

1. The dispatcher will notify Case Police and University Circle Police
2. Responding officers will meet with the caller to gather information
3. Case Police and University Circle Police management will decide if further actions are needed after consulting with University officials. This may include evacuation, notification of Case Safety Services, Cleveland Police Bomb Squad or Cleveland Fire Department

SUSPICIOUS OBJECT

WHAT YOU SHOULD DO

1. Remain calm and stay where you are
2. Assist others in your area who are not familiar with the space
3. Call Case Police dispatch
 - a) Tell the dispatcher your name and location
 - b) Tell the dispatcher what areas are affected by the power outage
 - c) Tell the dispatcher how long the power has been out
 - d) Give the dispatcher a call back number if more information is needed
4. Do not open cold rooms, refrigerators, incubators or other temperature sensitive areas
5. Evacuate only if instructed to do so by emergency personnel, or by your supervisor if safe lighting conditions are present

WHAT WILL HAPPEN

1. The Police dispatcher will notify Case Police/Security and Maintenance to respond
2. Responding personnel will determine if outside help is needed and consult with department management of the areas affected
3. If an evacuation is necessary, responding emergency personnel will coordinate the evacuation

POWER OUTAGE

WHAT YOU SHOULD DO

1. Call Case Police dispatch at 368-3333
 - a) Tell the dispatcher your name
 - b) Tell the dispatcher the exact location of the flooding, including all areas affected
 - c) Tell the dispatcher the source of the flooding if known
 - d) Give the dispatcher a call back number if more information is needed
3. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment
4. If you know the source of the water and are confident you can stop the flooding safely, do so. (i.e. turn off valve or unclog drain)

WHAT WILL HAPPEN

1. The dispatcher will notify Case Police/Security and Maintenance to respond
2. Responding personnel will identify the source and stop the flooding as soon as possible
3. If a risk is identified because of the flooding, affected areas may be evacuated
4. Necessary repairs and clean up will be initiated
5. The all clear to return will be given by responding personnel when approved

FLOOD OR WATER DAMAGE

A tornado warning is an alert from the National Weather Service stating that a tornado has been sighted. In case of a tornado warning, the County Emergency Alert System will be activated, meaning an alert will be broadcast over all local television and radio stations with information and instructions. Additionally, emergency vehicles will broadcast warnings over their public address systems in affected areas. The Dispatch Center monitors a weather information network, and will receive the same National Weather Service Information.

WHAT YOU SHOULD DO

1. Move to the basement or ground floor center hall of the building you are in, close office doors as you leave
2. Do not use elevators
3. Stay away from windows and doors with glass panes
4. Sit or crouch in an inner hall or room
5. Do not leave the tornado safety area until given the all clear from emergency personnel

WHAT WILL HAPPEN

1. The dispatcher will send a broadcast phone message to the campus, with information and instructions.
2. Police and security officers will first evacuate high-rise building occupants to lower floors and/or other safe areas.
3. Other buildings will be evacuated to safe areas as time allows.
4. University Circle Police and campus police will patrol University Circle, broadcasting warnings on their vehicle P/A systems.
5. Dispatchers and police/security officers will monitor the situation with the National Weather Service and local authorities.
6. Once the tornado threat has passed, officers will notify building occupants and give the all clear.

TORNADO

WHAT YOU SHOULD DO

1. Call Case Police dispatch at 368-3333
2. Give the dispatcher the following information
 - a) Your name
 - b) The location of the injured/ill person(s)
 - c) Type of injury or illness
 - d) Approximate age of victim(s)
 - e) Is the victim conscious?
 - f) Is the victim breathing?
 - g) Is the victim bleeding?
 - h) Any known medical condition of the victim(s)
3. Do not move the victim(s)
4. Do not attempt to give medical care unless you are trained to do so
5. Stay with the victim(s) and reassure him/her until help arrives

WHAT WILL HAPPEN

1. The dispatcher will notify police and EMS if it appears necessary from information gathered
2. Police or security officers will respond and assess the situation for further response. EMS will be notified if necessary and not already done
3. Police or security officers will give medical care if needed, according to their training until EMS arrives
4. If the victim(s) are ambulatory and do not need EMS, the University Circle Police will provide a transport to University Hospital.

MEDICAL EMERGENCY

WHAT YOU SHOULD DO

1. Call Case Police dispatch at 368-3333
 - a) Tell the dispatcher your name
 - b) Give the exact location of the hazardous material spill/release
 - c) If possible give the source, character, amount and extent of the material spill/release
 - d) Notify the dispatcher of any injuries associated with the incident
 - e) Leave a call back phone number if further information is needed
2. Shut windows, turn off open flames and open hoods in the area
3. Keep others from entering the affected area
4. Stay a safe distance from the material that has been spilled or released and wait for Police/security officers or Safety personnel to arrive

WHAT WILL HAPPEN

1. The responding police or security officer will contain the scene and tend to any injured persons
2. The responding officer will communicate initial findings to the police supervisor and dispatcher
3. Police will notify the responsible facility personnel, Safety Services and other Case personnel as needed.
4. Police/security will notify state or local agencies if their help is needed or if notification is required
5. Evacuation, containment and clean up will be conducted as directed by the Safety Services representative or state/local agency incident commander

HAZARDOUS MATERIALS INCIDENT

WHAT YOU SHOULD DO

1. If you smell or see smoke or fire, begin evacuation by pulling an alarm station
2. Call Case Police dispatch at 368-3333 if it is safe to do so
 - a) Tell the dispatcher your name
 - b) Give the dispatcher the exact location of the fire and any other information you may have about the fire
3. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
4. Evacuate the building, closing doors behind you to contain the fire. Exit via stairwells only, **DO NOT** attempt to use elevators.
5. Exit quickly and do not attempt to take anything with you
6. Assist disabled persons or direct emergency personnel to them
7. Do not let the fire or heavy smoke come between you and an exit.
8. If you get caught in heavy smoke, take short breaths, crouch down or crawl.
9. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break open a window and signal for help
10. Once outside a safe distance from the building, return to the building only when instructed to do so by emergency personnel

WHAT WILL HAPPEN

1. The dispatcher will notify the appropriate Fire Department and Case Police/Security.
2. Case Police/Security will respond and coordinate with the responding fire personnel.
3. Once the actual fire or fire alarm situation is resolved, Case Police Security or the fire personnel will give the clear to re-enter the building or will give other directions.

FIRE

WHAT YOU SHOULD DO

1. If you receive a phone call bomb threat, listen carefully and write down everything that is said, starting with the exact time of the call
2. Keep the caller talking as long as possible and ask the following:
 - a) Ask the caller to identify him/herself
 - b) Where is the bomb located?
 - c) When will the bomb go off?
 - d) What type of bomb is it?
 - e) What does the bomb look like?
 - f) Why was the bomb planted?
3. Determine caller characteristics
 - a) Age
 - b) Male/female
 - c) Accent
 - d) Voice characteristics (calm, nervous, excited, laughing)
4. Listen for background noises; other voices, traffic, airplanes, trains, machinery, music etc.
5. Call Police dispatch at 368-3333 immediately after finishing the call.
 - a) Give the dispatcher your name, phone extension, and room number
 - b) Tell the dispatcher that you received a bomb threat and give a basic description of the nature of the call
 - c) Stay in the area so that you can meet with the responding officer

WHAT WILL HAPPEN

1. The dispatcher will notify Case Police and the University Circle Police
2. The dispatcher will also notify the Cleveland Police Bomb Squad
3. Case Police and University Circle Police will conduct a search of the building(s) mentioned
4. After speaking with the person who took the call, University officials and University Circle Police, in conjunction with the Cleveland Police, will decide what further action should be taken, including possible evacuation

BOMB THREAT

Different emergencies require different evacuation strategies. This booklet contains evacuation directions for most emergencies. When evacuation is not indicated for the emergencies in this booklet or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting yourself in a more harmful situation.

WHEN TO EVACUATE*

1. Anytime you hear the fire alarm bells in your building
2. If you smell smoke or know an actual fire is burning
3. When instructed to do so by the Case Police dispatcher, Case police or security officer, Case Safety Department representative or police, fire/EMS personnel

WHEN NOT TO EVACUATE**

1. When a tornado warning is sounded (find appropriate shelter within your building)
2. During a hostile intruder situation
3. During a hostage/barricade situation
4. During a power failure
5. When instructed to not evacuate by Case Police dispatch, Case police or security officers, Case safety representatives or local police, fire/EMS personnel.

WHAT TO DO IF YOU MUST EVACUATE

1. Listen carefully to instructions of emergency personnel
2. Remain calm
3. Close your office door as you leave
4. Do not try to gather materials on the way out, leave quickly
5. Keep talking to a minimum
6. Exit via stairwells, not elevators
7. No smoking
8. Alert emergency personnel of any disabled persons who need assistance

* Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

** These situations require you to stay put initially. Emergency personnel will direct you as to when it is safe to evacuate.

EVACUATION

Building/Area Evacuation

Certain emergencies may affect a specific building or area of campus. In this case, persons in those buildings/areas will be evacuated to a predetermined site nearby as listed in your specific building evacuation plan. Emergency personnel will then direct you to a primary or secondary evacuation site. The evacuation sites are listed below.

BUILDING/AREA	PRIMARY SITE	SECONDARY SITE
Main Academic Quad	Veale Center	Strosacker Auditorium
HSC Complex	Adelbert Gym	University Hospital Atrium
South Dorms	Fribley Commons	Carlton Commons
CASC/U-West	Veale Center	Adelbert Gym
North Campus	Thwing Center	Peter B. Lewis Bldg.
North Dorms	Leutner Commons	Thwing Center

Emergency personnel will direct you to one of these sites during an evacuation. Further instructions will be given at the evacuation site. If necessary, buses will be used to transport persons to sites.

Campus Evacuation

An emergency that dictates the evacuation of the entire University will be handled in conjunction with the emergency procedures of the City of Cleveland and surrounding communities. In the unlikely event that a campus evacuation is necessary, you will be directed to leave the University in the following manner.

1. IF YOU DRIVE TO CAMPUS

- A. Take your normal route to your vehicle.
- B. Leave the campus area via these suggested routes:

MLK north - Euclid Ave. east - Mayfield Road east - Cedar Road east

Do not travel west on Euclid, Chester or Carnegie, these routes are east-bound only routes for a downtown evacuation. Police may direct traffic in other ways dependant on circumstances.

2. IF YOU TAKE PUBLIC TRANSPORTATION OR RESIDE ON CAMPUS

- A. Go to the nearest RTA station to take a bus or rapid away from the area. RTA/mass transit will be on a rush hour status unless circumstances prohibit mass transit operations.
- B. If mass transit is not available, you are to go to Fribley Commons if you are south of Euclid Ave. or Leutner Commons if you are north of Euclid Ave. and await further instructions.

EVACUATION *cont.*

An incident may occur which dictates you remain inside a building during an emergency. A decision to shelter in place may or may not be obvious based on information known to you at the time. Your decision to shelter in place may come from first responders' instructions, or may be made on your own initially. This decision should be made based on what gives you the best chance of remaining safe and avoiding putting yourself in a more harmful situation.

Factors to consider when deciding whether to evacuate or shelter in place include:

- Where is the threat now and where is it likely going?
- Where will I be safest now, and in the near future?
- Will I be more likely to get help for myself and others by evacuating or staying in place?
- Does this space provide adequate safe shelter for the emergency at hand: i.e. locking door, place to take cover/hide, availability of more than one exit, windows to allow alerting and rescue, phone/internet/e-mail available?

WHEN TO SHELTER IN PLACE

1. When a tornado warning is sounded (find appropriate shelter within the building)
2. During a hostile intruder/active shooter situation
3. During a hostage/barricade situation
4. During a power failure
5. If you cannot leave due to being trapped by a fire or hazardous materials release
6. Any other situation where it is apparent that leaving will put you in a potentially more harmful situation than staying in place.
7. When instructed to do so by University or local first responders/emergency personnel

WHEN NOT TO SHELTER IN PLACE (EVACUATE)

1. Anytime you hear a fire alarm bell/horn sounding
2. If you smell smoke or know there is an actual fire or hazardous material release, and you have a safe evacuation route away from danger.
3. Any other situation where it is apparent that staying in place will put you in a potentially more harmful situation than leaving.
4. When instructed to do so by University or local first responders/emergency personnel

WHAT TO DO IF YOU MUST SHELTER IN PLACE

1. If it is safe to do so, move to an area furthest away from the incident/hazard.
2. As soon as possible, if it is safe to do so, notify emergency responders (368-3333 on campus or 9-1-1) and keep responders informed of changes in your situation
3. Be aware of your surroundings and be ready to move quickly if needed
4. In case of hostile intruder, lock doors and plan for a secondary escape route
5. Leave only if told to do so by responders, or the situation changes requiring evacuation. Notify responders if you must evacuate before being told.

SHELTER IN PLACE

How you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind that there could be more than one shooter in the same situation.

WHAT YOU SHOULD DO

1. If an active shooter is outside your building:
 - a) Go to a room that can be locked, if one cannot be found readily, try to determine if there is a nearby room that can be locked which you can reach safely.
 - b) Once you are in a secure room, close and lock all the doors and windows.
 - c) Turn off lights and get everyone down on the floor so nobody is visible from outside.
 - d) Have someone in the room call campus police at 368-3333 and tell the dispatcher quietly what you know, where you are, how many people are with you, what you are wearing, if there are any injuries and any other information the dispatcher requests.
 - e) When you are finished talking to the dispatcher, put the phone on silent/vibrate so the dispatcher can call you back, answer only if you are sure it is safe to do so.
 - f) Remain in place until police gives you instruction.
 - g) An unknown voice may be the shooter trying to lure you from safety, so do not respond to any voice commands unless you can verify it is a police officer.
 2. If an active shooter is in the same building you are:
 - a) Remain calm, and follow steps above.
 - b) Additionally, if you cannot find a secure room, you may look for an exit you can reach safely, moving away from the shooter (s), following safe movement instructions below.
 - d) If you see police officers, wait for them to interact with you. If they do not see you, stay put and identify yourself calmly and wait for their instructions. Do exactly what they instruct you to do.
 3. If an active shooter enters your office/classroom space:
 - a) If possible, call campus police dispatch 368-3333, or 911.
 - b) If you cannot speak, leave the line open so the dispatcher can hear what is going on.
 - c) If there is no opportunity for escape or concealment, a possibility to negotiate may exist
 - d) An attempt to overpower the shooter may also exist.
- * Attempts to negotiate or overpower the shooter may risk the lives of participants or others nearby. This decision will be made quickly based on what gives you the best chance at survival.
- f) If you decide to flee, make sure you have an escape route and plan in mind.
 - g) Do not carry anything so you can move quickly and not be mistaken for the shooter.
 - h) Keep your hands visible for police and follow their instructions exactly.
 - i) Do not stop to help any injured victims or try to remove them, leave them where they are and notify authorities of their location.
 - j) Do not leave until you have been cleared to do so by police.

ACTIVE SHOOTER/HOSTILE INTRUDER

WHAT WILL HAPPEN

1. The dispatcher will notify Case Police, the University Circle Police, the Cleveland Police and EMS.
2. The first responding officers will enter the building to locate the suspect. Police officers are trained respond directly to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible.
3. Police officers may be dressed in regular patrol uniforms, or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots and dark clothing.
4. Police officers may be carrying a shield and be armed with rifles, shotguns and/or handguns. They may also use teargas or pepper spray.
5. Regardless of how they appear, remain calm, do not be afraid of them and follow their instructions carefully.
6. Put down anything you are carrying and keep your hands visible to the police at all times.
7. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.
8. Continue to follow instructions of police and university officials until you are released.