



Emergency Action Training for Youth Camps and Events Staff

TRAINING MODULE 3

Disclaimer

“This training module contains general guidelines and information. It is not intended to be a comprehensive summary or to address all possible applications of, or exceptions to, the topics described herein. Various scenarios and issues are covered, but please note that these are to be used as a tool for further guidance and do not represent an exhaustive list of possible scenarios and topics that Program Staff may encounter. This training module should not substitute for additional training to be provided by individual Covered Programs or for guidance on specific situations to be provided by administrators of Covered Programs.”

Introduction

The University of North Carolina – Chapel Hill (the University) is entrusted to provide a safe and healthy environment for all youth who participate in programs or events on campus. The University can be faced with emergencies ranging from armed or dangerous person situations to fires, tornadoes, floods, hurricanes, and pandemic influenza. Many of these emergencies occur with little to no warning; therefore, it is critical for the University and the youth programs to plan ahead to help ensure the safety and general welfare of all members of the youth community.

Introduction

This Emergency Action Training has been developed for all youth programs and events sponsored by or hosted by the University. The training is based on best practices. This document is not legally binding and does not establish requirements for state, local, Federal or private sector entities. It aims to provide a comprehensive overview of the coordination processes necessary to respond to an emergency situation and to reunify unaccompanied minors with their parents or legal guardians following a large-scale disaster. An Action Plan Template is available to program participants which can be used in each program's Emergency Action Plan if they have not adopted their own.

The template can be located on the UNC Protection of Minors Website:
<https://protectionofminors.unc.edu/resources/>

Communication Plan

It is important to make sure that everyone is prepared and informed in the event of an emergency within your youth program. Staff may not always be together when these events take place and plans should be developed to make sure they are able to contact one another. In addition, there may be times when an emergency event will include communicating to individuals outside program operations, including Senior Leadership. A communications plan should include contact information for all individuals that may need to be notified in the event of an emergency.

Alert Carolina

The Alert Carolina System (ACS) communicates in multiple ways with students, faculty and staff, as well as visitors, local residents, parents and the news media in the event of an emergency or dangerous situation. ACS uses multiple methods to alert campus including: outdoor sirens, mobile text message, e-mail, website (alertcarolina.unc.edu) and UNC Twitter and Facebook accounts among others. People may also call the Adverse Weather and Emergency Phone Line (919) 843-1234 for emergency information.

At least one program staff person should have a registered cell phone to receive alerts. To register go to www.alertcarolina.unc.edu. Parents of youth participating in programs and events on campus should be given the Alert Carolina and Protection of Minors on Campus websites in order to obtain information and updates regarding an emergency.

The system will never be used to send advertising or spam messages.

Medical Emergency

- Call 911 immediately
- Provide location, nature of injury or illness, current condition of the victim and other requested information
- Remain on the phone until directed to hang up.
- Stay with the patient
- Contact patient's parent or guardian to inform them of the incident
- Do not move the victim unless he/she is in immediate danger

Medical Emergency

- If it appears an individual may cause harm to themselves or to others, call 911 immediately
- Available campus resources for faculty, staff and students include the following:
 - Employee Assistance Program (EAP) 919-962-3071
- If patient is taken to the hospital, staff must stay with them until family arrives or is released
- Be sure to inform the Emergency Medical Team that arrives of any additional medical information the patient needs listed on their medication treatment authorization form. The form should be taken with you to any medical treatment facility they are going to.
- If any staff are certified in any procedures (CPR, certified nurse etc.), please list in program emergency action policy.

Severe Weather

North Carolina is prone to experience severe weather throughout the year, including thunderstorms, tornadoes, and hurricanes. First, know the difference between a “watch” and “warning.”

- Watch - conditions are favorable for severe weather to form.
 - ◆ Review your emergency action plan
 - ◆ Monitor your information sources (weather radio, e-mail, etc.)
 - ◆ Alert your program staff and participants, as needed
- Warning – severe weather is occurring or imminent based on radar
 - ◆ Take action and move to a safe shelter location
 - ◆ Provide guidance to program staff and participants to ensure they take appropriate actions

Severe Weather

Thunderstorms are the most common type of severe weather in North Carolina. However, winter storms, extreme hot/ cold temperatures, flooding and tornadoes can occur. Check your weather information for the up-to-date weather advisories and information.

It is recommended if you are routinely involved in outdoor activities, you have a smartphone weather app of your choice. If you are in a remote location without cellular or internet service, it is recommended that the program obtain a weather Radio (NOAA approved weather radio, battery operated).

Severe Weather

- If out-of-doors, seek shelter
- If in-doors, shelter-in-place for severe thunderstorms and tornadoes
- Move to pre-designed shelter, such as a basement or the lowest level of the building
- Move to a windowless interior room away from hazardous materials
- Be sure to take attendance every time you move locations to be sure you have everyone
- Monitor Campus Advisories and local media
- Take cover under a sturdy object or against an interior wall
- Wait for the all clear before leaving your safe place

Evacuation and Shelter-in-Place

There are two basic response actions available in an emergency situation: Evacuate, and Shelter-in-Place – or a combination of these actions.

Evacuation and Shelter-in-Place

Evacuate: Universities have long practiced evacuating by way of fire drills. Evacuations occur when the building is not safe, or they can occur once a lockdown situation is resolved.

- Walk, do not run.
- Do not use elevators. Assist people with special needs.
- Assemble at designated meeting site.
- Wait for instructions from the Designated Public Safety Official(s).

Evacuation and Shelter-in-Place

Shelter-in-Place:

Sheltering in place is necessary when external conditions make it unsafe to leave the building. A special shelter-in-place is conducted for tornadoes and severe weather conditions. This is called duck, cover, and hold.

A combination of shelter-in-place and then evacuation may be necessary during such situations as armed intruders or earthquakes.

Evacuation and Shelter-in-Place

Fire or Smoke and You Cannot Evacuate:

- Call 911 and tell them your name, your location, that you are unable to evacuate, and why you are unable to evacuate the building.
- If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify emergency personnel of your location and that you are unable to evacuate the building.

Evacuation and Shelter-in-Place

Violent Criminal Action:

- Lock and barricade doors.
- Move away from outside doors and windows.
- Close window shades and turn off lights.

Emergency Response Action: Residence Halls

- Residence hall staff will provide necessary instructions for emergency procedures. Please act quickly when advised by staff to evacuate to other parts of the building, or make emergency preparations in your room.
- Remain in the Residence Hall unless advised otherwise by staff. In immediate danger, staff will instruct you to move to lower floors, the basement, hallways, or to evacuate the building.
- Have access to flashlights. Do not use candles or any open flame lantern, etc. These are highly dangerous in a power outage.

Emergency Response Action: Residence Halls

- Electrical equipment should be unplugged and placed off the floor, preferably in a closet or as far away from windows as possible.
- Since the floors can get wet, all articles such as shoes, rugs, clothes, bags, suitcases, etc., should be placed on closet shelves, in dresser drawers, or on a bed.
- All loose objects should be placed in drawers or closets. Papers, books, etc., should not be left on top of desks or dressers.
- Valuables should be placed in a theft secure place (or securable location). All doors should be locked when the occupants are not in the room.

Emergency Response Action: Residence Halls

- All windows and drapes/curtains must be closed tightly.
- Due to heavy rain and wind, move all personal belongings away from the outside wall(s) in your room.
- Have a container with some fresh water in case water supply is affected.
- If caught outside, avoid contact with dangling or loose wires, likewise, do not touch trees or other items outside, because they may conduct electricity.
- Emergency shelters may be set up at various campus locations. Program staff will be instructed of locations should the need to evacuate arise.

Active Shooter/Assailant

Active shooter situations can evolve quickly, so it is essential to have an action plan and act swiftly and decisively, if faced with this situation. The standard practiced procedure for active shooter events is to lockdown by finding a room to secure in and shelter-in-place there. Remember, you may be in a building or sports field, or on a field trip.

Typically, campers and staff should only deviate from the practiced lockdown procedure when instructed to by law enforcement officers or other first responders that it is safe to do so. However, in an extreme case when there is no other option and the threat is imminent and unavoidable, the situation may dictate that you follow other options for survival that have been commonly accepted nationally.

Active Shooter/Assailant

If an active shooter is in your vicinity:

Shots Fired on Campus is an in-person, voluntary training run by Sgt. James David through the UNC-Chapel Hill Police Department. It is based on a DVD called “Shots Fired: When Lightning Strikes,” produced by the Center for Personal Protection and Safety. The in-person training is available to on-campus groups, departments and residence community.

Active Shooter/Assailant: Run, Hide, Fight

Run

- If a shooter is in your building, and you can safely get out, evacuate.

Active Shooter/Assailant: Run, Hide, Fight

Hide

- If you don't know where the shooter is in or outside your building, evacuating is not possible, then you and your campers should lockdown inside a building. Find a place to hide where the Active Shooter is less likely to find you.
 - Secure doors (may have to blockade the door with heavy furniture)
 - Turn off lights
 - Move occupants into concealed areas of the room, away from doors and windows
 - Avoid gathering everyone in one small area
 - Provide protection if shots are fired in your direction.
 - To the extent possible, avoid trapping yourself, or restricting your options for escape
 - Keep occupants calm & quiet.
 - If anyone is injured in your room, inform first responders as soon as it is safe to do so.

Active Shooter/Assailant: Run, Hide, Fight

Fight

- As a very last resort, and only when your life or the lives of those around you are in imminent danger, you may be forced to disrupt or incapacitate the shooter/assailant by attacking or distracting them. Some options may include:
 - Throwing items and improvising weapons such as a chair, a phone, laptop, tablet, stapler, file, book, or another easily accessible object.
 - Yelling or shouting at the aggressor in order to distract or frighten them.
 - Seeking control of the aggressor's hands in order to limit their ability to use a weapon.
 - Briefing the campers to escape while you are attacking or distracting the shooter/assailant.

Active Shooter/Assailant: Other Considerations

- Have an escape route and plan in your mind before you start to move.
- Ensure you account for all of the campers, having another staffer lead the campers out, while you check the last camper out of the room or area, if possible.
- Leave your belongings behind, telling campers to do the same.
- Break windows to escape if you are on the ground floors, clearing away glass and laying mats or clothing over the windowsill to prevent injury. You should have an adult climb out first to help campers exit the window safely if this is possible.

Active Shooter/Assailant: Other Considerations

- Prevent individuals from entering an area where an Active Shooter may present a threat. You should warn people to stay away without endangering yourself or your campers.
- Keep your hands visible if police officers are outside.
- Follow the instructions of any police officer.
- Do not attempt to move wounded people.
- Call 911 when you are safe.
- Listen for special instructions over the alert system.

When Law Enforcement or Other First Responders Arrive

It is important to respond in a manner which does not present a risk to yourself or the campers.

When Law Enforcement or Other First Responders Arrive

Police officers will proceed directly to the area where the last shots were heard. In such incidents:

- Remain calm, and follow the officers' instructions.
- Avoid startling the officers or taking actions that might be misinterpreted as being hostile.
- Put down any items in your hands and tell campers to do the same.
- Immediately raise hands and spread fingers, instructing the campers to do the same.
- Keep hands visible at all times as the police will not know who the threat is and they are trained from the perspective that "hands kill".
- Avoid making quick movements toward officers and do not attempt to hold on to them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop and ask for help or directions when evacuating.

Fire

- Pull the fire alarm.
- Leave the building immediately using the closest emergency exit.
- Close doors behind you (**DO NOT LOCK**).
- **Call 911 when safe to do so.**
- Call Program Director to inform them of the incident
- Move to a safe location away from buildings or to your buildings Designated Meeting Site.
- Re-enter the building only when instructed by Designated Public Safety Official(s).
- Do not assume an alarm is false. You must evacuate for all fire alarms.
- Do not use elevators.
- **If unable to exit the building, go to the nearest exit stairwell or assisted evacuation staging area and call 911 to report your location.**
- If trained, use a fire extinguisher if the fire is small and contained and room is not filled with smoke.

Earthquake

Although earthquakes are rare in North Carolina, the following are some helpful tips in the event one occurs here:

- Drop to the ground, take cover under a sturdy object, and hold on until shaking stops.
- If a sturdy object is not available, move to an inside corner of the room, crouch down, and cover face and head with arms.
- Stay away from glass, outside walls or anything that could fall.
- Stay inside and wait for the all clear before leaving your safe space place

Reunification

The University has committed to publishing information as quickly as possible on the Alert Carolina Web site, in addition to notifications via the emergency sirens and associated text messages as appropriate. As **verifiable**, approved information becomes available, a schedule for announcing and sharing emergency or disaster information to the campus community will be made.

Reunification

The University Reunification Assistance Center (URAC) will be established in the event a need arises. A central location where persons can come to reunify with family members, grieve together, receive information and seek support services will be identified. Program and event staff will be informed of the URAC in the event the program is cancelled. **Transportation of the minors will be provided to the URAC.**

Reunification

Parents of campers should be provided with the Alert Carolina and the Protection of Minors on Campus websites. These sites will be updated with information regarding reunification as it becomes available. Parents should follow instructions given on these sites. **Minors will only be released to their parents at the approved URAC following an established protocol.**

Reunification

Program and event staff should not release minors during an emergency situation to anyone.

Instructions will be provided to program and event staff on reunification procedures in the event the program is cancelled due to an emergency situation. If the program is temporarily suspended until an all clear has been issued, staff should insure the minors remain in a safe place, for example the assigned housing unit.

Missing or Kidnapped Child

- Thoroughly search facility and adjacent outside area, including cupboards, closets, nooks, etc.
- Ask staff and other children when they last saw the missing child
 - Call 911; Provide the following information:
 - Child's name and age
 - Address
 - Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
 - Medical status, if appropriate
 - Time and location child was last seen
 - Person with whom the child was last seen

Missing or Kidnapped Child

- If kidnapping, any information about possible kidnapper and description
- Notify Program Director immediately and search the facility and adjacent outside area again
 - Have child's information including picture, if possible, available for the police upon their arrival
 - Program Director will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken

Field Trips or Travel Off Campus

- Before leaving for a field trip, make sure the trip coordinator has the following information:
 - Child list by assigned vehicle
 - Supervisor/Chaperone list by assigned vehicle
 - Map of intended route
 - **Children's** emergency and medical information/supplies
 - Name and contact information
 - List of important phone numbers significant to the trip (including children's emergency contact information and chaperone cell phone numbers)
 - First aid kit
 - Seat Staff throughout various locations in the vehicle during transport.

Field Trips or Travel Off Campus

- Call 911 if emergency medical treatment or police are required
- Attend to any medical needs if there are injuries or complaints of pain
- Contact campus and provide update and actions being taken; campus should consider deploying personnel to the scene, hospital, or to appropriate locations
- Program Director will contact parents and give update of actions being taken; indicate meeting locations or pick-up times of the minors

Flooding and Water Line Breaks

Water may enter a building from one of the following sources:

- Breaks or leaks in a water line
- Rainwater/Flooding
- Sewer leaks/Backs up
- Condensation from uninsulated piping

Notify UNC Facilities Services, <https://facilities.unc.edu/about/services/>

Suspicious Package

Mail and packages can be used to deliver suspicious and potentially hazardous materials. Before opening, take care to examine the item for anything unusual. Examples of issues that might raise concern:

- Unexpected package delivery
- Oily or stained
- Excessive tape or string
- Strange odor
- Misspelled words or names
- Lopsided or uneven package
- Excess postage
- No return address

Suspicious Package

If a package is unusual or as stated previous:

- Handle with care.
- Do not open, smell, touch, or taste any contents of the package.
- Leave the area, isolate it by shutting doors behind you, as you leave.
- Do not use your cell phone within 300 feet.
- Treat it as dangerous and called 911.

Bomb Threat

Stay calm, do not hang up, and obtain as much information as possible from the caller and report the threat immediately to 911.

Be sure to note:

- Precise time of the call.
- Caller's exact words.
- Noticeable characteristics of the caller (gender, age, calm/angry, excited/slow, etc.).
- Information regarding the device and possible location.
- Background sounds (machine, voices, street noises, music, etc.).
- Threat language (well spoken, taped, irrational, foul, incoherent, etc.).

Bomb Threat

Ask the person questions, such as:

- Where is the bomb located?
- When will the bomb explode?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?

Threatening Phone Calls

- **Get a coworker to call 911 while you are on the line.**
- Threats made against employees are usually received by telephone. Most of these threats are made by callers who wish to create an atmosphere of anxiety and panic, **but all such calls must be taken seriously and handled as though the individual intends to harm the individuals whom they are threatening.**
- Keep the caller on the line by asking questions.
- **Ask a lot of questions-** Permit the caller to say as much as possible without interruption.
- **Take notes on everything said and on your observations about background noise, voice characteristics, etc.**
- Make the appropriate notifications to the Administrators dealing with your program.

Utility Failure

Utility failures include power outages, gas leaks/unusual odors, or broken or malfunctioning life-safety equipment

- **If the utility emergency poses a public safety threat or emergency, contact 9-1-1.**
- Be prepared to provide failure type and location.
- Officials may evacuate a building due to utility failures.
- If not on University property, be aware of the procedures for that building in case of a utility emergency.

Notify UNC Facilities Services,
<https://facilities.unc.edu/about/services/> .

Power Outage

In the event of a power outage, many campus facilities are equipped with emergency generators to power critical operations. Most buildings are provided with emergency lighting to aid in the safe evacuation.

Report the outage to the appropriate authorities for your location.

Be prepared:

- Keep a flashlight with spare batteries immediately accessible.
- Know how to locate the closest exit.

Power Outage

In the event of a large-scale power outage:

- Remain calm.
- Building evacuation may become necessary.
- Do not light candles or any other types of flames for lighting.
- Unplug computers and turn off light switches.

Notify UNC Facilities Services,

<https://facilities.unc.edu/about/services/> .

Elevator Entrapment

- Press the **EMERGENCY PHONE BUTTON** to connect to Police. **If unable to connect, call 9-1-1.**
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- PUSH the ALARM BUTTON.
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- **REMAIN** in the Elevator.
-
- **WAIT** for the Elevator Technician and/or Designated Public Safety Official(s).

Hazardous Materials Spill

- Do not attempt to clean unless properly trained in managing chemical spills.
- **Secure the area, call 9-1-1** and provide information on location and type of release or spill.
- Report the incident to Environmental Health and Safety (EHS) by calling 919-962-5507 if the incident occurs on campus.
- Evacuate all personnel from the immediate work and/or laboratory area; if the release or spill has the potential to impact a larger area, activate the building's fire alarm and follow evacuation procedures.

For more information about this subject please contact the Environment Health and Safety at 919-962-5507.

Resources

- Alert Carolina <https://alertcarolina.unc.edu/>
- Campus Safety and Risk Management
- <https://fo.unc.edu/safety-risk/>
- Department of Homeland Security's website at <https://www.ready.gov/>
- Employee Assistance Program (EAP) 919-962-3071
- Environment Health and Safety at 919-962-5507
- Protection of Minors on Campus protectionofminors@unc.edu
- Sgt. James David, UNC-Chapel Hill Police Department 919-962-3951
- UNC Facilities Services, <https://facilities.unc.edu/about/services/>

Certification of Completion

- ▶ In order to certify that this training module has been completed, please complete this form:
https://unc.az1.qualtrics.com/jfe/form/SV_6KHI3Bvlh5J14Ed
- ▶ Please provide a copy of the certification to the program director in the event your program is audited.