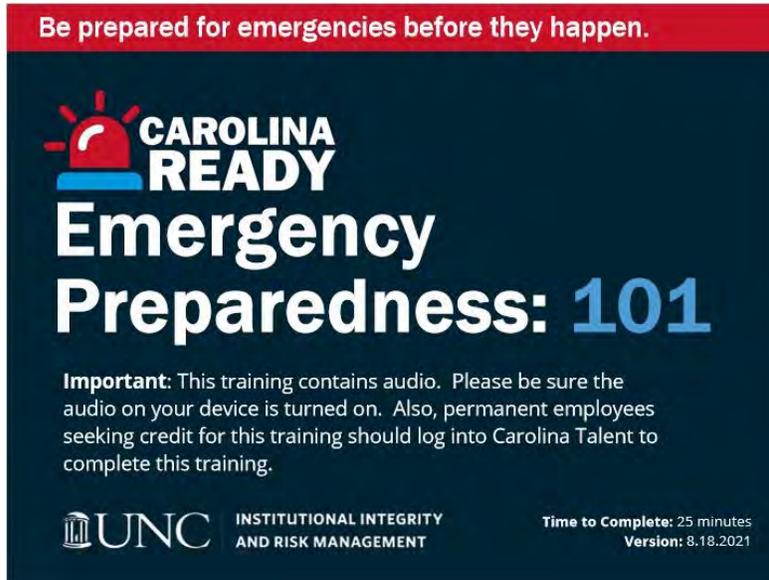


# Emergency Preparedness: 101 (Script as of 8.18.2021)

## 1. Introduction & Main Menu



### Script:

Welcome to Carolina Ready Emergency Preparedness: 101 computer-based training. This training contains audio. Please be sure the audio on your device is turned on. Also, permanent employees seeking credit for this training should log into Carolina Talent to complete this training. Click the Next button to begin the training.

**CAROLINA READY**

## Introduction

This training has been developed in a joint effort by the Office of Emergency Management and Planning, Environmental Health and Safety, UNC Police, and the Office of Continuous Improvement, Staff Development & Engagement in an effort to increase the University's ability to prepare for and respond to an emergency.

An emergency may include, but is not limited to:

- Fire
- Tornado
- Hurricane
- Active Assailant
- Bomb Threat
- Severe Weather
- Hazardous Chemical Spill

### Training Objectives

This training will provide guidance on how to:

1. Be notified of an emergency
2. Respond to an emergency
3. Support those with disabilities or functional needs

**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

### Script:

This training has been developed in a joint effort by the Office of Emergency Management and Planning, Environmental Health and Safety, UNC Police, and the Office of Continuous Improvement, Staff Development & Engagement in an effort to increase your ability to prepare for and respond to an emergency. An emergency may include, but is not limited to:

- Fire
- Tornado
- Hurricane
- Active Assailant
- Bomb Threat
- Severe Weather
- Hazardous Chemical Spill

This training will provide guidance on how to:

1. Be notified of an emergency
2. Should respond to an emergency
3. Support those with disabilities or functional needs



**Script:**

To be Carolina Ready you must know how to be informed, how to be prepared, and how to take action.

This training has been divided in to four sections.

**Be Informed** - learn how the University communicates emergency notifications to you and how you can report emergency situations to the University,

**Be Prepared** - learn how to be prepared by taking action before an emergency and how to be better prepared to respond in various emergencies that may happen on campus,

**Take Action** - learn how to act when an emergency arises.

And finally, **Disabilities and Functional Needs** - learn emergency procedures for individuals with disabilities and how you can support someone with a disability during an emergency.

Also, at the end of each section there will be a Knowledge Check to see what you know.

Click on the Let's Go button for the section you want to complete.

Once you have reviewed each section, you can then click the Next button to advance to the conclusion of this training.

## 2. Be Informed



### Script:

Being informed means:

- you understand how the University communicates with you during emergencies,
- how you can communicate emergencies with the University,
- and where to get emergency preparedness information.

Click the Next button to continue.

**CAROLINA READY**

## Emergency Notifications



**Emergency Warning    Crime Alert    Adverse Conditions    Informational**

The Alert Carolina Emergency Notification System communicates in multiple ways in the event of an emergency or dangerous situation. The Alert Carolina System Protocols direct the University to inform the campus community using four different types of notifications.

*Instructions: Click on the icons to learn more about each type of notification.*

**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT 

### Script:

The Alert Carolina Emergency Notification System 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.

The Alert Carolina System Protocols direct the University to inform the campus community using four different types of notifications:

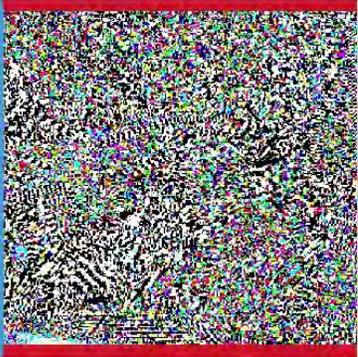
- Emergency Warning,
- Crime Alert,
- Adverse Conditions,
- and Informational.

Click on the icons to learn more about each type of notification. Once all of the tabs have been viewed the Next button will be activated.

**CAROLINA READY**

## Methods of Notification

- University Email Accounts
- Text Messages
- Social Media
- Carolina Ready Safety App
- Alertus Desktop Notification
- Digital Screens Across Campus
- Campus Outdoor Sirens



**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

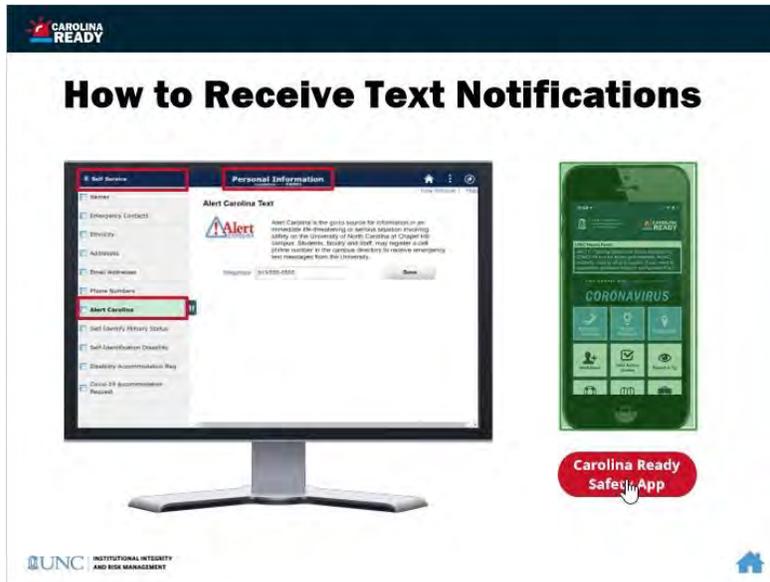
**Script:**

The University has various ways they communicate emergency notifications and updates. This is in addition to viewing the Alert Carolina emergency page. These include:

- University email accounts
- Text messages,
- Social media notices via Alert Carolina, UNC, UNC Police, and UNC Transportation and Parking Facebook and Twitter pages.
- Mobile applications include, CarolinaGo, and Carolina Ready Safety Apps.
- Alertus Desktop Notifications (This must be downloaded and only activates for users on the UNC campus network).
- Digital screens across campus,
- and Campus Sirens.

Also, local television and radio stations should also be relied on in severe weather situations. Key staff and student leaders, such as the Resident Staff, will also be equipped to communicate directly with students. Click on the Resources link in the top right corner of this window to view links to the social media pages and the Alertus Desktop Notification.

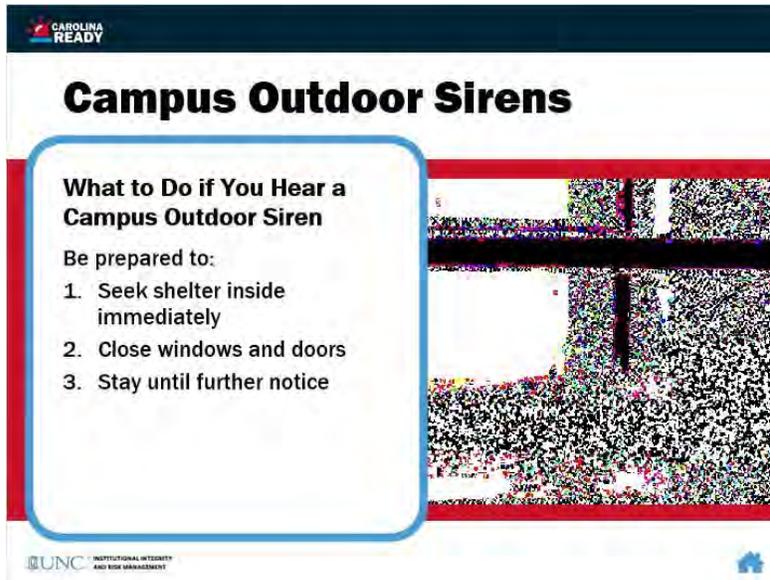
Then click the Next button to continue the training.



**Script:**

Any UNC-Chapel Hill affiliate with an ONYEN can register their cell phone to receive emergency text messages from the University. Students, faculty, and staff should register their cell phone number in the campus directory to receive emergency text messages from the University. This can be done through the ConnectCarolina Self Serv. If someone does not have an ONYEN and wants to receive Alert Carolina notifications pushed to their phone, they can download the Carolina Ready Safety App.

Click the Next button to continue.

A training slide titled "Campus Outdoor Sirens" with a "CAROLINA READY" logo in the top left. The slide features a blue-bordered box containing instructions on what to do if a siren is heard. To the right of the text is a photograph of a large crowd of people gathered on a campus. The slide footer includes the UNC logo and the text "INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT".

**CAROLINA READY**

## Campus Outdoor Sirens

**What to Do if You Hear a Campus Outdoor Siren**

Be prepared to:

1. Seek shelter inside immediately
2. Close windows and doors
3. Stay until further notice

**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

**Script:**

**Campus Outdoor Sirens**

These sirens will only sound if the University issues an Emergency Warning because of a significant emergency or dangerous situation involving an immediate threat to health or safety. When you hear a campus outdoor siren, be prepared to seek shelter inside immediately. Close windows and doors. And remain there until further notice.

The siren will broadcast a short, pre-recorded voice message. When the threat is over, the sirens will sound again with a different tone with a voice announcement saying, "All clear. Resume normal activities."

The timing of this will depend on how fast emergency responders can determine that a threat is over.

Click the Next button to continue the training.

**CAROLINA READY**

## Reporting an Emergency & Getting Help

**When in doubt,  
always call 911.**

<b>Carolina Ready Safety App</b>	<b>Silent Witness</b>
<b>Emergency Call Boxes</b>	<b>Panic Buttons</b>

*Instructions: Click on the buttons to learn more.*



**UNC** INSTITUTIONAL INTEGRITY  
AND RISK MANAGEMENT



**Script:**

Being prepared also means knowing how to report an emergency and get help. When in doubt, always call 911. Click on the button to learn more about additional resources. Once all of the buttons are viewed the Next button will become activated.

The Carolina Ready Safety App is designed to make your experience on campus as safe as possible.



**Script:**

The Carolina Ready Safety App contains resources to report situations (including anonymously) and connect directly to 911 via phone or chat.

### Silent Witness

**Please note:** this site is **not** monitored 24 / 7. If you are experiencing an emergency, please call 911. If you would like an immediate response to a non-emergency, call 919-962-8100.

Enter the type of crime: \*

Where did the crime occur: \*

Enter the exact location or address where the crime occurred: \*

Explain why you suspect a crime was committed at the location:

The suspect(s) name(s):

Suspect's Name \*

Also known as (alias):

Also known as (alias) \*



**Script:**

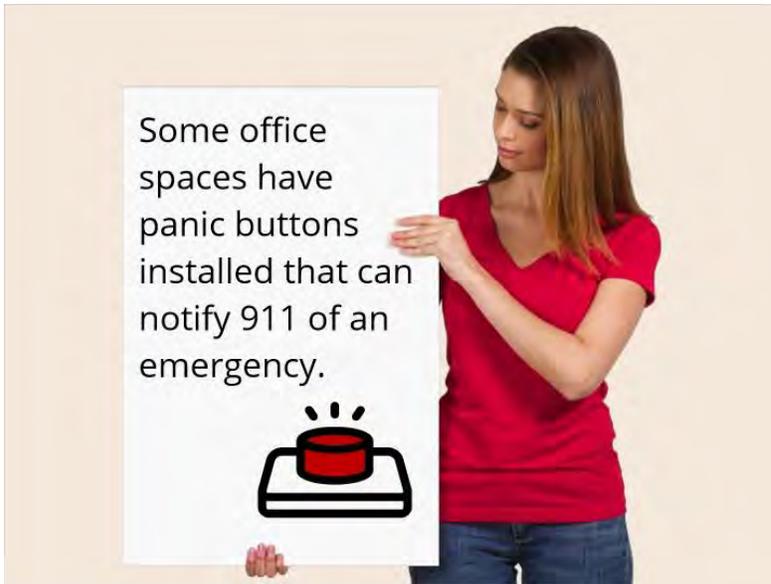
The Silent Witness is available on the UNC Police website and includes an anonymous reporting option. Click on the Resources link to view the Silent Witness webpage.

To find the closest  
Campus Emergency  
Call Box, click on the  
pulsing marker. 📍



**Script:**

Emergency Call Boxes are the blue light call boxes located throughout campus that will connect you to 911. To find the closest Campus Emergency Call box, click the pulsing marker.



**Script:**

Some office spaces have panic buttons installed that can notify 911 of an emergency. If your office space has an emergency panic button you will be notified.

**CAROLINA READY**

## Where to Get Information

- Carolina Ready Safety App
- Carolina Ready Webpage
- UNC Police Webpage
- Environmental Health and Safety

**Note:** Links to all of these sites and more are available in the resources link above.

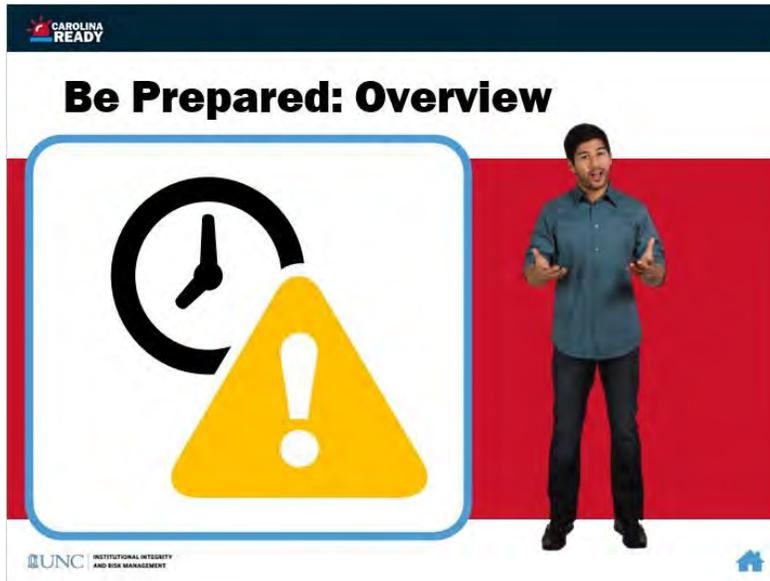
**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

The slide features a dark blue header with the 'CAROLINA READY' logo. The main content area has a white background with a blue rounded rectangle containing a bulleted list and a note. To the right of the text is a photograph of a woman in a red shirt and blue jeans standing against a red wall, looking at a device. The bottom of the slide includes the UNC logo and a small blue icon.

**Script:**

Knowing where to get campus safety information is important. The Carolina Ready Safety App, Carolina Ready webpage, UNC Police webpage, and UNC Environmental Health and Safety all provide safety information. Also, links to these sites and more are available in the resources link, in the above right corner of the window. Click the Next button to begin the Knowledge Check for this module.

### 3. Be Prepared



**Script:**

Just like an Exam, it's all about taking time to be prepared. Emergencies can occur when we least expect it, and regardless of whether you are in a classroom, studying in the library, at a dining hall, workplace, or in your residence. Therefore, it is up to you to be prepared before, during, and after an emergency. It is a good idea to talk with your parents and family members, about what to do in the event of an emergency while at UNC. Everyone should be prepared to put their personal preparedness plans into action if the need arises.

Click the Next button to continue.

**CAROLINA  
READY**

## Make a Plan

**Your plan should include:**

1. How will you communicate?
2. How will you collaborate?
3. What would you do if you had to evacuate?
4. What would you do if you became separated?
5. Does your household include individuals with disabilities or functional needs?
6. Does your household include pets?



**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT



### Script:

Whether you are on campus or off, it is critical to make a personal preparedness plan well in advance of an emergency. Your plan should be developed with your parents, family, roommates, and friends. And it should cover the following:

- How will you communicate?
- How will you collaborate?
- What would you do if you had to evacuate?
- What would you do if you become separated?
- Does your household include individuals with functional needs?
- Does your household include pets?

More information about creating your emergency plan can be found at [ready.gov/plan](https://ready.gov/plan). A link to this site and others are accessible in the resources link above.

Click the Next button to continue.

**CAROLINA READY**

## Make a Kit for the Home

- Supplies
- Food & Water
- Personal Care & Hygiene
- Documents
- Other Items

**Instructions:** Use your mouse to check the boxes and learn what your kit should include.



UNC INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

**Script:**

Having an emergency supply kit is an important step in being prepared. Your kit should be a collection of basic items you may need in the event of an emergency, whether on campus, at home, or out and about. Remember, your emergency kit is personal. As you begin to build your kit, think about the items you may need in the first few hours to even days after a disaster has hit and customize your kit to meet your needs. Use your mouse to check the boxes and learn what your kit should include.

Once all of the boxes have been checked the Next button will be activated.

Also, visit [Ready.gov/kit](http://Ready.gov/kit) located in the resources link for more information on building a kit.

## Make a Kit for the Car

*Instructions: Use your mouse to click the numbered markers and learn what your kit should include.*



### Script:

Use your mouse to click the numbered markers and learn what your car kit should include. Once you have viewed all of the markers the Next button will be activated.

## Make a Kit for the Workplace

*Instructions:* Use your mouse to click the numbered markers and learn what your kit should include.



### Script:

Use your mouse to click the numbered markers and learn what your workplace kit should include. Once you have viewed all of the markers the Next button will be activated.



## Practice

**Make sure to familiarize your self with:**

- Your residence hall or apartment, classrooms, and spaces you frequent; and know two emergency exit routes out.
- The location of the closest emergency equipment
  - fire extinguishers,
  - automated external defibrillators (AEDs),
  - emergency procedure posters.

**Important:**  
Practice scenarios together and know your plan before you have to act upon it.

UNC INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

**Script:**

Make sure to familiarize yourself with your residence hall or apartment, classrooms, and spaces you frequent. And know two emergency exit routes. In addition, you should know the location of the closest emergency equipment such as fire extinguishers, AEDs, and emergency procedure posters.

And of course, you should practice. Take time to mentally rehearse actions you would take under various emergency scenarios. Practice your emergency plan with your parents, family, friends, and roommates so everyone knows what to do.

You can also download the Carolina Ready Safety App and visit [carolinaready.unc.edu](http://carolinaready.unc.edu), so you have the resources to make a plan.

Click the Next button to begin the Knowledge Check for this module.

## 4. Take Action



### Script:

Should you receive a notification that requires an emergency response, it is important to remain calm, and follow the appropriate procedures. This portion of the training will provide greater insight of how to take action in response to specific hazards. This segment of the training has been customized based on your status as an employee or student. Click the appropriate button to continue the training.

## Evacuation Procedures

It is the responsibility of supervisors, faculty, and staff to ensure that employees and students are familiar with evacuation alerts, evacuation routes, exterior designated Assembly Area, and other procedures related to evacuation.



### Script:

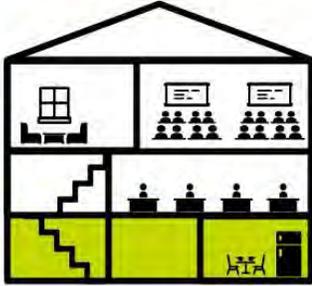
Some emergencies may require evacuation procedures to be implemented. A building may need to be evacuated due to a fire, or another unforeseen emergency such as a chemical spill, structural damage, or violence. In these situations, the fire alarm system or Alert Carolina may be used to initiate a building evacuation. However, verbal commands from staff, faculty, police, or other emergency response personnel may also be required.

Before an emergency requiring evacuation, students, faculty, and staff should locate the nearest exit from their location and determine the route they will follow to reach that exit in an emergency. Once outside, know where your designated Assembly Area is located. If you are unsure, talk with your instructor, supervisor, or Building Emergency Coordinator.

Remember it is the responsibility of supervisors, faculty, and staff to ensure that employees and students are familiar with evacuation alerts, evacuation routes, exterior designated Assembly Areas, and other procedures related to evacuation.

Click the Next button to continue.

## Shelter-In-Place Procedures



- Located in an interior room of a hardened structure.
- Be free of windows and other glass structures.
- And be at the lowest level possible in the building.



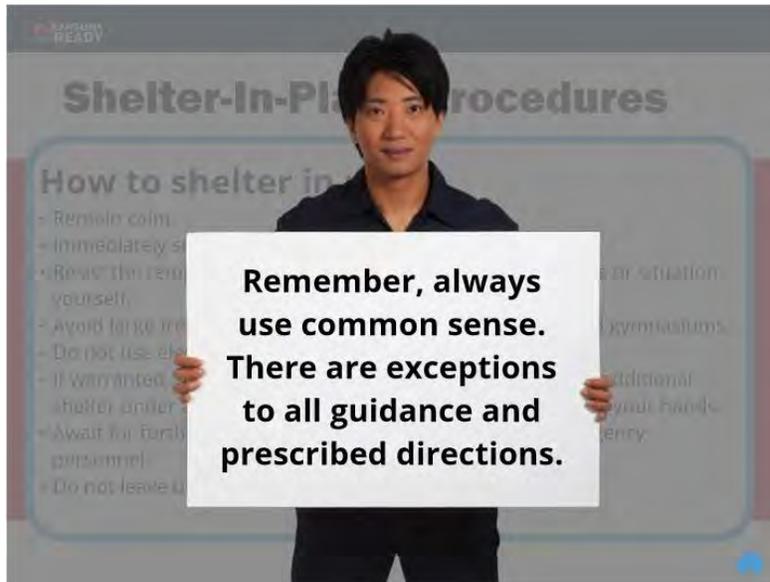
### Script:

Shelter-in-place events are usually weather-related emergencies. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from danger. An appropriate space is capable of providing protection from severe weather and should have the following characteristics:

- Located in an interior room of a hardened structure.
- Be free of windows and other glass structures.
- And be at the lowest level possible in the building.

**Important:** Do not lock doors behind you as others may also need to shelter-in-place.

Click the Next button to continue the training.



**Script:**

When sheltering-in-place remain calm.

Immediately seek shelter inside the closest sturdy building. Do not wait until you physically see a tornado or severe weather event to react.

Resist the temptation to go outside and check the conditions or situation yourself.

Avoid large free-standing expanses such as auditoriums and gymnasiums.

Do not use elevators.

If warranted, consider crouching near the floor and seek additional shelter under as sturdy desk or table, or cover your head with your hands.

Await for further instructions from Alert Carolina and emergency personnel.

And do not leave until an "All Clear" is received.

Remember, always use common sense. There are exceptions to all guidance and prescribed directions.

Click the Next button to learn about evacuation procedures.

## Evacuation Procedures

### In the event of an evacuation...

- Stop what you are doing and remain calm.
- If you are in a lab, secure any hazardous materials or equipment before leaving.
- If time, conditions, and safety permit, take important personal items with you.
- Check doors for heat before opening and if the door is hot, do not open it.
- Walk directly to the nearest exit, assisting students and visitors with evacuation procedures.
- Assist persons with disabilities.
- Do not use elevators.



### Script:

In the event of an evacuation, all building occupants must respond to emergency alarms and notifications. It is important to stop what you are doing and remain calm.

- If you are in a lab, secure any hazardous materials or equipment before leaving.
- If time, conditions, and safety permit, take important personal items with you (car keys, purse, wallet, cell phone, medication, glasses, etc.). Leave everything else. And tell students and staff to do the same.
- Check doors for heat before opening, and if the door is hot, do not open it.
- Walk directly to the nearest exit, assisting students and visitors with evacuation procedures. (Move quickly, but do not run, push, or crowd.)
- Assist persons with disabilities. (Occupants who are unable to evacuate should dial 911)
- Do not use elevators.

Click on the arrow to learn more.

- Use the stairs for evacuation. Use the handrails in the stairwell and stay to the right.
- Keep noise to a minimum so you can hear and follow any emergency instructions.
- Once outside, move away from the building and to your Assembly Area, unless instructed otherwise.
- Report any missing person to emergency response personnel.
- Be alert for falling glass and other debris.
- Keep roadways and walkways clear for emergency vehicles and personnel.
- And do not return to the building until instructed to do so by emergency personnel.

Click the Next button to learn how to respond to specific hazards.

**CAROLINA READY**

## Responding to Specific Hazards

Active Assailant/ Armed Intruder	Bomb Threat	Civil Disturbance
Earthquake	Fire/ Explosion	Hazardous Materials Release
Hurricane	Infrastructure/ Utility Failure	Medical Emergency
Suspicious Object/ Person	Suspicious Odor	<i>Instructions: Click on the buttons to learn how to respond to that specific hazard. To close the window, click on the red x circle. Once all buttons are marked as viewed, the Next button will be activated.</i>
Tornado & Severe Weather	Winter Weather	

**Script:**

Click on the buttons to learn how to respond to that specific hazard. To close the window, click on the red x circle. Once all buttons are marked as viewed, the Next button will be activated, and you can begin the Knowledge Check for this module.



**Script:**

The danger from winter weather varies across North Carolina, severe winter weather may impact our campus. Winter storms can range from ice, moderate snow over a few hours, or a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet, and freezing rain. Use the glossary to the left to discover the different types of winter storm alerts.

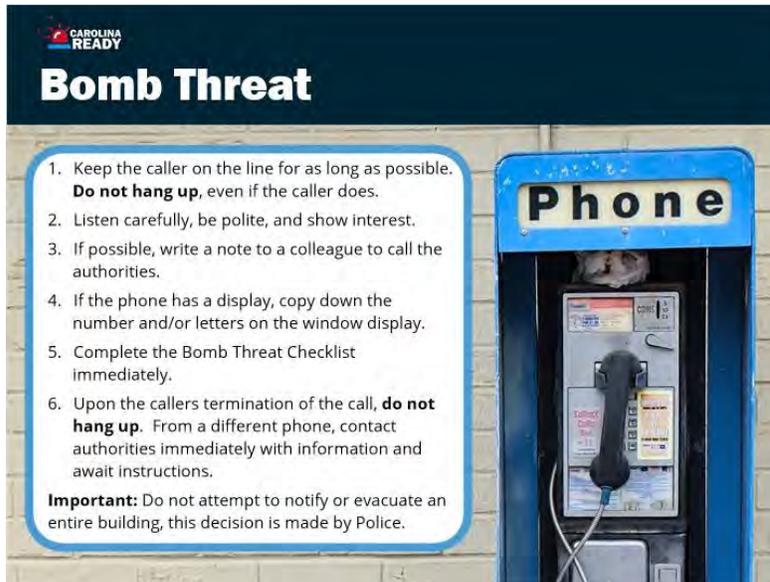
However, should a winter storm impact the UNC community in a manner that requires the closing of campus and/or cancelling classes, UNC will utilize the appropriate communication methods (Alert Carolina, website updates, and local news outlets) to keep you informed.

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion.

During cold and winter months dress for the season and be sure to have your emergency kit(s) have clothing for the weather and blankets.

When walking on campus wear appropriate footwear, utilize sidewalks, watch for ice on sidewalks, parking lots, and when crossing roads.

When driving minimize travel based on the weather advisory. However, if travel is necessary, keep cold weather supplies in your vehicle, and drive appropriately for the weather conditions.



### Script:

A bomb threat may come to the attention of the receiver various ways. However, most are transmitted over the telephone. Therefore, you want to collect as much information as possible.

1. As mentioned before, remain calm. Keep the caller on the line for as long as possible. Do not hang up, even if the caller does.
2. Listen carefully. Be polite and show interest. Try to keep the caller talking to learn more information.
3. If possible, write a note to a colleague to call the authorities, or as soon as the caller hangs up, immediately notify them yourself using a different phone or device.
4. If your phone has a display, copy the number and/or letters on the window display.
5. Complete the Bomb Threat checklist immediately.
6. Immediately upon termination of the call, do not hang up, but from a different phone, contact authorities immediately with information and await instructions.

**Important:** Do not attempt to notify or evacuate an entire building, this decision is made by Police.

## Civil Disturbance

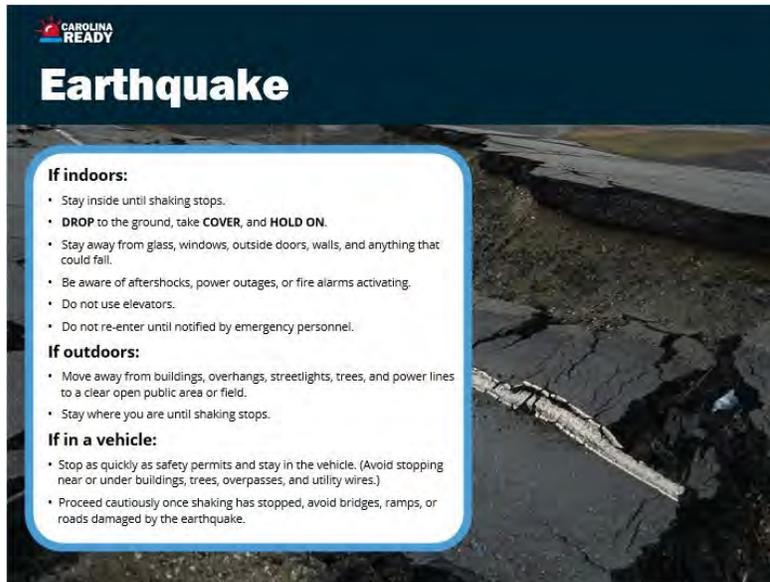
### What to do?

- Contact the police. Dial 911 or utilize an emergency call box.
- Provide the address, location, and any details available to the dispatcher.
- Do not provoke or become a part of the disturbance.
- Secure your work area, log off computers, and secure sensitive files, if safe to do so.
- Remain inside and away from doors and windows.

### Script:

A civil disturbance can include riots, demonstrations, threatening groups, or individuals that have become unlawful and dangerous. In the event of a Civil Disturbance:

- Contact the police. Dial 911 or utilize an emergency call box.
- Provide the address, location, and any details available to the dispatcher.
- Do not provoke or become a part of the disturbance.
- Secure your work area, log off computers, and secure sensitive files, if safe to do so.
- Remain inside and away from doors and windows.

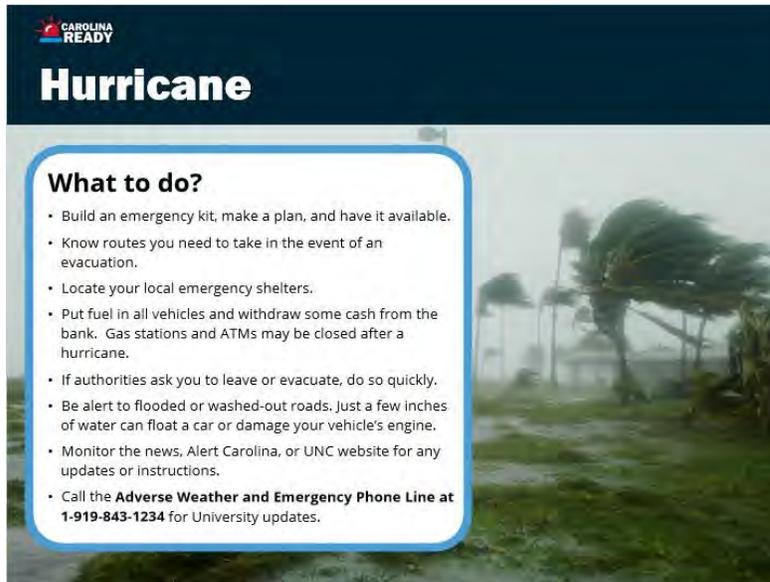


### Script:

The probability of a significant damaging earthquake events affecting our region is considered to be unlikely. However, it is likely that future earthquakes may result in light to moderate shaking, and damages ranging from one to very light may affect the regions. In the event of an earthquake:

#### If indoors:

- Stay inside until shaking stops.
- DROP to the ground, take COVER, and HOLD ON.
- Stay away from glass, windows, outside doors, walls, and anything that could fall.
- Be aware of aftershocks, power outages, or fire alarms activating.
- Do not use elevators.
- Do not re-enter until notified by emergency personnel.
- If outdoors:
- Move away from buildings, overhangs, streetlights, trees, and power lines to a clear open public area or field.
- Stay where you are until shaking stops.
- If in a vehicle:
- Stop as quickly as safety permits and stay in the vehicle. (Avoid stopping near or under buildings, trees, overpasses, and utility wires.)
- Proceed cautiously once shaking has stopped and avoid bridges, ramps, or roads damaged by the earthquake.

A graphic titled "Hurricane" with a "CAROLINA READY" logo. It features a list of "What to do?" instructions overlaid on a background image of palm trees being blown over by a hurricane.

**CAROLINA READY**

# Hurricane

**What to do?**

- Build an emergency kit, make a plan, and have it available.
- Know routes you need to take in the event of an evacuation.
- Locate your local emergency shelters.
- Put fuel in all vehicles and withdraw some cash from the bank. Gas stations and ATMs may be closed after a hurricane.
- If authorities ask you to leave or evacuate, do so quickly.
- Be alert to flooded or washed-out roads. Just a few inches of water can float a car or damage your vehicle's engine.
- Monitor the news, Alert Carolina, or UNC website for any updates or instructions.
- Call the **Adverse Weather and Emergency Phone Line at 1-919-843-1234** for University updates.

**Script:**

Hurricanes are common in our region, and are most active during hurricane season, which generally starts on June 1st and ends on November 30th. However, hurricanes can occur outside of this time frame. As mentioned earlier in the training, it is important to have an emergency kit and plan available. And should a hurricane watch, or warning be declared:

- Know your routes in the event of an evacuation.
- Locate your local emergency shelters.
- Put fuel in all of your vehicles.
- Also, if required or asked to evacuate, be alert of flooded or washed-out roads. Just a few inches of water can float a car or damage your vehicle's engine.

And of course, monitor the news, Alert Carolina, or the UNC website for updates or instructions. You can also call the Adverse Weather and Emergency Phone line for recorded University updates.

**CAROLINA READY**

## Tornado & Severe Weather

### During a Tornado Warning:

- Remain calm
- Do not use elevators.
- Shelter-in-place to an area of safety, located in an interior room of a hardened structure, free of windows or other glass structures, and at the lowest possible level in the building.
- Close all doors.
- Crouch near the floor and cover your head.
- Be alert for fire.
- If outside, lie down in a low-lying ditch and cover your head.

**Note:** Persons with mobility concerns should not wait for a tornado warning. Instead, they should go to an area of safety when a tornado watch is announced.

### Script:

Weather emergencies can pose a serious threat to University employees and students. Severe weather includes high winds, thunderstorms, lightning storms, hail, floods, tornados, hurricanes, extreme heat or cold, and other weather systems that have the potential to create safety hazards or cause property damage. However, more specifically, during a tornado warning:

- Remain calm and avoid panic
- Do not use elevators
- Shelter-in-place to an area of safety, located in an interior room of a hardened structure, free of windows or other glass structures, and at the lowest possible level in the building.
- Close all doors, including main corridors, making sure they latch.
- Crouch near the floor or under a heavy, well-supported objects, and cover your head.
- Be alert for fire. In the event of a fire, Fire/Explosion procedures should be followed.
- If outside, lie down in a low-lying ditch and cover your head.

**Note:** Persons with mobility concerns should not wait for a tornado warning. Instead, they should go to an area of safety when a tornado watch is announced.

Use the glossary to the left to discover the different types of alerts including warnings and watches.

**CAROLINA READY**

## Hazardous Material Release

### General Procedures

- Do not attempt to clean the spill.
- Inform others in the area and evacuate to a safe location.
- Call 911 and follow instructions from emergency personnel.
- Attend to anyone contaminated (including yourself) by utilizing emergency safety showers or eye washes.
- Notify emergency personnel if you have been exposed or have information about its release.

**Important:** Any spill that could potentially cause injury to a person or property must be reported to Environmental Health and Safety (EHS) at 1-919-962-5507.

**For small spills that pose no immediate danger:**

- Confine the spill.
- Evacuate and secure the immediate area.
- Notify area supervisor.

**Script:**

A hazardous materials incident may be a spill or chemical, radioactive materials, or biological materials that is released inside a building or to the environment. Minor hazardous materials spills may be managed locally by personnel who are trained and familiar with the materials. UNC's Environmental Health and Safety (EHS) is available to provide guidance and support for minor hazardous materials incidents. However, a major hazardous materials incident constitutes an emergency as it can endanger life, safety, or the environment; and requires assistance from emergency response agencies, such as the fire department or regional hazardous materials response team.

Review the procedures on the slide to know how to respond to hazardous materials release.

## Suspicious Odor

### Natural Gas Smells (Rotten Eggs)

Dial 911 immediately and leave the area.

### Sewer Smells

These odors typically occur when a drain trap dries out. If the odor is moderate, run water down nearby sinks and check to see if the odor dissipates. If the odor is strong or persists after refilling drain traps, contact Campus Facilities Services to report the odor.

### Exhaust or Diesel Smells

These odors typically enter a building through air intakes when motor vehicles or construction equipment are left idling nearby. These odors are normally dependent on the wind direction and typically last for a short durations. If the odor persists, contact Environmental Health and Safety to report the odor.

### Script:

When reporting an unusual or abnormal odor, be prepared to provide a description of the odor, time of detection, and any abnormal conditions, activities, or materials at the time of detection. If the source associated with the odor is potentially hazardous to persons in the area dial 911. For other common or unknown odors, follow the procedures shown.

## Infrastructure/Utility Failure

**Call Facilities Customer Services at 1-919-962-3456.**

**Provide the following:**

- Building name
- Floor
- Room number
- Nature of problem
- Person to contact and phone number

**Note:** If there is possible danger turn off sensitive equipment, secure any hazardous materials/equipment. Then exit the building and call 911.

**Script:**

If you discover an infrastructure or utility failure, contact Facilities Customer Service at 1-919-962-3456. And be prepared to provide the building name, floor, room number, nature of the problem, and the person to contact, along with their phone number.

**CAROLINA READY**

# Medical Emergency

## Physical Injury

- Do not move a seriously injured person unless they are in a life-threatening situation.
- In the event of a serious injury or illness, immediately call 911. Give as much information as possible regarding:
  - Nature of the illness or injury
  - Victim's location
  - Whether victim is conscious, breathing, or bleeding
  - Victim's injuries
  - Chemicals or radioactive materials involved
- Send someone to the building entrance to meet the ambulance.
- Only trained personnel should provide first aid or CPR.
- Locate the nearest Automated External Defibrillator (AED).

**Important:** If a University employee is injured while on the job, they should visit the University Employee Occupational Health Clinic or a UNC Emergency Room.

A photograph showing a person lying on a yellow stretcher on a paved surface. A responder in a white shirt and orange pants is leaning over the person, providing assistance. The background shows a grassy area and a building.

**Script:**

Medical emergencies can occur at any time, this includes physical and mental health emergencies. Click on the forward arrow to learn how to respond to mental health emergencies.

**CAROLINA READY**

## Suspicious Object or Person

**If you find or open a suspicious package, letter, box, or object:**

- Do not handle the package.
- Move away and call 911.
- If you have opened a suspicious package or letter, leave it in place and leave the room slowly. Notify others to leave the room and close doors behind you as you go.
- Do not turn on or off any power switches.
- Do not activate the fire alarm.
- Do not reenter the area.
- Follow the instructions you will receive from the Police or other emergency personnel.
- If asked to evacuate, take your personal belongings and move to a safe area.



### Script:

If you find a suspicious package, letter, box, or object:

- Do not handle the package.
- Move away and call 911.
- If you have opened a suspicious package, or letter, leave it in place, and leave the room slowly. Notify others to leave the room, and close doors behind you as you go.
- Do not turn on or off any power switches.
- Do not activate the fire alarm.
- Do not reenter the area.
- Follow the instructions you will receive from the Police, or other emergency personnel.
- If asked to evacuate, take your personal belongings and move to a safe area.

Signs of a suspicious person include but are not limited to:

- A person who does not belong, gaining, or trying to gain access to a restricted area.
- A person forcibly entering a locked vehicle or door.  
A person who photographs, videotapes, sketches, or asks detailed questions about infrastructure.
- A person acting in an unusual manner or seems out of the ordinary.

How to respond to a suspicious person:

- Dial 911 and provide the following information:
  - Area where the suspicious person is.
  - What the suspicious person is doing.
  - Description of the suspicious person.

- Do not let anyone into a locked room or building without proper authority.
- Do not engage in a confrontation with the person.
- Do not block the suspicious person's exit.

## Active Assailant/Armed Intruder

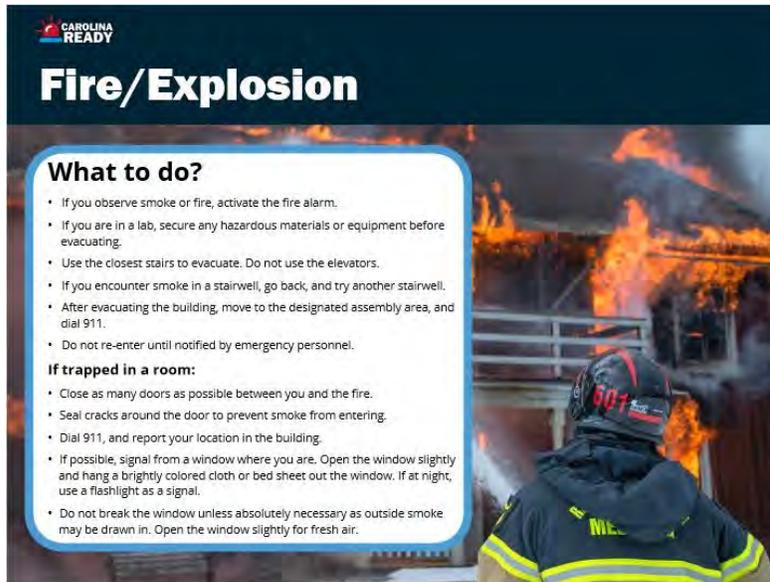
**RUN** – Self-evacuate, distancing yourself from the threat as quickly and safely as possible.

**HIDE** – If you can't safely evacuate or are unsure of the location of the threat, hide in an area out of the threat's view, block entry to your hiding place, and if possible, lock doors, and silence mobile devices. Remain calm and quiet.

**FIGHT** – If there are no other safe options, and you are confronted by the assailant/intruder, disrupt and/or disarm the assailant/intruder using any and all available resources (acting aggressively, yelling, throwing items, improvising weapons).

### Script:

Active assailant/armed intruder situations are unpredictable, dynamic, and evolve quickly. These incidents are often over within minutes before law enforcement arrives. Therefore, it is essential to be prepared mentally and physically to do whatever necessary to protect yourself. The concepts of run, hide, fight should not necessarily be followed in sequential order. Existing circumstances may require one of these actions as the only viable option for an individual to protect themselves.



**CAROLINA READY**

## Fire/Explosion

### What to do?

- If you observe smoke or fire, activate the fire alarm.
- If you are in a lab, secure any hazardous materials or equipment before evacuating.
- Use the closest stairs to evacuate. Do not use the elevators.
- If you encounter smoke in a stairwell, go back, and try another stairwell.
- After evacuating the building, move to the designated assembly area, and dial 911.
- Do not re-enter until notified by emergency personnel.

### If trapped in a room:

- Close as many doors as possible between you and the fire.
- Seal cracks around the door to prevent smoke from entering.
- Dial 911, and report your location in the building.
- If possible, signal from a window where you are. Open the window slightly and hang a brightly colored cloth or bed sheet out the window. If at night, use a flashlight as a signal.
- Do not break the window unless absolutely necessary as outside smoke may be drawn in. Open the window slightly for fresh air.

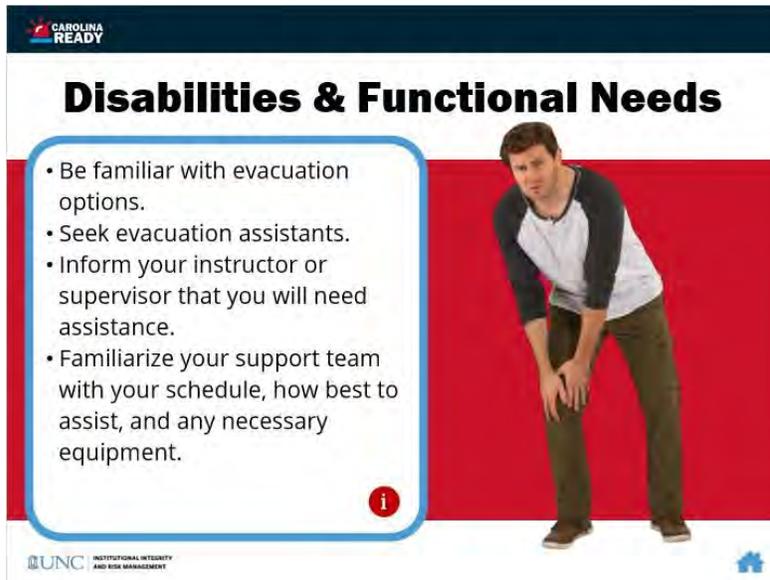
### Script:

A fire may include visible flames, smoke, or strong odors of burning. An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. In the event of a fire or explosion, evacuate the building using the stairs immediately (do not use the elevators) and then move to the designated assembly area. Call 911 and notify emergency personnel of persons with disabilities and others who are unable to evacuate.

If trapped in a room:

- Close as many doors as possible between you and the fire.
- Seal cracks around the door to prevent smoke from entering.
- Dial 911 and report your location in the building.
- If possible, signal from a window where you are. Open the window slightly and hang a brightly colored cloth or bed sheet out the window. If at night, use a flashlight as a signal.
- Do not break the window unless absolutely necessary as outside smoke may be drawn in. Open the window slightly for fresh air.

## 5. Disabilities and Functional Needs



**CAROLINA READY**

### Disabilities & Functional Needs

- Be familiar with evacuation options.
- Seek evacuation assistants.
- Inform your instructor or supervisor that you will need assistance.
- Familiarize your support team with your schedule, how best to assist, and any necessary equipment.

**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

A man in a grey and black long-sleeved shirt and dark pants is leaning forward with his hands on his knees, appearing to be in discomfort or pain. The background is a solid red color.

### Script:

Staff, faculty, students, and visitors who may need additional assistance in the event of an emergency should develop their own evacuation plans. This includes a primary and secondary evacuation route from each building they use. Likewise, They should:

- Be familiar with evacuation options.
- Seek evacuation assistants who are willing to assist in case of an emergency.
- Inform your instructor or supervisor that you will need assistance in an emergency in advance and how they can best assist you.
- Familiarize your support team with your schedule, how best to assist you, and how to operate any necessary equipment.

Click the pulsing marker to learn about evacuation options. Then click the Next button to continue.

## During an Evacuation

*Instructions: Use your mouse to drag the slider and learn the disability guidelines for emergency evacuations.*

### Wheelchair Users

Persons using wheelchairs should stay in place or move to an area of refuge with a self-identified evacuation assistant when the alarm sounds. The self-identified evacuation assistant should then proceed to the evacuation assembly point outside the building and tell the arriving emergency personnel of the wheelchair users location. If the wheelchair user is alone he/she/they should call 911 with their location and area of refuge headed to.



### Script:

Use your mouse to drag the slider and learn the disability guidelines for emergency evacuations. Then click the Next button to continue.

## Assisting Individuals

- **Ask** how you can help **before** giving assistance.
- **Respect** that the person with the disability has **authority** on how to be evacuated.
- Offer help but let the person **explain what help is needed**.
- Carrying a person is not advisable **except** in the most extreme of circumstances.
- Once outside, direct the person to the Assembly Area designated for that building.



### Script:

Before assisting individuals with disabilities.

- Stop and ask how you can help first.
- Respect that the person with the disability has authority on how to be evacuated.
- Offer help but let the person explain what help is needed.
- Carrying a person is not advisable except in the most extreme of circumstances.
- Once outside, direct the person to the Assembly Area designated for that building.

Click the Next button to learn more.

## Assisting Individuals



### **Instructions:**

*Click on the icon to learn how to assist an individual with disabilities.*



### **Script:**

Click on the icon to learn how to assist an individual with disabilities.

**Note:** This information is only a starting point for assisting those with disabilities during an evacuation. Students with questions or concerns are encouraged to have a conversation with Accessibility Resources and Services. Faculty and staff with questions or concerns are encouraged to have a conversation with the Equal Opportunity and Compliance Office. Links to both sites is available in the Resources click.

Once you have clicked on each icon to learn how to assist an individual with disabilities, the Next button will be activated. And you can begin the Knowledge Check for this module.



## Evaluation

**Instructions:** Please use your device to scan the QR code or click on it with your mouse to complete the course evaluation.



### Script:

Please use your device to scan the QR code to complete the course evaluation. Then return to this page to complete the training.

**CAROLINA READY**

## Conclusion

**Questions**  
If you have questions about this training please contact:  
Email: [CarolinaReady@office.unc.edu](mailto:CarolinaReady@office.unc.edu)

# Thank You!

**UNC** INSTITUTIONAL INTEGRITY AND RISK MANAGEMENT

**Script:**

Thank you for completing Emergency Preparedness: 101. If you have questions about this training, please send an email to [carolinaready@office.unc.edu](mailto:carolinaready@office.unc.edu).