

Emergency Procedures Training for Camps and Conferences

We value the safety and security of all our camp and conference participants. To that end, we have compiled this resource to assist in training the staff, volunteers, and other authorized adults of summer programs at James Madison University. We hope this will help you create a safe, productive, and memorable experience for all your participants.



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Blood Borne Pathogen/Bodily Fluid

If you encounter vomit or other bodily fluids that may contain blood-borne pathogens:

1. Do not attempt to clean up the substance.
2. Keep the immediate area clear.
3. Notify Conference Services at 540-568-3606 and they will notify Housekeeping.
4. If physical contact with the substance has occurred, wash affected area vigorously with soap and flowing water for at least 20 seconds.

Bomb Threat

If you receive a bomb threat:

1. Remain calm.
2. Attempt to keep the caller talking while you complete the Bomb Threat Checklist below.
3. Initiate EVACUATION PROCEDURES.
4. Call Campus Police at 540-568-9611 (preferred) or "911".

Questions to Ask the Caller:

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place/mail the bomb?
6. What is your name?

As extra help for the police, try your best to identify background sounds during the call, such as machines, street noises, animals, music, static, etc. It can help locate the area where the call is being made from and even about the threat itself. Another important tip is to be aware of the voice characteristics about the caller. Characteristics such as loud, fast, male, female, angry, deep, stutter, crying, or even an accent can help identify the caller.

Building Emergency

In the event of a building maintenance emergency such as a broken water pipe, power outage, natural gas leak, broken entrance door, elevator entrapment, etc., take the following actions as appropriate.

1. Call the Conference Services office at 540-568-3606.
2. If a person safety hazard exists such as a natural gas leak, implement EVACUATION PROCEDURES.
3. Beware of possible electrocution hazards. Never attempt to unplug an electrical device in a flooded area.

Cell Phones and Emergency Services

Due to routing processes, the preferred method for obtaining emergency services on campus is to dial “86911” from a campus phone. Alternately, dialing “911” from any cell phone will generate the appropriate response.

For non-emergencies call the JMU Police Department at 540-568-6913 or the Harrisonburg Police Department at 540-434-4436.

Civil Disturbance

In the event of a fight, protest, or other civil disturbance, take the following actions.

1. Call Campus Police at 540-568-6911 (preferred) or “911”.
2. If safe to do so, attempt to calm the situation. Do not get involved in a physical altercation.
3. Keep bystanders clear of the area.
4. Notify Conference Services at 540-568-3606.

Elevator Information

Elevators should never be used in the event of an emergency. Participants should be informed that elevator outages do occur and JMU Conference Services should be notified whenever an elevator is out of service. Participants should also be informed that misuse of the elevator is the number one cause of elevator outages. If participants should become trapped in an elevator, they should stay calm and contact Conference Services at 540-568-3606. Do not contact Emergency Services unless a participant is in a life-threatening situation or becomes hysterical.

Emergency Notification Systems

In the event of a dire emergency, JMU utilizes the MadahCom emergency notification system. This is a system of four horns that sounds an attention blast followed by verbal instructions. If the system should alert you, please follow all directions calmly and quickly.

Evacuation Procedures

When to evacuate: fire alarm, bomb threat, natural gas leak, when directed by Campus Police or other University official.

Guidelines:

1. Remain calm.
2. Do not inform building occupants of the nature of the problem, as this may incite panic.
3. Do not use elevators.
4. Individuals refusing to leave should be advised of the danger and the potential for fines.
5. Building tenants are responsible for evacuating their respective areas.
6. Do not re-enter the building until authorized to do so by the fire department or Campus Police.

Procedures:

1. If the fire alarm has not already sounded, activate the nearest fire-alarm pull station.
2. Notify Campus Police of the emergency by calling 540-568-6911 (preferred) or "911".
3. Clear the building in a calm, orderly manner.
4. Assist handicap personnel out of the building or the necessary to the nearest "Area of Rescue Assistance."
5. Direct people who have exited the building to the designated assembly area or a point at least 500 feet from the building.
6. Obtain an evacuation report from tenants and make your best attempt at a roll call.
7. Upon their arrival, report to Fire Department personnel the status of the evacuation and provide them with any available information regarding the emergency.
8. Prohibit re-entry into the building until authorized by fire department personnel or Campus Police.

Fire/Fire Alarm

If you discover a fire:

1. Activate fire alarm pull station.
2. Call Campus Police at 540-568-6911 (preferred) or "911".
3. Extinguish the fire if you have been trained and it is safe to do so.
4. Do not let the fire get between you and the exit; avoid closets, dead-end hallways, etc.
5. Stay on the scene until fire department personnel arrive.
6. If fire becomes unmanageable or situation becomes hazardous, implement EVACUATION PROCEDURES.
7. If time and situation permits, turn on lights and close doors and windows as you evacuate.
8. Contact Conference Services at 540-568-3606 to notify about the situation.

If the Fire Alarm Sounds:

1. Call Campus Police at 540-568-6911 (preferred) or "911".
2. Implement EVACUATION PROCEDURES.
3. If time and situation permits, turn on lights and close doors and windows as you evacuate.

Gunman/Intruder

If you encounter a gunman or intruder:

1. Call Campus Police at 540-568-6911 (preferred) or “911”.
2. Do NOT engage the intruder.
3. Take one of the following actions:
 - a. Lock or barricade yourself in a room.
 - i. Do not evacuate the building by activating the fire alarm pull station.
 - ii. Cover windows within line of sight to the hallway.
 - iii. Close blinds and curtains.
 - iv. Stay away from doors and windows.
 - v. Turn off lights and audio visual equipment.
 - vi. Keep everyone calm, quiet, and together.
 - vii. Remain in the room until police arrive. Do not open the door without confirmation that the person is in fact a police officer. If necessary, call Campus Police at 540-568-6911 to verify that an officer is at the door.
 - b. Run
 - i. If you can make it safely away from the area or outside of the building by running, then do so.
 - ii. Keep hands elevated and open palms visible.
 - iii. Do not run in a straight line.
 - iv. Keep obstacles such as furniture, plants, and vehicles between the hostile intruder and you.
 - v. When clear of the area, summon help and warn others.
 - c. Hide
 - d. Play dead

If caught by the intruder, take one of the following actions:

1. Cooperate
 - a. Stay calm.
 - b. Do not look the intruder in the eye.
 - c. Obey all commands.
2. Fight back
 - a. This is a dangerous last option.

Regardless of the actions taken, when police arrive, place your empty hands in the air and obey all commands.

Hazardous Material Release

If you are involved in or become aware of a hazardous material release in your building or area, take the following actions:

1. Remain calm.
2. Call Campus Police at 540-568-6911 (preferred) or “911”.
3. If the material release is outside of the building, remain inside.
4. Evacuate the immediate area.
5. If necessary, initiate EVACUATION PROCEDURES. Remain upwind of the building.
6. Notify Conference Services at 540-568-3606.

Lightning/Thunderstorm

In the event of severe weather, listen for the Weather Grid Lightning Prediction System’s audible air horn alarms. A single 15-second air horn blast mean DANGER; seek shelter inside a building until notified by University officials that it is safe to leave. Three 5-second air horn blasts mean ALL CLEAR; resume normal activity.

If flooding occurs, seek higher ground, avoid walking through water, and stay away from electrical lines and devices.

Local Health Resources

Rockingham Memorial Hospital

2010 Health Campus Dr.
(540) 689 – 1000
Hours: 24hrs/7days a week

MedExpress Urgent Care

1840 E. Market St
(540) 432 – 3080
Hours: 8:00am – 8:00pm

Emergicare

755 M.L.K. Jr. Way
(540) 432 – 9996
Hours: 9:00am – 8:00pm

H’burg Community Health Center

1380 Little Sorrell Dr., #100
(540) 433 – 4913
Hours: 8:00am – 5:00pm

Local Pharmacy Resources

CVS Pharmacy

780 Martin Luther King Jr. Way.
540-434-8916

Pharmacy Hours:

M-F 8:00 AM – 9:00PM
Sat 9:00 AM – 7:00PM
Sun 10:00 AM – 6:00PM

CVS Pharmacy

1100 South High Street
(540) 433 – 1158

Pharmacy Hours:

M-F 8:00 AM – 9:00PM
Sat 9:00 AM – 7:00PM
Sun 10:00 AM – 6:00PM

Rite Aid Pharmacy

1420 S. Main St
(540) 434 – 7341

Pharmacy Hours:

M-Th 9:00 AM – 9:00PM
Fri 9:00 AM – 9:00PM
Sat 9:00 AM – 6:00PM
Sun 10:00 AM – 6:00PM

Wal-Mart Pharmacy

171 Burgess Rd.
(540) 433-1106

Pharmacy Hours:

M-F 9:00 AM – 9:00PM
Sat 9:00 AM – 7:00PM
Sun 10:00 AM – 6:00PM

Media Relations

For external camps and conferences: It is best if the camp or conference designates one individual who will act as a spokesperson in an emergency situation.

For JMU departments and organizations: If you are contacted by a member of the press regarding an emergency situation, put them in touch with the JMU Director of Public Affairs, who can be contacted at 540-568-5322.

Notify Conference Services with any information at 540-568-3606.

*Avoid “no comment” or other statements that may be perceived as antagonizing by the media.

Medical Emergencies

In the event of a medical emergency:

1. Call Campus Police at 540-568-6911 (preferred) or "911".
2. Do not attempt to move an injured person who may have neck and/or spinal injuries.
3. Keep the person calm and comfortable.
4. Keep spectators at a distance.
5. Limit communication with the person to quiet reassurances.
6. Do not give fluids.
7. Be prepared to answer questions from emergency responders regarding patient age, gender, symptoms, etc.
8. Notify Conference Services at 540-568-3606.

Suspicious Package or Mail

Signs of a suspicious package include excessive tape, oily stains, discoloration, strange odors, misspelled words, excessive postage, addressed with title only, incorrect title, no return address, etc. If you receive such a package or observe an unattended package, take the following actions:

1. Do not touch or attempt to open the package.
2. Do not attempt to identify, touch, or clean up spilled substances.
3. Calmly alert all nearby individuals and evacuate the immediate vicinity.
4. If physical contact with a suspicious substance occurs, wash affected area vigorously with soap and flowing water for at least 20 seconds.
5. Call Campus Police at 540-568-6911 (preferred) or "911".
6. Take no further action unless directed to do so by emergency personnel. Doing so may incite panic.
7. Notify Conference Services at 540-568-3606.

Theft Prevention

Dorms: Bedroom doors must be locked manually with a key. The easiest way to prevent theft is to lock bedroom doors. A second way to prevent theft is to eliminate tailgating. "Tailgating" or "piggy-backing" is when a residence hall elevator or entrance door is held open for someone without proper identification.

Campus Facilities: Do not leave belongings unattended. Meeting room space must be locked and secured when not in use. All mediated classrooms and lab space must be locked when not in use. Remember to always leave valuables locked in your dorm room and not bring them to meeting spaces unless absolutely necessary.

For each facility used by your camp or conference, your Emergency Action Plan (EAP) needs to include, at a minimum, a designated assembly area if you should need to evacuate, a designated individual or role (i.e., camp counselor/director) who will be in charge of taking roll call, and a designated individual in charge of reporting to Public Safety.

General Camp Information

Conference Name:

Conference Dates:

Assigned Residence Hall(s):

EAP(s):

Dining Hall:

EAP:

Meetings Space/Athletic Field Space:

EAP(s):

Contact Information (Required)

On-site Emergency Contact Name:

Cell Phone:

Secondary on-site Emergency Contact Name:

Cell Phone:

Primary Conference Coordinator Name:

Office Phone:

Cell Phone:

Home Phone:

Contact Information (If Applicable)

Conference/Camp Main Phone Line:

Phone:

Secondary Conference Coordinator Name:

Phone:

Please answer the following “In Case of Emergency” questions:

1. Who will have the most up to date roster of staff and participants? (Include contact info.)
2. Who will have participant/staff health information? (Include contact info.)
3. Who will account for all participants and staff? (Include contact info.)
4. If you have a youth program, how will you communicate with parents?
5. Do you have staff trained to perform rescue or medical duties during an emergency? If so, what training do they have?
6. Who do your participants contact in the event of an emergency? (Include contact info.)
7. Who will be in charge of coordinating with any participants with special needs?

Please answer the following “Campus Evacuation Plan” questions:

1. Where will you hold an emergency check-out?
2. If JMU Conference Services is unable to provide staffing for your emergency check-out, which staff members will collect keys from participants and return them to Conference Services?
3. Who will be in charge of transporting participants that aren't picked up/don't have personal transportation?

Please provide a brief summary of any Emergency Preparedness training to be held with your staff, including all topics covered:

Do you provide your staff with an emergency kit or any particular emergency equipment? If so, please list them here:

- Please attach a program schedule or use the space below to list out program details.
- Attach any additional contact information and program-specific emergency preparedness information, or list it below.

Important Phone Numbers and Links

JMU Conference Services.....	540-568-3606
JMU Emergency Services.....	540-568-6911
JMU Non-Emergency Services.....	540-568-6913

JMU Policy Webpage
<http://www.jmu.edu/JMUpolicy/>

JMU Conference Services
<http://info.jmu.edu/conferences/>

JMU Campus Maps
<http://www.jmu.edu/map/>



EMERGENCY PROCEDURES



POLICE/FIRE/MEDICAL EMERGENCY DIAL: 540-568-6911

Dial **6911** from any on-campus phone or **540-442-6911** if phone circuits are down. Use the LiveSafe smart phone app

FIRE

- * Activate the nearest fire alarm pull station and call **568-6911** if possible to report the location and cause of the fire if known.
- * **EVERYONE MUST LEAVE IMMEDIATELY** when a fire alarm is activated, even if there are no obvious signs of an emergency!
- * **DO NOT** use the elevator!
- * Remain calm and assist others in safely getting out.
- * Confine the fire by closing all doors and windows if possible.
- * Extinguish the fire if you have been trained and it is safe to do so.
- * Evacuate the building to a safe location away from the structure.
- * Take any personal belongings you may need with you. (including wallets, purses, keys, cell phones, etc.)
- * If circumstances permit, secure your area by closing doors and locking them if you would normally do so when you leave for the day.
- * Follow directions given by emergency personnel and respond to location designated by your building coordinator outside the structure to await further instructions and so that everyone can be easily accounted for before leaving the area.
- * Do not re-enter until authorized to do so .

WEATHER EMERGENCY

- * Listen for the JMU Lightning Prediction System's audible air horn alarms:
SINGLE 15-second air horn blast - RED ALERT
THREE 5-second air horn blasts - ALL CLEAR
- * Seek shelter inside a building until notified by University officials that it is safe to leave.
- * If flooding occurs, seek higher ground and avoid walking through standing or moving water..

EMERGENCY PREPAREDNESS

Review JMU Comprehensive Safety Plan
www.jmu.edu/safetyplan/index.shtml

OFFICIAL JMU COMMUNICATIONS

During a campus emergency, JMU will distribute information to the campus community utilizing the following methods:

- * Madison ALERT- Campus Horn & PA System
- * JMU Radio **AM-1610** Broadcasts
- * JMU Web page at www.jmu.edu
- * Blast e-mail to "___@jmu.edu" accounts
- * SMS Text Messages to registered users through My Madison
> Faculty & Staff
> Students
- * Building Coordinators
- * ORL Hall Directors & Resident Advisers
- * Interdepartmental & Building Phone Trees
- * Emergency FAX Notifications to JMU Departments
- * Police Loudspeakers and PA Systems
- * JMU Lightning Prediction System "RED ALERT" Horns
- * Local Media/Campus TV/Radio Broadcasts

HOSTILE INTRUDER RUN-HIDE-FIGHT

RUN

- * Have an escape route in mind. Leave your belongings behind. Evacuate regardless of whether others agree to follow.
- * Help others escape if possible. Do not attempt to move the wounded. Prevent others from entering an area where the active shooter may be.

HIDE

- * Hide in an area out of the shooters view. Lock door or block entry to your hiding place. Silence your cell phone (including vibrate) and remain quiet.

FIGHT

- * Fight as a last resort only when your life is in imminent danger.
- * Attempt to incapacitate the shooter.
- * Act with as much physical aggression as possible.
- * Improvise weapons or throw items at the shooter.
- * Commit to your actions... Your life depends on it.

When Law Enforcement Arrives

- * Remain calm and follow instructions.
- * Drop items in hands. Raise hands and spread fingers. Keep hands visible at all times.
- * Avoid quick movements toward officers such as holding on to them for safety.
- * Avoid pointing, screaming or yelling.
- * Do not ask questions when evacuating.