

Important Phone Numbers

24-Hour Emergency (police, fire, EMS)	911	PNWU Main Line	509-452-5100
PNWU Campus Security (24/7)	509-823-3346	Security Director	509-834-9592
East Valley Fire Department	509-457-8615	President's Office	509-249-7720
Yakima County Sheriff	509-574-2500	Facilities Director	509-249-7707
State Patrol	509-575-2320	Communications Director	509-249-7771
Utilities:		Information Technology Director	509-249-7719
Pacific Power	1-888-221-7070	Human Resources Director	509-249-7714
Cascade Natural Gas	1-866-412-8829	Dean, College of Osteopathic Med	509-249-7723
Terrace Heights Sewer	509-249-0835	Enrollment Services Director	509-249-7710
Yakima County Water	509-574-2300	Student Affairs Office	509-249-7754
Hospitals:		Employee/Student Assistance Line	509-575-4313
Yakima Regional Med. & Card.	509-575-5100	Emergency Operations Center	
Yakima Valley Memorial	509-575-8100	Rainier Room, EOC Primary	509-452-5101
Red Cross (24 hours)	509-457-1690	CSC 102, EOC Back-up	509-452-5101
Poison Control Center	1-800-222-1222	Evacuation Locations (unless otherwise directed):	
Comprehensive (Crisis Line)	509-575-4173	Butler-Haney Hall & Cadwell Student Center	Grass field behind BHH
		Iron Horse Lodge	Southwest parking lot

1. Important Phone Numbers

Additional Information

When calling 9-1-1:

- Provide the address of the building involved and your exact location. This is especially critical if you are calling from a cell phone.
 - Iron Horse, Administration: 111 University Parkway, Suite 202, Yakima 98901
 - Cadwell Student Center: 3113 Inspiration Drive, Yakima 98901
 - Butler-Haney Hall (COM): 200 University Parkway, Yakima, 98901
- Provide a thorough description of the incident to ensure that proper resources are dispatched.
- Do not hang up until the dispatcher tells you to do so.

Assisting Individuals with Special Needs and/or Disabilities

All PNWU buildings are handicap-accessible, in compliance with ADA requirements.

If you need an accommodation to carry out your area-specific emergency action plan, please identify that need to your supervisor so that arrangements can be made.

2. Additional Information

Hazardous Materials

ONLY trained and authorized personnel are permitted to respond to hazardous material incidents!

Provide dispatcher with information regarding any spills including: Injuries, type of chemicals, flammability of substance, etc.

For a Major Hazardous Spill or Leak:

- Activate the nearest fire alarm.
- Immediately evacuate the area, closing doors behind you!
- Call 911 and ask the person nearest to you to notify Security at **(509) 823-3346**.
- Do not attempt to clean up the spill yourself. Provide clean-up/rescue personnel with appropriate **Materials Safety Data Sheets** (MSDS) and other pertinent information. The general MSDS binder is located in the Facilities Office. There is a research specific binder located in the Research Lab.

For a Minor Hazardous Spill or Leak

- Follow departmental safety protocol.
- Notify Security at **(509) 823-3346**.

3. Hazardous Materials

Volcanic Eruption

During a volcanic eruption:

1. Listen for emergency notifications from administration.
2. You may be asked to shut down electrical equipment by Facilities or IT.
3. **If indoors:**
 - a. close all windows, doors, and dampers
 - b. put all machinery under cover if possible
4. **If outdoors:**
 - a. Wear long-sleeved shirts and pants
 - b. Use glasses or goggles to protect your eyes
 - c. Use a dust mask or hold a damp cloth over your mouth to help breathing.
 - d. Keep car engines off.
5. **After the eruption:**
 - a. Cover your mouth and nose when outside
 - b. Wear goggles to protect your eyes.
 - c. Keep skin covered to avoid irritation from contact with the ash.

If you are at home, please remember to bring animals into an enclosed shelter.

4. Volcanic Eruption

Earthquake

In an Earthquake

Evaluate your circumstances and surroundings

1. If you are outside, move away from buildings and any objects that might fall and injure you.
2. If you are inside, stay inside. Do not run outside.
 - a. Take protective cover, based on your surroundings.
 - b. Do not use your phone except for emergencies during the first 15-30 minutes to avoid overloading the phone system.
 - c. Get under a desk or table and brace yourself as best you can. Cover your head as much as possible with your hands and arms. If the furniture moves, move with it.
 - d. Move to an inside wall. Sit or kneel, cover your neck with your hands and arms, and bend your head down between your knees.
 - e. Turn away from windows and other glass. Stay below the level of furniture. Cover your head and neck with your hands and arms.
 - f. Stand in a doorway with your back toward the hinged side of the door. Hold the other side of the doorway with your hands, feet spread slightly apart. Bend your head down between your arms. Be careful - heavy doors can slam shut, causing injury. Hold your position until all shaking stops and debris stops falling.
 - g. If possible, identify what equipment should be shut down as time permits, and store flammable and hazardous chemicals in proper cabinets.
 - h. Be aware electricity may go out and fire alarms/sprinklers may activate.
3. Be aware of falling debris.

Follow instructions of the emergency notification system and law enforcement officers.

Unless otherwise instructed, **go to your emergency evacuation site to check in.**

5. Earthquake

Flooding

Yakima County is in a major flood plain.

If there is a breach in a local dam, PNWU will make every attempt to notify individuals as quickly as the news is known to administration through the Emergency Notification System.

Roads will likely be congested as people try to exit the area. As with sudden changes in winter weather, everyone is encouraged to keep an emergency kit in their vehicle.

Caught in a flood – indoors:

- The Emergency Operations Center will have a battery-operated radio and provide updates through the Emergency Notification System if operable.
- PNWU will direct the use of emergency supplies as available.
- As instructed by the emergency notification system, move to the highest level to remain above the floodwaters.

Caught in a flood – outdoors:

- Get to the highest possible ground you can find.
- Do not try to walk through floodwaters.
- If you are in a car, turn around and go the other way.
- If your car stalls, abandon it and seek higher ground.

Fire

If You Discover a Fire: Call **911** from any cell phone with street address, room number, and brief description.

1. **RESCUE** anyone in immediate danger if it does not endanger your own life.
2. **ALARM** Manually activate the fire alarm system ***no matter how small the fire.***
3. **CONTAIN** the fire by closing all doors and windows as you evacuate. (Do not utilize elevators during an evacuation)
4. **EXTINGUISH** the fire with a fire extinguisher if safe to do so. Otherwise, **EVACUATE** before the fire is too large to block your escape.

Once Fire Alarm Is Activated:

1. Check the door for heat to ensure it is safe to exit the room you are in.
2. Walk to nearest exit. (Do Not Use Elevator).
3. Those that are unable to rapidly evacuate the building should:
 - a. Move to a stairwell landing and wait for assistance from trained first responders.
 - b. Inform first responders and the University Security Department of persons who have not been evacuated.
4. Gather outside at a designated assembly area and do not attempt to re-enter the building until instructed to do so by University Security Department or an authorized university representative.

If Trapped in a Room:

1. Place wet cloth material around or under the door to prevent smoke from entering the room (if possible).
2. Close as many doors as possible between you and the fire.
3. Be prepared to signal someone outside but **DO NOT BREAK GLASS** unless absolutely necessary as outside smoke may be drawn into the room.

If Caught in Smoke:

1. Drop to hands and knees and crawl toward exit.
2. Stay low to the floor, as smoke rises to the ceiling level.
3. Hold your breath as much as possible.
4. Breathe shallow, through your nose and use a filter such as your shirt or towel.

Using a Fire Extinguisher

When safe to do so, use the nearest appropriate extinguisher to fight small fires.

Fire Extinguisher Instructions:

1. Pull safety pin from handle.
2. Aim at base of fire.
3. Squeeze the trigger handle.
4. Sweep from side to side at the base of the fire

7. Fire

Utility Failures

In all instances, notify the Facilities Director to begin triage: 509-728-0231

Gas (natural or vapors)

1. Call Facilities Director at **(509) 728-0231**.
2. Evacuate the area immediately.
3. Call 911 to report the situation. Provide the location and odor.

Telephone Outage

1. Call IT Director at **(509) 895-9057**.
2. PNWU will implement the use of cellular phones as a contingency plan.
3. All cell phone information shall be kept on file for the emergency notification system (ENS).

Power Outage

1. Call Facilities Director at **(509) 728-0231**.
2. Follow directions from the PNWU Facilities and Security for immediate action.
3. Turn off as much electrical equipment as possible to minimize the electrical load. Turn off light switches.
4. Do not light candles or other types of flame for light. Use flashlights if available.
5. If evacuation of a building is required, see the "Evacuation" section of this guide.

If People Are Trapped in an Elevator:

1. Should you ever become stuck in an elevator, do not panic. Remain calm and use the emergency phone to call for help. Under no circumstances should you attempt to exit the elevator by yourself. You may be inconvenienced by the delay, but you are much safer in the cab as opposed to exposing yourself to the dangers of moving equipment in the elevator shaft. Security Department personnel will be dispatched as quickly as possible to assist you and correct the problem.
2. Call **911** and provide information. Have someone else call Security at **(509) 823-3346**. Stay near passengers until a police or fire department representative or other assistance arrives, provided it is safe to stay in the building.

Water/Pipe Break

1. Call Facilities Director at **(509) 728-0231**.

8. Utility Failure (Gas, Power, Telephone, Pipes)

Medical Emergency

Emergency Injuries

Immediately call **911** and ask someone else to call PNWU Security at **(509)823-3346** to also notify them of the situation. Conditions requiring emergency care are to be transported to the Emergency Department at one of the local hospitals.

Assign someone to stand outside the building to flag down EMS and Security.

Remember, it is important to stay on the line until the 911 dispatcher interviews the caller in a systematic way regarding the victim's location, consciousness, breathing, and chief complaint to determine appropriate response.

When reporting the medical emergency, provide the following information:

- Type of emergency
- Location of the victim
- Condition of the victim
- Any dangerous conditions

CARDIAC EVENTS

After calling 911, locate the nearest **Automated Electrical Defibrillator (AED)**.

- Butler-Haney Hall: located in the hall adjacent to the first floor stairs on the north side of BHH.
- Cadwell Student Center: located in the foyer immediately inside the front doors.

An alarm will sound when the AED is removed for use.

Please instruct the 911 operator that there is an AED on site to be used as necessary.

Once the victim(s) have been cared for and transported, normal worker injury procedures should be followed if applicable.

Minor Injuries

PNWU attempts to keep a first aid kit available in each building Please notify Security for assistance.

9. Medical Emergency

Bomb Threat & Suspicious Package

By Telephone:

1. Do Not Hang Up! Remain Calm.
2. Take caller seriously.
3. Have a co-worker call **911** and the Security Department at **(509) 823-3346** on another line or make the call yourself immediately after hanging up.
4. Ask a lot of questions, using the checklist below.

Information to obtain:

- When is the bomb going to explode? _____
- Where is the bomb right now? _____
- What does it look like? _____
- What will cause it to explode? _____
- Why did you place the bomb? _____
- What is your address/name? _____

Record the following:

- Time of call: _____
- Age and/or gender of the caller (child/adult) _____
- Voice quality: _____
- Emotional condition: _____
- Background noises (vehicles, voices, music, etc.) _____
- Other: _____

Suspicious Mail or Package:

1. Handle with care. Do not shake or bump.
2. Do not open, smell, or touch. Isolate the package immediately.
3. Treat the item as suspect and call Security to evaluate.
4. Do not use a cell phone within 300 feet of the package.

Be Cautious of:

- Foreign mail, airmail, and special deliveries.
- Restrictive markings such as “Confidential” or “Personal”.
- Excessive postage.
- Handwritten or poorly typed address.
- Incorrect titles.
- Oily stains or discoloration on package.
- Excessive weight.
- Rigid, lopsided, or uneven envelope.
- Protruding wires or tinfoil.
- Visual distractions.
- No return address.

10. Bomb Threat & Suspicious Package

Weather Emergency

Notification and Emergency Notification System

Weather-related alerts for school closure or delays will be sent through the emergency text, email, and paging system. Employees and students are encouraged to be prepared at home and in your car for winter weather.

Cancellation of classes because of weather rarely occurs.

For the latest weather-related emergency activities, check the PNWU website, www.pnwu.edu, or tune into KIT 1280 AM.

Check the most current Pacific Northwest Radar from the National Weather Service (http://radar.weather.gov/ridge/Conus/pacnorthwest_loop.php) before heading out the door.

Winter Storm Watches and Warnings

A Winter Storm Watch indicates that severe winter weather may affect your area and that severe winter weather conditions are definitely on the way or have already begun.

A Blizzard Warning means that large amounts of falling or blowing snow and sustained winds of at least 35 miles per hour are expected for several hours.

High Wind

High wind advisories will be issued by the National Weather Service. If high winds develop during business hours:

- Move to a predesignated shelter, such as the lowest level of the building.
- Try to find a windowless interior room (closets, interior hallways, or bathroom).
- Stay away from the windows. Get under a piece of sturdy furniture such as a workbench or heavy table.
- Avoid places with wide-span roofs such as auditoriums or large hallways.
- If outdoors, get inside a sturdy building if possible. If shelter is not available or there is no time to get indoors, lie in a ditch or depression and use arms to protect head and neck. Be aware of the potential for flooding.
- Watch out for flying debris.

Ice and Snow

Facilities Management has primary responsibility for snow and ice control operations for the University. This plan establishes basic priorities for the conduct of these operations; prescribes the organization, control, and communications procedures; and assigns specific responsibilities.

Other Weather Emergencies

Below is a link to the National Weather Service website that provides information about Severe Weather Emergencies: <http://www.wrh.noaa.gov/pdt/>

11. Weather Emergency

Cancellation of Classes

Cancellation of classes because of weather rarely occurs.

In the event that severe weather is likely to cause travel delays for employees, the president or provost may implement the Inclement Weather Policy.

The Inclement Weather Policy is intended to accommodate the needs of employees for additional time in traveling to and/or from work. **A declaration of inclement weather emergency is a separate issue from cancellation of classes.** There may be instances when although classes are cancelled, an inclement weather emergency is not declared, and employees shall still report for regular duties. Employees who will be late or are unable to get to work are expected to notify their departments as soon as possible.

If the campus is closed due to weather, emergency, or other related circumstance, employees who are scheduled to work (not on vacation or any other type of leave) will receive their regular pay for the hours that would have been worked. These hours are not considered time worked for calculating overtime pay. **Campus closures for employees are determined by the president and/or their designee only.**

If an inclement weather emergency is declared during the day, employees will be notified via a broadcast email and text message.

Procedures for canceling classes or curtailing other operations

Whenever forecasts or weather conditions suggest that travel in the area could become hazardous, the President or Provost along with the Dean(s) or designate will confer with the offices of Security and Facilities Services to assess the conditions of streets, roads, and parking lots and the anticipated changes in weather conditions. If the weather is severe overnight, by 5:30 a.m., the president and provost will make a decision. If classes are to be canceled, the inclement weather policy is to be declared, or the campus is to be closed, the president, provost, or designee will inform the Security Office of the decision. The appropriate emergency notification will be sent.

If severe weather develops during the course of a workday, the same methods will be used to decide whether to dismiss employees early or to cancel afternoon classes, and the appropriate emergency notification will be sent via email and text message to notify faculty and staff.

12. Cancellation of Classes/School

Evacuation

In the event of an emergency, determine the nearest exit to your location and the best route to follow. In most emergencies, complete evacuation of the campus is not necessary. If however, there are hazardous materials released, flooding, or other major incident, it may be necessary to relocate all university students, faculty, and staff to a safer location.

Evacuating from a Building

1. As you exit your location, turn off the lights in your location, shut the door, and display the appropriate cover from this book as you exit to indicate that your area has been cleared:
 - a. Green: everyone accounted for who was in the room at the time of evacuation
 - b. Red: everyone not accounted for
 - c. Medical: Need medical assistance.
2. Walk, Do Not Run! to the designated evacuation location unless instructed otherwise.
3. Do not use elevators.
4. Those that are unable to rapidly evacuate the building should move to a stairwell landing and wait for assistance from trained first responders. Inform first responders and the University Security Department of persons who have not been evacuated.
5. Staff and faculty should check in with their assigned building coordinator. Students should check in with their course instructors.
6. Report any special circumstances to the University Security Department.
7. If you cannot return to your building, wait for instructions from the University Security Department.

Shelter in Place

“Shelter in Place” is a directive to seek immediate shelter indoors following the announcement of an emergency condition. The act of sheltering in an area inside a building offers occupants an elevated level of protection. Sheltering can be related to a variety of situations: severe weather emergencies, hazardous condition, chemical release, or criminal activity.

In some instances, it is safer to shelter in place than to evacuate a building, e.g., smoke or fire is immediately outside your room; live electrical wires bar access to the exit, individuals with mobility disabilities are on upper or lower floors.

1. If the hazard is fire or smoke, see the “Fire Emergencies” section of this guide.
2. If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify the emergency personnel of your location and that you are unable to evacuate or
3. Call **911** and tell them your name, your location, and that you are unable to evacuate and why you are unable to evacuate the building. Follow the directions of the operator.

Take your emergency contact list and this emergency manual when you exit.

Suicide, Stalking, Relationship Violence

Suicide Threat:

1. Notify Security discreetly and quickly at **(509) 823-3346**.
2. If advised to do so, call **911**.
3. Do not leave the person unsupervised.

Suicide Attempt:

1. Call **911. Verify that law enforcement is being dispatched.**
2. Notify Security when possible at **(509) 823-3346**.
3. Remain calm and reassure others that everything possible is being done to return the situation to normal.
4. If students and staff have been evacuated from the area, ensure follow through of the evacuation protocols

Stalking

1. Call **(509) 823-3346** or **911** and seek the safety of others.
2. Do not confront alleged stalker. Instead, take note of physical characteristics and other identifiers that you can report to the University Security Department.

Report of Relationship Violence

1. Call **911** if there is a medical emergency or immediate threat.
2. Notify the University Security Department to make a confidential report of any domestic violence or no contact anti-harassment orders.
3. Support may be found through the Employee Assistance Program at **(509) 575-4313**. If a student, counseling services are available by calling **(509) 575-4313**.

Run – Hide - Fight

If no emergency notification is sent, choose the safest option.

Run (otherwise referred to EVACUATE)

Get out of the immediate area and to a place of safety. Once you are safe, call **911** first and then notify the PNWU Security Department at **(509) 823-3346**. Be prepared to give the dispatcher as many details as you can. Do not assume someone else has already called.

Hide (SHELTER-IN-PLACE or BARRICADE)

If you cannot get out, barricade yourself in, lock the door, and hide out of view. ***Silence cell phones and electronics.***

Fight (ACTION) - If none of the above options is available, you need to consider fighting back. If an active shooter enters your area, it is at the discretion of each individual to fight to eliminate the immediate threat.

14. Suicide, Stalking, Relationship Violence

15. Run – Hide - Fight

Threat of Violence

Personal Threats or Assaults or Other Crime on Campus

Call **(509) 823-3346** or **911** immediately.

If you witness an assault, remain calm and stay with the victim until emergency assistance arrives, provided it is safe to do so.

Armed Subjects Information

1. If you witness an armed individual on campus, immediately contact **911**.
Information to provide to law enforcement or 911 operator:
 - a. Location and number of active shooter/s
 - b. Physical description of shooter/s
 - c. Number and type of weapons held by the shooter/s
 - d. Number of potential victims at the location
2. As soon as it is safe to do so, call the PNWU Security Department at **(509) 823-3346**.
3. **If no emergency notification is sent to evacuate or shelter-in-place, choose the safest option:**
 - a. If it is possible, flee the area safely.
 - b. If flight is impossible, lock all doors and secure yourself in your space (lockdown).
 - c. Get down on the floor or under a desk and remain silent (**silence cell phones**).
 - d. Get students on the floor and out of the line of fire.
 - e. Wait for the “all clear” instruction.
 - f. Follow instruction from law enforcement when on the scene.
4. If an armed subject comes into your class or office:
 - a. There is no one procedure the authorities can recommend in this situation.
 - b. Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual.
 - c. Attempting to overcome the armed subject with force is a last resort that should only be initiated in extreme circumstances.

Law enforcement. Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers’ instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.



MEDICAL

HELP

NEEDED

Room #: _____ Evacuation Area: _____

Pacific Northwest University of Health Sciences

University Addresses:

Iron Horse: 111 University Parkway, Suite 202, Yakima, WA 98901

COM: Butler-Haney Hall, 200 University Parkway, Yakima, WA 98901

Cadwell Student Center, 3113 Inspiration Drive, Yakima, WA 98901



QUICK REFERENCE GUIDE FOR EMERGENCIES

A copy of this quick reference guide should be kept in each office and classroom at Pacific Northwest University of Health Sciences.

If you evacuate your area, please take the guide with you.

USE GREEN COVER TO SIGNAL

“ALL OKAY”

USE RED COVER TO SIGNAL

“NOT OKAY – NEED HELP”

USE MEDICAL (RED CROSS) TO SIGNAL

“MEDICAL HELP NEEDED”