

UNIVERSITY of HAWAI'I®

MĀNOA



EMERGENCY RESPONSE GUIDEBOOK

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INTRODUCTION

This guidebook was designed to provide quick-reference emergency procedures. Safety is a responsibility that we all share. Please review this book periodically, so you will be prepared to rapidly and effectively manage any emergencies.

Every emergency poses a unique and ever-changing combination of factors and challenges, so no guide can ever be complete. Plan ahead.

This emergency guidebook was created by the UH Mānoa Department of Public Safety. For more information, please visit <https://manoa.hawaii.edu/dps/>

EMERGENCY CONTACTS

The UHM Department of Public Safety (DPS) is the primary contact for all campus incidents. DPS operates 24 hours a day, 7 days a week, to patrol and respond to reports of crime or suspicious activity on UH Mānoa campuses. 77 Emergency Call Boxes are located throughout campus to provide instant communication with DPS officers, and are easily identified at night by their blue lights. Calls will be routed to the appropriate campus and local emergency responders from UHM DPS dispatchers.

UHM Department of Public Safety (UHM DPS)	808-956-6911 or x66911
On or off-campus emergencies (Police/Fire/EMS)	911
UHM Fire Safety Program (non-emergency)	808-956-4954
UHM Environmental Health and Safety Office	808-956-8660
UHM Work Coordination Center (for facility emergencies)	808-956-7134
Information status line (for information about an ongoing emergency)	808-956-0001
Counseling Services	808-956-7927
UHM Dept. of Public Safety (during power outage)	808-973-2899

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**EMERGENCY
CONTACTS**

EMERGENCY CONTACTS *continued*

Important Links

UH Alert: <https://www.hawaii.edu/alert/>

DPS Website: <https://manoa.hawaii.edu/dps/>

DPS Facebook: <https://www.facebook.com/UHManoaSafety/>

DPS Twitter: <https://twitter.com/UHManoaSafety>

MY BUILDING INFORMATION

Select buildings on the UHM Campus have a Building Coordinator representative (BC). The BC coordinates safety and security-related issues for the building.

Please visit the OPF Website for a list of BCs,

<https://manoa.hawaii.edu/opf/buildingCoordinators.php>

Building Name: _____

Building Address: _____

Primary BC is: _____

and my Backup BC is: _____

Fire evacuation assembly area is: _____

Location of nearest First Aid Kit: _____

Location of nearest Automatic External Defibrillator (AED):

Location of nearest fire pull station or extinguisher:

**MY BUILDING
INFORMATION**

EMERGENCY NOTIFICATION

The following methods may be used to notify the campus community of various emergency events that may impact students, staff, faculty and visitors on the UH Mānoa campus.

- **UH Alert (www.hawaii.edu/alert)** – Subscribe to UH Alert in order to receive emergency text message notifications through our mass notification system.
- **UH Emergency Information Page (www.hawaii.edu/emergency)** – Visit this webpage to view information on weather closures and emergency updates for all UH System campuses.
- **UH Mānoa Emergency Status Line (808-956-0001)** – Call the Emergency Status Line to receive information about an ongoing campus emergency.
- It may be difficult to remember all of the phone numbers that you have entered into your cell phone. Keep a printed list of phone numbers for family, friends, and other contacts in case your cell phone is inoperable, the battery is dead, or you lose your phone.

**EMERGENCY
NOTIFICATION**

PREPARING FOR EMERGENCIES

In large-scale emergencies that may impact the entire campus and/or community, first responders may not be able to reach you immediately. As a result, there are several simple steps that you can take to be prepared to manage emergencies on your own. In order to be prepared, you should:

- Know what emergencies can impact you and have a plan for each.
- Always locate two exits in any building that you frequent.
- At a minimum, have an emergency kit in your car and/or residence with a flashlight, whistle, small first aid kit and other items to sustain you for three days.
- Think about how you will communicate with family and friends during an emergency when cell phone systems may be overwhelmed – try texting and/or establishing an out of town emergency phone contact person who family and friends can call to check in and relay messages.

**PREPARING FOR
EMERGENCIES**

EVACUATING PEOPLE WITH DISABILITIES

- **People who are visually-impaired or blind** – Announce the type of emergency, offer your arm for mobility assistance, tell the person where you are going, ask if further help is needed once you reach safety, and announce to the person where you are located when you reach your destination. If possible, stabilize the person against something sturdy.
- **People who are Deaf or Hard of Hearing** – Turn lights on/off to gain the person’s attention, indicate directions with gestures, or write a note with evacuation directions and assist to safety as needed. If you speak to the person, do not yell, but ensure that the person has a clear, direct line of sight to you.
- **People using crutches, canes, or walkers** – Evacuate these individuals as injured persons. Assist and accompany to the evacuation site if possible, or use a sturdy chair (or one with wheels) to move the person, or help carry the individual to safety.
- **Wheelchair users** – Check with the individual on their preference, determine if an evacuation chair is available, remove any immediate dangers, and immediately advise arriving first responders of special evacuation cases. If possible, take the person to one of the building’s pre-established areas of rescue assistance. Keep in mind that stairwells may be safer than hallways.

If you have any questions about other considerations for people with disabilities, please call the

UH Mānoa KOKUA program at 808-956-7511

**EVACUATING PEOPLE
WITH DISABILITIES**

ACTIVE SHOOTER

Call the police at 911 immediately, and contact UHM DPS at 808-956-6911.

- Take precautions and actions to protect yourself.
- Do not pull the fire alarm, as this may put others in danger.

When an active shooter is in your vicinity...Run, Hide, Fight.

RUN

If there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police or security officers
- Do not attempt to move wounded people
- Call 911 and DPS at 808-956-6911 when you are safe

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**ACTIVE
SHOOTER**

ACTIVE SHOOTER *continued*

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock or barricade the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Call 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

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ACTIVE SHOOTER *continued*

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or act as aggressively as possible against him/her by:

- Throwing items and improvising weapons
- Yelling
- Committing to incapacitate the active shooter by your actions

How to react when law enforcement arrives...

- Remain calm, and follow the officers' instructions
- Put down any items in your hands
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding 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 the officers are entering the premises

Information to provide to police or 911 operator:

- Location of the active shooter
 - Number of shooters, if more than one
 - Physical description of shooter(s)
 - Number and type of weapons held by the shooter(s)
 - Number of potential victims at the location
-

MEDICAL EMERGENCIES

- **Call 911 immediately, and notify UHM DPS at 808-956-6911.**
- Provide the emergency dispatcher with your location, name, number of people injured, and a description of the medical emergency.
- Stay on the phone for instructions on how you can assist.
- Send a responsible person to meet first responders outside the building on the street, to lead the emergency responders back to the injured individual(s).
- Do not move the person unless there is an immediate threat to the injured person in that location.
- Be sure to wear personal protective equipment and avoid bodily fluids.
- Report the medical injury to your supervisor once the victim receives professional medical attention.
- Render First Aid as appropriate.

**MEDICAL
EMERGENCIES**

SUSPICIOUS PACKAGE

- Do not open the suspicious item. If you have opened it, remain calm.
- **Call 911 immediately, and notify UHM DPS at 808-956-6911.**
- Do not move the letter or package or examine it further.
- Keep others out of the area. Close off the area if possible.
- If possible, limit the use of two-way radios and cell phones near the suspicious item.
- If the package is leaking a substance or powder and you came into contact with the substance, keep your hands away from your eyes, nose, mouth, or any part of your face. Do not touch others or let others touch you.
- Wash your hands and arms from the elbow down with soap and hot water.
- Do not attempt to clean or cover anything that might have spilled from a package.
- Follow all instructions given by UHM DPS or emergency personnel.

**SUSPICIOUS
PACKAGE**

FIRE

- **Call 911 immediately, and notify UHM DPS at 808-956-6911**
Please note: Only a few campus buildings automatically notify DPS or HFD. ALWAYS call to report a fire or fire alarm.
- Activate the building fire alarm by pulling a manual fire alarm station.
- Evacuate the building immediately (When the fire alarm is activated, evacuation is mandatory.)
- Close doors behind you when exiting any room or building.
- Do not use elevators.
- Take your personal belongings (purse, wallet, keys, etc.) as long as these items do not hinder your ability to exit the building quickly.
- Follow directions given by your building's emergency coordinator, fire department, or the police.
- Assist individuals who may need assistance to move to a safe area.
- Meet with students and staff at an established outside evacuation location so all personnel can be accounted for after the evacuation.
- Do not reenter the building until authorized to do so by emergency personnel or UHM DPS.

FIRE

CHEMICAL SPILL

- **Call 911 immediately, and notify UHM DPS at 808-956-6911.**
- Do not attempt to clean up the spill unless trained to do so for minor spills.
- Leave the area immediately, and encourage others to follow.
- Cordon off the area and do not let others enter.
- Do not pull the fire alarm unless there is a fire.
- Provide first responders with information about the spill, chemical, and the spill area.
- Evacuate the building if first responders issue the evacuation order.
- Re-enter the building only when an “all clear” is provided by emergency personnel or UHM DPS officers.

CHEMICAL SPILL

NATURAL DISASTERS

With the exception of an earthquake, most natural disasters will give ample warning and time to initiate the Campus Emergency Management Plan.

The Hawai'i Emergency Management Agency provides an early warning system through the use of "Watches" and "Warnings," with statewide notification by sirens. When you hear the warning sirens, immediately go to a place where you can hear a radio. In all cases, when you hear a siren, tune your radio to any station. Listen to emergency information and instructions broadcast by government officials – **TAKE NECESSARY ACTIONS.**

The media will also broadcast information about the status of state functions if they are open, closed, and who should or should not report to work. Campus-specific guidance will be posted on the UH main web page www.hawaii.edu as warranted. **DO NOT USE YOUR TELEPHONE EXCEPT IN AN EMERGENCY.**

EARTHQUAKES: Occur without warning. If you are:

- Indoors-get under a desk, table, or supported doorway.
- Outdoors-stay in the open. Do not enter damaged buildings. Beware of fires, downed power lines, and/or aftershocks.
- Driving-stop. Stay in your vehicle.

Note: A local strong earthquake may cause a tsunami.

HURRICANE: High winds, heavy rain, flooding, high surf

WATCH: Storm expected within 48 hours. Get ready.

WARNING: Storm expected within 36 hours. At this point, the sirens may sound. Listen to your radio for emergency information and instructions.

See "Preparing For Hurricanes" tab for more information on hurricane preparedness.

continued ►

**NATURAL
DISASTERS**

NATURAL DISASTERS *continued*

TSUNAMI: Series of destructive ocean waves affecting all shorelines

WATCH: Tsunami possible-get ready.

WARNING: Sirens will sound at this point. Stay away from shorelines.

For more information, visit the UHM DPS Emergency Management webpage:

<https://manoa.hawaii.edu/dps/emergency.html>

PREPARING FOR HURRICANES

- **Stay Informed:** Keep updated on the latest weather news and info with the National Weather Service, local media, and the UH Mānoa Emergency page: <https://hawaii.edu/emergency/>
- Make plans with family for contacting them in case of a widespread disaster. If phone service is affected, services like the American Red Cross can contact your family. Choose a point of contact for other family and friends to connect with and inform them of your safety.
- Stash a bag with an extra blanket, a flashlight, batteries, a first aid kit, and a few days' worth of nonperishable food and water in case of a power outage or weather-related emergency. Students in residence halls, please consult your Resident Advisor/Director. Visit <https://www.ready.gov/> for a list of recommended disaster preparedness supplies.
- Prepare your room or apartment by closing and locking windows, storing items, and unplugging electronic equipment.
- Back up any computer data and take a copy with you if you leave. Cover your computer and other equipment with plastic sheeting or large plastic garbage bags.
- Protect important documents. Place them in waterproof containers and take them with you.
- Fuel your vehicle and check all fluids and tire pressure (including spare).
- Have cash on hand. ATMs may not operate should the area experience a power failure.
- Sign up for UH Alert to stay informed of campus closures and emergency information.
- Become familiar with local hurricane evacuation shelters, which can be found online at the City & County of Honolulu website: <https://www.honolulu.gov/demhazards/hurricaneinfo.html>

continued ►

PREPARING FOR HURRICANES *continued*

- If you have pets, ensure that you are familiar with local pet-friendly evacuation shelters. More information on pet emergency plans can be found on the American Red Cross website.
 - For more information on preparing for a hurricane, visit the National Weather Service website: www.nhc.noaa.gov/?cpac
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CIVIL DISTURBANCE/ DEMONSTRATION

- **Call 911 immediately, and notify UHM DPS at 808-956-6911.**
- Notify your supervisor, professor, building representative or Dean, as appropriate.
- Remain calm and wait for instructions from UHM DPS.
- Do not attempt to negotiate with the crowd unless directed to do so by UHM DPS or police.
- Do not attempt to conduct crowd control measures or to intervene unless instructed to do so by police or UHM DPS.
- Stay in your building or find a safe place. Do not evacuate unless directed to do so by police or UHM DPS.

STUDENT CRISIS RESPONSE

If you are in contact with a student who appears to be an immediate threat to his or her own safety or the safety of others, please call 911 immediately.

Crisis situations include:

- Stated intention to commit suicide or inflict serious harm to self.
- Stated intention or obvious behavior indicating an imminent threat to harm others.

Non-emergency situations in which the student does not pose an immediate threat to self or others, but exhibits behavior revealing a potential for harm may be referred to:

- Counseling and Student Development Center: 808-956-7927
- Office of the Dean of Students: 808-956-8177
- UHM Department of Public Safety: 808-956-6911

The UH Mānoa campus has a group of key administrators who assess and determine the appropriate response to students who exhibit threatening behavior to self and/or others. They are trained and empowered to take necessary steps to initiate and coordinate actions to assist any student who may present a direct threat of harm to themselves, to other students, and/or to other members of the UH Mānoa community.

BOMB THREAT

Bomb threats usually are received by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller.

- When will the bomb explode?
- What kind of bomb is it?
- What will cause it to explode?
- Where is it right now?
- What does it look like?
- Did you place the bomb?
- Who placed the bomb?
- Why did they place the bomb?
- What is your address?
- What is your name?
- If the bomb threat is received via a note or e-mail, provide this information to UHM DPS immediately.
- **Call 911 immediately, and notify UHM DPS at 808-956-6911 to give the information you have obtained.**
- Describe the caller's voice, any background noises you heard, and the exact wording of the message.
- Notify your supervisor, a building representative and/or the Dean's Office at the building where you are located.
- Do not touch suspicious packages. Be sure to inform UHM DPS of any suspicious packages, items or people in the area.
- Follow instructions from the Building Coordinators and first responders in regards to evacuation assembly areas.

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BOMB THREAT *continued*

Characteristics:

VOICE

- Loud
- Soft
- Intoxicated
- High-pitched
- Deep
- Accent

MANNER

- Calm
- Coherent
- Angry
- Emotional
- Laughing
- Other: _____

BACKGROUND NOISE

- Street
- Bar/Restaurant
- Factory
- Subway
- Office
- Other: _____

Was caller male or female? _____

Was caller's voice familiar? _____

Did caller read a prepared statement? _____

Was caller well spoken? _____

What was approximate age of caller? _____

Telephone number where call was received: _____

Time call received: _____ Date call received: _____

Your name: _____

Your position: _____

Your telephone number: _____

UTILITY FAILURE

There are no warnings for utility outages, except for planned outages, and outages usually occur as the result of other disasters such as hurricanes, earthquakes and fires.

Required Actions

Electrical outage:

1. Report all electrical outages to the Office of Planning & Facilities (OPF) Work Coordination Center (WCC) at 808-956-7134 (select option #3 to be directed to a live person). If the campus telephones are not working, refer to the Telecommunications Outage protocol on the next page, and call DPS at 808-973-2899.
2. Disconnect all equipment that could be damaged by a power surge before electricity is restored. Turn off lights, appliances, window air conditioners, and other devices to reduce the power requirements for restoration. OPF will take action to turn off large electrical equipment at all the facilities on the Mānoa campus.
3. Evacuate the building or facility if safety of personnel is a concern.

Water Outage:

1. Report all water outages or pipe breaks to WCC at 808-956-7134. OPF will send their maintenance personnel to investigate the problem and will fix any problem within their capability. OPF will report major line breaks to the city and coordinate the repairs.
2. Turn off all water faucets and taps. Conserve remaining water resources until restored.
3. OPF may restrict the use of restrooms in affected buildings. Personnel will be directed to the closest building where restrooms are operational.
4. Should the water outage affect large sections of the campus or the entire campus, classes and operations, except for essential workers, may be suspended.

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UTILITY FAILURE *continued*

Gas Outage:

1. Close all outlets and shut off all flame or heat-producing equipment and devices, as a leak may have occurred.
2. If the smell of gas is strong, immediately notify all personnel in the vicinity to evacuate. Always evacuate any area where air exchange is poor or if any kind of leak in your building is detected or announced.

Telecommunications Outage:

Should telephones and computers go down, contact Information and Technology Services (ITS) at 808-956-8883 or help@hawaii.edu, and call DPS at 808-973-2899.

1. If all forms of electronic communications are down, prepare to send messages via personnel who are able to walk or drive from office to office.
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