

UNIVERSITY OF MISSOURI-ST. LOUIS

BUILDING EMERGENCY & SAFETY TEAM (BEST)



BEST TEAMS
BUILDING
COORDINATOR'S
HANDBOOK

The **Campus Committee on Safety and Violence Prevention** was created to consider issues and propose recommendations related to the safety of students, faculty, staff, and visitors to the campus.

One proposed consideration focused on the need to improve communication and organize the actions necessary to protect the campus during an emergency.

The first step taken to increase communication was to introduce and establish *Building Emergency & Safety Teams* (BEST) and to organize their actions in an easy to read overview format.

This overview follows a systematic approach developed by the National Incident Management System (NIMS), incorporating the modular organizational structure and flexibility found in an Incident Command System (ICS).

The success in both NIMS and ICS rests in the functionality and scalability of design, the ease of understanding and the universal acceptance by organizations and emergency responders across the country.

The second step is to use this format to inform, organize and instruct campus members on specific roles, tasks, and responsibilities necessary to protect the campus community during an emergency.

The *Building Emergency & Safety Teams* are the cornerstone of each building's Basic Emergency Operation Plan and are a vital part of the campus' Emergency Response Plan.

The following sections are intended to provide a quick and easily read overview of the functions that may be necessary to perform during a drill or campus emergency.



BEST Building Coordinators:

- ✓ select and appoint members of the BEST Team
- ✓ receive information, evaluate and determine the course of action dictated by the event
- ✓ communicate the prescribed course of action to Floor/Zone Coordinators
- ✓ inform key stakeholders of the actions undertaken
- ✓ provide additional information to Floor/Zone Coordinators and stakeholders as it develops
- ✓ facilitate the implementation of the plan to its conclusion
- ✓ ensure the emergency action plan is up to date
- ✓ participate in "after-action" critiques
- ✓ establish regular meetings with Floor/Zone Coordinators and their teams
- ✓ share the plan with building users
- ✓ ensure that a building representative is on site during times of building use

BEST Floor/Zone Coordinators:

- ✓ receive information from the BEST Building Coordinators and initiate the course of action necessary
- ✓ direct the action of the BEST support teams
- ✓ make adjustments based on updated information received
- ✓ facilitate the flow of information between the BEST Teams and the Building Coordinators
- ✓ participate in "after-action" critiques
- ✓ make adjustments to the plan based on the critiques

BEST Team Runners:

- ✓ assist BEST Coordinators and BEST Teams in conveying timely information or urgent communications and updates

Prepared for:

Department:

Building:

Phone:

Campus Police-call 314-516-5155



What to do in an emergency

■ Severe Weather/Natural Emergencies



Tornado

- Take shelter in safe areas of your building
- Exit gymsnasiums and lecture halls, avoid glass doors and windows
- If necessary, sit or kneel on the floor under heavy furniture or against an interior wall with your hands on your head
- Do not leave your place of safety until the storm passes or you are instructed to do so
- Be prepared to change location if directed by the Building Emergency & Safety Team (BEST) Evacuation Team member or other authorities



Earthquake

- Drop to the floor, take cover under sturdy furniture or brace yourself in an interior door or hallway - hold on until shaking stops
- Cover your head with your arms
- Avoid glass or objects such as light fixtures or furniture that could fall
- Stay inside until after the shaking stops then pursue the safest evacuation route
- Be prepared to change location if directed by the BEST Evacuation Team or other authorities
- Do not enter buildings that are damaged

■ Fire/Explosion/Hazardous Material Release



Fire/Explosion/Hazardous Material Release

- Activate the nearest fire alarm
- Evacuate the building immediately and close doors behind you
- Call Campus Police
- Do not return to the building unless you are instructed by someone in authority
- Assist or report any persons who need help evacuating
- Be prepared to change location if directed by the BEST Evacuation Team or other authorities

■ Suspicious/Criminal Activity



General

- Immediately call Campus Police
- Describe the event, location and the person(s) involved
- Do not approach or confront the person(s)

Shooter/Violence

- If you hear gunfire, leave the building and call Campus Police
- If you cannot leave, lock or barricade yourself in the nearest room - hide and be quiet
- If a violent person threatens you in your hiding area, take actions to save your life
- Follow the ALICE training used on campus (Alert/Lockdown/Inform/Counter/Evacuate-Pro-active response options in the event of an active shooter incident)

■ Medical Incidents



Medical Incidents

- Immediately call Campus Police
- Only move the patient [an injured/ill person] if the current location places them in danger
- Stay with patient until help arrives
- Stay on phone with dispatcher until medical personnel arrive

■ Elevator Malfunction/Utility Failure



Elevator Malfunction

- If confined inside the elevator, use the emergency telephone and activate the elevator emergency bell
- If you are outside the elevator and hear the elevator emergency bell, call Campus Police
- Police dispatcher will send appropriate assistance

Utility Failure (electric, gas, water)

- Call Campus Police
- During short interruptions, remain in place unless notified to leave
- During prolonged utility failure, exit corridors and stairs while temporary emergency lights are on

■ Call Campus Police



- Call 314-516-5155 (pre-program/speed dial in your phone)
- Use Red Phones located inside buildings
- Use Blue Light Emergency Phones located outside of buildings throughout campus

■ Emergency Notification



To assure that you are notified in an emergency, verify your contact information is current:

- Students should go to myview.umsystem.edu and employees should go to myhr.umsystem.edu
- Sign in, click on "Personal Information", click "UM Emergency Information"
- Enter all phone numbers and e-mail addresses where you wish information to be sent

■ ADA Assistance



- Students are encouraged to self-identify their special needs and develop a plan with University Disability Access Services
- You have the right to make your own decisions about your life-safety evacuation assistance.
- If assistance is needed during an emergency, call or ask someone to call the Campus Police.

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Introduction

The *Campus Committee on Safety and Violence Prevention* was created to consider issues and propose recommendations related to the safety of students, faculty, staff, and visitors to the campus. From the onset, the committee voiced the need to improve communication networks and organize the actions necessary to protect those on campus.

To provide function and efficiency, the committee introduced the *Building Emergency & Safety Teams* (BEST). The committee defined specific roles, tasks and responsibilities needed to better inform the campus and improve communication needed during an emergency.

The BEST Team structure is centered on a familiar role traditionally held by Building Coordinators. Each building shall have at least one Building Coordinator. Some buildings, however, contain multiple departments and as such may require communication needs specific to their individual department. To that end, buildings may have multiple Building Coordinators. Each Building Coordinator can be directly supported by the BEST Floor/Zone Coordinators.

BEST Building Coordinators and BEST Team members provide an important liaison between occupants of their building and various campus service and support units, including Campus Facilities Management, Administrative Services, Police and Environmental Health & Safety departments during emergencies as well as those frequent and necessary administrative functions (e.g. communication of planned utility outages, road closings, maintenance and construction).

The functionality for those serving as BEST Team members can be generally classified as teams that participate in an action-oriented function during an emergency event and teams that provide an administrative and support function.

The sections that follow in the *Building Emergency & Safety Teams, Building Coordinator's Handbook* are intended to provide a quick and easily read overview of the functions that may be necessary to perform during a drill or campus emergency.

This Handbook follows a systematic approach developed by the National Incident Management System (NIMS), incorporating a modular organizational structure and flexibility found in the Incident Command System (ICS). The success in both NIMS and ICS rests in the functionality and scalability of design, the ease of understanding and the universal acceptance by organizations and first responders across the country.

The Chancellor has the authority to cancel classes and/or suspend campus operations, in part or full, in the event of an emergency such as a natural, mechanical or man-made incident. The Chancellor may place into immediate effect any emergency regulations, procedures and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property and maintain educational activities.¹

BEST Team Building Coordinators are appointed by their respective deans, directors or department heads and have the authority to appoint members to serve in support roles as BEST Team members.

¹ UM HR-217

<http://www.umsystem.edu/ums/rules/hrm/hr200/hr217>

Basic Building Emergency Operation Plan

BEST Building Coordinators:

- ✓ select and appoint members of the BEST Team
- ✓ receive information, evaluate and determine the course of action dictated by the event
- ✓ communicate the prescribed course of action to Floor/Zone Coordinators
- ✓ inform key stakeholders of the actions undertaken
- ✓ provide additional information to Floor/Zone Coordinators and stakeholders as it develops
- ✓ facilitate the implementation of the plan to its conclusion
- ✓ ensure the emergency action plan is up to date
- ✓ participate in “after-action” critiques
- ✓ establish regular meetings with Floor/Zone Coordinators and their teams
- ✓ share the plan with building users
- ✓ ensure that a building representative is on site during times of building use

Introduction

Emergency situations may require an evacuation to a pre-designated indoor shelter area. These situations may include but are not limited to tornados and severe weather.

Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. The selection and appointment of BEST Team members is a crucial function of the Building Coordinator. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Building Coordinator has the authority to initiate the implementation of the Basic Building Emergency Operation Plan and manage personnel assigned tasks which may include the evacuation of a building or area within a building. This may occur as a result of an alert (e.g. fire alarm, tornado siren, or campus emergency notification), personal observation, or information received from creditable sources (e.g. administration leadership, campus administration or BEST Team members).

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest, identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST Building Coordinator should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Building Coordinator should have knowledge of the Basic Building Emergency Operation Plan, the job functions of BEST Team members in their building and be prepared to complete or reassign any BEST Team Member's function (see organizational overview).

The BEST Building Coordinator may receive information from other BEST Team members during an incident and shall direct any corrective actions necessary to alleviate any unsafe or hazardous conditions.

BEST Building Coordinator should join with the other Best Team members and evacuees to reach the shelter/assembly point.

Upon reaching the shelter/assembly area the BEST Building Coordinator will receive status reports from the BEST Floor/Zone Coordinator and Shelter and Evacuation Team member.

The BEST Building Coordinator with the assistance of the BEST Communication Team member will inform key stakeholders and/or emergency responders of the status of the building and actions having been implemented.

Administrative Actions

The BEST Building Coordinator should:

- ✓ work with the BEST Plan Maintenance Team member to ensure the Basic Building Emergency Operation Plan is up to date
- ✓ work with the BEST Communication Team member to ensure the revised Basic Building Emergency Operation Plan has been issued to the building occupants and stakeholders
- ✓ participate in "after-action" critiques following drills, exercises and actual incidents
- ✓ set up meetings with building occupants, stakeholders, and other BEST Team members as needed to maintain the integrity of the Basic Building Emergency Operation Plan.
- ✓ will ensure there is someone present who can execute the plan when the building is in use

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Building Coordinators should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The BEST Building Coordinator should schedule and participate in meetings, training exercises and drills. The BEST Building Coordinator should attend the annual Building Coordinators' meeting as scheduled.

BEST Floor/Zone Coordinators:

- ✓ receive information from the BEST Building Coordinators and initiate the course of action necessary
- ✓ direct the action of the BEST support teams
- ✓ make adjustments based on updated information received
- ✓ facilitate the flow of information between the BEST Teams and the Building Coordinators
- ✓ participate in “after-action” critiques
- ✓ make adjustments to the plan based on the critiques

Introduction

Emergency situations may require an evacuation to a pre-designated indoor shelter area. These situations may include but are not limited to tornados and severe weather.

Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to

proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Floor/Zone Coordinator has the authority to initiate the evacuation of an area. This may occur as a result of an alert (e.g. fire alarm, tornado siren, or campus emergency notification), personal observation, or information received from creditable sources (e.g. administration leadership, campus administration or BEST Coordinators). (S)he also has the authority to direct and assist other BEST Team members in their floor/zone.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest, identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST Floor/Zone Coordinator should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Floor/Zone Coordinator should have knowledge of the Basic Building Emergency Operation Plan and the job functions of the other BEST Team members in their floor/zone. The BEST Floor/Zone Coordinator should be prepared to complete any function of a BEST Team Member in the floor/zone (see organizational overview).

The BEST Floor/Zone Coordinator should direct and assist BEST Evacuation Team members, BEST Hallway/Stairway Team members, BEST ADA Assistance Team members, and BEST Shelter/Assembly Point team members in their floor/zone.

The BEST Floor/Zone coordinator may receive information from the BEST Building Coordinator and other BEST Team members during an incident. The BEST Floor/Zone Coordinator will continuously monitor the incident for hazards and unsafe conditions. The BEST Floor/Zone Coordinator has the authority to implement corrective actions to alleviate any unsafe or hazardous conditions.

The BEST Floor/Zone Coordinator should receive reports of unsafe conditions from the Best Evacuation Team member, Best Hallway/Stairwell Team member, and Best ADA Assistance Team member.

The BEST Floor/Zone Coordinator should provide updates as they become available to the BEST Building Coordinator.

The BEST Floor/Zone Coordinator should conduct a final survey of the floor/zone to locate any persons not yet evacuated. If the floor/zone appears clear the BEST Floor/Zone Coordinator should communicate this information to the BEST Building Coordinator.

The Best Floor/Zone Coordinator should join the Best Evacuation Team member, BEST Hallway/Stairwell Team member, and Best ADA Assistance Team member and provide any assistance needed to continue with the evacuation.

The group should continue, joining with evacuees and other Best Floor/Zone Team members, until they reach the shelter/assembly point. Upon arrival at the shelter/assembly point, the BEST Floor/Zone Coordinator should contact the BEST Shelter/Assembly Point Team member and provide a status report to the BEST Building Coordinator.

The status report should summarize the reports received form the BEST Shelter/Assembly Point Team, the BEST ADA Assistance Team, the BEST Hallway/Stairway Team and the Best Evacuation Team.

Administrative Actions

The BEST Floor/Zone Coordinator will assist the BEST Building Coordinator and BEST Plan Maintenance Team member to ensure the plan is up to date.

The BEST Floor/Zone Coordinator will assist the BEST Building Coordinator and BEST Communication Team member to ensure the most recent copy of the plan has been issued to the building occupants and stakeholders.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Floor/Zone Coordinators should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The BEST Floor/Zone Coordinator will participate in meetings, training exercises and drills and assist the BEST Building Coordinator with “after-action” critiques.

BEST Communication Team:

- ✓ distribute the Basic Building Emergency Operations Plan to building occupants
- ✓ provide and update a listing of BEST Coordinators and BEST Team members
- ✓ disseminate pertinent construction, maintenance, utility interruptions and alarm information
- ✓ inform occupants of changes or updates
- ✓ provide open communication between action teams, leadership teams and ADA Assistance Team
- ✓ grant or restrict electronic card access for the building

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Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include: the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to

proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to support the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff, and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Communication Team member has the authority to access and distribute the Basic Building Emergency Operation Plan, construction and maintenance information and updates of both to building occupants. The BEST Communication member is also authorized to facilitate communications between BEST Team members.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member. When an evacuation is initiated, the BEST Communication Team member should locate their flashlight and wear the issued safety vest as their outermost garment.

The BEST Communication Team member should find and respond to the location of the BEST Building Coordinator. The BEST Communication Team member will be available to assist the BEST Building Coordinator with communication as needed during the incident.

The BEST Communication Team member should remain with the BEST Building Coordinator throughout the incident unless otherwise directed.

Administrative Duties

The BEST Communication Team member has the authority to develop, distribute and update a list containing BEST Team contact information and is

authorized to grant or restrict electronic card access.

The BEST Communication Team member serves as a liaison between the occupants of the building, stakeholders and other elements of the campus including Facilities, Planning and Construction, Administration and Institutional Safety.

As the plan is modified and updated the BEST Plan Maintenance Team member should provide the latest revised version of the Basic Building Emergency Operation Plan to the Best Communication Team member for distribution to BEST Team members.

The BEST Communications Team member serves as a liaison to campus service and support utilities including, Campus Facilities, Parking and Transportation, Administrative Services, UMSL Police and Environmental Health and Safety Departments. Campus Facilities relies on BEST Communication Team members to notify building occupants of events (e.g. planned utility outages, road and parking lot closures, maintenance and construction and alarms) that may affect them.

This information may be in addition to other campus-wide communication. The BEST Communication Team member should disseminate important information to building occupants, stakeholders and BEST Team members either in electronic or printed form for posting at entrances, exits and other high traffic locations.

The Best Communication Team member should assist the BEST Building Coordinator in planning and scheduling any BEST meetings. The BEST Communication Team member in conjunction with the BEST Building Coordinator will prepare an agenda for the meeting. The BEST Communication Team member should take summary minutes of the meeting and distribute as directed by the BEST Building Coordinator.

The BEST Communication Team member will administer a SharePoint site (A University web based platform for document management and collaboration) for their building.

The SharePoint site should contain but is not limited to:

- ✓ copy of the plan and all subsequent updates
- ✓ a copy of the building a roster provided by the BEST Plan Maintenance Team
- ✓ a copy of the hazardous material list provided by the BEST Plan Maintenance team
- ✓ a copy of the Safety Data Sheets (SDS) for the above materials provided by the BEST Plan Maintenance Team member
- ✓ directory information for persons needing assistance during an evacuation as provided by Disability Access Services and Human Resources.
- ✓ list of special equipment that would be affected by utility outages and corresponding contact persons
- ✓ summary minutes of all BEST Team meetings

The BEST Communication Team Member may occasionally receive information about potential hazards in the building from other BEST members as prescribed in their job functions. The BEST Communication Team member will contact the appropriate campus entity or take whatever actions are necessary to correct the potential hazard.

Additional Duties

The Best Communication Team member should participate in meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST Plan Maintenance Team:

- ✓ identify the location of hazardous material stored on site
- ✓ maintain a copy of the Safety Data Sheets (SDS) for highly hazardous material on site
- ✓ record changes and updates to the Basic Building Emergency Operation Plan
- ✓ communicate changes to the BEST Coordinators
- ✓ participate in meetings with BEST Coordinators and their teams

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Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled and the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the Shelter/Assembly Point and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to support the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Plan Maintenance Team member has the authority to develop and maintain lists containing the location of all hazardous materials and the Safety Data Sheets for highly hazardous material on site. The BEST Plan Maintenance Team member is also authorized to record and communicate updates to the Basic Building Emergency operation Plan and participate in meetings with BEST Team members.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member. When an evacuation is initiated, the BEST Plan Maintenance Team member should locate their flashlight and wear the issued safety vest as their outermost garment.

The BEST Plan Maintenance Team member should join with evacuees and other BEST Team members until they reach the shelter/assembly point. Upon arrival at the shelter/assembly point the BEST Plan Maintenance Team member should provide current building rosters to the BEST Shelter/Assembly Team member.

The BEST Plan Maintenance Team member should remain at the shelter/assembly point and be available to provide information on the hazardous material locations and SDS in the building to Emergency Responders (Fire, EMS, and Police) and other appropriate parties as requested.

Administrative Duties

The BEST Plan Maintenance Team member should:

- ✓ generate and maintain a list of hazardous material locations on site
- ✓ maintain SDS (Safety Data Sheets) for the highly hazardous material
- ✓ store a copy of the Basic Building Emergency Operation Plan, building rosters, hazardous materials locations and SDS in an electronic library designed to provide document management
- ✓ the BEST Plan Maintenance Team member should record any changes to the plan that result from meetings, training exercises and drills
- ✓ provide the most current Basic Building Emergency Operation Plan to the BEST Communication Team member for distribution and verify that the "What to Do In an Emergency" placards are current and that the evacuation route maps are updated after any building changes are made
- ✓ maintain a current building roster of faculty and staff containing contact numbers for them

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Maintenance Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The Best Plan Maintenance Team member should participate in meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST Training Team:

- ✓ coordinate Basic Building Emergency Operation Plan training
- ✓ coordinate, plan and execute training and drills with building occupants and BEST Team Members
- ✓ report issues observed during drills to the BEST Floor/Zone Coordinators

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Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the Shelter/Assembly point and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to support the Basic Building Emergency

Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Training Team member has the authority to coordinate ongoing training and observe all aspects of the execution of the Basic Building Emergency Operation Plan during training exercises and actual emergencies. In an emergency the BEST Training Team member may be directed to assist other BEST Team members.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member. When an evacuation is initiated, the BEST Training Team member should locate their flashlight and wear the issued safety vest as their outermost garment.

The Best Training Team member should join with evacuees and other BEST Floor/Zone Team members until they reach the shelter/assembly point. Upon arrival at the shelter/assembly point, the BEST Training Team member should advise the BEST Shelter/Assembly Point Team member of his /her arrival and provide assistance as directed.

Administrative Duties

The BEST Communication Team should distribute the Basic Building Emergency Operations Plan for the building to all the occupants and stakeholders before training takes place. The BEST Training Team member should coordinate training in the Basic Building Emergency Operation Plan.

Training is a vital part of the emergency planning process. Training allows BEST Team members and building occupants to function efficiently and effectively during an emergency. Training helps cultivate teamwork, provides an opportunity for

occupants and stakeholders to have input, and allows them to have ownership in the plan.

The BEST Training Team member should:

- ✓ introduce BEST Team members and explain their roles
- ✓ explain that BEST Team members will be identified by their issued safety vests
- ✓ explain how notification will be given (alarms, tornado siren, emergency notification and BEST Evacuation Team member)
- ✓ explain that building occupants should follow emergency instructions given by the BEST Team members
- ✓ identify building evacuation routes
- ✓ identify the location of the indoor shelter area
- ✓ identify the location of the outdoor assembly point
- ✓ explain to the occupants and stakeholders that the BEST Team members will be there during an event to assist them in completing a safe, orderly evacuation
- ✓ remind occupants that it is important that each occupant to be familiar with the plan, and know evacuation routes and locations of the shelter/assembly areas
- ✓ encourage all occupants and stakeholders to report any safety concerns they observe to the BEST Coordinators
- ✓ coordinate and execute building evacuation drills

Drills are pre-planned activities that test, develop and maintain skills in a single response function, in this case, building evacuation. The drill will allow BEST Team members to practice and gain experience with the plan. The drills provide opportunities for occupants to practice and increase their knowledge of the plan. The drills also prepare the BEST Team Members to participate in larger more complex exercises involving a larger portion of the campus while testing multiple functions.

The training and drills will be evaluated by those involved. After evaluating the drill, both the BEST Coordinators and the Campus Safety Coordinator will discuss the outcomes. The BEST Team members from the building involved should meet collectively to discuss the experience. Evaluations are critical for the development of an after-action report. An after-action report will then be completed with the assistance of the Campus Safety Coordinator indicating how well the objectives of the drill were met.

A copy of the report will be maintained by the Campus Safety Committee at large with a brief synopsis given during a subsequent Campus Safety Committee meeting.

The BEST Training Team member together with the Campus Safety Coordinator will recommend enhancements to the Basic Building Emergency Operation Plan.

The BEST Plan Maintenance Team member will record any changes made to the plan.

The BEST Communication Team member will then distribute the updated plan.

The changes will be implemented by the BEST Training Team member in future training, exercises and drills.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Training Team member(s) should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The Best Training Team member should participate in meetings, training exercises and drills as scheduled by the BEST Coordinator.

BEST Equipment Team:

- ✓ facilitate the distribution of emergency equipment & supplies
- ✓ ensure those tasked with using the equipment are familiar with its operation
- ✓ ensure equipment is available and maintained

Introduction

Emergency situations may require an evacuation to a pre-designated indoor shelter area. These situations may include but are not limited to tornados and severe weather.

Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill, and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the designated area and await further instruction.

The BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to support the Basic Building Emergency Operation Plan.

This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Equipment Team member has the authority to facilitate the distribution of emergency equipment and supplies.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member. When an evacuation is initiated, the BEST Equipment Team member should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Equipment Team member may be required to distribute additional emergency equipment and supplies during an evacuation. This equipment may include but is not limited to: safety vests, hand held two way radios, and first aid kits. Specifically, the BEST Equipment Team member should ensure that all BEST Team members have a flashlight with batteries available to them.

Having met any equipment needs, the Best Equipment Team member should join with evacuees and other Best Floor/Zone Team members, until they reach the evacuation destination.

Upon arrival at the evacuation destination, the BEST Equipment Team member should report the status of their efforts to the BEST Shelter/Assembly Point and BEST Floor/Zone Coordinator.

In order to account for volunteer safety the status report should identify additional members who have volunteered and been issued equipment to assist in the evacuation.

The BEST Equipment Team member should remain at the shelter/assembly point.

Administrative Actions

The BEST Equipment Team member will be assisted by the Campus Safety Coordinator in establishing and maintaining an inventory of equipment and supplies (including spares) that may be needed to support the Basic Building Emergency Operations Plan.

The BEST Equipment Team member should be proactive in the distribution of equipment and supplies to BEST Team members. The issuance, sizing, instruction in the operation of equipment, and use of supplies should be completed well in advance of the emergency event.

The BEST Equipment Team member will verify the functionality of the equipment and supplies when the items are issued.

The Best Equipment Team Member will maintain an inventory accounting of the emergency equipment and supplies.

The BEST Equipment Team member may periodically verify the ready accessibility of equipment and supplies.

The BEST Equipment Team member will arrange to have repaired or replaced any non-functioning items.

The BEST Equipment Team member will collect and reissue equipment from any member who are no longer Team Members.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Equipment Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The Best Equipment Team member should participate in meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST Evacuation Team:

- ✓ survey the evacuation route(s) and determine if the area is safe
- ✓ report any unsafe conditions to the Floor/Zone Coordinator – using runners, if needed
- ✓ communicate the need for any medical or special assistance to the Floor/Zone Coordinator
- ✓ direct evacuees along the evacuation route
- ✓ notify Floor/Zone Coordinator when evacuation is complete

Introduction

Emergency situations may require an evacuation to a pre-designated indoor shelter area. These situations may include but are not limited to tornados and severe weather.

Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become be unsafe, then an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Evacuation Team member has the authority to initiate the evacuation of an area. This may occur as a result of an alert (e.g. fire alarm, tornado siren, or campus emergency notification), personal observation, or information received from creditable sources (e.g. administration leadership, campus administration or BEST Coordinators).

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST Evacuation Team member should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Evacuation Team member should survey and determine the safest evacuation route(s) leading to the shelter/assembly point. The BEST Evacuation Team member should communicate to the Floor/Zone Coordinator any dangers, hazards, route/shelter/assembly point changes and requests for medical or special assistance.

The BEST Evacuation Team member should communicate the nature of the incident and the route to follow to the shelter/assembly point. The BEST Evacuation Team member should instruct evacuees to keep to the right during the evacuation, if possible. This allows safe passage of emergency responders.

The BEST Evacuation Team member should assist the BEST Hallway/Stairwell Team and the ADA Assistance Team in facilitating a safe orderly evacuation of the floor/zone. Note: The ADA Assistance Team may utilize a refuge area.

The BEST Evacuation Team member should monitor the progress of the evacuation and direct changes if unsafe conditions develop. The BEST Evacuation Team member should communicate these changes to the BEST Floor/Zone Coordinator and the BEST Hallway/Stairwell Team.

The BEST Evacuation Team member should conduct a final survey of the floor/zone to locate any persons not yet evacuated. If the floor/zone appears clear the BEST Evacuation Team member should communicate this information to the BEST Hallway/Stairwell Team and to the BEST Floor/Zone Coordinator.

The Best Evacuation Team member should join the BEST Hallway/Stairwell Team member and ADA Assistance Team member and provide any assistance needed to continue with the evacuation.

The group should continue, joining with evacuees and other Best Floor/Zone Team members, until they reach the shelter/assembly point.

Upon arrival at the shelter/assembly point, the BEST Evacuation Team member should report the status of their efforts to the BEST Floor/Zone Coordinator and BEST Shelter/Assembly Point Team member.

The status report should indicate if:

- ✓ medical or special assistance is needed (types of assistance and location - see BEST ADA Assistance Team section for other considerations)
- ✓ hazards are present (e.g. smoke or debris)
- ✓ persons are in a refuge area or other location (unable to continue due to limited mobility)
- ✓ the floor/zone is clear of persons (did we get everybody moved?)

The BEST Evacuation Team member should remain at the shelter/assembly point and provide assistance as directed.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Evacuation Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that may pose a potential hazard should be reported to the BEST Communication Team.

The BEST Evacuation team should assist with meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST Hallway/Stairwell Team:

- ✓ respond to assigned hallway/stairwell
- ✓ verify the hallway/stairwell exit is safe for passage
- ✓ advise evacuees of the shelter/assembly location
- ✓ direct evacuees through the evacuation route
- ✓ maintain an orderly flow down the hallway/stairwell
- ✓ provide lighting using a hand held light if necessary

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Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Hallway/Stairwell Team member has the authority to direct evacuees through the evacuation route to a shelter or assembly point. This may occur as a result of an alert (e.g. fire alarm, tornado siren, or campus emergency notification), personal observation, or information received from creditable sources (e.g. administration leadership, campus administration, BEST Coordinators or BEST Evacuation Team member).

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST Hallway/Stairwell Team member should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Hallway/Stairwell Team member should survey and determine if hallway/stairwell is safe. The BEST Hallway/Stairwell Team member should communicate to the Floor/Zone Coordinator and BEST Evacuation Team member any dangers, hazards, route/shelter/assembly point changes and requests for medical or special assistance.

The BEST Hallway/Stairwell Team member should communicate the nature of the incident and the route to follow to the shelter/assembly point. The BEST Hallway/Stairwell Team member should instruct the evacuees to keep to the right in the hallway/stairwell, if possible. This allows safe passage of emergency responders.

The BEST Hallway/Stairwell Team member should assist the BEST Evacuation Team and the ADA Assistance Team in facilitating a safe orderly evacuation of the floor/zone. Note: The ADA Assistance Team may utilize a refuge area.

The BEST Hallway/Stairwell Team member should monitor the progress of the evacuation and direct changes if unsafe conditions develop. The BEST Hallway/Stairwell Team member should communicate these changes to the BEST Floor/Zone Coordinator and the BEST Evacuation Team.

The BEST Hallway/Stairwell Team member should conduct a final survey of the hallway/stairwell to locate any persons not yet evacuated. If the hallway/stairwell appears clear, the BEST Hallway/Stairway Team member should communicate this information to the BEST Evacuation Team and to the BEST Floor/Zone Coordinator.

The Best Hallway/Stairwell Team member should then join the BEST Evacuation Team member and ADA Assistance Team member and provide any assistance needed to continue with the evacuation.

The group should continue, joining with evacuees and other Best Floor/Zone Team members, until they reach the shelter/assembly point.

Upon arrival at the shelter/assembly point, the BEST Hallway/Stairwell Team member should report the status of their efforts to the BEST Floor Zone Coordinator and BEST Shelter/Assembly Point Team member.

The status report should indicate if:

- ✓ medical or special assistance is needed (types of assistance and location - see BEST ADA Assistance Team section for other considerations)
- ✓ hazards are present (e.g. smoke or debris)
- ✓ persons are in a refuge area or other location (unable to continue due to limited mobility)
- ✓ the floor/zone is clear of persons (did we get everybody moved)

The BEST Hallway/Stairwell Team member should remain at the shelter/assembly point and provide assistance as directed.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Hallway/Stairwell Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The Best Hallway/Stairwell Team member should participate in meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST ADA Assistance Team:

- ✓ maintain a listing from Disability Access Services for those who may require assistance
- ✓ assist those having special needs with the evacuation
- ✓ utilize specialized equipment as needed
- ✓ accompany or remain with the person if possible
- ✓ maintain functionality of equipment
- ✓ maintain proficiency with the equipment and skills necessary to provide assistance

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Emergency situations may require an evacuation to a pre-designated indoor shelter area. These situations may include but are not limited to tornados and severe weather.

Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees should proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency

Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST ADA Assistance Team member has the authority to provide assistance to individuals who may have such need during an evacuation. This may require specialized training and equipment.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST ADA Assistance Team member should locate their flashlight and wear their issued safety vest as the outermost garment.

BEST ADA Assistance Team members should pick up any special equipment from the location where it is stored and respond to the location of the individual they have been assigned to assist.

When the BEST ADA Assistance Team member arrives at the individual's location, (s)he should determine if the area is safe, as well as to confirm the individual needing assistance is present. The BEST ADA Assistance Team member should communicate the presence or absence of the individual to the Floor/Zone Coordinator and the BEST Evacuation Team member.

The BEST ADA Assistance Team member should facilitate the safe evacuation of the individual to the shelter/assembly point or a *refuge area*² (an area providing a temporary haven from the effects of fire or other emergency).

The BEST ADA Assistance Team member should request any additional assistance needed from the

² Emergency Evacuation Planning Guide for People with Disabilities, National Fire Protection Association, Chapter 1, page 13
<http://www.nfpa.org/~media/Files/forms/evacuationguide.pdf>

BEST Floor/Zone Coordinator or BEST Evacuation Team member.

The BEST ADA Assistance Team member should use caution and be mindful of the individual's abilities. The use of certain techniques (lifting and guiding) may be necessary depending upon the individual. The BEST ADA Assistance Team member may find it necessary to allow the evacuee time to rest during the evacuation.

The BEST ADA Assistance Team member may be joined during the evacuation by a BEST Evacuation Team member and/or BEST Hallway/Stairwell Team member who can provide additional assistance if needed.

The BEST ADA Assistance Team member should remain with the individual throughout the evacuation.

Upon arrival at the Shelter/Assembly Point, refuge area or if the evacuation is halted prior to reaching either location, the BEST ADA Assistance Team member should make a timely report of the status of their efforts to the BEST Floor/Zone Coordinator and BEST Shelter/Assembly Point Team member.

The status report should indicate if:

- ✓ the evacuee is in the refuge/shelter/assembly area or other location
- ✓ additional assistance is needed
- ✓ that location is a refuge area
- ✓ additional manpower is needed to move or carry the individual
 - a more highly trained rescue assistance team is needed from the Emergency Responders
- ✓ medical assistance is needed because of a pre-existing medical condition, a medical condition brought on by the stress of the evacuation or from an injury suffered during the evacuation
 - what level of medical attention is needed

The BEST ADA Assistance Team member upon arrival at the shelter / assembly point should provide assistance to the individual, BEST Shelter/Assembly Point member, the BEST Coordinators, or Emergency Responders (e.g. Fire, EMS, and Police).

Should the BEST ADA Assistance Team member not initially be needed (s)he should proceed to the

shelter/assembly point and provide assistance as directed.

Additional Duties

We never know when an emergency or disaster will occur. The BEST ADA Assistance Team member should maintain the functionality of the equipment and communicate any maintenance or repair issues to the BEST Equipment Team. The BEST ADA Assistance Team member should also train and maintain proficiency with the tools and skills necessary to provide assistance. A BEST ADA Assistance Team member should receive the training needed for the task they will be assigned.

Students are encouraged to self-identify their special needs by contacting University Disability Access Services. Faculty and Staff are encouraged to self-identify by contacting Human Resources³. Disability Access Services and Human Resources should communicate the names of the individuals ⁴ and the appropriate level of assistance anticipated during an evacuation.⁵ In some cases more than one BEST ADA Assistance Team member may be assigned to an individual.

The BEST ADA Assistance Team member should meet with the individual and initiate a dialog to develop a Personalized Evacuation Plan⁶.

³ Fact Sheet on Obtaining and Using Employee Medical Information as Part of Emergency Evacuation Procedures, U.S. Office of EEOC, Introduction: sections 1 and 3
<http://www.eeoc.gov/facts/evacuation.html>

⁴ FERPA Disclosure of Student Information Related to Emergencies and Disasters, Directory Information page 4
<http://www2.ed.gov/policy/gen/guid/fpcos/pdf/ferpa-disaster-guidance.pdf>

⁵Fact Sheet on Obtaining and Using Employee Medical Information as Part of Emergency Evacuation Procedures, U.S. Office of EEOC, Introduction: sections 1 and 3
<http://www.eeoc.gov/facts/evacuation.html>

⁶ Emergency Evacuation Planning Guide for People with Disabilities, National Fire Protection Association Summary Page 3
<http://www.nfpa.org/~/media/Files/forms/evacuationguide.pdf>

It is important that the individual be an active participant in discussing procedures, equipment and level of assistance to be used in their plan.

The BEST ADA Assistance Team member will share the Personal Evacuation Plan with the BEST Communication Team.

The type and level of assistance provided will depend on the abilities of the individual: i.e. impaired vision or blindness, impaired hearing or deafness, impaired mobility, crutches, canes, walkers, or wheelchairs (non-ambulatory). Other considerations may create a need for an individual to receive special assistance. The safety of the individual should be the foremost concern throughout the process.

Knowing that an emergency or disaster could occur at any time, BEST ADA Assistance Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The BEST ADA Assistance Team member should participate in training and drills as scheduled by the BEST Coordinator.

Special Considerations

BEST ADA Assistance Teams should be established in buildings where individuals requiring special assistance have been identified. BEST ADA Assistance Teams may also be established in buildings that have large numbers of visitors and guests.

If you are called upon to assess the needs of an individual with mobility impairment, the Center for Fire Research at the National Institute of Standards and Technology (formerly the National Bureau of Standards) recommends assessment of the following seven risk factors:⁷

- ✓ The risk that the individual will resist leaving the structure. For example, is the individual fearful of leaving with a stranger; unwilling to leave pets, belongings, and cherished items; or exhibiting confusion or other symptoms consistent with possible mental impairments?
- ✓ The individual's response to fire drills. For example, does the individual's escape plan work during drills?
- ✓ The individual's response to instructions. For example, are there language differences or other communication barriers?
- ✓ The individual's mobility impairments (and the resources necessary to overcome them). For example, is the individual capable of reasonably safe self-rescue from a burning structure? How much can the person assist his or her rescuers?
- ✓ The need for extra help. This may be related to the actual egress or the period immediately following. For example, a ventilator-dependent quadriplegic may require medical resources once outside the structure.
- ✓ The individual's waking response to alarms. Will there be a difference between the day-time and nighttime fire safety needs of the individual?
- ✓ The probability that the individual will lose consciousness in an emergency. For example, is the individual dependent on specific equipment for life support? Is there adequate backup to provide for emergency situations?

⁷ Fire Risks for the Mobility Impaired, U.S. Fire Administration, pages 11-14

<http://www.usfa.fema.gov/downloads/pdf/publications/mobility.pdf>

BEST Shelter/Assembly Point Team:

- ✓ prepare the appropriate shelter/assembly point for use
- ✓ direct the evacuees from the evacuation route or exit to the shelter/assembly point
- ✓ assess and request any need for medical assistance
- ✓ communicate any emerging needs that develop while at the shelter/assembly point
- ✓ coordinate the release from the shelter/assembly point

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Others may require an evacuation to a designated outdoor assembly point. These situations may include but are not limited to fires and earthquakes (after the shaking stops).

Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to

proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to execute the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Shelter/Assembly Point Team has the authority to oversee and maintain order at an outdoor assembly point or indoor shelter location during an incident and provide accountability of the building occupants. This may occur as a result of an alert (e.g. fire alarm, tornado siren, or campus emergency notification), personal observation, or information received from creditable sources (e.g. administration leadership, campus administration, BEST Coordinators or BEST Evacuation Team member).

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member with evacuation authority. When an evacuation is initiated, the BEST Shelter/Assembly Point Team member should locate their flashlight and wear their issued safety vest as the outermost garment.

The BEST Shelter/Assembly Point Team member should respond to the outdoor assembly area or indoor shelter location to survey and determine if the location is safe. The BEST Shelter/Assembly Point Team member should communicate to the Floor/Zone Coordinator, BEST Evacuation Team member and BEST Hallway Stairwell Team member any dangers, hazards or route / shelter/assembly point location changes.

The BEST Shelter/Assembly Point Team member should direct the evacuees from the evacuation

route or exit to the shelter/assembly point. The BEST Shelter / Assembly Point Team member should immediately report any need for medical attention.

The BEST Shelter/Assembly Point Team member should monitor the progress of the evacuation and activities at the shelter/assembly point. The BEST Shelter/Assembly Team should communicate any emerging needs that develop at the shelter / assembly point to the BEST Coordinators, other BEST Teams within the building and emergency responders as appropriate.

The BEST Shelter/Assembly Point Team member should initiate corrective actions as directed by the BEST Coordinator.

The BEST Shelter/Assembly Team member should account for evacuees. The campus has students, faculty, staff and visitors accessing the buildings daily. It may not be possible to account for each person by name, but every effort should be made to account for those having been evacuated.

The Best Shelter/Assembly Point Team may obtain a building/class roster from the BEST Plan Maintenance Team to assist them with accountability. If no roster is available, the Best Shelter/Assembly Team should have evacuees record their information on a sign-in sheet or sign-in cards as they arrive.

The BEST Shelter/Assembly Team member should evaluate the status reports provided to him/her by the BEST Evacuation Team and BEST Hallway / Stairwell Team. This evaluation should be included in the BEST Shelter / Assembly Point Team member's status report to the Best Coordinator.

The BEST Shelter/Assembly Point Team member may release evacuees from the shelter/assembly point when authorized. This authorization may be communicated from administration leadership, campus administration, BEST Coordinators, or Emergency Responders with instructions as to what action the evacuees are to take. These actions include returning to the building, proceeding to another building or leaving the campus.

The BEST Shelter/Assembly Point Team may, in certain circumstances (i.e. broken glass, damaged electrical wires, ruptured natural gas or water lines), need to conduct a controlled release from the shelter/assembly point to a secondary location.

Circumstances that may require a more controlled release include but are not limited to: minors released to parents or guardians, injured evacuees released to medical personnel, or witnesses to critical activity released to an investigative authority.

After the release of evacuees, the BEST Shelter/Assembly Point Team member should conduct a final survey of the shelter/assembly point. If the shelter/assembly point appears clear, the BEST Shelter/Assembly Point Team member should provide a status report to the BEST Coordinators containing:

- ✓ the location to which the evacuees were released
- ✓ persons injured or having health concerns
- ✓ persons missing
- ✓ the evaluation of the status reports received from the BEST Evacuation Team, BEST Hallway/Stairwell Team and BEST ADA Assistance Team
- ✓ the total time spent in the evacuation point
- ✓ any other concerns, pertinent observations or damage

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Shelter/Assembly Point Team members should be ever mindful of items placed in the shelter or assembly point location. Any items or obstructions that may pose a potential hazard should be reported to the BEST Communication Team.

The BEST Shelter/Assembly Point team should assist with meetings, training exercises and drills as scheduled by the BEST Building Coordinator.

BEST Runners and Aides:

- ✓ assist BEST Coordinators and BEST Teams in conveying timely information or urgent communication and updates

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Certain unique emergencies such as acutely hazardous material spills may require an evacuation to a shelter location within a building or to a specific outdoor assembly point. Determining factors may include the type of hazardous material spilled, the location of the spill and the direction of the wind.

Each building is to have posted evacuation routes leading to one or more possible exits. Should one exit become unsafe, an alternate route should be used. Multiple routes may facilitate a faster evacuation.

Safe shelter areas and assembly points are to be identified for each building. Evacuees are to proceed to the designated area and await further instruction.

BEST Team members are a vital part of our campus community. These members have received training and possess the knowledge and authority to support the Basic Building Emergency Operation Plan. This is important because at the onset of emergencies, students, faculty, staff and guests will seek direction for the actions they must take.

Emergency Response Actions

The BEST Team Runner has the authority to convey information from one party to another and serve at the discretion of the BEST Building Coordinator.

Each BEST Team member assigned an active role for an evacuation will have been issued a flashlight and a safety vest identifying them as a team member. When an evacuation is initiated, the BEST Team Runner should locate their flashlight and wear the issued safety vest as their outermost garment.

The Best Team Runner should report to the location of the BEST Building Coordinator and BEST Communication Team member. The BEST Team Runner will physically carry a message from one location to another as directed by the BEST Coordinator or BEST Communication Team member.

The BEST Building Coordinator may assign a BEST Team Runner to other BEST Teams during the course of the evacuation.

BEST Runners and BEST Aides who are assigned to other BEST Team members should complete the evacuation along with their assigned BEST Team Member to the evacuation destination.

Additional Duties

Knowing that an emergency or disaster could occur at any time, BEST Runners and Aides Team members should be ever mindful of items placed in an evacuation route. Any items or obstructions that pose a potential hazard should be reported to the BEST Communication Team.

The Best Runners and Aides Team member should participate in meetings, training exercises and drills as scheduled by the BEST Coordinator.

Emergency Events that May Require Action

Bomb Threats

Bombs or other threats of violence may be received by telephone, E-mail, or letter.

If you receive any threats, remain calm. The Police Department will need information such as:

- *Date & Time of Call*
- *Exact Wording of Threat*
- *Description of Caller's Voice*
- *If voice was familiar, who did it sound like?*
- *Any background sounds? Describe them*
- *Questions to ask the caller:
What kind of device/bomb is it?
What will it do (explode? bio-terror?)
Where is it?
What does it look like?
Did YOU place it? Why?
Where are you calling from?
What is your address?
What is your name?*

If the threat is made in writing, do not handle the letter or note any more than absolutely necessary.

DO NOT touch or move any unfamiliar objects that you observe.

If you experience any of these, call Campus Police at 314-516-5155.

Provide all information you have received; specifically the location and time that the bomb is supposed to explode.

Do not cause alarm by spreading unconfirmed threats or information.

The University of Missouri policy addresses emergency campus closures. The Chancellor has the authority to temporarily suspend campus operations through a partial or full campus closure under unusual and emergency circumstances. These circumstances include natural, mechanical or man-made incidents. The Chancellor will determine if employees are to continue working or to leave the building⁸.

Await instructions from the Campus Police before evacuating.

Criminal Activity

If you observe a crime in progress or behavior that you suspect is criminal, call Campus Police at 314-516-5155.

The Police Department will need information such as:

- *What is happening*
- *Where it is happening*
- *Physical description of those involved*
- *Vehicle description and license number*
- *Direction of travel*

DO NOT become part of the event.

DO NOT approach or attempt to apprehend the person!

Your safety is important - be a good witness.

If possible, stay on the telephone with the police until the first officer arrives.

⁸ UM System HR-217

<http://www.umsystem.edu/ums/rules/hrm/hr200/hr217>

Earthquake

In an effort to stay as safe as possible during an earthquake, be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If Indoors:

DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.

Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.

Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on. DO NOT use the elevators. If someone is believed to be confined in an elevator, call Campus Police at 314-516-5155.

If outdoors:

Stay outside and move away from buildings, streetlights, and utility wires.

Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If trapped under debris, do not light a match. Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing.

Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

After the shaking stops, begin evacuation of the building by activating the Building Emergency Plan.

If it is safe to do so, check for injuries, but do not move seriously injured persons unless the danger in the area is greater than their injuries. Do not endanger yourself or others.

Report significant damage, injuries or individuals trapped in buildings to Campus Police at 314-516-5155 or 911. Keep as far away from buildings as possible.

Keep streets clear for emergency vehicles, minimize telephone usage, avoid downed utilities, broken gas lines, etc. Be aware of the potential threat of aftershocks.

Explosion/Fire

In Case of Fire:

Distance yourself and others from the threat immediately.

If possible, activate the nearest fire alarm. Call 314-516-5155 or 911.

Close any doors that may help contain the fire.

Warn other building occupants of the danger. Begin evacuation of the building by activating the Building Emergency Plan. BEST Team members should move occupants toward a pre-designated assembly point.

DO NOT use elevators during evacuations. If someone is believed to be confined in an elevator, call Campus Police at 314-516-5155.

Follow the instructions of the emergency response personnel.

Medical Emergency

If a person needs emergency medical assistance: Call Campus Police at 314-516-5155 or 911. Tell the police call taker what is happening and where it is happening.

Stay with the victim until help arrives. If properly trained, render first-aid or CPR if needed.

Ask someone to direct emergency responders to the scene.

If you are exposed to another person's blood or other bodily fluids, inform the on-scene paramedic and notify your supervisor. Call Custodial Services for a cleanup of blood or other bodily fluids.

Severe Weather

When severe weather develops, keep alert of changing conditions by listening/viewing current weather conditions on internet, radio, etc.

The National Weather Service (NWS) issues a tornado warning when a tornado has been spotted, or when Doppler radar indicates a thunderstorm circulation which can spawn a tornado. When a tornado warning is issued for your town or county, take immediate precautions.⁹

UMSL Police Department monitors the "NOAA Weather Radio All Hazards" (the radio warning system used by the National Weather Service) and will issue appropriate warnings.

When you hear an outdoor warning siren activated or are otherwise notified of a tornado warning (such as from the UMSL emergency notification system) activate the BEST Basic Building Emergency Operation Plan.

After the emergency has passed, call Campus Police at 314-516-5155 to report building damage

⁹ NOAA Tornado Safety Video
<http://www.youtube.com/watch?v=x3V3HZBs1Y4>

or outdoor damage (trees down, electrical lines down, road blockage) that may impede emergency responders such as fire or ambulance crews from arriving.

Lightning at Outdoor Events

If you are involved in planning an outdoor event, you should develop a Lightning Safety Plan to address the threat of lightning. The National Collegiate Athletic Association (NCAA) has specific guidelines to mitigate lightning hazards.

NCAA recommends the following:

Designate a person to monitor threatening weather and to make the decision to remove a team or individuals from an athletics site or event. Lightning safety experts strongly recommend that when the monitor observes 30 seconds between seeing the lightning flash and hearing thunder, all individuals should have left the athletics site and reached a "safer structure or location".

"Safer structure or location" includes buildings frequently used or occupied by people (which have plumbing/electrical systems that help ground the building) or any vehicle with a sturdy metal roof (not a convertible).

"Safer structure or location" does not include dugouts, rain or picnic shelters, golf carts or locations near light poles, towers or fences.

Know where the closest "safer structure or location" is to the field or playing area, and know how long it takes to get to that location.¹⁰

¹⁰ NCAA 2011-2012 Sports Medicine Handbook
pages 13-15
<http://www.ncaapublications.com/productdownloads/MD11.pdf>

Utility Failure

Utility failure disrupts the normal operations of our campus. They may be short or long in duration. In case of an on-campus utility failure (electric, water, gas) immediately call Facilities Management at 314-516-6320 or Campus Police at 314-516-5155.

Provide information regarding the:

- Building name and affected area
- Nature of problem
- The reporting party's telephone number

The most common type of utility failure is electrical. Emergency lighting is temporary and is not designed to allow continued building operations.

The University of Missouri policy addresses emergency campus closures. The Chancellor has the authority to temporarily suspend campus operations through a partial or full campus closure under unusual and emergency circumstances. These circumstances include natural, mechanical or man-made incidents. The Chancellor will determine if employees are to continue working or to leave the building.¹¹

Exit corridors and stairs should be evacuated while emergency lights are on.

If someone is believed to be confined in an elevator, call Campus Police at 314-516-5155.

Workplace Violence

Workplace violence may take the form of various types of personal assaults. These may include weapons such as knives or handguns. The only warning you may receive that a workplace violence incident is occurring may be the sound of gunfire, scuffling, or other employees yelling a warning.

¹¹ UM System HR-217
<http://www.umsystem.edu/ums/rules/hrm/hr200/hr217>

Active Shooter:

The tragic incidents that have occurred at schools such as Columbine and Virginia Tech have caused the term *Active Shooter* to be coined in the law enforcement world. An active shooter is best defined as *an individual armed with at least one firearm, and whose activity is causing the immediate death or serious injury of one or more victims.*

UMSL Police Officers have adopted new training and response methods as part of a regional law enforcement plan to confront this type of incident.

The Department of Homeland Security recommends the following "Options for Consideration"¹² in the event you should become involved in an active shooter situation.

If you are in a building and hear gunfire, formulate a plan as quickly as possible—seconds count.

Leave the building if it is safe to do so. If necessary, consider exiting through a window. Once outside move away from the building and distance yourself from the shooter.

If you cannot leave, find a room and lock or secure the door if possible. If the door cannot be locked, barricade the door by whatever means available such as furniture, desks, tables or chairs.

Call the campus police at 314-516-5155 or 911 and remain on the line as long as safety permits.

Obscure the assailant's view of your area. Turn off the lights and move away from the door.

If you are outside the building, open spaces provide opportunities to place distance between you and the active shooter. Move as quickly and as far away as possible.

If you are directly confronted by the active shooter the ALiCE program recommends we consider these

¹² Dept. of Homeland Security "Options for Consideration" video
<http://www.dhs.gov/video/options-consideration-active-shooter-training-video>

options: ***flight***, ***fight*** or ***freeze***. If you are confronted by a person who is shooting or starts shooting, you must make a critical choice (at this point the choice is yours alone regardless of the choices others make).

- **Flight** – Flee in a zigzag manner.
- **Fight** – the unexpected attack against the assailant (any counter measure such as throwing books and chairs or jumping on him).
This attack may allow:
 - You and others to escape
 - The assailant to escape
 - The assailant to be subdued
- **Freeze** - not recommended.¹³

Attacking the gunman is very dangerous, but standing still and doing nothing increases the probability of a fatal outcome.

In all of these instances there is no one correct response. There is little or no time for planning, so consideration of these actions in advance and the choices you make may save you from harm.

Drills and Testing

Drills are required by the Department of Education; however the frequency and location of the drills can be established and mutually agreed upon by the Building Coordinator and the BEST Training Team members. For non-residential buildings, it is recommended to conduct a drill at least once a year. Residential buildings should continue to drill more frequently as they currently do to meet their specific needs.

The purpose of drills and testing is to enhance safety as well as the skill level of the BEST Team members, the faculty, staff and students that occupy our buildings and campus.

In addition to or in conjunction with drills, alarms may be tested.

Fire alarm testing may be scheduled in advance with prior notice sent to the BEST Building Coordinators. The BEST Building Coordinator will activate the Building Emergency Plan. During a fire alarm test, bells, horns and strobe lights may be activated to confirm functionality. If you notice functionality failures, notify the Building Coordinator and Facilities Maintenance.

¹³ ALiCE Training Website
<http://www.responseoptions.com/ALiCE-Program.html>

Campus Service and Support

SERVICE

Campus Police

314-516-5155

Or dial 911 from university phones

Campus Roadside Assistance

314-516-5155

Car assistance such as changing a flat tire or starting a car having a dead battery

Environmental Health & Safety

314-516-6363, 6362, or 5158

After-hours and weekends 314-516-5155

Facilities Services Customer Service Center

314-516-6320 and 6300

After-hours and weekends 314-516-5155

Utility emergencies/outages

Facilities Planning & Construction

314-516-6423

General information/Snow Day

314-516-4636 (INFO)

Information Technology Services

314-516-6000

Hazardous Material Release or Chemical Emergency

314-516-6363, 6362, or 5155

Locksmith

314-516-4215

Transportation and Parking

314-516-4190

Recycling Questions

314-516-6364

SUPPORT

BEST Building Coordinator's Handbook:

Information for Building Coordinators

<https://sharepoint.umsl.edu/sites/BEST/default.aspx>

Campus Police

Emergency call 314-516-5155 or 911 from university phones.

Non-emergency, administration calls 314-516-5158

<http://safety.umsl.edu/police/index.html>

Custodial Services

314-516-6320 and 6300

The hours of operation are: Day shift: 4 a.m. - noon; evening shift: 2 p.m. - 10 p.m., Mon.-Fri.

After-hours and weekends 314-516-5155.

For urgent needs during regular business hours, call 314-516-6666.

Custodial Services provides routine, periodic cleaning services to academic, research and administrative buildings. Custodial Services will also respond for cleanup of blood or other bodily fluids.

Electronic Card Access

Triton Card Services 314-516-6000

<http://www.umsl.edu/triton1card/>

Environmental Health & Safety

314-516-6363; 6362 or 5158
After-hours and weekends 314-516-5155

EHS will:

- ✓ pick up waste chemicals, radioactive material, and other hazardous materials
- ✓ provide lead and asbestos testing
- ✓ conduct air sampling and testing for mold or other suspected contaminants
- ✓ respond to hazardous material release events

- ✓ fire extinguishers, sprinkler systems
- ✓ replace lights
- ✓ power outages
- ✓ water problems
- ✓ computer cable installation
- ✓ carpet/floor tile removal
- ✓ carpentry and painting

Facilities Services Customer Service Center

314-516-6320 or 6300
Regular Hours: 8:00 a.m.-5:00 p.m., Monday-Friday
After-hours and weekends 314-516-5155

Although anyone may report maintenance and repair problems to the Facilities Customer Service Center, problems should be reported through the building coordinator in order to eliminate duplicate requests.

Maintenance of specialized equipment (autoclaves, refrigerators, digesters, growth chambers, etc.) is the responsibility of campus departments. Repair services for this type of equipment might be available on a "recharge" basis if manpower is available.

Customer Service Center personnel will need:

- ✓ A description of the problem
- ✓ Room number and building name or location
- ✓ Name and telephone number of the contact person
- ✓ An IOF (Internal Order Form) for recharge services

Contact Facilities Services about:

- ✓ air conditioning/heating
- ✓ electrical work and plumbing repair
- ✓ elevator repair
- ✓ fire alarms

Facilities Planning and Construction

314-516-6423

<http://www.umsl.edu/~facplan/index.html>

Contact P&C for renovation/construction projects. This includes interior design and physical changes to work areas of buildings - floors, walls, ceilings, lighting, brickwork, for all phases of remodeling.

Grounds

314-516-6320 and 6300

Grounds maintains grass, trees and flowers, will plow streets and sidewalks in inclement weather and maintains UMSL owned vehicles.

Information Technology Services

<http://www.umsl.edu/technology/>

Parking and Transportation

<http://www.umsl.edu/~transportation/index.html>

314-516-4190

Contact Parking & Transportation for

- ✓ parking permits
- ✓ daily/visitor/guest parking permits
- ✓ vendor parking permits
- ✓ online daily parking permits
- ✓ replacement parking permits

Parking & Transportation continued:

If you are a guest and did not receive a TEMPORARY PARKING PERMIT prior to coming to campus and received a parking citation, please contact your sponsor and provide them your name along with the citation & license plate numbers, the date of issuance printed on the citation. The sponsor may request that the fee associated with the citation be removed from your name or account.

Shuttle schedules vary each semester and are posted on the UMSL Parking and Transportation website.

Red Cross

In the event of a larger scale incident, UMSL has a reciprocal agreement with the American Red Cross for the use of resources and services.

If the UMSL campus or surrounding area become involved in an event causing the need to check on the welfare of friends or family, please access the American Red Cross "Safe and Well" website.

<https://safeandwell.communityos.org/zf/safe/add>

Sustainability Office

314-516-6364 or 5158

Call the sustainability office for:

- ✓ recycling questions
- ✓ a full recycling dumpster needing pickup outside your building
- ✓ questions about what UMSL is doing for sustainability
- ✓ questions about global warming or greenhouse gas emissions

Frequently Used Phone Numbers:

BEST Communication Team:

- ✓ distribute the Basic Building Emergency Operation plan to building occupants
- ✓ provide and update a listing of BEST Coordinators and Team members
- ✓ disseminate pertinent construction, maintenance, utility interruptions and alarm information
- ✓ inform occupants of changes or updates
- ✓ provide open communication between action teams, leadership teams and ADA Assistance Teams
- ✓ grant or restrict electronic card access

BEST Plan Maintenance Team:

- ✓ identify the location of hazardous material stored on site
- ✓ maintain a copy of the Safety Data Sheets (SDS) for highly hazardous material on site
- ✓ record changes and updates to the Basic Building Emergency Operation Plan
- ✓ communicate changes to the BEST Coordinators
- ✓ participate in meetings with BEST Coordinators and their teams

BEST Training Team:

- ✓ coordinate Basic Building Emergency Operation Plan training
- ✓ coordinate, plan and execute training and drills with occupants and BEST Team members
- ✓ report issues observed during training drills to the BEST Floor/Zone Coordinators

BEST Equipment Team:

- ✓ facilitate the distribution of emergency equipment & supplies
- ✓ ensure those tasked with using the equipment are familiar with its operation
- ✓ ensure equipment is available and maintained

BEST Evacuation Team:

- ✓ survey the evacuation route(s) and determine if the area is safe
- ✓ report any unsafe conditions to the Floor/Zone Coordinator— using runners if needed
- ✓ communicate the need for any medical or special assistance to the Floor/Zone Coordinator
- ✓ direct evacuees along the evacuation route
- ✓ notify Floor/Zone Coordinator when evacuation is complete

BEST Hallway/Stairwell Team:

- ✓ respond to assigned hallway/stairwell
- ✓ verify the hallway/stairwell exit is safe for passage
- ✓ advise evacuees of the Shelter/Assembly location
- ✓ direct evacuees through the evacuation route
- ✓ maintain an orderly flow down the hallway/stairwell
- ✓ provide lighting using a hand held light if necessary

BEST ADA Assistance Team:

- ✓ maintain a listing from Disability Access Services for those who may require assistance
- ✓ assist those having special needs with the evacuation
- ✓ utilize specialized equipment as needed
- ✓ accompany or remain with the person if possible
- ✓ maintain functionality of equipment
- ✓ maintain proficiency with the equipment and skills necessary to provide assistance

BEST Shelter/Assembly Point Team:

- ✓ prepare the appropriate Shelter/Assembly Point for use
- ✓ direct the evacuees from the evacuation route or exit to the Shelter/Assembly Point
- ✓ assess and request any need for medical assistance
- ✓ communicate any emerging needs that develop while at the Shelter/Assembly Point
- ✓ coordinate the release from the Shelter/Assembly Point

Building Emergency & Safety Team Organizational Overview

