Emergency Response and Evacuation Procedures

University Emergency Management
MUSC Department of Public Safety

This document establishes MUSC’s approach to addressing emergency response, evacuation and other protective measures. This document will be updated as needed and published at least annually.

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Section 1: Purpose

This document establishes the policy that governs emergency notifications and timely warnings, department specific planning, evacuation and shelter-in-place guidelines, lockdown procedures and emergency drill and test requirements for the Medical University of South Carolina (MUSC).

Some examples of emergencies or dangerous situations may include:

- Approaching tornado, hurricane or other extreme weather conditions
- Gas leak
- Chemical or hazardous waste spill
- Explosion
- Armed intruder
- Detected explosive device
- Terrorist incident
- Civil unrest or rioting
- Earthquake
- Outbreak of meningitis, norovirus or other serious illness

Section 2: Emergency Notification

Per the Higher Education Opportunity Act, MUSC will immediately notify the campus community upon confirmation of an emergency or dangerous situation involving an immediate threat to the health or safety of students, employees or patients occurring on campus.

2.1 Available Communication Media

MUSC Alert, MUSC’s Emergency Notification System (ENS), is designed to balance the need to provide warnings and notifications as quickly as possible with the need to ensure accuracy and provide helpful safety instructions to the MUSC Community. MUSC has established a multi-layered approach for communicating emergency information in order to increase the likelihood of reaching individuals who rely on various modes of communication. Some or all methods of notification will be activated in the event of a serious incident that poses an immediate threat to the members of the MUSC Community. The following is a list of communication media available through MUSC Alert:

- SMS text messaging
- Voice messaging
- Desktop alerts
- Email
- MUSC Information Line: 843-792-MUSC (6812)
- Social Media: Facebook, Twitter,
2.2 Registration

Every musc.edu email account will automatically be registered with MUSC Alert to receive notifications of emergency situations. MUSC employees, staff, students, volunteers and contractors are encouraged to register personal email addresses and phone numbers to receive emergency information via SMS text messaging, voice messaging and desktop alerts (if applicable).

Students, faculty and staff members can learn more about MUSC Alert at www.musc.edu/muscalert. Click “Manage Your Account Here” to access/update your personal contact information. Once logged in, individuals will be directed to a secure website where they are able to modify their individual profile according to their needs in the following ways:

- Multi-Lingual Alerting, receive alerts in their preferred language
- Multi-Modal Alerting, register multiple mobile devices and email addresses
- Alert Preference, identify preferred method of alert notification

University Emergency Management, MUSC Department of Public Safety, MUSC, UMA and MUHA Human Resources and MUSC Public Relations will coordinate opportunities to relay information about MUSC Alert and how to access/update your user account.

2.3 Notification Procedure

MUSC will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification process unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency.

A. Activating Authority

It is the responsibility of the following authorized person(s), known as activating authorities, to confirm an emergency or dangerous situation, determine the appropriate segment(s) of the MUSC Community to receive notification, determine the content of the notification, and initiate notification systems. Activating Authorities and/or their designees receive quarterly training on the activation and use of MUSC Alert.

If a significant emergency or dangerous situation exists on campus, one of the following individuals will initiate the MUSC Alert system or designate an individual to do so:

- University Emergency Management
- Chief of Public Safety
- Public Safety Dispatch Personnel, (according to Public Safety Policy # 109)
B. Confirmation of an Emergency

During an emergency situation, it is imperative to disseminate the most accurate information and guidance possible. If the activating authority has not confirmed the emergency first-hand, he/she will confirm relevant details of the emergency situation through official sources dependent on the nature and type of emergency such as an MUSC Public Safety Officer/Dispatcher, Hospital Security Officer, National Weather Service (NWS), local Fire Department, South Carolina Department of Health and Environmental Control (SCDHEC), or South Carolina Emergency Management Division (SCEMD).

Public Safety maintains continued communication with local law enforcement agencies regarding activities occurring in the area that may result in an emergency situation on campus.

To report a crime, emergency or suspicious activity on campus:

- Call (843) 792-4911 (MUSC Campus Public Safety, Emergency)
- Activate one of the emergency call boxes around campus

C. Determine the Appropriate Segment of Campus to Receive a Notification

Campus Community:

The entire campus community will be notified when there is at least the potential that a very large segment of the community will be affected by the situation, or when the situation threatens the operation of the campus as a whole. There will be a continuing assessment of the situation and additional segments of the campus community may be notified if a situation warrants such action

Larger Community:

If an emergency situation necessitates the release of confirmed details about an incident to the public, MUSC Public Safety, MUSC Emergency Management, Hospital Safety and Security, and Public Relations will coordinate with the Executive Leadership Policy Group (ELPG) to create a unified message. MUSC emergency related information and updates will be provided via:

- Toll-free and local-access number (843)-792-6872 (MUSC)
- Social Media: Facebook, Twitter, Yammer
- Online at http://academicdepartments.musc.edu/musc/quicklinks/emergency.htm
- Local TV news/ radio alerts
If a dangerous situation exists on campus that has the potential to affect the surrounding Charleston community, an activating authority will direct MUSC Public Safety to contact the appropriate authority dependent on the nature and type of emergency, to make the determination to initiate its community notification process.

D. Determine Message Content

As practical without jeopardizing life safety, activating authorities will coordinate with the ELPG to determine the notification message content for each message and update throughout the duration of the event. Depending on what segments of the community the notification targets, the content may differ. In order to streamline the notification process, pre-scripted messages have been developed for various emergencies that may occur on campus. Pre-scripted messages must be modified with specific, pertinent information relative to the incident.

E. Initiate the Notification System

1. Authorized person(s) or their delegate(s) shall activate appropriate notification methods once he/she has confirmed the emergency, chosen the appropriate communication media to use and determined the content of the message.

2. Depending on the type of event, various communication media will be activated based on its reach, effectiveness and location. If a situation exists that poses an immediate risk to life safety and requires persons to change their behavior (i.e. seek shelter, evacuate, etc.), information may be distributed using disruptive media (i.e. audible alarms and full activation of MUSC Alert). If a situation exists where persons should be notified about an incident that is not immediately life threatening (i.e. situations that have already been contained, etc.), media such as the MUSC Red Ticker on MUSC website, social media, or select others may be used to communicate the information.

3. Subsequent notification messages should be issued by authorized person(s) or their delegate(s) to provide greater detail of the incident and/or protective action recommendations. An “All Clear” message should be disseminated upon confirmation that an imminent threat to loss of life or property no longer exists.

Section 3: Timely Warnings

MUSC will alert the campus community to certain crimes in a manner that is timely and will aid in the prevention of similar crimes. In order to enable people to protect themselves, an alert will be issued as soon as pertinent information is available. If necessary, the alert will be updated as facts surrounding the incident become available. MUSC will issue a timely warning for any Clery Act crime that is reported to campus security authorities or local police agencies and is considered to represent a serious or continuing threat to students, employees or patients. Clery Act crimes include:
• Threats to person or property
• Murder and non-negligent manslaughter
• Negligent manslaughter
• Sex offenses (forcible & non-forcible)
• Robbery
• Aggravated assault
• Burglary
• Motor vehicle theft
• Arson

MUSC is not required to provide a notification for non-Clery crimes; however warnings may be sent for other safety issues at the activating authority’s discretion. MUSC is not required to issue a notification for Clery or non-Clery Crimes reported to pastoral or professional counselors.

3.1 Notification Process

A. When issuing a timely notification, authorized person(s) will consider the following factors surrounding the crime:
   • The nature of the crime
   • The continuing danger to the campus community
   • The possible risk of compromising law enforcement efforts

B. When determining the content of the message, authorized person(s) will include as many available details as possible, including:
   • Type of alert
   • Location
   • Suspect(s) description
   • Incident summary
   • Any information that promotes safety and aids in the prevention of similar crimes.

C. Timely warnings will be issued by various communication media including: posting information on the Public Safety website and by sending the message via MUSC email.

D. The Chief of Public Safety or his/her designee will be the person responsible for authorizing and issuing timely notifications on behalf of MUSC.
Section 4: Exemptions for Releasing Protected Information

4.1 Family Education Rights and Privacy Act (FERPA)

FERPA recognizes that protected information can, in case of emergency, be released without consent when needed to protect the health and safety of others. If MUSC utilizes information from the records of a campus law enforcement unit to issue a timely warning, FERPA is not implicated as those are not records protected by FERPA.

4.2 Health Insurance Portability and Accountability Act Privacy Rule (HIPAA)

HIPPA allows patient information to be shared to assist in disaster relief efforts, and to assist patients in receiving the care they need. Providers and health plans covered by HIPPA can share patient information in the following ways:

- To provide treatment
- To prevent or lessen a serious and imminent to the health and safety of a person or the public
- To identify, locate and notify those responsible for the individual’s location general condition, or death
- Provide confirmation as to whether an individual is at the facility, their location in the facility, and their general condition
- Provide organizations that are authorized by law or charter with information that would assist in disaster relief efforts

Section 5: Protective Action Guidelines

5.1 Department/Unit Emergency Response Plan (ERP)

Each department must individualize the institution’s overarching emergency management strategy to meet specific departmental needs and responsibilities of that department prior to, during and after an emergency/disaster.

A. University Emergency Management- MUSC Department of Public Safety will coordinate with University Department Business Managers to identify hazards requiring an ERP and outline a department specific emergency management strategy. The department/unit will then complete a template for each type of hazard in which that department would have to respond. Each ERP should address department specific needs and responsibilities. Once completed, the ERP(s) will be reviewed by A. University Emergency Management- MUSC Department of Public Safety to verify the accuracy, appropriateness and comprehensiveness of the content. The process is finalized with the approval of the department manager or director, and a complete set of the approved ERPs will be provided to the department/unit along with MUSC’s IEMP. Due to the urgency often inherent in emergency situations, all MUSC employees and students are
expected to be familiar with their department ERP(s). It is the responsibility of the Department Business Manager (or designee) to review each ERP at least annually and update as needed. All reviews and updates must be coordinated with the appropriate point of contact in University Emergency Management- MUSC Department of Public Safety for University departments.

5.2 Emergency Evacuation Plans

During certain emergency conditions, it may be necessary to evacuate all or part of a building. Examples of such incidents include: smoke/fire, gas leak, or bomb threat. Pre-planning and routine drill exercises are effective ways to ensure that building occupants recognize the evacuation alarm and know how to respond. Practicing an evacuation during a non-emergency drill provides training that will be valuable in an emergency situation.

The MUSC Fire and Life Safety, Fire Reaction Plan outlines pertinent information regarding protective actions for employees and students to take in order to reduce the threat of fire. This plan also identifies steps for individuals to take upon the discovery of a fire or notification of a building evacuation. Special “defend-in-place” procedures are also utilized for healthcare facilities and areas where critical activities are occurring. Detailed fire procedures for defend-in-place responsibilities are identified in the Fire Reaction Plan for applicable buildings and work areas. Each department will maintain a plan with details specific to individual and departmental responsibilities for evacuation and defend-in-place emergencies.

5.3 Severe Weather Plan

University Emergency Management- MUSC Department of Public Safety annually publishes MUSC’s Severe Weather Plan which is designed to provide information to students, residents, faculty and staff regarding preparedness, mitigation, response and recovery actions for severe weather. The Severe Weather Plan delineates the responsibilities of medical center and university personnel, outlines requirements for departmental planning, describes the process for campus closure, and provides regional evacuation information to include personal planning recommendations.
Section 6: Shelter-In-Place

Shelter-in-place is a proactive action taken inside a building to protect internal occupants from external hazards. This action is intended to provide safety in circumstances when evacuation would present a greater risk to individuals than remaining in their current location. Although the reason for a shelter-in-place order may not be immediately communicated, circumstances that may warrant a shelter-in-place response may include severe weather, HAZMAT incident, active shooter or other violent criminal behavior in the area, or any situation where it is best for you to stay where you are to avoid an outside threat. Depending on the threat or hazard, students, faculty, patients, visitors, volunteers, and staff may be required to move to rooms that can be sealed (such as in the event of a chemical or biological hazard) or are without windows.

6.1 Shelter-in-Place Procedure

Notification to shelter-in-place can come from MUSC Department of Public Safety, local authorities, MUSC Alert, or over a public address system. Upon notification to shelter-in-place you should:

- Seek shelter in an interior room (if available), above ground level, and with the fewest windows.
- Shut and lock all windows (provides a tighter seal) and close exterior doors.
- Turn off air conditioners, heaters, and fans. Close vents to ventilation systems if possible.
- For some threats, it is not wise to turn on any noise source audible from the outside. Remain quiet unless instructed that it is safe to turn on such devices.
- If instructed, for weather-related events, or for HAZMAT incidents turn on a radio or television if available and listen for further instructions.
- Remain alert for instructions and updates as they become available from emergency personnel and MUSC administrators.
- Make a list of all the people with you; call the list in to Public Safety (843-792-4911) so that they know where you are sheltering.
- Remain calm and look after each other. You will be notified when it is safe to come out. Do not leave until you are sure that the identity or source of the announcement is a Public Safety or MUSC official.

6.2 Deny Entry (Lock Down) Procedure

Incidents that pose an immediate threat of violence such as an active shooter may require further action to safeguard your environment. The primary objective of a lockdown is to quickly ensure all faculty, staff, students, patients and visitors are secured in rooms away from immediate danger. If you receive notification or suspect an imminent threat of violence, follow these guidelines:

- Go to a room that can be locked or barricaded by using available material.
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- Close the window blinds, turn off the lights and get everyone down off the floor so that no one is visible from outside the room.
- If possible, secure the room you are in by either locking or barricading the door using available material and follow the same procedures described above.
- If you cannot secure the room, determine if there is a nearby location that you are able to reach safely and then secure or if you can safely exit the building.
- Spread out and seek concealment behind walls, desks, file cabinets, etc.
- Have someone call Public Safety Dispatch (843-792-4911) using a cellular telephone or call 2-4911 from any campus telephone. Be aware that the Public Safety Dispatch system will most likely be overwhelmed.
- When you reach the dispatcher, describe the situation and give your name and location; remain in place until a law enforcement authority gives the 'All Clear.'
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a law enforcement authority.

Do you know what to do in the event of an active shooter? The "Run. Hide. Fight." videos (http://www.readyhoustontx.gov/videos.html) provide the information you need to survive an active shooter event.

Some MUSC personnel will be required to take action to ensure all faculty, staff, students, patients, and visitors are secured in rooms away from immediate danger. Public Safety and Hospital Safety and Security coordinate and maintain Deny Entry (Lock Down) plans for limiting or prohibiting access to buildings affected by imminent threat of criminal behavior.

Section 7: Emergency Response and Evacuation Procedures Tests and Publications

7.1 Test Requirements

A test is defined as a regularly scheduled drill, exercise, and appropriate follow-through activity designed for assessment and evaluation of emergency plans and capabilities. MUSC will design and maintain documentation of Emergency Response and Evacuation Procedure Tests. Tests must address emergency response and evacuation on a campus-wide scale and can either be functional or table-top. To comply with Clery Act requirements, MUSC will perform at least one test per year that meets the following requirements in the above definition:

- Be scheduled. MUSC cannot state that an actual emergency situation or false emergency alarm served as a test of the institutions procedures.
- Contain drills. A drill is an activity that tests a single procedural operation (e.g., a test of initiating a cell phone alert system or a test of campus security personnel conducting a campus lockdown).
- Contain exercises. An exercise is a test involving coordination of efforts. (e.g., a test of the coordination of first responders, including police, firefighters and emergency medical technicians).
- Contain follow through activities. A follow-through activity is an activity designed to review the test (e.g., a survey or interview to obtain feedback from participants).
- Be designed for assessment of emergency plans and capabilities. This means that the test should have measurable goals. For example, “Everyone involved in the emergency response and notification procedures will understand his or her role and responsibility.”
- Be designed for evaluation of emergency plans and capabilities. Design the test so that, using the assessments, you can judge whether or not the test met its goals. For example, “The evacuation process accounted for/did not account for the diverse needs of all members of the campus community.”

After each test, a brief after action report should be written to evaluate the event against measurable goals. This document should include: purpose, date/time, whether the test was announced or unannounced, participants, description, successes, shortcomings and corrective action recommendations. University Emergency Management- MUSC Department of Public Safety will also keep emergency test documentation for seven years as it is Clery-related documentation.

University Emergency Management- MUSC Department of Public Safety conducts numerous announced and unannounced drills and exercises each year. At a minimum, the entire MUSC enterprise participates in The Great South East Shakeout Earthquake Drill each October. Students and employees learn and practice what to do in the event of an earthquake. MUSC’s emergency notification system is also tested on an annual basis at a minimum.

### 7.2 Publication Requirements

MUSC’s Emergency Response and Evacuation Procedures will be publicized in conjunction with at least one test per calendar year. To be maximally effective, University Emergency Management- MUSC Department of Public Safety will issue a broadcast email to the entire MUSC Community with information pertaining to the Emergency Response and Evacuation Procedures and the test.

MUSC will issue a statement of policy regarding the Emergency Response and Evacuation procedures with the issuance of the MUSC’s Annual Security Report and other security-related policy statements. University Emergency Management- MUSC Department of Public Safety will provide the Emergency Response and Evacuation Policy Statement to accompany the Annual Security Report.