Appendix A: Emergency Response Protocol

EMERGENCY NUMBERS
In the event of an emergency, call 911
In non-emergency situations call Campus Security 562-3333.

INTRODUCTION

The Emergency Protocols are intended to help staff, faculty, students, and visitors respond to emergency situations, which may occur on the College of Western Idaho (CWI) campus/campuses. Such emergencies can occur at any time and without warning, but their effects can be minimized if proper emergency procedures are established and followed.

CWI is committed to the safety and security of all members of the campus community. In times of emergency, the College will provide appropriate campus-wide response to assure life safety and minimize losses.

Emergency preparedness is also an individual responsibility. These protocols will serve as a quick reference for efficient action during emergencies and should be kept in an easily accessible location at all times. Everyone should take the time to read and become familiar with the contents of this guide before an emergency occurs.

Prepare in advance for emergencies by familiarizing yourself with all possible exit routes. For example, know exit routes in case of fire and safe zone in case of severe weather/earthquake. Avoid potential accidents and hazards. For example, do not store items in corridors, overload electrical circuits, or hang flammable decorations.

Faculty and office staff should inform students about weather-safe zones and emergency protocols.

All persons with disabilities who may need assistance during an emergency should arrange with volunteers from their classes or offices for assistance. Also, refer to the evacuation of individuals with disabilities section in this document for specific information. A person with a disability may request an appointment to review emergency evacuation procedures from the Office of Disability Services:
• for students call 562-3000
• for employees, call HR at 562-3287

GENERAL EMERGENCY PROCEDURES

In case of an emergency or incident, please call 911 and follow closely any instructions received. Do not hang up until you are sure no further information is needed. If possible also notify Campus Security 562-3333.
To report an emergency, state: “This is an emergency.” Then give the dispatcher the following information:
- The nature of the emergency.
- Your name.
- The phone number from which you are calling.
- Your location.

Refer all media inquiries to the Director of Communications 562-3508.

FIRE PROTOCOL

Before a fire:
- Know the locations of exits in your area.
- Be aware of flammable or corrosive chemicals stored in your building. Locate evacuation assembly areas that are designated for wheelchair users and others with disabilities.
- If fire alarm pull stations are available, know their locations.

During a fire:
- If you notice fire, smoke, or any evidence of fire, pull the nearest fire alarm (if available), evacuate the area, and close the door to the room where the fire is located.
- If you hear a fire alarm, evacuate the premises.
- From a safe location Dial 911 and if possible, Campus Security 562-3333. State the problem in the building and an exact location of the emergency. Do not hang up until you are told to do so.
- Attempt rescue efforts only if there is NO immediate danger to you.
- If a person’s clothing catches on fire, do not allow him or her to run. Running will fan the fire.
- STOP, DROP, AND ROLL any person whose clothing has caught fire.
- Try to smother the fire by wrapping the person in heavy fabric (e.g., coat, rug, curtain, etc.) and rolling the person on the ground.
- Utilize a fire extinguisher to help put out the fire.
  - PULL safety pin from handle.
  - AIM at base of the fire(s).
  - SQUEEZE the trigger handle.
  - SWEEP from side to side.
- During the evacuation of the building, the fire alarm may not sound continuously. If the alarm stops, continue to evacuate.
- Walk; do not run, to the nearest stairwell exit.
- Do not use elevators. An elevator may become inoperative and a trap.
- Give assistance (help carry, if necessary) to all disabled persons using the stairways.
- In heavy smoke stay low and evacuate as quickly as possible.
• Do not reenter the building until the **ALL CLEAR** is given by Campus Security or fire department officials.

**If you are trapped by fire in a classroom, office, restroom or other room:**
- Place clothing material around/under door to prevent smoke from entering.
- Retreat and close as many doors as possible between you and the fire.
- Be prepared to signal from windows, but do not break glass unless absolutely necessary - air from outside may accelerate fire and/or outside smoke may be drawn in.

**BUILDING EVACUATIONS**

- If it is necessary to evacuate a building, an evacuation chart is located on each level of the building.
- If the normal evacuation route is not accessible, using the evacuation chart determine an alternative route.
- Assist all individuals with disabilities to the nearest evacuation assembly area for evacuation assistance, or if necessary, assist the individuals in the evacuation process.
- **Do not use the elevators.**
- Once you have evacuated the building, report to the assigned assembly area to ensure that all individuals are accounted for.

**SHELTER IN PLACE**

**Shelter in Place** maybe used in the event of hazardous materials spills, explosions, shootings and/or hostage situations. When the best plan of action is to shelter in place, all personnel should remain in the classrooms, offices and areas currently occupied, and take protective measures based on the incident.

**Shooting/Hostage Situation:**
- Lock or barricade entrances and exits, turnoff lights, and remain out of the line of site from windows.
- Remain calm.
- Do not alert the shooter or hostage taker of your presence.
- Establish, by phone (911), contact with emergency personnel to notify them of your location and situation.
- Remain in your location until physically contacted by law enforcement or their representatives.

**Hazardous Materials Spills or Explosion:**
- Close all windows and doors.
- Close all heating and air-conditioning vents.
- If available, use tape to seal around the windows.
- Use coats, rags, or clothing to seal around all doors.
• Establish, by phone (911), contact with emergency personnel to notify them of your location.
• Remain in the shelter until the ALL CLEAR is given.

INTERNAL HAZARDOUS MATERIALS SPILLS (WITHIN BUILDINGS)

Location, quantity, concentration, and other factors affect how a spill will be handled. All laboratory personnel should be prepared to assist in assessment of spills within their area. Steps should be taken to restrain all chemical containers and gas cylinders against the effects of a natural disaster (e.g., earthquake, tornado).

In the event of a hazardous material spill:
• Report spills and offensive odors from ventilation systems to Campus Security 562-3333. If possible, try to provide the following information:
  o Where is the location of the spill?
  o What are the chemicals involved?
  o What is the quantity of the chemicals involved?
  o What is the extent of the problem?
  o What is your name?
  o What is the phone number from which you are calling?
  o Where is your location?
• If this spill involves potentially explosive materials, evacuate all personnel from the building immediately. Call 911 and notify Campus Security 562-3333, if possible.
• If the spill involves a small quantity of low-hazard material, evacuate the area affected. Wait for assistance at a safe location outside of the room or area. Record the names of all individuals who were in the area at the time of the release in case they need to be contacted for health-related follow-up later.
• If a spill involves an unknown substance that could be poisonous, flammable, or reactive or if the spill is spreading rapidly, the building should be evacuated utilizing the building evacuation procedures. Call 911 and notify Campus Security 562-3333, if possible.
• Once the building is evacuated, inquire about injuries and symptoms of exposure. Provide this information immediately to emergency responders.
• Begin a sign-in sheet so individuals can be contacted for exposure-related follow-up after the evacuation.
• Only small-low hazard spills should be cleaned up by the spiller, and only after the spill has been reported to Campus Security 562-3333 and the immediate supervisor.
• Individuals should never attempt to clean up any spill unassisted.
EXTERNAL HAZARDOUS MATERIALS

In the event of an external hazard such as toxic gas, smoke, or chemical releases from an industrial accident, or transportation accident:

- Call 911 to report any external spill or release.
- When notified of an external environmental hazard, follow the procedures for Shelter in Place.
- Monitor weather alert radios, television, and the Internet for updates of instructions and any additional actions to take.
- Further instructions may be issued by emergency responders for remaining in the shelter, returning to your homes, or a mass evacuation.
- If a mass evacuation or relocation order is issued, await instructions by emergency responders and follow the instructions exactly as provided.
- Check for individuals who may be in need of assistance. Report injuries to emergency personnel.
- Do not leave the building until the ALL CLEAR is received from emergency responders or the emergency broadcast stations.

EARTHQUAKES

- Take cover; hold your position until the shaking stops.
- Do not rush outside.
- Move away from windows and outside walls. Take cover under sturdy furniture or surfaces and hold on; if it moves, move with it. If nothing is available, seek cover against an interior wall and protect your head with your arms.
- When the shaking stops, evacuate the building by moving cautiously and observe your surroundings for hazardous situations. Stay away from windows, tall furniture and other objects that could fall.
- Do not use building elevators.
- If you detect natural gas or any foreign odors, do not use matches or candles. Leave the building immediately and report the situation to emergency personnel.
- If it is not possible to evacuate injured individuals, note the name of the injured person, nature of their injury, and the location of person.
- Once outside, move a safe distance from the building to an area that is free from overhangs, power lines, trees and tall structures.
- Do not use telephones except for emergency calls.
- Expect long delays for emergency assistance after a serious earthquake.
- Provide first aid to the injured.
- Re-occupy the facilities only after the ALL CLEAR is given.
TORNADOES

Tornado Watch: Tornado watches are issued by the National Weather Service when weather conditions are developing that could produce a tornado. Be prepared to move to a place of safety if the tornado watch is upgraded to a tornado warning.

Tornado Warnings: Tornado warnings are issued by the National Weather Service and indicate that a tornado has actually been sighted in the area. When a tornado warning is issued, all personnel should seek immediate shelter from the approaching storm.

- Move away from outside rooms and windows and go to an interior hallway or restrooms on the lowest floor possible. Avoid auditoriums, large shops, and other areas that are wide and have large free spanning roofs.
- If caught outside, lie flat in the nearest ditch, ravine, or culvert.
- Remain in the shelter until the ALL CLEAR is given.

WINTER STORMS

The College of Western Idaho will make every attempt to maintain normal operations for the benefit of our students, faculty, and staff. Severe weather conditions may require the College to close for a period of time.

- The decision to close campus and cancel classes is made by the administration based on careful consideration of a variety of factors and conditions.
- If the College decides to close the campus and cancel classes, notifications will be sent using the campus-wide emergency notification methods, including e-mail, text, and voice-message. The information will also be posted on the College of Western Idaho web site at www.cwidaho.cc and communicated to the local television and radio stations. The information on the web site will be periodically updated.
- Notification of a decision to close will be communicated in a timely manner. Every effort will be made to ensure decisions on morning closures are communicated by 6:30 a.m. and decisions to close for night classes are communicated by 3:30 p.m.
- The decision to close the College applies to all campuses, off-campus centers and sites.
- The College of Western Idaho serves a large area and recognizes that every employee and student has his or her unique circumstances associated with the weather. Employees and students must assume responsibility for their safety and must use their own judgment as to whether they should drive to the College of Western Idaho under varying weather conditions.
BOMB THREATS

If you receive a bomb threat, immediately contact 911 and if possible, Campus Security 562-3333.

Ask questions of the caller and try to gather as much information as possible to provide to the law enforcement. For example:

- When is the bomb going to explode?
- Where is the bomb right now?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb? Why?
- What is your name?

Also try to ascertain:

- Gender of caller?
- Approximate age of caller?
- Speech pattern/accents of caller?
- Background noises?
- Number at which call was received?
- Date and time of call?

If the threat was written (e.g., in a letter or on a note), refrain from touching the paper or envelope again after you realize that it is a threat (it may have fingerprints).

Do not touch anything suspicious. It may be dangerous or have evidentiary value.

Do not pull a fire alarm or use electrical or cellular devices to call 911 – use a landline phone to call for help, if possible.

College administrators will decide whether to evacuate the building and/or conduct a search.

If you are evacuated, stay in the assembly areas, away from the building, until given the ALL CLEAR to re-enter the building.
DANGEROUS PERSONS ON CAMPUS

A dangerous person is anyone who intends to harm himself, another person, or the facilities. A dangerous person could be someone with a legitimate purpose on campus (student, faculty, administrators, staff, and/or authorized visitor) or an unauthorized person. To reduce the possibility of dangerous persons on campus:

- Notify Campus Security 562-3333 immediately of any suspicious person(s) or suspicious behavior.
- Report suspected or actual weapons or serious altercations immediately by calling Campus Security 562-3333 or 911.
- Use a cell phone if no other phone is available.
- Account for all students, employees, and/or visitors in your class or office area and, if appropriate lead them to a safe area or shelter in place.
- Once you are in a safe area, contact Campus Security 562-3333 or emergency personnel, giving your location and any information you may have about the incident or suspect.
- If evacuated, remain in the safe area until you receive further instructions.

HOSTAGE SITUATION

A hostage situation exists when any person(s) takes control of and holds any other person(s) against his/her will, by means of physical force or threat of harm. It is common for the person(s) holding hostages to make demands that certain conditions be met before hostages will be released.

Examples: An armed student takes control of a single person or a classroom of students. A spouse comes to the school and holds a student or classroom hostage. An employee holds other employee(s) hostage.

Comment: A hostage situation must be carefully surveyed and evaluated. The safety of the hostage(s), facility, employees, and others is the most important consideration in any hostage situation. Trained negotiators know that the more time that is gained, the more likely it is the situation will be concluded without violence.

If you are a hostage:
- Remain calm.
- Speak calmly with the hostage taker.
- Follow the instructions of the hostage taker.
- DO NOT force the issue physically or mentally.
- Calmly inform the hostage taker of any special needs of others.
- Keep a distance between yourself and the hostage taker if at all possible.
- DO NOT make any sudden moves. Ask permission before moving around.
- If applicable, try to keep others calm and under control.
• Speak to others in a calm but firm voice. Do not shout.
• Use time as a tool to defuse the situation.
• Wait for help to arrive.
• Make mental notes of everything you see and hear.

If you are a witness to a hostage situation:
• Call 911 and Campus Security 562-3333 if possible, and follow closely any instructions received.
• If possible, secure classrooms or safe-area rooms by locking doors and windows and sheltering in place.
• Stay out of line of sight of the hostage-taker(s) and the hostages.
• Do not alert the hostage-taker(s) of your presence.
• Stay out of hallways and other areas until given instructions.
• Make mental notes of everything you see and hear.

SUSPICIOUS PERSONS, STALKING, KIDNAPPING, or MISSING CHILD

Suspicious Persons: A Suspicious Persons is a person, by virtue of his/her actions, behavior or words arouses another to suspect that something is wrong. You should consider a person suspicious when his/her actions, behavior or words make you sense a threat or danger to you, someone else, or to the facilities. Immediately report suspicious persons to Campus Security 562-3333 or call 911.

Stalking: Stalking involves highly inappropriate intensity, persistence, and possessiveness; it entails great unpredictability and creates great stress and fear for the victim and sometimes for others nearby. Report suspected stalking behavior to Campus Security 562-3333 immediately.

Kidnapping: Kidnapping occurs when a person forcibly removes a person from one location to another, whether on or off campus.

Report kidnapping or attempted kidnapping: call 911 immediately and Campus Security 562-3333, if possible.
• Note the person’s appearance and any other information about him or her (e.g., voice, clothing, vehicle type, license plate number, etc.) that might be helpful to police.
• Remain calm.
  Do not release a child or other dependent to anyone other than the designated parent or guardian. Do not accept a substitute for the designated parent or guardian without proof of prior approval from the parent/guardian. If you are in doubt, do not release the child or dependent without first contacting Campus Security 562-3333 or 911.
Missing Child: A lost, unidentified, unattended, or missing child can be anyone from a child who has fallen asleep unable to be seen or a child who has wandered off to locations unknown, to a child that has been taken from by an unknown person(s).

- Immediately search the entire room for the child. Conduct a thorough search of the facilities and grounds (e.g., bathrooms, closets, under desks/tables, trash dumpsters).
- Ask other children if they know where the child may be.
- Furnish physical description and clothing information (e.g., age, height, weight, hair color, eye color, colors of clothing).
- Provide a recent photograph if available.
- Furnish information about any problems that are known to you regarding the child.
- Remain calm.
- Call Campus Security 562-3333 or 911.

SUICIDE THREAT OR ATTEMPT

The threat of suicide should never be taken lightly and should be reported immediately. It is not uncommon for a suicide threat to culminate into real danger to others and those who are trying to assist. Prevent a suicide by calling for assistance immediately and remaining calm when communicating with the person(s) in crisis.

If you are considering suicide, call someone now. Try to be truthful about how bad you feel. Do not minimize or discount your pain to those who are concerned and want to help.

If someone has indicated that, they are considering suicide:

- Notify the Campus Security 562-3333, immediately (Provide person’s name if known.)
- Request qualified personnel (medical or counseling) to respond immediately to the location.

Employees should make every effort to:

- Protect individual(s) from becoming unintended victims.
- Protect individuals from witnessing a traumatic event.
- Remain with the person(s) who is/are threatening suicide, if it is practical and safe to do so.

Important Resource Information:
CWI Advising and Counseling Center 562-3000
CWI Campus Security 562-3333
Terry Reilly Health Services 467-4431
Intermountain Hospital 377-8400
National Suicide Hotline website http://suicidehotlines.com
National Suicide Hotline 1-800-784-2433 (1-800-SUICIDE)
SHOOTING, STABBING, OR OTHER PHYSICAL ATTACK ON CAMPUS

If any of these are occurring, contact 911 immediately and Campus Security 562-3333, if possible, and do the following:

- Take cover.
- Assess the situation; provide for your own safety.
- Evacuate the area or shelter in place.
- As soon as possible, call or direct someone to call 911 and Campus Security 562-3333, if possible, to summon immediate assistance. Be sure to report your location and identify yourself.
- If a vehicle is involved, attempt to identify:
  - License number
  - Color of vehicle
  - Year
  - Make
  - Body (two door, four door, etc…)
  - Anything else of importance

When appropriate and safe to do so, render assistance to injured people.
Do not disturb the crime scene.

ASSAULT (PHYSICAL, SEXUAL, OR EMOTIONAL ABUSE OR ASSAULT)

If any of these are occurring, contact 911 immediately, and Campus Security 562-3333, if possible. If someone has told you or you become aware of an abusive situation, offer to accompany the individual to the Police or one of the following community resources. Additional resources are available in the Advising and Counseling Center.

Physical Assault: Any incident of alleged physical or extreme emotional abuse must be reported immediately to 911 and Campus Security 562-3333, if possible.

Sexual Assault: Any incident of alleged sexual assault/abuse must be reported immediately to 911 and Campus Security 562-3333, if possible.

Hotline numbers:
- Domestic Violence Hotline: 1-800-669-3176
- Sexual Assault Hotline: 1-800-656-4673
- National Center for Victims of Crime 1-800-394-2255 www.ncvc.org/victims
- National Sex Assault Hotline 1-800-656-4673

INJURY OR SERIOUS MEDICAL CONDITION

Call 911 and notify Campus Security 562-3333 immediately. Remain on the line and be prepared to do the following:

- Describe the situation.
- Indicate whether the individual is conscious.
• Describe medical injuries or condition.
• Follow any instructions received from 911 or Campus Security.
• Remain calm.
• Reassure individual(s) that all possible actions are being taken to care for the injured or ill person and to protect others.
• Look for medical alert bracelet/necklace for information concerning individual's medical health.

NEVER presume someone is dead until certified by appropriate medical personnel. Provide all possible medical support until that time.

Refrain from discussing the incident until law enforcement authorities have interviewed you.

**BODY FLUID PRECAUTIONS**

All body fluids (e.g., blood, vomit, urine, feces, and saliva) have the potential to infect people with diseases such as Hepatitis A, B, and/or C as well as HIV – Human Immunodeficiency Virus. Take special precautions when dealing with bodily fluids:

- Call **Campus Security 562-3333**.
- Campus Security will arrange for safe cleanup and disposal procedures.
- Avoid getting another person’s fluids in your eyes, mouth, open sores, or wounds.
- If your eyes, mouth, open sores, or wounds have been exposed:
  - rinse the affected area immediately,
  - wash with soap and water, and
  - promptly report the exposure to your immediate supervisor.
- If a spill of blood or body fluid contaminates clothing, furniture, or anything else, securely isolate those items to prevent exposure to unknowing persons in the area.

**Note: Hepatitis viruses can survive on surfaces for at least one week.**

**NEARBY EMERGENCIES**

When an emergency arises near the College, such as a fire, police intervention, car crash, chemical spill, airplane crash, etc., follow any instructions from the Campus Security or public First Responders.

If you are evacuated from a building, do not leave the designated assembly area or re-enter the building until you received permission from Fire/Policy Officers.

Maintain a safe distance from the event.

**PERSON WITH A WEAPON**

Weapon means any pistol, revolver or other firearm or any knife where the blade is forcibly opened and locked into place by means of a spring or gravity or if the blade exceeds 3 ½ inches in length.
If a person is identified as possessing or is alleged to be in possession of a weapon, call 911 immediately and Campus Security 562-3333, if possible, and be prepared to do the following:

- Provide as much detail as possible about the person and the type of weapon(s) and last known location.
- Follow all directions from Police.
- Do not take actions that will endanger you or students.

**CIVIL DISTURBANCES OR DEMONSTRATIONS**

A college should be an environment that serves as a forum for the expression of views with in the limitations of lawful conduct.

**Peaceful, non-disruptive demonstrations:**
- Contact Campus Security 562-3333.
- Demonstrations of this kind should not be obstructed or provoked.
- Effort should be made to conduct college business as normally as possible.

**Nonviolent, disruptive demonstrations:**
- Contact Campus Security 562-3333.
- The college administration will be responsible for notifying the demonstrators that disruptive conduct will not be tolerated.
- Demonstrators who persist in the disruptive activity shall be notified that their actions may result in disciplinary action, including suspension or expulsion, or possible intervention by civil authorities.
- If the disruptive activities continue to persist, the college administration will notify local law-enforcement for assistance.

**Violent, disruptive demonstrations:** In the event that a violent demonstration, where injury to persons or damage to property appears imminent, call 911 immediately and Campus Security 562-3333.

Provide the following information:
- Location
- Approximate number of leaders
- Size of the group
- Obvious objective or demand of the group
- Actions the group is currently taking

If the demonstrators move into a building, do not provoke them in any way. Attempt to secure yourself in an office or classroom. Do not leave the building until assisted by local law enforcement personnel.
DEATH

In the event of a death at the College of Western Idaho, take the following action:

- Call 911 immediately and then call Campus Security 562-3333.
- Attempt to secure the scene by removing individuals from the area.
- Do not disturb the body or the area.
- Attempt to obtain the following information for emergency personnel:
  - Person’s name
  - Address
  - Witnesses names.
  - Cause of death.
  - Stay with the survivors and try to be emotionally stable.
    a. DO NOT release the individual's name or contact the next of kin.

NATURAL GAS OR COMBUSTIBLE GAS LEAK

Call 911 then Campus Security 562-3333, if possible, if you smell natural or combustible gas and suspect a significant gas leak. Provide the exact location.

Evacuate the area but **Do Not Use the Fire Alarm**. Use room-to-room and verbal communication.

**Do not switch on or off lights or any electrical equipment.** **Do not use elevators.**

Evacuate the building through the nearest exit. Assist individuals with disabilities in evacuating the building.

Once outside, report to the assembly area for the building using the building evacuation procedure.

Do not return to an evacuated building unless authorized by Campus Security or emergency responders.

SUSPICIOUS/THREATENING MAIL OR PACKAGES

If the suspicious item has not been handled, leave the item where it is. Do not handle or show the suspicious item to others.

If you discover a suspicious item while handling, set the item down immediately. If possible, place it directly into a container such as a plastic bag or trashcan and follow this protocol:

- Do not handle, shake, blow in the item, empty the contents, or show the item to others.
- Do not attempt to clean up any spilled materials.
- Evacuate the room. Close and lock the door to prevent others from entering.
- Immediately wash your hands and face with soap and water.
• Call 911 to report the incident and notify Campus Security 562-3333, and contact your supervisor.
• Make a list of all people who were in the area when the suspicious item was recognized and provided to Campus Security or the police for follow-up actions.
• Wait for further instructions from law enforcement officials.

SAFETY AND EMERGENCY PRECAUTIONS FOR PERSONS WITH DISABILITIES

Safety of all persons involved is the top priority of Campus Security.

Persons with disabilities have special needs and challenges in the event of an emergency. Preparation is the key. If you have a disability and might require assistance in an emergency, create a plan with volunteers from your respective work areas (e.g., classrooms and/or offices) for assistance to evacuation assembly areas in the event of an emergency.

Safe evacuation assembly areas are located on each floor of all CWI buildings for persons with disabilities and those temporarily disabled. However, remember that in an emergency, these areas may not be accessible.

The campus community should help by assuring that persons with disabilities receive emergency warnings and are not forgotten during the response effort.

Remember that persons with hearing disabilities may not be able to hear alarms at all. During evacuations, persons unable to use the stairs must not use elevators, but must be assisted to safe areas.

**Non-emergency Evacuation:** During a non-emergency evacuation such as a power outage, individuals who cannot maneuver the stairs without assistance should take the following steps with the assistance of a colleague if necessary:

• Consult with Campus Security 562-3333. Campus Security will ask what evacuation method the person with the disability would prefer. The Campus Security Officer will determine if the request can be completed safely based on the situation and will comply with the request of the individual to accommodate the person’s ability and comfort level.
• If Campus Security needs assistance for the method of evacuation, CWI will request the needed assistance from the Local Fire Department. The person with the disability will then be taken to a safe evacuation area for rescue.

**Visually Impaired Persons:**

• In the event of an emergency, inform the visually impaired person the nature of the emergency and offer to guide him or her to an area of safety.
• If the person with the disability has a service animal, let the person with the disability control the service animal. **Do not separate the service animal from the person with a disability.**
• As you walk, tell the person where you are and advise the person of obstacles.
• When you have reached safety, orient him or her to where he or she is and ask if any further assistance is needed.
• Remain with him/her as long as you are needed.

**Hearing Impaired Persons:** Persons with impaired hearing may not be aware of emergency alarms and it may be necessary to get the individual’s attention by writing a note, or turning the light switch on and off, or indicating through gestures what is happening and what should be done. If you or one of your colleagues is hearing-impaired, create an emergency plan that includes appropriate gestures.