

UNLV

University of Nevada, Las Vegas

Bookstore
University of Nevada, Las Vegas

EMERGENCY PREPAREDNESS PLAN

Prepared by:
Student Union Facilities and Operations Staff

Next Scheduled Update/Review – August 2017

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EMERGENCY TELEPHONE NUMBERS

UNLV Police Services 5-3669

Note: If you are reporting a campus emergency using a cell phone or other off-campus telephones, you must call 702-895-3669. If you call 911 from a cell phone, you will be connected to the Las Vegas Metro 911 Center and then transferred to UNLV University Police Services Dispatch. Valuable time will be lost during this process!

Bookstore Information Desk..... 5-4169

Store Manager (Mondana Eghdami)..... 702-736-3955

UNLV Risk Management & Safety 5-4226

UNLV News & Public Information 5-3102

Keith McMath (Student Union & Event Services) 702-956-4288

DEFINITIONS

Emergency Preparedness Plan (EPP) – plan prepared by staff responsible for emergency situations in each facility, the EPP is specific to each facility and outlines various emergency responsibilities of staff, evacuation routes, and emergency assembly area, emergency supplies, emergency notification plans, etc.

Emergency Coordinator – Designated as the primary emergency contact for the facility; responsible for implementation and updating of the EPP; in concert the door monitors, assists with the safe evacuation of the facility staff/occupants/visitors.

Alternate(s) – individuals assigned as back-ups to specific emergency response positions (i.e. emergency coordinator)

Door Monitor – individual assigned to ensure the safe evacuation of an area and monitoring of a building entrance/exit in the case evacuation, shelter-in-place, or lock down is required during an emergency

Emergency Operations Center (EOC) – The EOC is where campus emergency management staff is deployed to coordinate the response to an emergency event impacting the Campus, the deployment of campus emergency response teams, and any requests from or to the City/County EOCs, if needed. The Campus Emergency Management Plan provides guidelines for the management and response to the disaster situation. All status reports and requests for assistance are forwarded to the EOC.

Evacuation - action to protect people's lives by removing them from the threat

Evacuation Meeting Location - Area designated where occupants of the evacuated facility assemble to await further instructions and “all clear” notifications.

Shelter-in-Place - Taking immediate shelter where you are in the facility

Shelter-in Place Location - Area at the center of the facility, away from windows

Lock Down - Temporary restriction of entry or exit to anyone into the building until an "all clear" notification

Lock Down Location - Building area designated as a safe room in lock down procedures

CHAIN OF COMMAND

During and immediately following a disaster, the following individuals in the Student Affairs Facilities & Operations cluster will have decision-making authorization for the Student Union Bookstore in the order listed below:

1. Mondana Eghdami, Bookstore General Manager
2. Keith McMath, Assistant Director for Student Union & Event Services

Please refer to page 4 of this document for contact information for these individuals.

STAFF ASSIGNMENTS AND RESPONSIBILITIES

Emergency Coordinator: Mondana Eghdami

Alternate Emergency Coordinator: Jeannine Wells

Emergency Coordinator Responsibilities

1. Serve as a liaison with emergency responders (Fire Department, University Police Department, Ambulance Services, Environmental Health & Safety, Risk Management, etc.)
2. Meet responders upon arrival and convey specific information about situation/hazards in the building including locations of persons with special needs.
3. Provide access to responders within the building where needed to address emergency issue(s)
4. Maintain communication with door monitors regarding the status of the emergency situation and determine whether *evacuation*, *shelter-in-place*, or *lock-down* procedures are required.
5. Upon receiving clearance from the emergency responders, notify building occupants that the building is safe to re-enter.
6. Keep Evacuation, Shelter-in-Place, and Lock Down Plans, Contact Persons and Numbers and Floor Diagrams up-to-date.
7. Conduct and/or assist in training and drills.
8. Identify area to assemble after evacuation; Conduct attendance check to account for all employees present at the time of the emergency situation.
9. Assist in training and/or scheduling of training the building occupants in emergency procedures.
10. Inform building occupants of their responsibility to provide pertinent information both at the beginning of each hiring period to ensure that students, staff, and guests use the correct response action for their safety.

Door Monitors Assigned Positions:

- Area 1 (Front Entrance Door) –Mondana Eghdami
- Area 2 (Electrical Door) – John Garza
- Area 3 (113 Door) – **TBD**
- Area 4 (Storage 107 Door) – Jeannine Wells
- Area 5 (Delivery Door) – Samantha Guarenari
- Area 6 (Back Door) –Amanda Downey

I. Door Monitor *Responsibilities* for Fire Evacuation

1. Routinely inspect for possible fire hazards on the floor (in the building) as well as around the work area and report to the Emergency Coordinator.
2. Know locations of and how to use all fire protection equipment on the floor.
3. Ensure that all employees are familiar with evacuation procedures.
4. Be aware of building occupants with special needs who may need assistance during an evacuation including hearing- or sight-impaired.
5. Ensure all occupants on the floor are aware of an emergency and the need to evacuate.
6. Call UNLV Police Department and/or pull the fire alarm whenever a situation could pose immediate danger to life, property, or processes in the building.
7. Assist in the evacuation process by following the Door Monitor Fire Evacuation Procedure. (This Procedure is found below in this manual).
8. Maintain list of employees who need special assistance in the event of an emergency and their work locations.

II. Door Monitor *Procedures* for Fire Evacuation

1. Notify UNLV Police Department if you have information related to the emergency. Be ready to provide:
 - a. Your First and Last Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any addition information requested by the Dispatcher/Operator
2. Alert all occupants on the floor and/or in the building.
3. *If possible*, Check remote areas such as restrooms and storage rooms; close doors on your way out of the building.
4. Maintain orderly evacuation of persons.
5. Ensure all employees with special needs are made aware and that someone is assigned to assist in their evacuation.
6. If the emergency is located on the floor and it is safe to do so:
 - a. You may attempt to determine which smoke detector or pull station was activated.
 - b. You attempt the proper use of a single portable fire extinguisher. (Only operate an extinguisher if you have been trained)
7. Evacuate the building and report pertinent information to the Emergency Coordinator (evacuation status, location of persons with special needs, type and location of emergency).
8. Proceed to your assigned location until further notice from the Emergency Coordinator. Do not allow persons to re-enter the building until you have been notified it is okay to do so.
9. Special Note: Emergency personnel often silence the alarm in order to communicate with each other. Silencing the alarm is NOT a signal to re-enter the facility.

III. Employees' *Responsibilities* for Fire Evacuation

1. You are responsible for your own safety! Stay calm - avoid panic and confusion.
2. Know the locations and operation of fire extinguishers.
3. Know how to report an emergency and be ready to provide the following:
 - a. Your Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any additional information requested by the Operator
4. When the fire alarm sounds, make sure others in your immediate area are aware of the alarm.
5. Inform non-employees of pertinent information about evacuation procedures.
6. Close, but **DO NOT LOCK**, doors as you leave. Items requiring security may be placed in a locking file cabinet or desk drawer on the way out.
7. Know the locations of primary and alternate exits.
8. Walk to the nearest exit and evacuate the building.
9. Go to your assigned area of assembly outside the building and do not leave the area unless instructed to do so. Area should be at least 150 feet away from the facility.
 - a. **Area of Assembly:** *South – Parking lot area behind the Bookstore*
10. Bookstore Staff upon hearing the alarm sound should log off the register, secure the cash drawer and exit the facility from the nearest safe exit route. Once out of the facility, staff may not leave the area unless they notify their supervisor.
11. Do not re-enter the building until you have been notified to do so.
12. Special Note: Emergency personnel often silence the alarm in order to communicate with each other. Silencing the alarm is NOT a signal to re-enter the facility.

I. Door Monitor *Responsibilities* for General Evacuation

1. After the announcement to evacuate, contact the Emergency Coordinator.
2. Ensure that all employees are familiar with evacuation procedures.
3. Be aware of building occupants with special needs who may need assistance during an evacuation including hearing- or sight-impaired.
4. Ensure all occupants on the floor are aware of an emergency and the need to evacuate.
5. Call UNLV Police Department whenever a situation could pose immediate danger to life, property, or processes in the building.
6. Assist in the evacuation process by following the Door Monitor Evacuation Procedure. (This Procedure is found below in this manual).
7. Maintain list of employees who need special assistance in the event of an emergency and their work locations.

II. Door Monitor *Procedures* for General Evacuation

1. Notify UNLV Police Department if you have information related to the emergency. Be ready to provide:
 - a. Your First and Last Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any addition information requested by the Dispatcher/Operator
2. Alert all occupants on the floor and/or in the building.
3. *If possible*, Check remote areas such as restrooms and storage rooms; close doors on your way out of the building.
4. Maintain orderly evacuation of persons.
5. Ensure all employees with special needs are made aware and that someone is assigned to assist in their evacuation.
6. Evacuate the building and report pertinent information to the Emergency Coordinator (evacuation status, location of persons with special needs, type and location of emergency).
7. Proceed to your assigned location until further notice from the Emergency Coordinator.
 - a. **Area of Assembly:** *South – Parking lot area behind the Bookstore*
8. Do not allow persons to re-enter the building until you have been notified it is okay to do so.

III. Employees' Responsibilities for General Evacuation

1. You are responsible for your own safety! Stay calm - avoid panic and confusion.
2. Know how to report an emergency and be ready to provide the following:
 - a. Your Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any additional information requested by the Operator
3. Inform non-employees of pertinent information about evacuation procedures.
4. Close, but **DO NOT LOCK**, doors as you leave.
 - a. Items requiring security may be placed in a locking file cabinet or desk drawer on the way out.
 - b. Turn off unnecessary equipment, if possible.
5. Know the locations of primary and alternate exits.
6. Walk to the nearest exit and evacuate the building.
7. Go to your assigned area of assembly outside the building and do not leave the area unless instructed to do so. Area should be at least 150 feet away from the facility.
 - a. **Area of Assembly:** *South – Parking lot area behind the Bookstore*
8. Bookstore Staff upon being notified should log off the register, secure the cash drawer and exit the facility from the nearest safe exit route. Once out of the facility, staff may not leave the area unless they notify their supervisor.
9. Do not re-enter the building until you have been notified to do so.

I. Door Monitor *Responsibilities* for Shelter-in-Place

1. After the announcement to shelter-in-place, report to and follow directions from the Emergency Coordinator.
2. Ensure that all employees are familiar with shelter-in-place procedures.
3. Be aware of building occupants with special needs who may need assistance during an evacuation including hearing- or sight-impaired.
4. Ensure all occupants on the floor are aware of an emergency and the need to shelter-in-place.
5. Assist in the shelter-in-place process by following the Door Monitor Shelter-in-Place Procedure. (This procedure is found later in this manual.)
6. Maintain list of employees who need special assistance in the event of an emergency and their work locations.

II. Door Monitor *Procedures* for Shelter-in-Place

1. Notify UNLV Police Department if you have information related to the emergency. Be ready to provide:
 - a. Your First and Last Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any addition information requested by the Dispatcher/Operator
2. Alert all occupants on the floor to move to designated shelter-in-place location.
3. If it is safe to do so, check remote areas such as restrooms and storage rooms and close doors.
4. Maintain order among the occupants.
5. Ensure all employees with special needs are made aware and that someone is assigned to assist in their evacuation.
6. Secure the building –
 - a. Lock front and back doors,
 - b. Shut down the ventilation system if necessary
 - c. Report pertinent information to the Emergency Coordinator (Shelter-in place status, location of persons with special needs, type and location of emergency).
7. If possible, gather essential disaster supplies including nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, and duct tape.
8. Seal windows, doors, and air vents if instructed by the Emergency Coordinator.
9. Write down the first and last names of everyone in the Bookstore.
10. Proceed to your assigned area until further notice from the Emergency Coordinator.
 - a. **Area of Assembly:** *Rear storage room/area of Bookstore*
11. Monitor radio broadcast messages.
12. Do not allow persons to exit the building until you have been notified it is okay to do so.

III. Employees' Responsibilities for Sheltering -in-Place

1. You are responsible for your own safety! Stay calm - avoid panic and confusion.
2. Inform visitors of pertinent information about shelter-in-place procedures.
3. Know how to report an emergency and be ready to provide the following:
 - a. Your Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any additional information requested by the Operator
4. Know the location of the designated safe location(s) away from doors and windows.
5. If possible report any suspicious activity, sounds, or smells to Emergency Coordinator.
6. Do not move from the safe location until you receive the all clear message from the door monitor.

I. Door Monitor *Responsibilities* for Lock Down

1. Report to and follow directions from the Emergency Coordinator.
2. Ensure that all employees are familiar with lock down procedures.
3. Be aware of building occupants with special needs who may need assistance during an evacuation including hearing- or sight-impaired.
4. Ensure all occupants on the floor are aware of an emergency and the need to lock down.
5. Assist in the lock down process by following the Door Monitor Lock Down Procedure. (This procedure is found below in this manual.)
6. Maintain list of employees who need special assistance in the event of an emergency and their work locations.

II. Door Monitor *Procedures* for Lock Down

1. Notify UNLV Police Department if you have information related to the emergency. Be ready to provide:
 - a. Your First and Last Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any addition information requested by the Dispatcher/Operator
2. Alert all occupants on the floor to move to away from doors and windows.
3. Ensure all employees with special needs are made aware and that someone is assigned to assist in moving them away doors and windows
4. If it is safe to do so, check remote areas such as restrooms and storage rooms and close doors.
5. Maintain order among the occupants.
 - a. Ask that the occupants remain quiet.
 - b. Have everyone turn off all electronic devices.
6. Secure the building and report pertinent information to the Emergency Coordinator (lock down status, location of persons with special needs, type and location of emergency).
7. If possible, gather essential disaster supplies including nonperishable food, bottled water, battery-powered radios, first-aid supplies, flashlights, and duct tape.
8. Write down the first and last names of everyone in the Bookstore.
9. Proceed to your assigned area until further notice from the Emergency Coordinator.
 - a. **Area of Assembly:** *Rear storage room/area of Bookstore*
10. Do not allow persons to exit the building until you have been notified it is okay to do so.

III. Employees' Responsibilities for Lock Down

1. You are responsible for your own safety! Stay calm - avoid panic and confusion.
2. Inform visitors of pertinent information about shelter-in-place procedures.
3. Know how to report an emergency and be ready to provide the following:
 - a. Your Name
 - b. Location (UNLV Bookstore, Office # or Area of building)
 - c. Type of Emergency
 - d. Any additional information requested by the Operator
4. Know the location of the designated safe location(s) away from doors and windows.
5. If possible report any suspicious activity, sounds, or smells to Emergency Coordinator.
6. Lay flat on the floor or seek protective cover behind concrete walls, desks, and filing cabinets.
7. Remain calm and stay out of sight.
8. Place signs on exterior windows to provide the location of those injured
9. Turn off cell phones.
10. Do not move from the safe location until you receive the all clear message from the door monitor.

ESSENTIAL FUNCTIONS

The Bookstore is a complex facility, with several operations and resources that may need protection in the case of an emergency situation. The Emergency Coordinator is responsible for monitoring these operations/resources during any situation and has ultimate responsibility to ensure that critical operations continue through support of any off-campus vendors needed in time of emergency. The information below shares these critical operations/resources:

Alarm/Fire Life Safety System

The intrusion alarm, panic button and fire life safety system is maintained by Student Affairs Maintenance (SAM) and Campus Life Technology (CLT) and monitored by the UNLV Police Department. In the case of power loss to the facility, emergency power is provided to these systems.

Emergency Lighting

The building lighting system is controlled by an automated lighting program. In the case of power loss to the facility, limited emergency lighting will be activated in the main corridors.

Refrigeration

In the case of an emergency (mainly power outage), appliances within break areas will need to remain closed until alternate storage options are identified for perishable food items.

Data/Confidential Records

The Bookstore is responsible for ensuring all data is backed up and all confidential records are locked and secured on regular basis.

SPECIAL NEEDS OF THE BOOKSTORE

EVACUATION PROCEDURES FOR INDIVIDUALS WITH A DISABILITY

Persons with a disability or medical condition may not be able to evacuate without special assistance. Employees should inform their Door Monitor of any special needs that may be necessary during an emergency situation using the Emergency Evacuation Special Needs Notification Form. The Door Monitor will communicate the special needs to the Emergency Coordinator and other emergency personnel as appropriate.

The Door Monitor should ensure that individuals with disabilities are provided with assistance during an emergency situation.

The Buddy System Option

Make use of a "Buddy System." Individuals with a disability should inform colleagues of any special assistance they require in the event of an emergency or emergency evacuation including hearing an audible alarm, guidance during an alarm or mobility to a specific area.

When there has been notification of an emergency situation, the "Buddy" will identify the current location of the person with a disability. The "Buddy" will then inform the Door Monitor of a person needing assistance and their location. If possible, the "Buddy" can attempt to help the individual move to the safe location determined by the type of emergency action taken (evacuation, shelter-in-place, lock down).

Evacuation Options during an Emergency

Use of the "Buddy System" along with the following evacuation options will help to assure prompt emergency response by any person with a disability.

- A. Horizontal Evacuation - Move away from the area of imminent danger to a safe distance.
- B. Stay in Place - Unless there imminent danger, remain in a location with a telephone and closing the door if possible. Dial **911** (if this hasn't been done). Inform the Emergency Coordinator with the location of the disabled person who needs assistance.
- C. Area of Refuge - If the person with a disability cannot get far away from the danger using the Horizontal Evacuation, then that person should seek an area of refuge away from danger. Such an area should have the following if possible:
 - a. telephone communication,
 - b. a sprinkler system,
 - c. fire rated doors, walls, or ceilings if available

DISABILITY GUIDELINES

Visually Impaired People

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her to a safe location. Have the person take your elbow and escort him/her (this is the preferred method when acting as a “sighted guide”) to the safe location.

Hearing Impaired People

Two methods of warning are:

1. Writing a note telling the person what the emergency is and the nearest safe location to proceed. For example: “Fire – out rear door to the right and down. Now.”
2. Turning the lights switch on and off to gain person’s attention, then indicating through gestures what is happening and what to do.

People Using Crutches, Canes or Walkers

Carrying options include using a two-person lock-arm position or having the person sit in a sturdy chair, until additional assistance arrives.

PERSONNEL ROSTER

Bookstore Master Contact List

895-4169

Mail Stop 1056

Name	Position	Phone Number
Mondana Eghdami	Store Manager	702-736-3955
John Garza	Textbook Manager	702-895-4169
Jeannine Wells	Assistant Manager	702-895-4169
Samantha Guarnieri	General Merchandise Manager	702-895-4169
Amanda Downey	Assistant Textbook Manager	702-895-4169
TBD	Front Desk Manager	702-895-4169

EMERGENCY SITUATIONS REQUIRING EVACUATION

I. Emergency Event: **FIRE**

1. Upon Discovery of a fire:
 - a. Pull the fire alarm station (if available.) The fire horns will sound.
 - b. Close the door(s) around the fire to contain it.
 - c. Contact UNLV Police Department and report the following:
 - i. Address or Building Name
 - ii. Location of issue
 - iii. Any details of the situation
 - iv. Any additional information requested by the Dispatcher/Operator
 - d. Exit the premises as quickly and safely as possible following the Bookstore Evacuation Procedures.
2. Do's and Don'ts:
 - a. If caught in fire situation with heavy smoke:
 - i. Keep low to the ground
 - ii. Cover your nose and mouth with a towel or other fabric material
 - iii. Take short breaths
 - iv. Exit the building and report to a safe location
 - b. **DO NOT**
 - i. Attempt to fight the fire.
 - ii. Reenter the building after exiting
 - iii. Search for others
 - iv. Search for, gather/collect personal belongings

II. Emergency Event: **BOMB THREAT (Received by Phone Call)**

1. Remain calm and attempt to keep others calm.
2. In the event of a bomb threat, ask the following questions:
 - a. Where is the bomb?
 - b. What time is the bomb going to go off?
 - c. When was the bomb placed?
 - d. What does the bomb look like?
3. Additional information to pay attention to while the caller is talking:
 - a. Gender:
 - b. Approximate age (older, younger):
 - c. Unique characteristics of the voice (accent, trembles, raspy, deep tone):
 - d. Is the voice familiar:
 - e. Area there any background noises:
4. After the call,
 - a. Document the exact time the call came in - ex. 9:41 a.m.
 - b. Remember exactly which phone the call came in on. (The authorities will use this information to assist in tracking down the call.)
 - c. Do Not activate the fire alarm system
 - d. Do Not use radios or cell phones
 - e. Do Not turn on/off lights
5. **Do Not use anything that creates a radio frequency – this could unintentionally affect the actual bomb.**

- III. Emergency Event: **BOMB THREAT (Received by Note)**
1. If you receive a bomb threat note, try to remember the characteristics of the person who delivered the note and/or take notice of any suspicious persons who were in the area.
 2. **DO NOT** attempt to investigate the suspected bomb location or search for the bomb.
 3. Immediately call UNLV Police Department.
 4. Follow all instructions given by the Dispatcher/Operator.
 5. The decision to evacuate is made by UNLV Police Department. If instructed to evacuate follow the Bookstore Evacuation Plan.
 6. Contact the Bookstore Manager after contacting UNLV Police Department.
- IV. Emergency Event: **SUSPICIOUS PACKAGE**
1. There are some typical characteristics or indicators which may cause a package or other item to be considered suspicious such as:
 - a. A powdery substance inside or outside
 - b. Package contains strange odors or stains
 - c. There is an unusual amount of tape
 - d. There is an unusual weight, size, or shape to package
 - e. Package contains no return address or one that cannot be verified as legitimate
 - f. Package city/state postmark does not match the return address
 - g. Package is addressed to someone no longer working for the Bookstore
 - h. Package is outdated
 - i. Package is very unexpected
 - j. Package is unexpectedly marked with restrictive endorsements
 2. If a letter or package is received and appears to be out of place/character with one or more of the indicators above, take the following actions:
 - a. DO NOT PANIC
 - b. Do not shake or empty the envelope/package
 - c. Do not discard envelope/package.
 - d. Place envelope/package in a plastic bag if one is available.
 - e. Place envelope/package in separate room/area; close the room door or section off the area so envelope/package is not disturbed.
 - f. Leave room/area.
 - g. Contact UNLV Police Department
 - h. Do not allow anyone who might have touched the envelope/package to leave until instructed to do so by emergency personnel.
 - i. Contact Bookstore Manager
- V. Emergency Event: **LOSS OF POWER**
1. In the event of a power outage
 - a. Remain calm.
 - b. Emergency lights will turn on a few seconds after the power loss/outage.
 - c. Contact Student Affairs Maintenance (SAM) to verify issue is not scheduled work
 - d. If power loss is due to an explosion, fire or other emergency event, contact UNLV Police Department
 2. If the emergency lights fail to activate, the staff may need to evacuate persons from the building for their safety. Staff is to remain on the premises to re-open the building once the power is restored.
 3. **Verify each office has a supply of flashlights.**
 4. Should the building need to be evacuated, follow Bookstore Evacuation Procedures

EMERGENCY SITUATIONS REQUIRING SHELTERING-IN-PLACE

I. Emergency Event: **EXPLOSION**

1. In the event of an explosion outside the building:
 - a. Immediately take cover under a sturdy piece of furniture such as a table, a desk or behind other such objects which will give protection against flying glass and debris.
 - b. After the effects of the explosion have subsided, call UNLV Police Department
 - c. Evacuate and secure the immediate area of the explosion.
 - d. Keep individuals out of the area.
 - e. Seek and assist injured persons and persons with disabilities in evacuating the building.
 - f. Exit via the nearest and safest available exit.
 - g. Once outside, everyone will meet at the South Parking Lot near the retaining wall.
 - h. Keep roadways/walkways clear for emergency vehicles.
 - i. Wait for further instructions from the UNLV Police Department or other emergency personnel.
 - j. **DO NOT** re-enter the building until instructed you may do so.

II. Emergency Event: **ADVERSE WEATHER**

1. Severe Thunderstorm
 - a. Severe thunderstorm warnings should be treated similar to a tornado warning
 1. Everyone should move away from windows and into safe areas.
 2. It is not necessary to evacuate the building unless directed to do so
2. Flash Flooding
 - a. In case of flash flooding move to higher elevation, avoid flood areas or those with rapid moving water
 - b. **DO NOT** drive through flooded areas.
3. Earthquake
 - a. Earthquakes are one of the nation's most frightening natural phenomena.
 - b. When an earthquake occurs, the ground will shake perceptibly for a relatively short time.
 - c. Earthquakes generally last for a few seconds, but stronger earthquakes can last up to one minute.
 - d. During an Earthquake:
 1. Try to remain calm and reassure others.
 2. Seek shelter under a desk or table.
 3. Watch out for falling debris or tall furniture.
 4. Stay away from exterior glass windows and/or heavy objects that may topple or slide across the floor.
 5. Do not dash for exits. Seek safety where you are at the time of the incident.
 6. Be prepared for the electricity to go out, alarm activation, and/or sprinkler systems go on.
 7. Be prepared to hear noise from breaking glass, cracks in walls, and falling objects.
 8. Be prepared to feel several aftershocks. After the first motion is felt, there may be a temporary decrease followed by another shock.

- e. After an Earthquake:
 - 1. Check for injuries; give or seek first aid where necessary.
 - 2. Check for safety hazards: fire, electrical, gas leaks, water, etc.
 - 3. Do not use telephones and roadways unless necessary. Keep these items open and available for emergency use.
 - 4. Be prepared for after-shocks.
 - 5. Cooperate with instructions provided by Emergency Coordinator and/or Emergency responders
 - 6. Stay informed of the situation
 - 7. Remain calm and help clean up when it is safe to do so.
- f. If (and When) Evacuation of the Building is Ordered
 - 1. Follow Bookstore Evacuation Plan.
 - 2. Exit the nearest available exit.
 - 3. Seek out those who may need assistance in the area.
 - 4. Beware of falling debris/objects
 - 5. Be aware of
 - a. Exposed electrical wires
 - b. Broken glass water pipes
 - c. Uneven areas of the ground or floor
 - 6. Wait for further instructions from emergency personnel.

III. Emergency Event: **HAZARDOUS MATERIALS (BIOLOGICAL, CHEMICAL, RADIOLOGICAL)**

The release of biological, chemical, or radiological material into the air outside requires immediately securing the building.

- 1. Close any windows and doors.
- 2. Shut the ventilation system down, and seal the window, doors, and air vents.
- 3. Contact UNLV Police Department (They will assess the situation and take immediate action.)
- 4. The Bookstore staff will be instructed when it is safe to leave the building.
- 5. Contact the Store Manager, as soon as it is safe to do so to inform him/her of the situation.
- 6. Do not turn on/off lights or any other electrical equipment, including fire alarms or perform any other actions that might cause sparks or static electricity.

EMERGENCY SITUATIONS REQUIRING LOCK DOWN

- I. Emergency Event: **ACTIVE SHOOTER, HOSTAGE SITUATION, OR TERRORIST ATTACK**
Lock Down is necessary to protect people from exposure to life-threatening events. All doors and windows of the Bookstore are locked to prevent anyone from entering or exiting the building. The Bookstore converts into a safe room.
1. Move away from the windows.
 2. Turn off lights.
 3. Remain quiet.
 4. Contact UNLV Police Department when you are in a safe position to do.

ADDITIONAL EMERGENCY SITUATIONS

I. MEDICAL EMERGENCY PROCEDURES

In the event emergency medical assistance is required, contact UNLV Police Department:

1. Be ready to provide:
 - a. The location of the problem
 - b. The nature of the problem
 - c. The first and last name of the person(s) affected
 - d. *If known*, if person has any medical conditions
 - e. *If known*, if person has any allergies
 - f. *If known*, if person is taking any medications
 - g. *If known*, when the person last ate or drank anything
2. Begin effective first aid if qualified
3. Contact the Bookstore Manager.
4. **DO NOT ATTEMPT TO MOVE THE PATIENT!**

II. BIOHAZARDS

Biohazardous agents are bacteria, viruses, or parasites that cause disease. In the Bookstore, most biologically hazardous materials will be bodily fluids such as blood or vomit. If human blood and/or body fluids are encountered:

1. Secure the area or remain in the area and send someone else for assistance
2. Contact a Building Custodian or Manager directly
3. Area will be cleaned by appropriately trained staff

Secure the area and clean up:

1. From the first aid kit, put on a pair of gloves.
 2. Clean up the spill using rags and specified chemical.
 3. Follow chemical directions.
 4. Dispose of all biohazardous materials in appropriate location
- All Bookstore staff will go through annual Blood Borne Pathogens training with UNLV Risk Management & Safety.

III. BURGLARY/ROBBERY

During a robbery attempt, the overriding concern is SAFETY. Employees of the Bookstore are not financially accountable for the money taken. The only responsibility employees have under these circumstances is the physical wellbeing of self and other persons who may be present in the Bookstore. In this situation it is vital that you:

1. Take no action that might provoke a violent response.
2. Do not attempt to delay or stall the robbery.
3. Remain calm.
4. Do what is asked of you, but only what is asked of you, nothing extra.
5. Do not volunteer information or open drawers you have not been ordered to open.

If a robbery attempt does occur, remember to:

1. Comply with demands promptly, being careful not to move or gesture in a way that could be misunderstood as a defensive action or the triggering of an alarm.
2. Make a mental note of facial features, stature, scars, marks, peculiarities and the color of clothing that can be later used for identification.
3. Look out windows to try and get directions of travel, description of cars and any other details.

If a robbery has occurred:

1. Contact UNLV Police Department and provide the information you have regarding situation.
2. Write down details as soon as possible, noting what was said, weapons used, descriptions, what you handed out, etc.
3. Secure the area to protect any evidence.
4. If a note was given to you, lay it aside with as little handling as possible
5. **Contact the Store Manager after calling 911**

IV. **VANDALISM**

All crimes should be reported immediately to the Store Manager. If there is an immediate danger, contact UNLV Police Department first followed by contacting the Store Manager.

It is important that evidence of forcible entry, cut or broken locks, etc. be preserved for investigative purposes. Lack of evidence may result in chargeback to the Bookstore who will be responsible for the damage to equipment or lost property.

If any vandalism is discovered in the building, Bookstore will TAKE PICTURES of the damage and contact UNLV Police Department to investigate.

V. **THREAT OF VIOLENCE PROCEDURES**

As an employee, you should not jeopardize your own safety. It is important that you are able to effectively handle any emergency situation. For this reason, you should never put yourself in the middle of an altercation. In the event a fight breaks out you should do the following:

1. **DO NOT ATTEMPT TO BREAK UP THE FIGHT!**
2. Contact UNLV Police Department.
3. Call others in the building for help (if needed)
4. Try to contain the situation by not allowing a crowd to gather around the altercation.
5. Take note of everything you observe:
 - a. Persons involved (number of persons, genders, approximate age)
 - b. Clothing worn
 - c. Weapons used
 - d. Names heard; Titles used
 - e. Direction of travel after persons dispersed
6. When able, contact Store Manager.
7. **Do not wait for the situation to escalate into an act of violence.**

Special Note(s)

A *threat or act of violence* can be verbal, made in gesture, or be unwanted physical contact such as pushing, grabbing, pulling or any other form of personal contact.

A *Threat* can be in the form of verbal communication, gestures or simply implied. In any event, UNLV Police Department will be responsible for responding to, evaluating, resolving, and documenting all details of the situation. Do not take any threat lightly, or ignore such actions.

Violence in the workplace is almost always preceded by obvious signs or threats before the actual violence takes place. Report any activity that you believe qualifies as a threat.

If you have taken out a Restraint Order by a court of law, UNLV Police Department will be glad to work with you by providing additional security measures such as personal escorts and extra monitoring of your office.

EMERGENCY RESPONSE & EVACUATION INFORMATION

BUILDING Bookstore

This Facility's Emergency Phone Number: **911 from on-campus Phone OR
702-895-3669 from off-campus phone**

EVACUATION MEETING LOCATION AREA:

South – Parking lot area behind the Bookstore

EMERGENCY SUPPLIES AND FIRST AID LOCATION:

Offices (108, 109, and 114)
In the warehouse on the cashier counting table near the employee sitting area

EMERGENCY RESPONSE TEAM FOR BOOKSTORE:

Emergency Coordinator: Mondana Eghdami

Alternate Emergency Coordinator: Jeannine Wells

SPECIAL ASSISTANCE: If Needed, Contact Mondana Eghdami (Emergency Coordinator)

Effective Date: July 2015

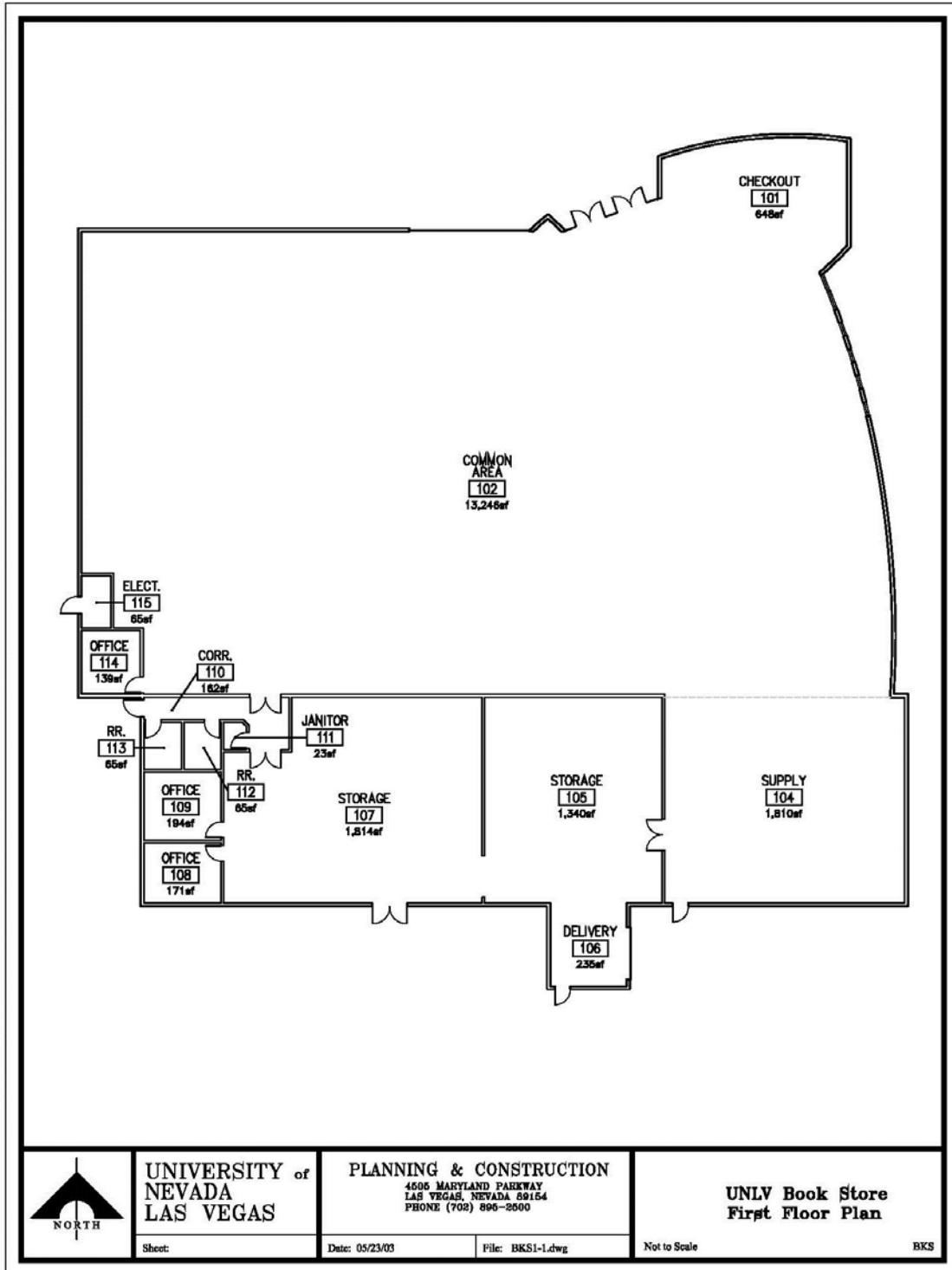
Updated by: Keith McMath, Assistant Director for Student Union Facilities & Operations

If this information is incorrect or becomes outdated, please notify your Emergency Coordinator.

REPRODUCE AND POST IN OFFICE

Appendixes
Bookstore DIAGRAM

UNLV BOOKSTORE EMERGENCY PREPAREDNESS PLAN



UNLV Police Department: From an On-campus phone: 911
 From an Off-campus or cell phone: 702-895-3669

EMERGENCY SUPPLIES AND EQUIPMENT LIST

Quantity	Purchased/ Replacement Date	Item	Location
3	2005	First Aid Kits (latex gloves & band aids)	Warehouse on the cashier counting table near the employee sitting area
3	2005	Flashlights	1. Office 108 2. Office 109 3. Office 114
10	February 2011/ Test Monthly	Fire Extinguishers	Around the Bookstore

EMERGENCY EVACUATION SPECIAL NEEDS NOTIFICATION FORM

State law requires that you be informed that you are entitled to: (1) request to be informed about the information collected about yourself on this form (with a few exceptions as provided by law); (2) receive and review that information; and (3) have the information corrected at no charge.

Contact: Mondana Eghdami (Store Manager) at 736-3955 or via e-mail at mondana.eghdami@unlv.edu.

This form is for employees of the UNLV Bookstore, at the University of Nevada Las Vegas to provide information about special assistance that may be needed in case of an emergency evacuation while at work. The information provided will be kept confidential and will not be placed in any personnel files. The Evacuation Coordinator will retain the completed forms, and may communicate special needs to the appropriate safety / emergency personnel, “Buddy System” volunteers, or other individuals who may be entitled to the information necessary to fulfill their responsibilities under our Emergency Evacuation Plan.

Please be aware that **self-identification is voluntary** and employees are not required to provide this information.

Employee Name: _____

Work Location (*Insert work station here*) _____

Or Office # (if applicable) _____

Please describe the type of assistance you think will be needed in case of an emergency evacuation:

University of Nevada Las Vegas – Bookstore Evacuation Drill Report

Building Name: _____ Building Number: _____

Time Evacuation Started: _____ Ended: _____ Total Time: _____

Type of Drill: **Obstructed** **Unobstructed**

Number of Participants (approximately): _____

- | | Yes | No |
|--------------------------------------------------------------------------------|--------------------------|--------------------------|
| ♦ Did occupants immediately begin to evacuate the building when alarm sounded? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Did building staff check restrooms and confined areas? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Was building staff aware of handicapped person(s) and provide assistance? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Were doors closed to contain smoke/fire? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Did everyone evacuate the building? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Did everyone remain outside the building and wait for further instructions? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Is the building staff knowledgeable in their assigned duties? | <input type="checkbox"/> | <input type="checkbox"/> |
| ♦ Was the drill conducted in an orderly manner? | <input type="checkbox"/> | <input type="checkbox"/> |

Drill Rating: **Excellent** **Good** **Poor**

Comments:

Observed/Rated By: _____

Building Proctor/Person in Charge: _____

Date of Drill: _____

BOMB THREAT CHECKLIST

The following is a check list to be utilized by an operator or person receiving a call which threatens the safety or security of UNLV or any employee.

POINTS TO REMEMBER:

1. Keep caller talking
2. Write down the message in its entirety on the reverse side
3. Do not interrupt
4. Notify extension _____ immediately
5. Ask caller to speak louder, slower, etc.
6. Do not repeat or tell co-workers of the threat
7. Ask them to repeat.

CHECK LIST: (Complete all possible items immediately following the call)

Caller's Identity: (If known)

Name: _____ Telephone: _____

Address: _____

Organization: _____

SEX: ___ Male ___ Female **AGE:** ___ Adult ___ Child

BOMB FACTS:

When will it go off? _____

Building: _____

Exact location: _____

On what floor? _____

Next to what? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why are you doing this? _____

Where are you calling from? _____

CALL: ___ Local ___ Long Distance ___ Unknown

VOICE CHARACTERISTICS:

TONE SPEECH LANGUAGE

- | | | | | |
|----------------|---------------|---------------|---------------|--------------|
| ___ Loud | ___ Fast | ___ Slurred | ___ Excellent | ___ Stutter |
| ___ Soft | ___ Slow | ___ Lisp | ___ Good | ___ Cursing |
| ___ High Pitch | ___ Distinct | ___ Disguised | ___ Fair | ___ Pleasant |
| ___ Low Pitch | ___ Distorted | ___ Poor | ___ Raspy | ___ Nasal |

ACCENT MANNER

- | | | | | |
|---------------|----------------|------------------|----------------|---------------|
| ___ Local | ___ Calm | ___ Poor Grammar | ___ Emotional | ___ Righteous |
| ___ Not Local | ___ Angry | ___ Well Spoken | ___ Rational | ___ Laughing |
| ___ Foreign | ___ Coherent | ___ Taped | ___ Irrational | ___ Black |
| ___ Caucasian | ___ Incoherent | ___ Message Read | ___ Deliberate | ___ Hispanic |

BACKGROUND NOISES:

- | | | | |
|----------------------|---------------|------------------------|-------------|
| ___ Office machines | ___ Airplanes | ___ PA System | ___ Animals |
| ___ Factory Machines | ___ Trains | ___ Radios (CB/Police) | ___ Quiet |
| ___ Bedlam | ___ Voices | ___ Party | ___ Street |
| ___ Traffic | ___ Music | ___ Cellular Phone | ___ Static |
- ___ Mixed

Time the call was received: _____ Time the call ended: _____

Number called from (if available): _____

CAMPUS AND NATIONAL EMERGENCIES AND DISASTERS

In addition to the hazards described in this publication, members of the UNLV Campus and residents of this country face additional threats. These threats to security include acts of terrorism and acts of war. In the event you become aware of any threat to the community, **contact UNLV Police Department.**

General information about preparing for campus emergencies is provided by Risk Management and Safety Department (<http://rms.unlv.edu/emergency/emergency.php>)

General information about preparing for national security emergencies is provided by the Department of Homeland Security (<http://www.dhs.gov>)