

**EMERGENCY PREPARDNESS PLAN**  
**Comprehensive Clinic**  
**BRIGHAM YOUNG UNIVERSITY**

October 10, 2006

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INDEX

	Page
I. PURPOSE	1
II. SCOPE	1
III. DEFINITIONS	2
IV. SUPPORTING ORGANIZATIONS	2
V. ASSUMPTIONS	2
VI. CONDITIONS FOR ACTIVATION	3
VII. PRIORITIES	3
VIII. RESOURCES AVAILABLE	5
IX. OPERATIONAL CHECKLISTS	6
ANNEXES	
A – INSTRUCTOR RESPONSIBILITIES CHECKLIST	A-1
B – BUILDING EVACUATION PLAN	B-1
C – GENERAL EMERGENCY PROCEDURES	C-1
D – EVACUATION PROCEDURES FOR SPECIAL POPULATIONS	D-1
E – ASSEMBLY POINT PROCEDURES	E-1
F – CRITICAL FUNCTION PROCEDURES	F-1
G – RESOURCE PERSONNEL	G-1
H – PERSONNEL AND TRAINING	H-1
I – EQUIPMENT LIST	I-1

J – MITIGATION/PREPARATION CHECKLIST	J-1
K – EARTHQUAKE RESPONSE CHECKLIST	K-1
L – FLOOD RESPONSE CHECKLIST	L-1
M – FIRE RESPONSE CHECKLIST	M-1
N – TERRORIST THREAT RESPONSE CHECKLIST	N-1
O – CHEMICAL/HAZARDOUS MATERIALS ACCIDENTS RESPONSE CHECK LIST	O-1
P – ENERGY FAILURES RESPONSE CHECKLIST	P-1
Q – CIVIL DISTURBANCES RESPONSE CHECKLIST	Q-1
R – TOUR DISASTER/EMERGENCY PLAN	R-1
S – RESTORATION CHECKLIST	S-1
T – CLIENTS AND NON-CLIENTS IN DISTRESS	T-1
U – DEFINITIONS	T-1
V – DISTRIBUTION	U- 1
W – EMERGENCY PHONE NUMBERS	W - 1

**EMERGENCY PREPAREDNESS PLAN**  
**Comprehensive Clinic**  
**BRIGHAM YOUNG UNIVERSITY**

- I. **PURPOSE:** This plan, with its associated annexes, is intended to prepare the students and personnel in the John Taylor Building:
  - A. To support the general BYU emergency preparedness plan with the major goals of:
    - 1. Saving lives.
    - 2. Preserving and protecting property (both personal and the university's).
    - 3. Restoring critical functions to the Comprehensive Clinic so the mission of the university can continue.
  - B. To establish within the Clinic responsibilities and authority for mitigation, preparation, response and recovery from potential emergencies and disasters.
  - C. To establish a basis and organization for the Clinic to respond to emergency situations, to include the coordination of disaster operations and the management of critical resources.
  
- II. **SCOPE:** Requirements for recovery are based upon critical functions, therefore this plan:
  - A. Addresses the critical needs of the Comprehensive Clinic at Brigham Young University.
  - B. Covers activities in the TLRB within the authority of the Clinic personnel.
  - C. Conforms to and supports the General BYU Emergency Preparedness Plan.

- III. DEFINITIONS: Definitions of specific terms as used in this plan are listed in Annex U. If not listed, then terms are as defined in normal daily usage.
- IV. SUPPORTING ORGANIZATIONS: The Clinic will receive support from the following BYU organizations:
  - A. University Police - law enforcement, security.
  - B. Physical Facilities - utilities, physical preparations.
  - C. Risk Management and Safety - The Emergency Preparedness Coordinator works within Risk Management and Safety and can provide a wide range of training in emergency and disaster response. The College can also provide fire prevention/training, accident prevention/safety training, and hazardous materials response.
  - D. **Disaster Task Force (DTF)** - Composed of university administrators from organizations critical to disaster response. They coordinate the university's response to emergency situations (when activated). If the DTF has been activated they will be located in **Room 1164 of the Harman Conference Center or in the alternate location under the west stands at Cougar Stadium.**
  - E. Media Services - Emergency Communications.
  - F. Student Life - Coordination of student volunteers, etc.
  - G. Others as deemed necessary.

V. ASSUMPTIONS:

- A. The responsibility for emergency preparedness rests first with each individual. BYU personnel and students must ensure they and their families are prepared for disasters both at home and at BYU. **Also, individuals will ensure the safety of their families before reporting to BYU to assist in disaster response.**
- B. The primary responsibility for emergency preparedness within the Clinic rests with the Clinic Director, Associate Directors, and others in the Clinic designated by them, and is based upon the assumption that personnel, assets and vital information can be protected.
- C. During the first 72 hours after a major disaster the Clinic, must be prepared to respond without assistance from outside agencies. For planning purposes, assume:

1. Extensive damage to the building has occurred.
  2. Telephones (including cellular phones) are inoperable.
  3. PC's and other equipment are inoperable.
  4. The organization's offices are intact, but not accessible.
  5. Files and hard copy records are not accessible.
- D. The Clinic must be prepared to respond to requests from the DTF in providing resources (manpower and materials) for general use by BYU. The Clinic may also request available support from the DTF, but be aware that in any disaster situation, resources will be scarce.
- E. Periodic testing of disaster plan effectiveness will be required.
- F. Proper training of Clinic personnel for disaster response will be required.
- G. The successful recovery of essential mission functions will be directly proportional to completion of essential mitigation and preparation efforts.

VI. CONDITIONS FOR ACTIVATION: This plan shall become effective:

- A. Automatically when a major incident significantly disrupts Clinic operations.
- B. Automatically when a state of emergency for an area including BYU has been declared by the Governor of the State of Utah.
- C. When the university president, his appointed representative, or the Chair of the DTF directs implementation of the General BYU Emergency Plan.

VII. PRIORITIES:

A. Essential Functions:

The Comprehensive Clinic performs the following critical functions: class instruction of students; supervision of students in performing clinical services (individual, couple, family, and group therapy; psychological and neuropsychological assessments; assessment and treatment of communication disorders); clinical services provided through LDSFS (individual, couple, family, and group therapy; adoption and

birth parent services). To perform these functions the electronic computer client files need to be preserved and to be accessible. Hardcopy files are necessary for the provision of services through LDSFS. A telephone system and the Room Scheduler Program are necessary to schedule rooms for therapy with clients. Privacy for therapy sessions is essential. Audiovisual recording of sessions is vital for appropriate supervision. Availability of psychological assessment equipment, materials used in the assessment and treatment of communication disorders, and diagnostic testing materials and protocols are necessary for psychological assessments. Planned adequate clinical supervision is necessary for service to be rendered by students.

B. Chain of Command:

Clinic Director

Clinic Associate Director of Administrative Services

Clinic Associate Director of Clinical Services

C. The Clinic will take the following steps to mitigate effects of potential disasters and assign responsibility for completion of following:

1. Securing fixtures and equipment
2. Protection of critical computer data/programs

D. Emergency Policy:

1. In the event of an emergency requiring evacuation of classrooms, labs, study rooms, etc. (any area which directly supports student academic activities) the instructor is responsible for the safety and evacuation of students (as well as campus visitors/conference participants/university guests) in his/her class (Annex A). In preparation for this eventuality, evacuation and safety instructions will be presented during the first week of each semester.
2. Individuals designated by the Clinic Director will ensure that BYU personnel (administration, faculty and staff):
  - a. Are aware of the evacuation plan for their offices and other areas of the building, including alarms or other emergency notification procedures, emergency exit assignments (at least two for each office and classroom) and assembly areas. Each employee is provided with a copy of the schematic floor plan showing emergency exits, evacuation routes, and assembly areas. (Annex B)

- b. Are provided a copy of emergency procedures to report fires and other emergencies and obtain emergency help. (Annex C)
- c. Are provided assignments and procedures for assisting personnel who may need special help to evacuate and reach the assembly area. (Annex D)
- d. Are aware of procedures to account for all personnel at the assembly point after evacuation is complete. (Annex E)
- e. Have the plan explained to them when they are newly hired, when their jobs change, and when the plan changes.
- f. Are assigned to assist in evacuation and first-aid duties and provide necessary training (as appropriate).
- g. Are provided the names of persons (including regular job titles and/or departments to contact for further information or explanation of duties. (Annex G).
- h. Are provided pertinent information needed to respond to and recover from an incident (provide copies of Annexes K through T).

#### VIII. RESOURCES AVAILABLE:

- A. Personnel: Clinic personnel will prepare their families prior to any disaster and follow through after a disaster to ensure family members are cared for, and then, if assigned disaster response/recovery responsibilities, report to the University for carrying out disaster response and recovery operations. A list of Clinic personnel and their special skills is included as Annex H.
- B. Equipment and Supplies: Equipment and supplies available within the Clinic which may be of value during a disaster response are listed in Annex I. Immediately after any disaster affecting more than just the Clinic, provide one updated copy of this list to the Emergency Preparedness Coordinator at the DTF.

#### IX. OPERATIONAL CHECKLISTS:

- A. Mitigation/Preparation Checklist (See Annex J). Clinic supervisors should make periodic reviews to ensure the items included in this checklist have been completed and are current.

B. Response Checklists (each checklist should contain actions for all Clinic personnel, and a section for leaders and specialized individuals):

1. Earthquakes (Annex K).
2. Floods (Annex L).
3. Fires (Annex M).
4. Terrorist Threat (Annex N).
5. Chemical/Hazardous Materials Accidents (Annex O).
6. Energy Failures (Annex P).
7. Civil Disturbances (Annex Q).
8. Tour Disaster/Emergency Plan (Annex R)

C. Restoration Checklists(including priorities for recovery) (See Annex S).

ANNEX A – INSTRUCTOR RESPONSIBILITIES AND CHECKLIST  
Emergency Preparedness Plan  
BYU Comprehensive Clinic May 2006 Draft

The Clinic has designated evacuation routes and an assembly area where all students will report to ensure accountability. Instructors are to be aware of appropriate evacuation routes and assembly areas for each room used by their students. In the case of an event requiring evacuation, instructors should always, and immediately, evacuate the building with their students. Instructors are responsible for ensuring that all of their students have evacuated (this can be accomplished by the instructor being the last to leave the room). Evacuation is **REQUIRED** any time an alarm is sounded.

Instructors evacuate students in the TLRB to the designated assembly area (**the parking lot immediately outside of the main entrance on the first floor of the building**).

The assembly area for students and personnel in the SWKT is in **the open grassy area west of the library, near the Native American statue**.

During the first class period of each semester, instructors will review the following emergency procedures with students in the class:

Location and purpose of the class assembly area (to ensure all students are safe and removed from potentially hazardous conditions). Instructors should also inform students that after the instructor has ensured that all students have evacuated the building they should then report to their BYU ward assembly area. (If students do not know where this is, have them contact their bishop.)

Evacuation route when required to respond to emergency evacuation alarm.

**If an earthquake occurs:**

**Drop Cover and Hold** - take cover under a desk, table or bench (and hold on to the legs), or stand in a supported doorway or along an inside wall or corner.

Stay clear of windows, bookcases or anything which could tip over on you. (Earthquakes do not kill or injure people, but things which fall on them will.)

If no protection is available, drop to the floor or sit against an inside wall

and cover your head with your hands and arms.

Do not attempt to leave the building until the shaking stops, but as soon as it does, immediately evacuate the building.

Do not use light switches or any open flame source, especially if you smell gas.

On the way out, check for injured people. (Do not move seriously injured persons unless they are still in danger. Remember the exact location of seriously injured, so you can inform rescue and medical personnel.)

On the way out, return telephones to their cradles. Do not attempt to use the phones as this will interfere with the response of emergency agencies.

Do not reenter the building until a safety assessment has been completed and the building declared safe.

Avoid downed power lines or broken appliances. Be

prepared for aftershocks.

**If a fire or explosion occurs:**

Remain calm.

Pick up books and evacuate building as soon as alarm sounds. Follow designated evacuation routes (or alternates) and meet at designated assembly area (**the parking lot immediately outside of the main entrance on the first floor of the building**).

If time allows, close windows as you evacuate the room, and the last one to leave the room close the door behind you (this should be the instructor).

If you encounter flames or smoke, remember that the best air is near the floor.

Do not use elevators; you may become trapped if the fire interrupts power to lift equipment.

If the disaster is one that affects the entire campus, students will report to their ward disaster assembly area after being accounted for by instructors. (If students do not know where their ward assembly areas are located they should contact their bishop.)

**If some form of civil disturbance or demonstration** takes place close to a building in which classes are being held, the instructor should:

Direct students to leave the building using an exit route which will avoid having to pass through or close to demonstrators.

Before releasing students, the instructor will advise the class to avoid becoming involved with the demonstration in any way.

University Police will be notified regarding the demonstration as quickly as possible. Numbers for notification are 2-2222 for non-emergencies and 911 for emergencies.

ANNEX B - BUILDING EVACUATION  
PLAN Emergency Preparedness Plan  
BYU Comprehensive Clinic

Personnel (faculty, staff, and students) in the Taylor Building will be informed of the need to evacuate in the following ways:

Fire/emergency alarm will sound.

Voice message through the building speaker system, if available, or through telephone contact.

Direct instructions from safety personnel or other Clinic or university authority.

In the event of a disaster that may interfere with the use of the above systems (i.e. a major earthquake) then you should evacuate as the situation dictates (i.e. in an earthquake when shaking ceases, or immediately when a fire is discovered).

When an alarm sounds, all building occupants are required to evacuate. In situations where evacuation is necessary, the individual discovering the situation requiring evacuation should call 911 from a campus phone (**all calls to 911 from campus phones will connect you with the University Police Dispatcher, calls from a pay phone or a cell phone will connect you with Provo Police Dispatcher**) and explain the situation. In cases of fire, hazardous materials spills, or leaking gas, this call must be made from another location, not the building in which the incident is occurring. The dispatcher will make appropriate notifications to Provo and/or Utah County emergency response organizations. Non-emergency notification of University Police may be accomplished by calling 422-2222.

The designated assembly area for Clinic personnel and students will be **in the parking lot immediately outside of the main entrance on the first floor of the building.** In the event of a major disaster affecting all of campus, students should be directed to go to their Ward assembly areas for accounting by ecclesiastical authorities. If the incident only affects the TLRB, students should be released immediately after evacuation.

When an alarm sounds, each instructor is responsible for ensuring all students have evacuated their classrooms. Once a classroom is cleared of students the instructor should follow the students out of the building and then report to **the parking lot immediately outside of the main entrance on the first floor of the building.**

Explanation of emergency exit procedures is the responsibility of the faculty teaching classes in the Taylor Building. Appropriate visual aids (i.e., schematic floor plans) will be made available to faculty whose offices are in the Taylor Building.

Schematic floor plans indicating exits will be posted inside the door of each area with the capacity of over 49 people (room 177).

**It is expected that in an emergency most people will naturally exit through the nearest unblocked exit. The established schematic floor plans for evacuation list two possible routes for exiting. The primary route listed may not be the nearest exit. Staff and faculty are free to exercise discretion in choosing which route to use. However, it is vital that all people vacating the building gather immediately to the assembly area at the parking lot immediately outside of the main entrance on the first floor of the building. This will enable the appointed wardens to account for everyone in the building. This will minimize the risk of personnel returning to the building to look for people unnecessarily.**

The Clinic Director and Associate Directors appoint the individuals in Appendix 3 to act as evacuation wardens. These individuals will be responsible for:

- Ensuring building occupants can be swiftly moved from dangerous to safe areas.
- Knowing building layout, evacuation routes, and exits.
- For all evacuations, checking each room and or other enclosed space in their assigned area for personnel who may be trapped or otherwise unable to evacuate.
- Being aware of persons with disabilities who may need extra assistance.

Evacuation Drills will be conducted annually. A record of all drills conducted must be maintained. Records of evacuation drills must be maintained in the Clinic files for a minimum of five years. Files must be available for Fire, BYU, and other officials to inspect. A second copy should be sent to Risk Management and Safety each time a drill is completed.

See Appendix 2 to Annex B – Record of Evacuation Drill, for the report format.

See Appendix 4 – Checklist for Conducting Evacuation Drills

Appendices:

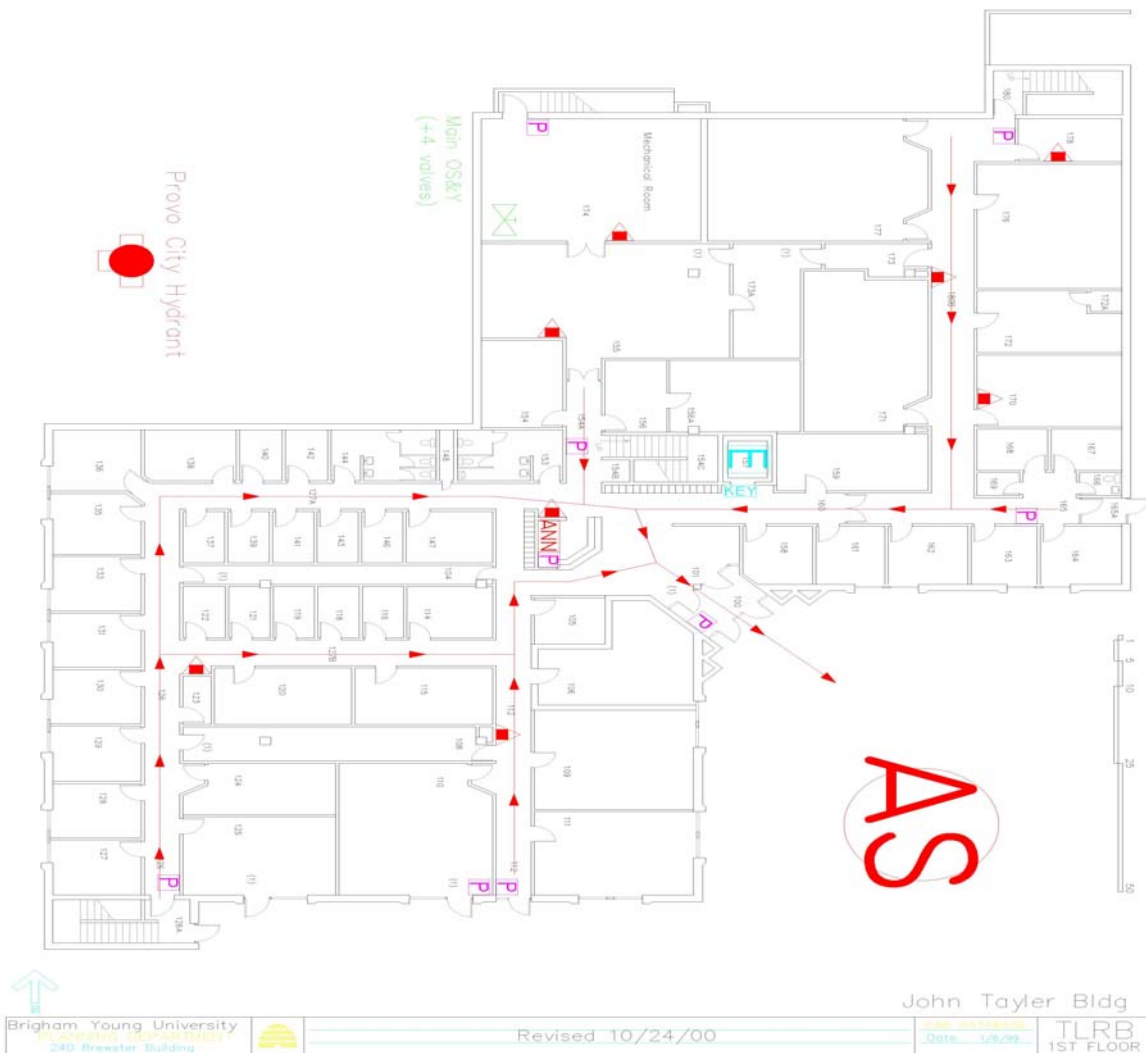
1 - Primary and Alternate Evacuation Routes

2 - Record of Evacuation Drill

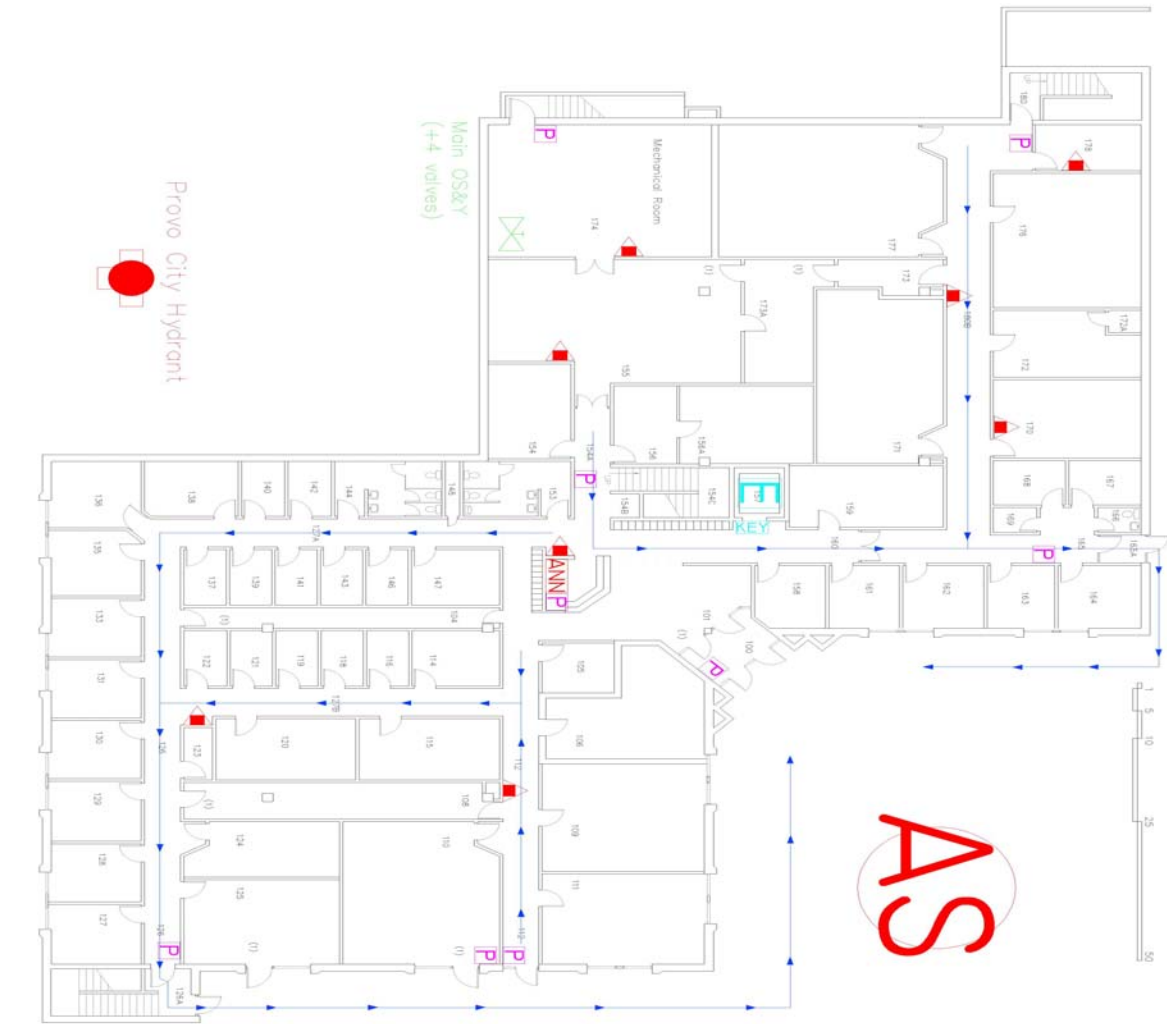
3 - Evacuation Warden Assignments

#### 4 - Checklist for Conducting Evacuation Drills

ANNEX B – BUILDING EVACUATION PLAN  
 Emergency Preparedness Plan  
 BYU Comprehensive Clinic  
**First Floor Primary Route**



**First Floor Secondary Route**



 Brigham Young University 240 Brewster Building	 Revised 10/24/00	John Taylor Bldg Date: 1/28/99	TLRB 1ST FLOOR
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# Second Floor Primary Route



# Second Floor Secondary Route



APPENDIX 2 – RECORD OF EVACUATION DRILL  
ANNEX B – BUILDING EVACUATION PLAN  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

Date and time of notification of Emergency Preparedness Office: \_\_\_\_\_

Name of individual conducting drill: \_\_\_\_\_

Position: \_\_\_\_\_

Date of Drill: \_\_\_\_\_ Time of Drill: \_\_\_\_\_

Notification Method (fire alarm, public address system, etc.): \_\_\_\_\_

Number of Faculty, Administration, and Staff participating: \_\_\_\_\_

Number Evacuated: \_\_\_\_\_

Special Conditions Simulated: \_\_\_\_\_

Weather Conditions: \_\_\_\_\_

Time Required to Complete Evacuation: \_\_\_\_\_

Problems Encountered: \_\_\_\_\_

\_\_\_\_\_

Actions Taken to Correct Problems: \_\_\_\_\_

\_\_\_\_\_

This form should be completed and filed in the Clinic for five years from the date of the drill. It must be available to Fire and University officials upon request. A second copy should be sent to Risk Management and Safety each time a drill is completed.

## APPENDIX 3 – EVACUATION WARDEN ASSIGNMENTS

### ANNEX B – BUILDING EVACUATION PLAN

#### Emergency Preparedness Plan

#### BYU Comprehensive Clinic

If the event occurs during normal daytime operating procedures the assignments are as follows:

#### **First Floor**

First-floor receptionist ensures that the following areas are evacuated: Stairs to second floor, 100, 101, 104, 105, 106, 108, 109, 110, 111, 112,

The Materials Clerk on duty ensures that the following areas are evacuated: 137, 138, 139, 140, 141, 142, 143, 144, 146, 147, 148, 153, 154, 155, 156, 156A, 174.

The Audio-visual Personnel on duty ensures that the following areas are evacuated: 172, 173, 173A, 176, 177, 178, 180

The Computer Specialist on Duty ensures the following areas are evacuated: 170, 171, 157, 158, 159, 161, 162, 163, 164, 165, 166, 167, 168, 169

The Communications Disorder part-time secretary on duty ensures the following areas are evacuated: 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 126A, 127, 128, 129, 130, 131, 133, 135, 136. Must check assigned areas for those who may not or cannot hear.

#### **Second Floor**

Second -floor receptionist ensures the following areas are evacuated: 200, 201, 248, 251, 252, 253, 255, 256, 257, 258, 259, 262, 261, 263, 264, 263A, 265, 266, 267, 268, 269

MFT part-time secretary ensures the following areas are evacuated: 272, 273, 274, 276, 276A, 277, 279, 280, 281, 283

Psychology part-time secretary ensures the following areas are evacuated: 282, 284, 285, 286, 287, 288, 289, 291, 292, 293, 295

LDSFS birth-parent secretary ensures the following areas are evacuated: 204, 227, 228, 231, 233, 234, 235

LDSFS Financial secretary ensures the following areas are evacuated: 206, 207, 208, 210, 211, 214, 215, 216, 217, 218

LDSFS Receptionist ensures the following areas are evacuated: 247, 245, 243, 244, 241, 240, 239, 238, 237, 226, 225, 224, 223, 221

If the event occurs at times when professional staff are not available in building assignments are as follows:

**First Floor Southwest Wing (Communicative Disorders Department)**

First floor receptionist evacuates all rooms

**First Floor Southeast Wing (classroom wing)**

Materials Room Clerk evacuates all rooms

**Second Floor Southwest Wing (therapy rooms, MFT, and Clinical Psych Departments)**

Audio-visual Specialist evacuates all rooms

**Second Floor Southeast Wing (LDSFS)**

Upstairs Receptionist evacuates all rooms and takes out Clinic Crisis Kit

## APPENDIX 4 – CHECKLIST FOR CONDUCTING EVACUATION DRILLS

### ANNEX B – BUILDING EVACUATION PLAN

#### Emergency Preparedness Plan

#### BYU Comprehensive Clinic

- Contact BYU Electrical Shop (2-5533) to schedule activation of the alarm system. (To minimize interference with class instruction, consider conducting drills on Devotional Tuesdays, approximately 15 minutes prior to normal class end time.)
- Reconfirm with the Electrical Shop (2-5533) in the morning on the day of the drill.
- Inform faculty and staff of the scheduled date and time for the drill. (Use each drill as a training opportunity to remind personnel of their evacuation responsibilities, evacuation procedures, etc.) Informing faculty and staff ahead will assist them in preserving valuable research work and make sure that they are not in the process of conducting critical experiments at the time of the drill.
- Inform Risk Management and Safety (2-4468) of the scheduled date and time of the drill. (Risk Management will notify the Provo Fire Department.)
- Assign members of your staff to act as evaluators (at least one per door). During the evacuation, Evaluators should record the following:
  1. The number actually evacuating the building through the exit they were monitoring.
  2. The time the last individual departed the building through the exit they were monitoring.
  3. Any problems they observed with the evacuation.

Complete Appendix 2 – Record of Evacuation Drill, to include actions taken to correct identified problems.

File one copy in building files, and forward one copy to Risk Management and Safety (101 TOMH)

ENCLOSURE 1 – PROCEDURES FOR INDIVIDUALS EVACUATING TLRB  
APPENDIX 4 – CHECKLIST FOR CONDUCTING EVACUATION DRILLS  
ANNEX B – BUILDING EVACUATION PLAN  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

1. When an evacuation from TLRB becomes necessary, the following steps should be initiated (unless remaining in the building to accomplish the following steps could be life threatening, in which case, individuals should evacuate immediately):
  - a. If in an office, immediately turn off computers and depart the building. Computers are easily recovered and repaired if they are not powered when hit by water (from sprinklers or fire hoses). Electric lights should be left on and windows closed. Exit the building following the evacuation route for your floor and office as indicated in your College Emergency Preparedness Plan, and assemble in the **parking lot immediately outside of the main entrance on the first floor of the building**. Do not use elevators.
  - b. The instructor and/or supervisor (or the senior member of the office) should be the last to leave. Before exiting, the instructor or supervisor should ensure all other individuals have departed. Once the instructor or supervisor is satisfied that all personnel are out of the classroom, or office, **close the doors (but do not lock)**, and follow the same evacuation route. If this is a general emergency affecting all campus students should proceed to their ward assembly area. If the incident only affects the TLRB, students are released.
  - c. The Clinic Director and Associate Directors and their designees (Clinic -time administrative assistant, Lisa Norton of Clinical Psychology, full-time secretary of MFT, full-time secretary of Communicative Disorders Program, and Adoption Secretary of LDSFS) should carry a list containing the names of all individuals assigned to their organization when evacuating. These lists will be used to account for all Clinic members once all are in the designated assembly area.
  - d. Once all personnel have arrived at the assembly area the supervisor will collect lists from designees, and will annotate on his list any personnel who are missing or otherwise unaccounted for. If individuals are on vacation, out of the building for meetings, etc. they would still be considered accounted for. The names of individuals not accounted for will be provided to the nearest emergency responder (Fire Department, Risk Management, or University Police officer).
  - e. If the evacuation occurs at hours when the above staff members are not in the building, the lead receptionist will be in charge of accounting for building occupants by collecting reports from other part-time employees who help evacuate the building. Their assignments are discussed below.

- f. Individuals may reenter your building after an evacuation when the senior emergency responder (Fire Department or University Police) gives a verbal all clear.

ANNEX C - GENERAL EMERGENCY PROCEDURES Emergency Preparedness  
Plan BYU Comprehensive Clinic

General Guidelines:

1. Every building has a full-time Building Emergency Planner. The Building Emergency Planner for the Comprehensive Clinic is Dean E. Barley Ph.D.
2. DO evacuate buildings immediately when remaining becomes life-threatening, upon hearing an alarm, or upon request of authorities. Treat all alarms as the real thing. False alarms do happen, but it is better to be inconvenienced than to find yourself in poisonous gases or trapped in a burning building.
3. DO avoid panicking, remain calm, use common sense, and render assistance as required.
4. DO report emergencies to the University Police at 911 or 2-2222.
5. DO know the location of at least two emergency exits in your working/living areas.
6. DO keep a flashlight nearby (in work and living areas).
7. DO listen for instructions broadcast over the University outdoor warning system. If possible, turn on your building's background music system. If a radio is available, tune to KBYU 89.1 or 89.5 AM or to 960 AM (Utah County's primary Emergency Broadcast System station), or to any local TV station.
8. Account for all BYU personnel and students to ensure someone is not trapped inside the building; then have students report to their LDS ward leaders in the designated ward disaster assembly area if the disaster affects the general populace.
9. DO NOT use the telephone except to report emergencies. If the receiver is off the hook, replace it in the cradle.
10. DO NOT wait to report an emergency to University Police and your Building Emergency Planner, Dean E. Barley Ph.D.
11. DO NOT use elevators or attempt to exit stalled elevators.
12. DO NOT jeopardize your life or the lives of others by attempting to save personal or university property.

13. DO NOT cross police barriers without authorization.
14. DO NOT exceed your training or knowledge when attempting to render first aid.

## II. How to Report an Emergency:

1. Call University Police at 911 or 2-2222 (422-2222 if off-campus). If unable to contact by telephone, send a runner with a handwritten message (containing information in paragraph 2 below) to University Police, B-66 ASB. DO NOT hang up until the police dispatcher tells you to. They may have questions they need to ask when they notify emergency responders.
2. What to report:
  - a Your name.
  - b Your location and telephone number.
  - c The nature and location of the emergency (including persons trapped, injured, and specific help needed).
3. Notify your Building Emergency Planner, Dean E. Barley Ph.D. Follow his directions.

ANNEX D - EVACUATION PROCEDURES FOR SPECIAL  
POPULATIONS Emergency Preparedness Plan  
BYU Comprehensive Clinic

Purpose of this annex is:

- To educate Clinic personnel about the needs of people with disabilities.
- To aid administration and staff in understanding the challenges faced by individuals with disabilities, and to emphasize that these challenges are greatly amplified during a crisis.
- Some obvious considerations include:
  - An individual who is deaf does not hear auditory alarms.
  - Individuals who are visually impaired may experience panic and/or injury as pathways to exits become obstructed.
  - Individuals with mobility impairments may experience panic and/or injury while waiting for assistance.

General Instructions:

Individual personnel may need to be assigned to assist those with impairments if a "buddy" is not immediately available.

Promote the use of clear instructions during a crisis so that people with visual and hearing impairments have opportunities to understand the situation.

Specific considerations for individuals with mobility impairments:

- Identification: these individuals include people with impairments, not always easily detected, which often restrict excessive movement (including but not limited to arthritis, cerebral palsy, multiple sclerosis, lupus, fibromyalgia, amputations, chronic fatigue syndrome, spinal cord injuries, debilitating physiological conditions, etc.). These conditions can render individuals less or unable to walk, and may require the use of a manual or electric wheelchair.
- Notification: auditory alarms are sufficient.
- Evacuation assistance:
  - Since elevators will not be used during an emergency, other exits and methods should be identified prior to any emergency.
  - If one or two people are available to assist the person with the mobility impairment, carry the individual out of the building possibly in his/her chair.
  - If the chair is very heavy (as is the case with many electric chairs) and several people are available to assist, carry the individual and chair out separately.
  - A manual chair is fairly light and easy to disassemble with little effort and no tools. Fold it and take off the front wheels; the individual using the chair can instruct you.
  - During an earthquake, individuals who use wheelchairs cannot get under a table or desk for protection. Move such individuals into a doorway, lock the wheels, and cover their heads.

Specific considerations for individuals with visual impairments:

- Identification: these individuals include people who have a slight loss of vision and see things in a blurred manner, people who have a moderate loss of vision that see only shapes or shades, and people with complete loss of vision.
- Notification: auditory warning signal will be sufficient.
- Evacuation assistance: these individuals will need assistance during evacuations in negotiating obstructed pathways and finding emergency exits.

Specific considerations for individuals with hearing impairments:

- Identification: these individuals include those who experience slight to moderate amounts of hearing loss that can be somewhat compensated with the use of hearing aids, as well as those with severe amounts of hearing loss that may oral lip read or exclusively use American Sign Language for communicating.

Notification:

- Auditory warning signal will not be effective. Emergency strobe lights are the ideal system.

Evacuation Assistance

- Approach a person with a hearing impairment from the front. Assist that person to the nearest accessible exit.
- If an interpreter or note-taker is available, that person should be utilized during an evacuation procedure.
- Use flashlights, pencil, and paper to communicate during power outages and other emergencies.
- Use basic hand signals for communications. If a flashlight is unavailable, use hand signals in the palm of the hand.
- If the emergency is prolonged, it may warrant extensive communication needs; contact the University Accessibility Center for interpreter assistance.  
UNIVERSITY ACCESSIBILITY CENTER 1520 WSC 422-2767; 422-0436  
TTY/TDD

Students with some chronic illnesses (e.g., multiple sclerosis, cancer, lupus, arthritis) may require assistance in ascending or descending stairs, particularly in times of emergency.

Such individuals may need to be carried or have book bags carried for them. These students will be able to inform you of how to best help them.

### Seizure Disorders

- If students self-identify with you, inquire what kind of assistance they may require during a seizure, such as contacting someone or assisting them in getting back to their home.
- Non-convulsive seizures involve the individual becoming vacant or confused. The individual may have a drunken or drugged appearance. The seizures usually last a few minutes.
- During convulsive seizures, put something soft under the individual's head, prevent others from crowding around the individual, and do not put anything in the individual's mouth.
- Once the seizures have stopped, roll the person onto his/her side, and ensure that the person has a clear, unrestricted airway.
- If someone has been injured in a seizure, has problems breathing during or after a seizure, the seizure last longer than five minutes, or the seizure lasts longer than is usual for the individual, contact medical help immediately.

ANNEX E – ASSEMBLY POINT PROCEDURES  
Emergency Preparedness Plan BYU  
Comprehensive Clinic

Administer first aid as appropriate.

The Building Emergency Planner (or the lead receptionist if the incident occurs at times when the professional staff is not in the building) will perform the following:

List all individuals known to still be in the building by location and category (injured or special evacuation assignment) - verified by at least one witness. Indicate if individual is a faculty/staff, student or non-student.

List all individuals that are injured with a summary of the injuries. Also, if the injured individual is evacuated indicate probable evacuation location (i.e. Utah Valley Regional Medical Center, Student Health Center, etc.). Indicate faculty/staff, student or non-student status.

List all BYU personnel that are present. These "lists" could be annotations on a department roster to facilitate the process, and will come from the designees listed in Enclosure 1-c in Appendix Four of Annex B, or from the part-time employees who work when the professional staff are not present.

Provide copies of all lists to the senior emergency responder (i.e. University Police officer, Provo Fire Battalion Chief, etc.), and to the DTF at the Emergency Operations Center located in room 1164, Harman Conference Center (alternate under west stands of Cougar Stadium). Some BYU personnel will need to be designated as runners (if possible use personnel who have minimal disaster response or family responsibilities) to carry lists.

After coordination with the appropriate University Vice President, Clinic personnel who do not have emergency responsibilities at BYU should be released to return to their home/ward to care for their families. If it is not safe to travel between BYU and their home, personnel should be encouraged to remain in a safe location at BYU. If Clinic personnel have ecclesiastical, civil emergency, or military responsibilities so indicate on the appropriate list. Before faculty or staff (with no BYU emergency responsibilities) depart for home:

- Ensure the release of specific individuals is approved by the appropriate University Vice President.
- Instruct administrators, faculty, and staff not to return to the university until they have insured their families are cared for and safe.
- Also instruct them to check with the university before returning and ensure they can be utilized in the recovery process.

- Part-time student employees and students will be released to report to their BYU/home ward, as appropriate.

The names and gender of any administrator, faculty or staff member who feel that they cannot reach home will be provided on a separate list to the DTF so shelter arrangements can be made.

ANNEX F - CRITICAL FUNCTIONS  
PROCEDURES Emergency Preparedness Plan  
BYU Comprehensive Clinic

- Upon evacuation of the building, ensure that **computers are turned off** to prevent damage if they are exposed to water or smoke. Cover computers with plastic covers to prevent potential water damage from accidental or deliberate activation of fire suppression systems.
- Upon returning to building, **do not attempt to turn on damaged or wet computers until examined by your organization's Computer Support Representative.** In most cases, proper recovery procedures can preserve all data and programming. Application of electricity before recovery specialists recover the equipment can destroy the data and possibly the equipment.

The Comprehensive Clinic performs the following critical functions: class instruction of students; supervision of students in performing clinical services (individual, couple, family, and group therapy; psychological and neuropsychological assessments; assessment and treatment of communication disorders); clinical services provided through LDSFS (individual, couple, family, and group therapy; adoption and birth parent services). To perform these functions the electronic computer client files need to be preserved and to be accessible. Hardcopy files are necessary for the provision of services through LDSFS. A telephone system and the Room Scheduler Program are necessary to schedule rooms for therapy with clients. Privacy for therapy sessions is essential. Audiovisual recording of sessions is vital for appropriate supervision. Availability of psychological assessment equipment, materials used in the assessment and treatment of communication disorders, and diagnostic testing materials and protocols are necessary for psychological assessments. Planned adequate clinical supervision is necessary for service to be rendered by students.

In the event of an emergency in which the Clinic needed to be temporarily relocated, client records could be maintained in hardcopy format until the electronic client record system could be accessible again. Scheduling could occur through a scheduling book of available rooms in a new location. Phones are necessary to schedule with clients. Recording of sessions for supervision could occur with portable camcorders or cassette recorders. Assessments could not occur unless testing materials are available. Some communicative disorders services could not occur without the necessary materials. Student clinical services could not be rendered without adequate clinical supervision. Classes could be held in other locations according to BYU central scheduling.

ANNEX G - RESOURCE PERSONNEL  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

The following individuals and departments will provide further information or explanation of assigned duties.

**College of Family, Home and Social Sciences** David B. Magleby, Dean (990C SWKT)  
422-2083 (Office)  
375-2141 (Home)

Elaine Walton, Associate Dean (990B SWKT)  
422-2003 (Office)  
431-0101 (Home)

Craig Hart, Associate Dean (2102D JFSB)  
2-5939 (Office)

Marilyn Webb, Administrative Assistant (972 SWKT)  
422-2152(Office)  
225-1880 (Home)

Patricia Wilson, Emergency Plan Coordinator for FHSS (990 SWKT)  
422- 1355 (Office)  
360-0787 (Mobile)

**School of Family Life**  
Richard Miller, Chair (JFSB 2086 B)  
422-2860 (Office)

**Psychology**  
Ramona Hopkins, Chair (1082 SWKT)  
422.6125 (Office)  
374-6130 (Home)

**Social Work**  
Kevin Maret, Chair (2190A JFSB)  
422-3211 (Office)

**Comprehensive Clinic**

Judy Norman, Director 239 TLRB  
422-3628 (Office) (801)  
583-4180 (Home)  
801-440-4137 (mobile)

Mark Lees, Associate Director of Administrative Services  
422-7759 (Office)  
(801) 266-8942 (Home)  
(801) 592-3675 (mobile)

Dean E. Barley, Associate Director of Clinical Services  
Emergency Building Planner  
422-7818 (office)  
226-3178 (home)  
367-7519 (mobile)

Clinic First Aid Specialist  
David L. McPherson, Ph.D.129 TLRB  
(801) 422-6458

**Building Liaison**

**Emergency Preparedness Office** Kerry R. Baum (203 TOMH)  
422-8142 (Office)  
756-8917 (Home)

**BYU Fire Marshall**

Dennis Moss (100 TOMG)  
422-6880 (Office)

**Risk Management and Safety**

Mike Bledsoe, Safety Director  
422-6879 (Office)

ANNEX H - PERSONNEL AND  
TRAINING Emergency Preparedness Plan  
BYU Comprehensive Clinic

PERSONNEL: A list of personnel with any skills which may be of value during an emergency is in Appendix 1.

TRAINING: The Clinic will take every opportunity to raise awareness and train personnel in disaster mitigation, preparation, response and recovery.

- Copies of applicable annexes will be provided to all new Clinic personnel.
- Any time an alarm sounds, evacuation will be conducted in accordance with the procedures outlined in this plan. Experiences in each evacuation will be used to improve the procedures outlined in this plan, and to review with the Clinic personnel the lessons learned.
- Essential elements of the plan will be reviewed with all new personnel when they receive their initial orientation.

Copies the plan will be available in the Clinic Part-Time Secretaries office, the office of the Clinic Director, the offices of the Associate Directors, the intake officers' workspace, the Materials Room, department offices of agencies in the building, and the reception desks.

APPENDIX 1 TO ANNEX H - PERSONNEL AND  
TRAINING Emergency Preparedness Plan BYU  
Comprehensive Clinic

Mark Lees has CPR training,

Leslie Feinauer is a Registered Nurse.

Robert Stahmann has first-aid training.

Richard Harris has CPR (adult child infant) and First Aid training.

Lee Robinson speaks Spanish and has basic first aid training: has been CPR certified in the past but not current.

David L. McPherson is a First aid and CPR instructor

Dean Barley has had Red Cross Mental Health Disaster Training and has been CPR certified in the past; speaks Spanish

Numerous faculty members can provide professional counseling.

ANNEX I - EQUIPMENT  
LIST Emergency  
Preparedness Plan  
BYU Comprehensive Clinic

This is a listing of all equipment currently available within the Clinic

<u>Item</u>	<u>Location</u>
First-aid kit	Room 204
Plastic bags	Custodial upstairs (247)
Wet vacuum	Mechanical (174)
Wet Vacuum	Custodial Downstairs (154B)
Dry vacuum	Custodial Downstairs (154B)
Walkie Talkie	Custodial Upstairs (247)
Dolly (2)	Materials Room (155)
Tool box	Computer Services (170)
Camcorders	AV room (173A)

ANNEX J - MITIGATION/PREPARATION  
CHECKLIST Emergency Preparedness Plan BYU  
Comprehensive Clinic

Earthquake preparations: Most casualties result from partial building collapse, falling objects and debris, like toppling chimneys, falling bricks, ceiling plaster and light fixtures. Many of these conditions can be prevented by taking a few steps now to prepare. A brief survey will indicate what hazards exist. The following steps can be taken to avoid injuries/damage resulting from seismic activity:

At work:

- Secure fixtures such as lights to prevent falling during shaking.
- Attach file cabinets, bookcases, other similar types of furniture (especially any top heavy objects) to the wall or floor to resist moving, coming loose or falling during shaking.
- Place large and heavy objects on lower shelves (below sitting head level of shortest person in office).
- Develop a family plan which addresses what to do if the earthquake occurs while family members are at home, school or work. This plan should include a possible central meeting location for family members after the earthquake and an out of area contact person so other family members can find out information concerning their loved ones in the disaster area. It is usually easier to call out of a disaster area than it is to call into one.
- Store bottled goods, glass, vases, china, and other breakables in low or closed cabinets and use nonskid padded matting, hold-fast putty or velcro whenever possible.
- Have a plastic cover available to place over your computer when you have to evacuate the building (earthquakes often cause fire sprinklers to activate).
- Procedures should also be established which would ensure electronic equipment is turned off (unplugged) before evacuation and, if wet, not turned on until the equipment has been thoroughly dried.
- Do not hang plants in heavy pots that could swing free of hooks.
- Each employee prepare an office emergency kit (walking shoes, bottle of water, high energy bar, small first aid kit, flashlight with batteries, and a whistle).
- Hold drills so each employee knows what to do in an earthquake.
- Back-up critical personnel computer data often and store back-up disks in a safe location (not in the same building). Storage can be coordinated with Marcel Ramjoue in Records Management (2-2161).

ANNEX K - EARTHQUAKE RESPONSE  
CHECKLIST Emergency Preparedness Plan BYU  
Comprehensive Clinic

Response During Earthquake:

- STAY CALM -** First and foremost, having a plan for your work and home will help you to stay calm. If you have a plan and are prepared earthquakes are very survivable.
- STAY PUT -** If you are inside, stay inside; if you are outdoors, stay there and move away from items that could fall on you.
- TAKE COVER -** If indoors, take cover under a desk, table or bench and hold on to the legs; or stand in a supported doorway or along an inside wall or corner. Stay clear of windows, bookcases, and mirrors. If no protection is available, drop to the floor and cover your head with your hands. Do not evacuate building until shaking stops.

If in a kitchen, turn off the stove at the first sign of shaking and quickly take cover (away from the stove so as not to be injured by hot liquids which may spill).

Stay in the building on the same floor. Don't be surprised if the electricity goes out or if the fire alarm or sprinkler systems go on (turn off and cover your computer and sensitive equipment). Do not use the elevators!

If in a crowded public place, do not rush for the doorway since other people are going to have the same idea. Move away from display shelves containing objects that fall.

If outdoors, get into the open away from buildings, trees, walls and power lines. The greatest danger from falling debris is just outside doorways and close to outer walls. Stay in the open until the shaking stops.

Following an Earthquake:

- Make sure everyone is all right; don't move the seriously injured unless they're still in danger. Administer first aid if appropriate.
- Do not use the telephone unless there is a severe injury. **NOTE: ENSURE ALL TELEPHONES ARE IN THEIR CRADLES.** The central telephone switches will automatically shut down when too many phones are off the hook.
- Only use your car if a critical situation exists. Keep children safe and relaxed. Wear sturdy shoes in areas near fallen obstacles and broken glass.
- Don't use matches, candles or other open flame until you are sure there is no leaking gas.
- Do not turn light switches off or on. They may spark and create a fire hazard.
- Immediately report fires, spilled volatile agents, and gas leaks to University Police (2.2222 or 911 from campus phone) and your Building Emergency Planner, Dean E. Barley Ph.D.
- The Emergency Building Liaison or fire personal will check gas, water, and electrical lines for damage and will switch them off where there is damage.
- Do not touch downed power lines or broken appliances.
- Leave buildings that have been damaged until a safety assessment can be made. Use caution when cleaning up hazardous materials (glass, spilled medicine, cleaning products, bleaches, gasoline, etc.) and beware of chemical spills.
- Listen to your portable (or car) radio (KBYU FM 89.1 or 89.5 or AM 960) for official information concerning what to do, locations of emergency shelters, and the extent of damage in your area. Do not use the telephone for purposes of requesting information.
- Be prepared for additional earthquake shocks called aftershocks. Although most of these are smaller than the main shock, some may be large enough to cause additional damage or topple weakened structures.
- Getting back together with your family is a high priority, but take care and

time to do it safely. **Note: This is where you out-of-area contact plays an important role.**

- Stay at work until you know it's safe to leave. Evaluate your situation: Can you get home? Is that the best place to go to? Listen to the radio, but make sure reports are confirmed before you react to the news.

ANNEX L - FLOOD RESPONSE  
CHECKLIST Emergency Preparedness Plan  
BYU Comprehensive Clinic

Lower lying portions of BYU campus (Helaman Halls, Cougar Stadium, Richards Building, Smith Field House, etc.) and off campus housing to the west and south of main campus lie in the Jordanelle and Deer Creek Dam flood plains. **The BYU Comprehensive Clinic is not in these floodplains.** Provo City evacuation plans project from one and one-half to two and one-half hours warning before actual flooding will begin. When you are notified that a dam breach is likely:

Reasonable actions within the projected time frame should be taken, but do not endanger your life by attempting to save furniture, etc. that could keep you in the potential flood area past projected flood arrival.

Keep valuable papers and back up disks in an easy to carry case so you can grab the case if you need to evacuate.

Follow directions from University Police, your Emergency Building Planner and local government authorities.

Prepare to render volunteer aid to evacuees coming to the university seeking higher ground (this will be most of the citizens of Provo).

Obey health regulations for personal and community protection against epidemics. Report any violations.

**After flood waters recede:**

Boil or chlorinate all drinking water. Do not use contaminated food.

Dispose of animal carcasses promptly or report them to authorities.

Clean buildings as soon as flood waters recede. In entering buildings, use flashlights, not matches; do not turn on electric lights, furnaces, or fixtures until tested by an electrician or other competent person.

Avoid overexertion and strain in lifting and moving heavy objects.

Get stoves or heating plant to work as soon as possible to hasten drying.

Take all furniture and rugs outdoors and spread to dry and air.

ANNEX M - FIRE RESPONSE  
CHECKLIST Emergency Preparedness Plan  
BYU Comprehensive Clinic

If you are the first to see or suspect a fire, pull a fire alarm to activate. Fire alarms are located at each exit, on the back wall of the downstairs reception area, and at the bottom of the stairs by a room 154. There is also one in the Mechanical Room which is usually locked. The alarm notifies the security office and the fire department.

If you can contact Emergency Services at 911 or 2-2222 (422-2222 if off-campus), report the location of the fire in the building. If unable to contact by telephone, send a runner with a handwritten message to University Police, B-66 ASB. DO NOT hang up until the police dispatcher tells you to. They will want to know your name, location and phone number, and information about persons trapped, injured, or in need of specific help.

Follow directions from University Police, the Emergency Building Planner and other authorities.

If a fire alarm is activated or evidence of a fire is present, evacuate the building immediately, closing doors and windows behind you. Closing doors and windows helps prevent the spread of the fire.

If a fire alarm does not sound, warn building occupants to evacuate.

Do not use elevators; they can trap you in the building. Use the stairwells and exits designed for fire evacuation.

Lightly touch all doors before opening them to determine if fire is on the other side. If the door is warm to touch do not open it. Proceed to your alternate escape route.

If you find yourself in a smoke-filled area, drop to the floor and crawl on your hands and knees to safety. Purer and cooler air is found nearest to the floor. If possible tie a wet cloth around your mouth and nose.

Be prepared to assist individuals with special needs (individuals with disabilities, very young, or elderly)

Call 911 (or on-campus call University Police at 2-2222 if non-emergency) to report the fire.

If the fire is confined to a specific area, send someone to an exit to give directions to emergency personnel.

Report hazards (i.e., chemicals, high voltage, and structural damage) to responding emergency personnel.

If you are trapped in a burning building:

Stay calm, it is important that you think clearly.

If the air is smoke-filled, remember not to walk or run, but crawl on the floor where the air is cooler and fresher.

Put as much distance between you and the fire as possible.

Close all doors behind you. This will create barriers between you, the smoke and heat of the fire; and help prevent the spread of the fire.

Go to a room that has an outside window. Seal all cracks around the door and vents with cloth, rags, or paper.

You can signal to rescuers outside by waving a light-colored cloth, or with a handwritten sign.

Do not break out windows. This will draw the smoke and fire to you.

If in a room with a working telephone, dial 911 (or on-campus, University Police at 2-2222) to advise rescuers where you are. They will get to you as quickly as possible.

If you decide to fight the fire, remember, saving lives is more important than protecting property. Depending on the circumstances, extinguishing the fire may be imprudent and life-threatening.

**Fire extinguishers are located:**

**Downstairs:** outside of the audiovisual room in the hall, in the computer specialists' room, in the hall by the downstairs receptionist area water fountain, outside of rooms 108 and 123 near the water fountains in the Communicative Disorders area;

**Upstairs:** near the stairwell outside exits, by the lobby of LDSFS water fountain, by the elevator, near the break room in the hall outside of 255, in the corner by room 287.

Attempts to extinguish a fire should be made only under the following conditions:

The building has been or is being evacuated.

Emergency notification has been made.

You have a partner who will help. Do not fight fires alone

The fire is confined to its original area and is small.

You can fight the fire with your back towards an escape route.

You have a fire extinguisher, you know how to use it, and it is in working order.

Abandon your attempt to extinguish the fire if any one of the above elements is missing.

Close the doors from the burning area and leave immediately.

ANNEX N – TERRORIST THREAT RESPONSE CHECKLIST  
Emergency Preparedness Plan BYU Comprehensive Clinic

Ninety-five percent of bomb threats are hoaxes, but all must be handled seriously. Appendix N -1 is a checklist, which should be placed close to any phones that may receive Bomb Threats. The checklist acts as a reminder and provides a format for recording critical information from the call. Appendix N-2 contains guidance regarding the potential receipt of a letter or package that could contain harmful biological materials.

If a bomb threat is received over the telephone do the following:

Keep the caller on the telephone as long as possible and ascertain answers to the following questions, if possible:

Where the bomb is located?

When will the bomb go off?

What does the bomb look like?

Why is the building being bombed?

Is the building supposed to be evacuated?

How do you know about the bomb?

What is your name?

What is your address and phone number?

Try to determine the following by listening carefully:

What is the approximate age and gender of the caller?

Did the caller have any noticeable voice characteristics?

Were there any noticeable background noises during the phone call?

Immediately notify University Police at 911 or 2-2222 and the Emergency Building Planner. Follow their directions.

Do not touch suspicious objects (assume all suspicious objects are bombs). Wait for police personnel to begin searching.

Observe and report any suspicious persons.

Bombs can look like almost anything and can be placed or delivered in any way.

Most bombs are limited in their design only by the imagination of and resources available to the bomber. When searching for a bomb, suspect anything that looks unusual. Let the trained bomb technician determine what is or is not a bomb.

Evacuate all non-essential personnel from the building and prevent entry to all but police and essential building personnel.

**Search Checklist** (buildings can be searched most effectively by persons familiar with the building - however, only use these personnel if they are willing to volunteer to assist in the search):

Custodial personnel search common areas (hallways, rest rooms, stairwells), utility closets, and areas outside the building.

Office personnel search their immediate office areas.

If a classroom is involved, professors search their own classrooms. Do not move (or touch) any suspicious packages.

Report anything suspicious (including location and description) to the official directing the search.

Open all doors and windows to minimize blast effects and damage if the bomb detonates.

Once the alleged bomb has been located, evacuate the immediate area (per police direction) and prevent any individuals from entering the area until the police declare the building all clear.

**DO NOT USE PORTABLE RADIOS IN VICINITY OF SUSPICIOUS OBJECTS**  
(remain at least 5 feet from the object when carrying a radio.)

Provide guides to show police (or other emergency responders) where bomb is located.

**Suspicious Packages:**

Remember: The item does not have to be by a carrier (e.g., UPS, FedEx, etc.). Most bombers set up and deliver the package/bomb themselves.

If delivered by a carrier, inspect for lumps, bulges, or protrusions without applying pressure.

If delivered by a carrier, determine if lopsided or heavy sided.

Handwritten addresses or labels from companies are improper. Check to see if the company exists and if they sent a package or letter.

Packages wrapped in string are automatically suspicious, as modern packaging materials have eliminated the need for twine or string.

Watch for excess postage on small packages or letters, no postage or non-canceled postage.

Watch for any foreign writing, addresses, or postage.

Handwritten notes such as: "To Be Opened in the Privacy of," "Confidential," "Your Lucky Day Is Here," or "Prize Enclosed."

Improper spelling of common names, places, or titles.

Generic or incorrect titles.

Leaks, stains, or protruding wires, string, tape, etc.

Object not weighed by the Post Office.

Packages or letters "hand delivered" or "dropped off" for a friend.

No return address or nonsensical return address.

Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

Appendices:

1 – Bomb Threat Checklist

2 – Procedures For Responding To A Biological Agent

ANNEX N – TERRORIST THREAT RESPONSE CHECKLIST

APPENDIX 1 – BOMB THREAT CHECKLIST

Emergency Preparedness Plan

BYU Comprehensive Clinic

See attached Checklist

# BOMB THREAT CHECKLIST

Time/date call received: \_\_\_\_\_

Call recipient's name: \_\_\_\_\_

Telephone number receiving call: \_\_\_\_\_

Length of call: \_\_\_\_\_

**Origin of call:**                      Local                      Long distance                      Booth                      Internal (from where?)

**Record the exact wording of the threat.**

Do not interrupt. Try to keep caller talking. \_\_\_\_\_

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Once s/he has finished speaking, **QUESTION:**

1. When is the bomb going to explode? Certain hour: \_\_\_\_\_ Time remaining: \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. How do you know so much about the bomb? \_\_\_\_\_
7. Did you place the bomb? Why? \_\_\_\_\_
8. Where are you now? \_\_\_\_\_
9. What is your address? \_\_\_\_\_
10. What is your name? \_\_\_\_\_

Male      Female      Age: \_\_\_\_\_      **By description of bomb location, did caller appear familiar with facility/ground**

**Voice Characteristics:**

- Loud
- Soft
- High Pitch
- Deep/Low
- Raspy
- Intoxicated
- Pleasant
- Other

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**Speech:**

- Fast
- Slow
- Normal
- Distinct
- Whispered
- Stutter
- Slurred
- Lisp
- Distorted
- Nasal
- Other

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**Language:**

- Excellent
- Good
- Fair
- Poor
- Foul (cursing)
- Well
- Spoken/Educated
- Message read by caller
- Taped message played
- Other

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**Accent:**

- Local
- Foreign
- Race
- Not Local
- Caucasian
- Region
- Disguised
- Other

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**Manner:**

- Calm
- Rational
- Coherent
- Deliberate
- Righteous
- Angry
- Irrational
- Incoherent
- Emotional
- Deep Breathing
- Clearing Throat
- Cracking Voice
- Laughing
- Other
- If voice sounded familiar, who did it sound like?

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**CALL 911 AS  
SOON AS  
CALLER  
HANGS UP**

**Background Sound:**

- Office Machinery
- Factory Machinery
- House Noises
- Street Noises/Traffic
- Voices
- Party Atmosphere
- Animal Sounds
- PA System
- Music
- Motor
- Bedlam
- Airplanes
- Trains
- Booth
- Clear
- Static
- Quiet
- Mixed
- Local
- Long Distance
- Other \_\_\_\_\_

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**FAX FORM TO  
UNIVERSITY  
POLICE AFTER  
CALLING 911  
9+422-0935**

ANNEX N – TERRORIST THREAT RESPONSE CHECKLIST  
APPENDIX 2 – PROCEDURES FOR RESPONDING TO A BIOLOGICAL AGENT  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

1. Place the package or letter as quickly and gently as possible onto the desk or surface nearest you. Avoid creating air currents that could spread the agent. Consider yourself and especially your hands contaminated. Do not touch your face with your hands following this contamination.
2. Move away from the package but do not leave the room.
3. Get help - call 911 or have someone in the room or down the hall call 911. The police must know the location of the exposed individual, who is reporting the information, and the name of the agent (e.g. Anthrax). Consider the telephone and anything that you touch contaminated.
4. If anyone else is in the room have him or her leave the room. This group should be considered exposed and potentially contaminated. They should go to a nearby room that is unoccupied or have the occupants of that room leave.
5. Police dispatch should notify the Fire Department, Risk Management, and the FBI that we have a reported biological attack involving *Bacillus Anthracis* (or other agent as identified in the letter).
6. University Police should initiate Incident Command, and determine whether the threat is credible. If it is, then the police should initiate a general building evacuation. The evacuation should be the same as a fire evacuation with special instructions to keep people away from the contaminated areas. If possible, the PA system or fire panel should be used to alert people of the areas to avoid in leaving the building.
7. Supervisors should have lists of individuals in the building and check off the names of those who are accounted for. (This is the same evacuation procedure used for any evacuation situation as outlined in your area's emergency plan.)

ANNEX O - CHEMICAL/HAZARDOUS MATERIALS ACCIDENTS  
RESPONSE CHECKLIST

Emergency Preparedness Plan  
BYU Comprehensive Clinic

If you feel there has been a release of any hazardous material immediately have all individuals evacuate the area. Call 2-2222 (on-campus only) or 911 and report the situation.

Do not assume that gases or vapors are harmless because of lack of odor and color.

Avoid inhalation of all gases, fumes and smoke even if no hazardous materials are involved.

Do not walk through or touch any spilled material.

Remain upwind to avoid smoke, fumes, and dust.

DO NOT wash flammable or toxic materials into drains.

If you must evacuate the building, and it does not slow your evacuation, take your chemical inventory list with you out of the building.

ANNEX P - ENERGY FAILURES RESPONSE  
CHECKLIST Emergency Preparedness Plan BYU  
Comprehensive Clinic

Be prepared for such occurrences by keeping a flashlight and batteries in your desk at work. Also, wear clothing appropriate to the weather, and keep extra warm clothing and boots in your car during winter weather.

If electrical power is lost, shut down electrical appliances such as heaters, computers, etc. If power should come back on while the building is unoccupied, unattended appliances could cause fires.

Do not use kerosene (or other fuel burning type heaters) without adequate ventilation.

If at all possible, do not open refrigerator or freezer doors while power is off. This will preserve the food as long as possible.

Do not use candles near flammable materials.

ANNEX Q - CIVIL DISTURBANCES RESPONSE  
CHECKLIST Emergency Preparedness Plan BYU  
Comprehensive Clinic

Avoid areas where disturbances are taking place. Do not become a "sightseer."

Notify local police. If on campus, notify University Police (911 or 2-2222) of the disturbance. Always provide all information you have available.

Follow the instructions of local/university authorities.

If some form of civil disturbance or demonstration takes place close to your building(s), University personnel should:

- Leave the building using an exit route that will avoid having to pass through or close to demonstrators.
- Avoid becoming involved with the demonstration in any way.

ANNEX R - TOUR DISASTER/EMERGENCY PLAN  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

Although no plan will apply to every emergency situation encountered away from campus, a common set of factors will be present, and some preparations can be made in anticipation of them.

This annex is written to anticipate reactions to serious conditions resulting from earthquakes and other natural disasters, terrorist activity, war, political crises leading toward war, and other unstable political and environmental situations possibly encountered while students and BYU personnel are away from the BYU campus, particularly in foreign countries.

Prior to a tour/internship/etc. away from BYU, travelers should be advised concerning appropriate safety and security procedures to follow while away from campus, and the steps to be taken in case of disaster or emergency. These should include the following:

Never leave your baggage unattended in an airport. Persons may plant explosive devices inside.

Never agree to watch the baggage of an unknown person.

Do not check-in baggage for anyone else, nor carry bags, gifts, etc. for anyone not in the tour group.

Avoid suspicious, abandoned packages in airports and elsewhere and report them to security.

Get in and out of airports, trains, buses and subway stations as quickly as possible.

Watch for and report any suspicious behavior and do not be shy about doing so.

Do not call undue attention to yourself or your group as Americans or tourists (e.g., clothing, loud conversation, etc.).

Avoid large crowds when possible. Avoid demonstrations. If confronted with a demonstration, leave the area immediately and do not photograph persons in such a crowd.

In the case of anti-American sentiment, avoid areas popularly identified as tourist or American, and exercise caution when around U.S. military or civilian facilities.

When any group member separates from the group, the tour manager must be notified.

Group members are not to go out alone. Tour participants should always go in pairs or more.

Establish an emergency meeting place, and an alternate for each city visited.

The following set of procedures will be followed in the event of a serious emergency while away from campus:

After learning of the emergency, the tour manager and/or the responsible department should immediately notify the vice president (over your College, Department, etc.) of the emergency situation.

The tour manager and/or the responsible department shall ascertain the real danger to the participants by considering the following factors:

The proximity of the problem situation to the group.

The impact of the problem on the availability of water, food, and medical supplies.

The target of political unrest.

The intensity of the emergency or of the political unrest.

The presence of military, police, or other emergency personnel.

The feasibility of continuing with the tour, and any protective steps which should be taken.

The ability of the group/individual to travel within and out of the nation or locality.

Any advice given by the nearest U.S. embassy or consulate, or local authorities.

The estimated length of unstable conditions.

As much specific detail as possible, from all sources of information (U.S. Embassy, LDS leadership, law enforcement agencies, U.S. military authorities in the vicinity, State Department, etc.) should be collected for evaluation.

All essential facts should be relayed by the responsible BYU department to the university administration through their respective vice president.

If deemed necessary, a crisis committee will be convened by the university president to consider further action related to the circumstances.

When a disaster/emergency occurs tour managers will be responsible for:

Consulting together regarding the best solution to the emergency. Caution should be taken to not make decisions before every possibility is considered.

Informing the group members of the emergency condition and discussing with them alternatives to meet the situation. If the group is directly involved in a disaster, a review of the health and condition of every tour member should be made immediately.

As soon as possible, contact should be made with the sponsoring department giving an assessment of the situation, health and morale of the group, and to discuss appropriate responses to the situation.

Contact should be made with the U.S. Embassy, local authorities, and local LDS Church leaders to gain information concerning the emergency and possible avenues to deal with it.

Provide tour participants with positive support, assurance that measures are being taken to insure safety, and provide group members opportunities to overcome anxieties.

In situations involving political unrest which may involve anti-American sentiment, the tour leaders should help participants develop an awareness of behaviors that draw attention to themselves as Americans. These behaviors should be avoided. In addition, participants should not congregate in large groups, especially in locations that American tourists or visitors are known to frequent.

In situations involving natural disasters, first determine the health condition of group members. Secondly, find a safe, secure location to wait for additional help. Attention to food, water, and sanitation will be important.

In the event of the death of a tour member:

Leaders should immediately notify the responsible department. Members of the BYU administration (Student Life) will inform family members.

Laws vary regarding removal of a body from a foreign country, so contact should also be made immediately with local government authorities and especially the U.S. Embassy for assistance.

ANNEX S - RESTORATION  
CHECKLIST Emergency Preparedness  
Plan BYU Comprehensive Clinic

In case of an emergency where the Clinic could not function, Clinic clients could be directed to other Community Resource Centers in Utah County (Wasatch Mental Health Center, Mountainlands Community Health Center, Family Support and Treatment Center, Turning Point, and emergency rooms if needed). Recovery priorities would be as follows: 1) safe structure; 2) electricity; 3) water; 4) air-conditioning or heat; 5) access to client electronic and hard copy files; 6) telephone system; 7) video or digital recording; 8) computers. If needed, the therapists could maintain records with pen and paper. Acceptable outage would be one week. Persons responsible: Clinic Director and Clinic Associate Directors.

ANNEX T – CLIENT OR NON-CLIENT IN DISTRESS  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

1. Phone calls
  - a. Client in distress (emotionally upset; threatening to harm self or others): locate therapist and supervisor and have them work with the client. If you are unable to locate them, have the client call Utah County United Way Crisis Line: 226-4433
  - b. Non-client in distress: have them call Utah County United Way Crisis Line: 226-4433
  
2. Walk-in non-client in crisis
  - a. Advise the person that we do not provide walk-in crisis care. Refer them to Utah Valley Regional Medical Center Emergency Room 1034 North 500 West Provo, Utah. Phone number 357-7001
  - b. If person escalates and/or refuses to leave: notify the Clinic Associate Director of Clinical Services, Dean E. Barley Ph.D. at 422-7818 in room 237. If unavailable, contact the Associate Director of Administrative Services, Mark Lees Ph.D. at 422-7749. If unavailable, contact the Clinic Director.
  - c. If none of the above are available, or if by their direction you're advised to do so, call the university police at 911 or push the button under the counter which calls the university police.
  
3. Client in clinic in crisis:
  - a. Locate the assigned therapist and/or supervisor and have them work with the client.
  - b. If you are unable to locate the therapist and/or supervisor: notify the Clinic Associate Director of Clinical Services, Dean E. Barley, Ph.D. at 422-7818, pager 351-6205. If unavailable, contact the Associate Director of Administrative Services, Mark Lees Ph.D. at 422-7749. If unavailable, contact the Clinic Director. If none of the above are available, or if by their direction you're advised to do so, call the university police at 911 or push the button under the counter which calls the university police.

ANNEX U - DEFINITIONS  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

Building Liaison (BLNO) - The individual assigned by Physical Facilities or Student Auxiliary Services to assist the Director in the event of an emergency. During emergencies, BLNOs will assist the Director by providing the following:

1. Utility control (gas, electricity, water, as appropriate for your building). BLNOs are **not** authorized to shut off electrical power, but will be able to provide the location of controls so the fire department and other emergency responders can operate main breaker switches.
2. Assistance with evacuation of high value equipment, art works, experiments, etc. BLNOs are **not** responsible for personnel evacuation. The responsibility for evacuation of faculty, staff, and students lies with the Director (this responsibility may be delegated to members of the **Director's** staff, but not to BLNOs unless the BLNO agrees to the assignment with the Emergency Planner as part of the overall area plan).
3. Radio communications with University Police and/or the Emergency Operations Center. Most BLNOs carry an 800 MHz radio, which can be used to communicate with campus emergency responders. If telephone systems are not operational, these radios will be the primary means of communications for the Directors to report situations in their buildings and areas of responsibility.

C.E.R.T. - Community Emergency Response Team

Community Emergency Response Team - BYU personnel who have received specialized disaster response training through a program established by the Federal Emergency Management Agency and administered through the BYU Emergency Preparedness Office.

Critical Functions - Those activities which must be accomplished to ensure the mission of the College and the university can continue. Includes those that must remain operational in a disaster, and those for which tolerance to interruption is very low and cost of interruption is very high.

Direction and Control - Management of the organizations survival recovery efforts, and the operation itself. One of the eleven Emergency Functions.

Disaster - Any event which threatens to, or actually does, inflict damage to property or people in which the resources of existing emergency responders are overwhelmed. (Example: fires in numerous buildings while the fire department can only provide one fire truck.)

Disaster Analysis and Assessment - Monitoring and analyzing a disaster and assessing physical damage from a disaster. Collection of information essential to recovery efforts and future mitigation. One of the eleven Emergency Functions.

Disaster, Phases of:

- a. Warning - Possibility, probability, or certainty of danger indicated in the near future.
- b. Impact - Force strikes, destruction or damage caused by primary impact agent.
- c. Isolation - Time between cessation of impact by primary impact agent and arrival of aid from outside the impact area.
- d. Rescue - Aid from outside impact area arrives.
- e. Restoration – Recovery of impacted area.
- f. Normal operations – Return to non-emergency operations.

Disaster Task Force – An organization of critical University personnel charged with the responsibility of directing and coordinating the University’s response to major emergencies or disasters.

DTF - Disaster Task Force.

Emergency - Any event which threatens to, or actually does inflict damage to property or people, but can be adequately responded to by existing response organizations. (Example: a fire in one building which could be extinguished by the local fire department.)

Emergency Functions - Those functions which must be performed to successfully respond to any emergency or disaster, as listed below:

- a. Direction and Control - Management of the organizations survival recovery efforts, and the operation itself.
- b. Warning and Communication - Notifying the population of probable impending disaster in time to take protective action. Operation of all communications services for control centers and operational forces.
- c. Fire and Rescue - Deploying fire fighting resources to prevent or contain fires and rescue or removal of trapped or injured individuals.
- d. Evacuation - Assisting people to move from the path of threat of a disaster to an area of relative safety.

- e. Emergency Medical Care - Offering appropriate health and medical care or services to the stricken population.
- f. Public Information - Furnishing information to the public, and providing directions to BYU personnel about appropriate protective actions.
- g. Emergency Welfare - Providing shelter, lodging, food, clothing and sanitation to the disrupted population.
- h. Security - Protecting life and property, control of movement of persons and emergency equipment necessary to protect persons and counteract the disaster situation.
- i. Utilities Repair – Temporary repairs to damaged systems in essential or critical areas or facilities.
- j. Disaster Analysis and Assessment - Monitoring and analyzing a disaster and assessing physical damage from a disaster. Collection of information essential to recovery efforts and future mitigation.
- k. Logistics - controlling transportation of people and supplies, as necessary to support emergency functions.

Emergency Management, Phases of:

- a. Mitigation - Activities which actually eliminate or reduce the chance of occurrence or the effects of a disaster. (Examples: Storing back-up tapes of critical computer data or attaching bookcases to a wall to prevent tipping during seismic activity.)
- b. Preparedness - Planning how to respond in case an emergency or disaster occurs and working to increase resources available to respond effectively. (Examples: Preparing a 72-hour kit or determining a location to meet after a disaster.)
- c. Response - Activities, immediately after an emergency or disaster, designed to provide emergency assistance to victims of the event and reduce the likelihood of secondary damage. (Example: Performing first aid on injured individuals.)
- d. Recovery - Activities undertaken to return all systems to normal, or near normal. (Example: replacing damaged computers with new equipment and running back-up tapes to restart critical programs.)

Emergency Medical Care - Offering appropriate health and medical care or services to the stricken population. One of the eleven Emergency Functions.

Emergency Operations Center - The location of the Disaster Task Force and the university's essential communications systems during disaster response activities.

EOC - Emergency Operations Center

Emergency Welfare - Providing shelter, lodging, food, clothing and sanitation to the disrupted population. One of the eleven Emergency Functions.

Evacuation – Assisting people to move from the path of threat of a disaster to an area of relative safety. One of the eleven Emergency Functions.

Fire and Rescue – Deploying fire fighting resources to prevent or contain fires and rescue or removal of trapped or injured individuals. One of the eleven Emergency Functions.

Impact - Force strikes, destruction or damage caused by primary impact agent. One of the six Phases of a Disaster.

Isolation - Time between cessation of impact by primary impact agent and arrival of aid from outside the impact area. One of the six Phases of a Disaster.

Logistics - controlling transportation of people and supplies, as necessary to support emergency functions. One of the eleven Emergency Functions.

Mitigation - Activities which actually eliminate or reduce the chance of occurrence or the effects of a disaster. (Examples: Storing back-up tapes of critical computer data or attaching bookcases to a wall to prevent tipping during seismic activity.) One of the four Phases of Emergency Management.

Normal Operations - Return to non-emergency operations. One of the six Phases of a Disaster.

Preparedness - Planning how to respond in case an emergency or disaster occurs and working to increase resources available to respond effectively. (Examples: Preparing a 72-hour kit or determining a location to meet after a disaster.) One of the four Phases of Emergency Management.

Public Information - Furnishing information to the public, and providing directions to BYU personnel about appropriate protective actions. One of the eleven Emergency Functions.

Recovery - Activities undertaken to return all systems to normal, or near normal.

(Example: replacing damaged computers with new equipment and running back-up tapes to restart critical programs.) One of the four Phases of Emergency Management.

Rescue - Aid from outside impact area arrives. One of the six Phases of a Disaster.

Response - Activities, immediately after an emergency or disaster, designed to provide emergency assistance to victims of the event and reduce the likelihood of secondary damage. (Example: Performing first aid on injured individuals.) One of the four Phases of Emergency Management.

Security – Protecting life and property, control of movement of persons and emergency equipment necessary to protect persons and counteract the disaster situation. One of the eleven Emergency Functions.

S.C.A.T. - Sheriffs Communications Auxiliary Team

Sheriffs Communications Auxiliary Team - One of numerous teams of amateur radio operators organized under the authority of the Utah County Sheriffs Office. One such team is assigned to support BYU communications with agencies outside of BYU.

Utilities Repair - Temporary repairs to damaged systems in essential or critical areas or facilities. One of the eleven Emergency Functions.

Warning and Communication - Notifying the population of probable impending disaster in time to take protective action. Operation of all communications services for control centers and operation forces. One of the eleven Emergency Functions.

ANNEX V - DISTRIBUTION  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

It is not required that all members of the BYU Comprehensive Clinic have a printed copy of the entire plan, but each supervisor should have a current printed copy along with the Director and Associate Directors. Staff members and others who do not need the entire plan should be provided copies of annexes they need for personal preparations and to carry out their emergency preparedness and disaster response assignments.

ANNEX V –EMERGENCY  
PHONE NUMBERS  
Emergency Preparedness Plan  
BYU Comprehensive Clinic

UNIVERSITY POLICE, FIRE, AMBULANCE – 911  
POLICE NON-EMERGENCIES  
ON CAMPUS 2-2222  
OFF CAMPUS 422-2222

**All calls to 911 from campus phones will connect you with the University Police  
Dispatcher, calls from a pay phone or a cell phone will connect you with Provo  
Police Dispatcher**

The University Police Department is located in the basement of the Abraham O. Smoot  
Administration Building in room B-66.

CAMPUS OPERATOR  
ON CAMPUS 0  
OFF CAMPUS 422-1211

HEALTH CENTER 2-2771  
URGENT CARE RECEPTIONIST 2-5128

TTY/TDD 2-5129  
RELAY SERVICES FOR THE DEAF AND SPEECH IMPAIRED  
TTY/TDD/VOICE 711

SAFETY / LOSS CONTROL .....2-4468

This is a VoiceMail box for reporting unsafe conditions, acts, machinery, and loss  
control suggestions after hours. To speak to someone directly, please call during  
office hours, 8:00 am - 5:00 pm. All information will be kept confidential.