

The following is a general guideline of evacuation procedures for persons with disabilities during fire and other building emergencies. Individuals with disabilities must identify their primary and secondary evacuation routes. Each evacuation route must lead to an exit or safely lead to an area of refuge.

After identifying two evacuation routes, a recommendation is that each person with a disability ask a co-worker, friend or fellow student to provide assistance if an emergency develops. This “evacuation assistant” should be informed about what disabilities you have and how he or she can best help you. The John Carroll University community can help by being aware of others who may need assistance in an evacuation.

EVACUATION OPTIONS

Persons with disabilities have four basic evacuation options:

- **Horizontal evacuation:** using building exits to the outside ground level or going into unaffected wings of multi-building complexes.
- **Stairway (vertical) evacuation:** using steps to reach ground level exits from the building.
- **Shelter in place:** unless danger is imminent, remaining in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. Emergency services will immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object. The shelter in place approach may be more appropriate for sprinkler protected buildings, or buildings where an “area of refuge” is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds.
- **Area of refuge:** with an evacuation assistant, go to an area of refuge away from obvious danger. The evacuation assistant will then notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary. The safest “areas of refuge” are stair enclosures or open-air balconies. Other possible “areas of refuge” include fire-rated corridors or vestibules adjacent to exit stairs and elevator lobbies. Many campus buildings feature fire rated corridor construction that may offer safe refuge. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with other building occupants using the stairways as a means of exit in an emergency. A label on the doorjamb or frame can identify a fire resistant door. Non-labeled 1 ¾ inch thick solid core wood doors hung on a metal frame also offer good fire resistance.

DISABILITY GUIDELINES

Mobility Impaired Wheelchair/Scooter: If a person using a wheelchair or scooter is unable to evacuate a building, they should “shelter in place” or move to an “area of refuge” when the alarm sounds. If you see or know of a person sheltering in place or in an area of refuge, you should proceed to the evacuation rally point, and tell the emergency responder or JCUPD the location of the person with a disability. If the person with a disability is alone, he/she should phone emergency services at 911 with their present location.

Mobility Impaired Non-Wheelchair/Scooter: Persons with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If there is no immediate danger (detectable smoke, fire or unusual odor), the person with a disability may choose to stay in the building, using the other options, until the emergency personnel arrive and determine if evacuation is necessary.

Hearing Impaired: Persons with hearing impairments may not hear audio emergency alarms and will need to be alerted of emergency situations. Emergency instructions can be given by writing a short explicit note to evacuate.

Visually Impaired: Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. To assist a visually impaired individual, you should offer your elbow to the individual and guide him or her through the evacuation route. During the evacuation you should communicate as necessary to assure safe evacuation.

REMEMBER: Planning/practicing emergency evacuation routes are important to assure a safe evacuation.

Response to an active shooter on campus requires a survival mindset. This mindset entails:

1. **Awareness:** What is happening around you, using all your senses. What do gunshots sound like?
2. **Preparation:** “What if” questions. Prepare yourself to do whatever it takes to survive.
3. **Rehearsal:** Mentally and physically practice your plan to build confidence and react quickly.

What You Should Do

Figure out what action gives me the best chance to survive?
Quickly evaluate and act.

- **RUN.** Can I safely get to a safer location? If yes, do so immediately. Don't wait for others to validate your decision. Leave your belongings behind.

OR

- **HIDE.** If you can't get out safely, find a place to hide. Look for a place that offers some protection, is well hidden, and offers options for movement.

OR

- **FIGHT.** If a shooter enters your space, assume his/her intentions are lethal. Stick to your plan to take out the shooter, others will follow when you act. Use anything you have with you and in the room as weapons. As soon as the shooter enters, yell loudly and throw things at him/her, aiming for the face. His/her first reaction will be to shield himself/herself. Rush at the shooter and act as a team to overcome him/her. Total commitment is critical; don't give up until you have won!

What Will Happen

1. The dispatcher will notify JCUPD, the University Heights police, and EMS.
2. The first responding officers will enter the building to locate the suspect. Police officers are trained to respond directly to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible.
3. Police officers may be dressed in regular patrol uniforms, or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots, and dark clothing.
4. Police officers may be carrying a shield and be armed with rifles, shotguns and/or handguns. They may also use teargas or pepper spray.
5. Regardless of how they appear, remain calm, do not be afraid of them and follow their instructions carefully.
6. Put down anything you are carrying and keep your hands visible to the police at all times.
7. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.
8. Continue to follow instructions of police and University officials until you are released.

Different emergencies require different evacuation strategies. When evacuation is not indicated for the emergencies in this guide or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting yourself in a more harmful situation.

When to Evacuate*

1. If you hear fire alarms in your building.
2. If you smell smoke or know an actual fire is burning.
3. When instructed to do so by the JCUPD dispatcher, JCUPD police officer, John Carroll facilities representative or local police, fire/EMS personnel.

When Not to Evacuate (Shelter In Place)**

1. When a tornado warning is sounded (find appropriate shelter within your building).
2. During a hostage/barricade situation.
3. During a power failure.
4. When instructed to not evacuate by the JCUPD dispatcher, JCUPD police officer, John Carroll facilities representative or local police, fire/EMS personnel.

What to Do if You Must Evacuate

1. Listen carefully to instructions of emergency personnel.
2. Remain calm.
3. Close your office door as you leave.
4. Do not try to gather materials on the way out, leave quickly.
5. Keep talking to a minimum.
6. Exit via stairwells, not elevators.

7. No smoking.
8. Alert emergency personnel of any disabled persons who need assistance.

CAMPUS EVACUATION

An emergency that dictates the evacuation of the entire University will be handled in conjunction with the emergency procedures of Cuyahoga County, the City of University Heights, and surrounding communities. In the unlikely event that a campus evacuation is necessary, you will be directed to leave the University in the following manner.

If You Drive To Campus

1. Take your normal route to your vehicle.
2. Leave campus area via these suggested routes:
 - Belvoir to Fairmount Boulevard east
 - Belvoir to Cedar Road east
 - Fairmount Circle to Warrensville Center Road south

Egress to Carroll Boulevard, Miramar Boulevard, and East Washington Boulevard may be available through the emergency gates.

For the complete **Cuyahoga County Emergency Evacuation Plan**, go to: http://www.cuyahogacounty.us/pdf/CC_EvacuationAnnex_07.pdf

If You Take Public Transportation or Reside On Campus

1. Go to the nearest RTA station to take a bus or rapid away from the area. RTA/mass transit will be on a rush hour status unless circumstances prohibit mass transit operations.
2. If mass transit is not available, go to the Intramural Gym in the RecPlex and await further instructions.

BUILDING/AREA EVACUATION

Building/Area	Primary Evacuation Shelter	Secondary Evacuation Shelter
All Residence Halls, courtyards/green space	RecPlex (DeCarlo Varsity Center and Intramural Gym)	Saint Ignatius Hall (Kulas Auditorium and hallways)
Shula Stadium and Athletic fields East of Belvoir Blvd.	RecPlex (DeCarlo Varsity Center and Intramural Gym)	Administration Building (Kulas Auditorium and hallways)
Rodman Hall	Saint Ignatius Hall (Kulas Auditorium and hallways)	RecPlex (DeCarlo Varsity Center and Intramural Gym)
Administration Building (includes O'Malley Center and Boler School)	Dolan Science Center (Muldoon Atrium and O'Connell Reading Room)	RecPlex (DeCarlo Varsity Center and Intramural Gym)
Grasselli Library/Breen Learning Center	Dolan Science Center (Muldoon Atrium and O'Connell Reading Room)	Saint Ignatius Hall (Kulas Auditorium and hallways)
Dolan Science Center	Saint Ignatius Hall (Kulas Auditorium and hallways)	RecPlex (DeCarlo Varsity Center and Intramural Gym)

*Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

**These situations require you to stay put initially. Emergency personnel will direct you as to when it is safe to evacuate.

SHELTER IN PLACE

An incident may occur which dictates you remain inside a building during an emergency. A decision to shelter-in-place may or may not be obvious based on information known to you at the time. Your decision to shelter in place may come from first responders' instructions, or may initially be made on your own. This decision should be made based on what gives you the best chance of remaining safe and avoiding putting yourself in a more harmful situation.

Factors to consider when deciding whether to evacuate or shelter in place include:

- Where is the threat now and where is it likely to go?
- Where will I be safest now, and in the near future?
- Will I be more likely to get help for myself and others by evacuating or staying in place?
- Does this space provide adequate safe shelter for the emergency at hand, i.e. locking door, place to take cover/hide, availability of more than one exit, windows to allow alerting or rescue, phone/internet/e-mail?

When to Shelter In Place

1. When a tornado warning is sounded (find appropriate shelter within the building).
2. During a hostage/barricade situation.
3. During a power failure.
4. If you cannot leave due to being trapped by a fire or hazardous materials release.
5. Any other situation where it is apparent that leaving will put you in a potentially more harmful situation than staying in place.
6. When instructed to do so by University or local first responders and emergency personnel.

When Not To Shelter in Place (Evacuate)

1. Anytime you hear a fire alarm bell/horn sounding.
2. If you smell smoke or know there is an actual fire or hazardous material release, and you have a safe evacuation route away from danger.
3. Any other situation where it is apparent that staying in place will put you in a potentially more harmful situation than leaving.
4. When instructed to do so by University or local first responders or emergency personnel.

What to Do If You Must Shelter In Place

1. If it is safe to do so, move to an area furthest away from the incident or hazard.
2. As soon as possible, if it is safe to do so, notify emergency responders (216-397-1234 on campus or 9-1-1) and keep responders informed of changes in your situation.
3. Be aware of your surroundings and be ready to move quickly if needed.
4. In case of hostile intruder, lock doors and plan for a secondary escape route.
5. Leave only if told to do so by responders, or the situation changes requiring evacuation. Notify responders if you must evacuate before being told to do so.

SUSPICIOUS PERSON/BEHAVIOR

In order to maintain a safe campus environment, all members of the John Carroll community have a responsibility to be aware of and contribute to our collective safety. One way to do this is by knowing what to do if you witness behavior that seems suspicious to you.

What You Should Do

Generally, you should not engage a person who is acting suspiciously. However, if others are around, and you feel comfortable doing so, you can approach the person and ask “can I help you.” If this person legitimately needs help, they will appreciate the offer. If not, then he/she will know that they have been noticed, which may prevent potential criminal activity. To report suspicious behavior, call JCUPD as soon as you have some basic information. Be ready to give the dispatcher the following information:

1. Your name, current location, and phone number where you can be reached.

2. A description of the person(s) acting suspiciously to include:
 - Gender
 - Race
 - Approximate age, height and weight
 - Build (heavy-set, thin, medium build)
 - Hair color and length, facial hair
 - Clothing type/color (hat, coat, shirt, pants/skirt or dress, shoes, gloves)
 - Other noticed features (glasses, jewelry, scars, tattoos, dental features, accent, etc.)
 - If a vehicle is involved, the make, model, color, and license plate.
3. A description of the behavior that caused you to be suspicious.
4. Where the suspicious person was last seen and direction of travel.

What Will Happen

1. On campus, JCUPD will respond, speak with you, and look for the suspicious person.
2. If this occurs off campus, police officers will respond, speak with you, and look for the suspicious person.

CRIMINAL INCIDENT

What You Should Do

1. Report any crime in progress on campus to JCUPD dispatch at 216-397-1234.
2. Report any crime in progress off campus to local police, or call 9-1-1.
3. In both cases, tell the dispatcher your name, your location, and a phone number where you can be reached.
4. Give a description of what is taking place.
5. Give a thorough description of any suspect(s); physical description, clothing, vehicle information, and direction of travel.
6. Tell the dispatcher if there are injuries and the extent of those injuries.
7. Stay on the phone with the dispatcher until he/she ends the conversation.
8. Give the dispatcher a phone number where you can be reached in case more information is needed.
9. If you have been a victim of or witness to a crime, follow the same steps above.
10. To report routine or non-emergency incidents, call JCUPD dispatch at 216-397-1234 and press #2.

What Will Happen

1. On campus, JCUPD and possibly University Heights police officers will respond to the incident, take appropriate immediate action to ensure safety, render any assistance needed, and gather report information.
2. If this occurs off campus, police officers from the agency with jurisdiction will respond to the incident, take appropriate immediate action to ensure safety, render any assistance needed and gather report information.
3. Other agencies or John Carroll personnel will be notified as necessary.
4. Be prepared to give a statement, both verbally and in writing to police.

BOMB THREAT

What You Should Do

1. If you receive a bomb threat by phone, listen carefully and write down everything that is said, starting with the exact time of the call.
2. Keep the caller talking as long as possible and ask the following:
 - Ask the caller to identify him/herself.
 - Where is the bomb located?
 - When will the bomb go off?
 - What type of bomb is it?
 - What does the bomb look like?
 - Why was the bomb planted?
3. Determine caller characteristics
 - Age
 - Male/female
 - Accent
 - Voice characteristics (calm, nervous, excited, laughing)
4. Listen for background noises; other voices, traffic, airplanes, trains, machinery, music etc.

5. Call JCUPD dispatch at 216-397-1234 immediately after finishing the call.
 - Give the dispatcher your name, phone extension, and room number.
 - Tell the dispatcher that you received a bomb threat and give a basic description of the nature of the call.
 - If safe to do so, stay in the area so that you can meet with the responding officer(s).

What Will Happen

1. The dispatcher will notify JCUPD and the University Heights police.
2. JCUPD and University Heights police will confer and decide on an appropriate course of action, based on known information.
3. After speaking with the person who took the call, University officials and University Heights police will decide what further action should be taken, including possible evacuation.

SUSPICIOUS PACKAGE/OBJECT

What You Should Do

1. If you see or become aware of a suspicious object or receive a suspicious letter or parcel, do not handle it or allow anyone to go near it.
2. Call JCUPD dispatch at 216-397-1234.
 - Tell the dispatcher your name, phone extension, and room number.
 - Tell the dispatcher why you think the object is suspicious.
 - If safe to do, wait for the responding officer to arrive to give further direction.

What Will Happen

1. The dispatcher will notify JCUPD and University Heights police.
2. Responding officers will meet with the caller to gather information.
3. JCUPD and University Heights police will confer and decide on an appropriate course of action, based on known information.

TORNADO

A tornado warning is an alert from the National Weather Service stating that a tornado has been sighted. In case of a tornado warning, the County Emergency Alert System will be activated, meaning an alert will be broadcast over all local television and radio stations with information and instructions. Additionally, emergency vehicles will broadcast warnings over their public address systems in affected areas. JCUPD dispatch monitors a weather information network, and will receive the same National Weather Service Information.

What You Should Do

1. Move to the basement or ground floor center hall of the building you are in, close office doors as you leave.
2. Do not use elevators.
3. Stay away from windows and doors with glass panes.
4. Sit or crouch in an inner hall or room.

What Will Happen

1. University officials will send a broadcast message to the campus through JCUAlert, e-mail, and website posting with information and instructions.
2. University Heights police and JCUPD will patrol the area.
3. Dispatchers and police officers will monitor the situation with the National Weather Service and local authorities.
4. Once the tornado threat has passed, building occupants will be notified via JCUAlert, e-mail, website, and in person with instructions.
5. Faculty and staff are encouraged to monitor the situation via www.weather.gov/cle

POWER OUTAGE

What You Should Do

1. Remain calm and stay where you are.
2. Assist others who are not familiar with your area.
3. Call JCUPD dispatch at 216-397-1234
 - Tell the dispatcher your name and location.
 - Tell the dispatcher what areas are affected by the power outage.
 - Tell the dispatcher how long the power has been out.
 - Give the dispatcher a call back number in case more information is needed.
4. Do not open cold rooms, refrigerators, incubators, or other temperature sensitive areas.
5. Turn off electrical appliances/devices (if it can be done safely) to prevent a power drain when electricity is restored.

6. Evacuate only if instructed to do so by emergency personnel or by your supervisor if safe lighting conditions are present.
7. See “Elevator Emergency” section if you become stuck in an elevator during a power outage.

What Will Happen

1. The police dispatcher will notify JCUPD and facilities to respond and determine the extent of the outage.
2. Responders will check elevators to determine if anyone is stranded because of the outage.
3. Responding personnel will determine if outside help is needed and consult with department management of the areas affected.
4. If an evacuation is necessary, responding emergency personnel will coordinate the evacuation.

MEDICAL EMERGENCY

What You Should Do

1. Call JCUPD dispatch at 216-397-1234
2. Give the dispatcher the following information:
 - Your name
 - The location of the injured/ill person(s)
 - Type of injury or illness
 - Approximate age of victim(s)
 - Is the victim conscious?
 - Is the victim breathing?
 - Is the victim bleeding?
 - Any known medical condition of the victim(s)
 - Give a call back phone number in case there is a need for more information.
3. Do not move the victim(s).

4. Do not attempt to give medical care unless you are trained to do so.
5. Stay with the victim(s) and reassure him/her until help arrives.

What Will Happen

1. The dispatcher will notify JCUPD, John Carroll EMS, and University Heights EMS as necessary from provided information.
2. Police (and JCU EMS if on duty) will respond and assess the situation. University Heights EMS will be notified if necessary.
3. Police officers will give medical care if needed until EMS arrives.

ELEVATOR EMERGENCY

What You Should Do

1. Use the elevator phone to call JCUPD dispatch at 216-397-1234, or call by cell phone.
 - Tell the dispatcher your name and that you are stuck in an elevator.
 - Tell the dispatcher what building you are in and which elevator.
 - Tell the dispatcher if others are in the elevator with you and how many.
2. If the elevator you are in has no phone or it does not work, push the “emergency” or “bell” button until you hear acknowledgement that help is on the way.
3. A police officer will respond and attempt to speak to those in the elevator to determine exactly where the elevator is, how many people are in the elevator and if there is anyone in distress.

4. Do not attempt to exit the elevator through a hatch or pry open the doors.
5. Do not exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move, endangering your life.

What Will Happen

1. The dispatcher will notify JCUPD and facilities to respond.
2. Facilities will respond and allow safe exit from the elevator. The fire department or elevator company will be called if further help is needed.

MENTAL HEALTH EMERGENCY

How To Determine If It Is An Emergency

1. If someone comes to you who may be having a mental health emergency, try to have a conversation with them, using active listening and connecting with them emotionally.
2. If they have already attempted suicide (for example, by taking pills) and/ or require medical attention, contact JCU Police Department immediately at 216-397-1234.
3. A mental health emergency is any situation that puts someone at risk of harming themselves or others and/or in which they are unable to function (for example, they are unable to sleep or eat, unable to attend class or other activities).
4. Warning signs of a mental health emergency may include social withdrawal, declining academic performance or participation, panic attacks, changes in mood or behavior, intense sadness or anxiety, threats of harm to others or self, suicidal thoughts, hopelessness, loneliness, uncontrolled anger, increased alcohol or drug use, reckless disregard for safety, feeling like a failure or burden, or significant loss of any kind.
5. You are not expected to be a counselor. Listening for 15-20 minutes to understand their crisis will be helpful. If you have received QPR (Question, Persuade, Refer) or another Suicide Prevention training, you can use the skills you learned in the training. Questions to ask can include:
 - I'm noticing you're [name something you've noticed indicating possible crisis] and I wanted to check in with you. Is that alright?
 - Have you been experiencing more stress than usual?
 - What are some of the things causing you stress?
 - What's been helping you cope with stress?
 - Who do you have to talk with or get support from?
 - Are you having any thoughts of harming yourself?
 - Are you having any thoughts of suicide?

What You Should Do

If someone is having a mental health emergency, connect them to help immediately.

- For students who are willing to seek help, call or walk in to the University Counseling Center. If it is after hours, contact JCUPD.
- For students who are not willing to seek help, contact JCUPD.
- For non-student community members, contact JCUPD.

University Counseling Center

216-397-4283 • Mon – Fri • 9am-5pm

JCU Police 216-397-1234 (24/7)

ADDITIONAL RESOURCES

National Suicide Prevention Lifeline 988

Call or Text to talk with a crisis counselor.

What Will Happen

1. At the Counseling Center, the student will be seen that day to assess risk and make a plan for their safety, which may include going to a hospital.
2. JCUPD will respond to students on campus, partnering with Residence Life staff, to assess risk and plan for safety or transport to a hospital. If the student is off campus, JCUPD will coordinate with local police to provide a welfare check and transport to a hospital if needed.
3. JCUPD will respond to non-student community members to assess risk and plan for safety or transport to a hospital. If the community member is off campus, JCUPD will coordinate with local police to provide a welfare check and transport to a hospital if needed.

Office of the Dean of Students 216-397-3010 Call or File a Care Report to notify the CARE Team jcu.edu/customshorturl

Impact Solutions Employee Assistance Program 800-277-6007

Call 24/7 for confidential mental health care for faculty and staff

MENTAL HEALTH EMERGENCY

HAZARDOUS MATERIALS INCIDENT

What You Should Do

1. Call JCUPD dispatch at 216-397-1234.
 - Tell the dispatcher your name.
 - Give the exact location of the hazardous material spill/release.
 - If possible give the source, character, amount, and extent of the material spill.
 - Notify the dispatcher of injuries associated with the incident.
 - Leave a call back phone number in case further information is needed.
2. Shut windows, turn off open flames, and open hoods in the area.
3. Keep others from entering the affected area.
4. Stay a safe distance from the material that has been spilled or released and wait for emergency responders to arrive.

What Will Happen

1. The responding police officer will contain the scene and tend to any injured persons.
2. The responding officer will communicate initial findings to the police supervisor and dispatcher.
3. JCUPD will notify the responsible facility personnel and other John Carroll personnel as needed.
4. The fire department will notify state or local agencies if additional help is needed or if notification is required.
5. Evacuation, containment, and clean-up will be conducted as directed by the fire department representative or state/local agency incident commander.

FLOOD OR WATER DAMAGE

What You Should Do

1. Call JCUPD dispatch at 216-397-1234.
 - Tell the dispatcher your name.
 - Tell the dispatcher the exact location of the flooding, including all areas affected.
 - Tell the dispatcher the source of the flooding if known.
 - Give the dispatcher a call back number in case more information is needed.
2. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.

3. If you know the source of the water and are confident you can stop the flooding safely, do so. (i.e. turn off valve or unplug drain).

What Will Happen

1. Responding personnel will identify the source and stop the flooding as soon as possible.
2. If a risk is identified because of the flooding, affected areas may be evacuated.
3. Repairs and clean-up will be initiated.
4. The all clear to return will be given by responding personnel.

GENERAL EMERGENCY PROCEDURES

When you become aware of an emergency situation where life or property is threatened, contact police dispatch immediately at 216-397-1234. It is imperative that everyone follows the directives of emergency response personnel. This includes JCUPD personnel, John Carroll facilities personnel, local police, and fire/EMS personnel. Know the location of safety equipment in your work area and how to use it. Familiarize yourself with emergency evacuation routes for your building.

What You Should Do

Calmly tell the dispatcher:

1. Who you are and where you are.
2. The nature of the emergency.
3. If anyone needs medical attention.
4. Any circumstances that may help or impede response personnel.

5. Your contact phone number.
6. Try to remain calm and inform others that help is coming and follow all directions given by dispatchers or emergency personnel.

What Will Happen

1. The dispatcher may ask for additional information from you and/or give you directions.
2. The dispatcher will contact appropriate emergency response agencies, John Carroll police, and other University resources as necessary.
3. The JCUPD police supervisor will coordinate the response.
4. Emergency personnel will handle the situation and give further instruction to affected persons.

MEDIA RELATIONS

The Department of Integrated Marketing and Communications has primary responsibility for releasing information to the news media. Major incidents and emergencies may draw interest from local or national media. It is of paramount importance that only accurate, factual information is released. Incorrect or incomplete information could be detrimental to the University, its employees, and students. Refer all news media inquiries to the Department of Integrated Marketing and Communications at 216-397-4321. If IMC cannot be contacted, call JCUPD dispatch at 216-397-1234.

FIRE

What You Should Do

1. If you smell or see smoke or fire, begin evacuation by pulling an alarm station.
2. Call 911.
3. Call JCUPD dispatch at 216-397-1234 if it is safe to do so.
 - Tell the dispatcher your name.
 - Give the dispatcher the exact location of the fire and any other information you may have about the fire.
4. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
5. Evacuate the building, closing doors behind you to contain the fire. Exit via stairwells only, DO NOT attempt to use elevators.
6. Exit quickly and do not attempt to take anything with you.
7. Assist disabled persons or direct emergency personnel to them.

8. Do not let the fire or heavy smoke come between you and an exit.
9. If you get caught in heavy smoke, take short breaths, crouch down or crawl.
10. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break open a window and signal for help.
11. Once outside a safe distance from the building, return to the building only when instructed to do so by emergency personnel.

What Will Happen

1. The dispatcher will notify JCUPD.
2. JCUPD will respond and coordinate with the responding fire personnel.
3. Once the actual fire or fire alarm situation is resolved, JCUPD or the fire personnel will give the clear to re-enter the building or will give other directions.

EMERGENCY PHONE NUMBERS

John Carroll University Police (JCUPD)	216-397-1234
John Carroll EMS	216-397-1234
John Carroll Facilities	216-397-4314
University Heights Fire Department and EMS	911 or 216-321-2446
University Heights Police	911 or 216- 932-1800

Note: The 9-1-1 emergency system can be accessed from office and residence hall phones. If you do call 9-1-1 for an emergency, please also call JCUPD at extension 1234 immediately afterward. This will allow our police officers to meet, coordinate with, and direct emergency officials to the incident. If you cannot reach John Carroll police for some reason, call 9-1-1.

EMERGENCY PHONE NUMBERS

EMERGENCY RESPONSE BOOKLET

JOHN CARROLL
UNIVERSITY

Emergencies and disasters are unpredictable and often strike without warning. It is essential that all John Carroll faculty, staff, and students respond quickly and appropriately to emergency situations in order to reduce the risk of injury and property damage. This guide provides essential information to assist you in reacting to various emergencies. It is a quick reference to inform you what steps to take and what actions will be implemented should an emergency situation arise.