# Emergency Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td>Police / Fire / Rescue – EMERGENCY</td>
<td>911</td>
</tr>
<tr>
<td>Police [Non-Emergency]</td>
<td>407-823-5555</td>
</tr>
<tr>
<td>Victim Services</td>
<td>407-823-2425</td>
</tr>
<tr>
<td>Victim Services - Crisis Advocate [24/7]</td>
<td>407-823-1200</td>
</tr>
<tr>
<td>Safety Escort Patrol Services [SEPS]</td>
<td>407-823-2424</td>
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<tr>
<td><strong>Health Services</strong></td>
<td><strong>911</strong></td>
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<tr>
<td>Information</td>
<td>407-823-2701</td>
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<tr>
<td><strong>Housing and Residence Life</strong></td>
<td><strong>911</strong></td>
</tr>
<tr>
<td>Main Office</td>
<td>407-823-4663</td>
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<tr>
<td>Maintenance</td>
<td>407-823-5223</td>
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<tr>
<td>Computer Services and Telecommunications</td>
<td>407-823-2711</td>
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<tr>
<td>Counseling and Psychological Services</td>
<td>407-823-2811</td>
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<tr>
<td>Employee Assistance Program</td>
<td>407-823-2771 or 800-272-7252</td>
</tr>
<tr>
<td>Environmental Health and Safety</td>
<td>407-823-6300</td>
</tr>
<tr>
<td>Department of Security and Emergency Management</td>
<td>407-882-7111</td>
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<tr>
<td>Parking Services</td>
<td>407-823-5812</td>
</tr>
<tr>
<td>Work Center Control</td>
<td>407-823-5223</td>
</tr>
<tr>
<td><strong>UCF Home Page</strong></td>
<td><strong><a href="http://www.ucf.edu">www.ucf.edu</a></strong></td>
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</table>
# Building / Residence Hall Emergency Info

<table>
<thead>
<tr>
<th>Room Number</th>
<th>Defibrillators (AEDs) are located</th>
<th>Emergency call box is located</th>
<th>Emergency exits are located</th>
<th>Evacuation meeting place is</th>
<th>Fire alarms are located</th>
<th>Fire extinguishers are located</th>
<th>First Aid Kit is located</th>
<th>Tornado shelters are located</th>
<th>Weather radio is located</th>
</tr>
</thead>
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# My Building / Residence Hall Emergency Info
**Explosions**

- Notify University Police at **911**
- Take cover under sturdy furniture or evacuate the building if directed to do so by authorized emergency personnel
- **Do not** pull fire alarms
- **Do not** use cell phones or any electrical devices that could spark further explosions
- Signal for help by shouting or hanging an article of clothing from a window, but do not linger by windows
- If possible, move away from the site of the hazard to a safe location
- **Do not use elevators**
- Be careful of fallen debris, glass or heavy objects that might be falling
Medical Emergency

- Call **911 immediately** to contact University Police and activate Emergency Medical Services
- Do not attempt to move the victim unless he or she is in danger of further injury
- Properly trained individuals should begin CPR, if necessary
- Properly trained individuals should commence first aid, particularly to stop heavy bleeding, while waiting for an ambulance
- If alcohol poisoning is suspected, keep the person awake, turn the person on his or her side and contact University Police at **911**
- Please remember, UCF Student Health Services **cannot** deliver emergency care
- When emergency care is needed, dial **911**
**Violent Crime in Progress**

If exiting the building is possible:
- Exit the building **immediately**
- Notify others as you exit the building
- Be aware of your surroundings
- Notify University Police at **911** immediately upon reaching a safe location

If exiting the building is not possible:
- Initiate or participate in Department Lockdown Plan
- If no plan exists:
  - Go to the nearest room or office
  - Close and lock doors
  - Turn off lights and silence cell phones
  - Cover all windows, if possible
  - Keep quiet and act as if no one is in the room
  - **DO NOT** answer the door
  - Notify University Police at **911**
Utilities

In the event of a major utility failure at any time of the day, night, weekend or holiday, call UCF Work Control Center [24 hrs / 7 days a week] at:

407-823-5223

or contact University Police at 407-823-5555.

Electrical Outage
- Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel
- In laboratory buildings, fume hoods do not operate during power outage and most laboratories should not be used until ventilation is properly restored

Gas Leak/Unusual Odors
- Cease all operations immediately
- Do not use cell phones or other electronic equipment
- Do not switch lights on or off
- Evacuate as soon as possible and dial 911 from a safe location

Flooding/Plumbing Failure
- Stop using all electrical equipment
- Avoid contact with the water
- Evacuate the building and call Work Control Center
Weather Emergency

Most campus buildings are equipped with a weather radio, which broadcasts news of severe weather and warnings.

Tornados
- Follow your building’s Shelter-In-Place Plan
- Take shelter in a basement or the smallest, most-interior rooms and hallways on the lowest floor
- Avoid glass-enclosed places or areas with wide-span roofs, such as auditoriums and gymnasiums
- Crouch down and cover your head

Thunderstorms
- Stay away from windows
- Draw shades or blinds to reduce injury from flying glass
- Minimize use of electrical equipment

Weather Closing Information
For information regarding weather closing at UCF’s main campus and regional campuses, call the main campus phone line at (407) 823-2000.

The UCF Homepage
Refer to the notice prominently posted on the University homepage at www.ucf.edu.

Local Media
News of university closings are broadcast via radio and television stations throughout the region.
A lockdown is ordered any time it is unsafe to leave the building. A lockdown may be called by University officials, law enforcement agencies, fire department, or other emergency responders. In the event of a lockdown, you will be notified via UCF Alert (see UCF Alert tab).

During a lockdown you should:

- Remain calm.
- Remain in your assigned area so a full accounting can be made of everyone inside the building.
- Close and lock doors. Stay away from all windows and doors. Turn off all lights and remain silent. Call 911 only if you need help or have critical information to relay.
- Move to a location in the room which is not visible to someone looking through the door or windows, if possible. If gunshots are heard, move to the floor.

- Students and staff in hallways or other open areas must proceed immediately to a classroom or office where they can safely be sheltered. If a classroom or office door is locked, they should go to the nearest available room to take shelter.
- If you see someone other than emergency personnel attempting to enter the building, notify 911 immediately.
- **NO ONE SHOULD LEAVE THE SECURED ROOM UNTIL DIRECTED TO DO SO BY EMERGENCY PERSONNEL, OR UNTIL GIVEN THE “ALL CLEAR” VIA UCF ALERT. IF YOUR DEPARTMENT HAS A LOCKDOWN PLAN IN PLACE, FOLLOW THOSE PROCEDURES.**
- If building becomes unsafe, evacuate if safe to do so.
Harmful Behavior

Harmful Behavior can be described as physical harm or threat of physical harm to any persons, including verbal or written abuse, threats, intimidation, coercion and/or conduct that endangers the health, safety or wellbeing of others.

- Stay calm and unhurried in your response to the person
- Be empathetic and show your concern
- Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around
- Try to position yourself close to an exit to allow for a quick escape, if necessary
- Be helpful. Schedule an appointment for a later time and take notes
- Provide positive feedback, such as, “We can get this straightened out,” or, “I’m glad you’re telling me how you feel about this.”
- Stay out of arms’ reach
- Do not argue, yell or joke
- Do not touch the person

If the individual’s level of agitation increases, attempt the following:

- Leave the scene; notify University Police at 911
- Alert co-workers by using an agreed-upon code word to indicate trouble
- Do not allow harmful behavior to go unreported
- Alert University Police and co-workers immediately after the person leaves
Emergency Planning & Training Resources

Counseling and Psychological Services .................................................. 407-823-2811

Environmental Health and Safety .......................................................... 407-823-6300
Provides resources and training on a variety of topics, including:
- Biological safety (including needle safety)
- Chemical information
- CPR/First Aid/AED (automated external defibrillator)
- Environmental Management
- Fire Safety (including fire extinguisher training, fire drills, ...etc.)
- Laboratory safety
- Laser safety
- Occupational health and safety (including Indoor Air Quality, ergonomics, ...etc.)
- Radiation safety
- Risk Management and Insurance programs

Health Enhancement
- Alcohol and Other Drug Prevention Programming (AOD) ............ 407-823-0879
- Interpersonal Violence Prevention Education .......................... 407-823-2425

Human Resources Services ................................................................. 407-823-2771
- Employee Assistance and Wellness

Emergency Management ........................................................................... 407-882-7111
- All Hazards Emergency Planning, Response, and Recovery (Hurricanes, Severe Weather, Fires, Evacuations, etc.)
- COOP Planning
- Critical Infrastructure Protection
- Emergency Exercises (Plan, Organize, and Evaluate)
- Lockdown and Shelter-In-Place Plans
- Training (FEMA, DHS, Active Shooter, etc.)
HAZARDOUS MATERIALS

Placards are posted outside all rooms containing hazardous materials or equipment.

**Chemical Spills**
Detailed safety procedures are in place in all campus laboratories where hazardous materials are used and stored. If you encounter a chemical spill and no trained individuals are in the area:

- Notify University Police at 911
- Do not touch the material
- Isolate the area by cordonning it off or closing doors
- Notify people in neighboring offices and classrooms
- Turn off heat sources and extinguish open flames in the area
- If there are vapors or noxious fumes, evacuate the affected area and do not re-enter the area until authorized emergency personnel give the “All Clear” signal

**Radioactive Materials**
Radioactive materials are utilized in some campus laboratories. Those that might be encountered are considered low-level sources of radiation and pose minimal threat when properly stored and handled. If you encounter what you believe to be radioactive material:

- Notify University Police at 911
- Do not touch the material
- Isolate the area by cordonning it off or closing doors
- Notify people in neighboring offices and classrooms to evacuate
**Mental Health Emergency**

In the event of overtly harmful behavior constituting an immediate threat to self or others, notify University Police at 911.

In non-emergency situations:

- Refer students to Counseling and Psychological Services: **407-823-2811** (After hours, press #5 to be connected to a clinician)
- Refer faculty and staff to the Employee Assistance Program (Aetna Resources for Living): **800-272-7252**

You may also report concerning behavior about a student to the Office of Student Rights and Responsibilities (OSRR) by completing an incident report form.

If the report reaches a threshold of immediate concern or multiple reports of concern from various sources are filed, the OSRR will call a meeting with the student to check on his/her welfare and make a referral to CAPS, if appropriate.

**Things To Do When Facing An Individual With Mental Health Issues:**

- Express your concerns directly to the individual
- Make a referral in the presence of the individual and offer to accompany them.
- Watch for changes in behavior:
  - Significant changes in academic or work performance
  - Changes in hygiene, speech, attentiveness or social interaction
  - Excessive drinking or drug use
  - Severe loss of emotional control
  - High levels of irritability
  - Impaired speech or garbled/disjointed thoughts
  - Excessively morbid, violent or depressing themes in written or oral assignments
  - Verbal expressions of suicidal or violent thoughts
Suspicious Mail / Packages

- Do not use a cell phone, as it can trigger an explosive device
- Do not touch, taste, or smell the mail/package
- Do not move, open, cover or interfere with the package
- Move away from suspicious item(s)
- Safely evacuate as many people as possible
- Notify University Police at 911 from a safe location
- Provide the University Police with a clear description of the suspicious item
- Follow police instructions
Evacuations

Building Evacuation Procedures:
- Leave building immediately when an alarm sounds or if you are instructed to do so by authorized emergency personnel
- Notify others on your way out
- Turn off equipment
- Secure hazardous operations, if possible
- Take important personal items
- Close doors behind the last person out
- Walk quickly to the nearest safe exit
- Do not use elevators, unless authorized emergency personnel tell you to do so (this includes moving people with disabilities)
- Do not re-enter the building until authorized emergency personnel give the “All Clear” signal
- Report any missing or trapped persons to authorized emergency personnel
- Move approximately 400 feet away from the building
- Go to your evacuation meeting site and sign in (Even if you were not in your building when it was evacuated, go to your evacuation meeting site so someone can account for you.)
- Notify emergency personnel if anyone is waiting for assistance
- Instructors and supervisors should be proactive and be aware of people who will need assistance

If you are required to leave the building immediately but are unable to do so (because of a physical disability, injury or obstruction):
- Go to the nearest place of refuge where there are no hazards, such as a stairwell
- Notify University Police at 911
- Signal for help by using a bright colored cloth or flashlight at a window for emergency responders, if possible
- Remain calm, responders will arrive

Assisting Blind/Visually Impaired:
- Clearly announce the type of emergency
- Offer your arm for guidance
- Tell the person where you are going and alert him/her to obstacles along the way

Assisting Deaf/Hearing Impaired:
- Turn lights on and off to gain the person’s attention
- Indicate directions with gestures or a written note

Assisting Mobility-Impaired/Wheelchair Users:
- Seek volunteers to assist students/personnel with physical disabilities to the nearest stairway or place of refuge for rescue assistance
- One individual should remain with the person(s), if it can be done without unreasonable personal risk
- Others should advise emergency personnel of the location so that the evacuation can be completed
FIRE

Prior to an emergency, familiarize yourself with exits and fire safety equipment, and designate a meeting spot for your work group for evacuations.

When an emergency is present:
- Alert people in the immediate area of the fire and evacuate
- Confine the fire and secure empty areas by closing doors as you leave
- Initiate the fire alarm, where available, by activating a fire alarm pull station
- Notify University Police at 911 or use an emergency phone outside the structure to report the location and size of the fire from a safe distance and location (approximately 400 ft. or more from the building)
- Evacuate the building until authorized emergency personnel give the “All Clear” signal
- Do not use elevators unless directed to do so by authorized emergency personnel

If smoke, heat or flames block your exit routes:
- Stay in the room with the door closed
- Block the smoke at door cracks and air vents
- If possible, wet a towel to protect your respiratory tract by covering your nose and mouth
- Call 911 to alert authorities of your situation and exact location
- Signal for help by using a bright-colored cloth or flashlight at the window

Report all fires, even those which have been extinguished, to University Police: 911

Evacuation Meeting Point: ____________________________
Nearest Alarm Pull Station: ____________________________
Nearest Fire Extinguisher: ____________________________

NOTE: There are different types of fire extinguishers for use on different types of fires. Familiarize yourself with the types & operation of fire extinguishers in your work area.
During emergencies, UCF’s Emergency Notification System Plan and Protocol calls for immediate notification of emergency responders and all members of the campus community. The various communication resources that can be used in a given situation include:

| Outdoor Notification System (Sirens) | Sirens are located on the UCF main campus  
Siren tones with Giant Voice will provide instruction for individuals who are outdoors |
|---|---|
| Indoor Notification System (INS) | UCF buildings with fire voice evacuation systems are equipped with INS  
Giant Voice will provide instruction for individuals who are in these buildings |
| Text Messaging | Faculty, staff, and students receive emergency notifications through cellular phones or pagers |
| Bulk E-Mail | All faculty, staff, and students are subscribed |
| Emergency Web Site | UCF Home Page - www.ucf.edu  
The UCF website is the BEST location to receive updated information during an emergency event |
| UCF Emergency Alert System (EAS) | Most University televisions will have scrolling text with emergency information and notices |
| Media | All local news channels will be given information |
| Weather Radios | NOAA Radios are placed throughout the campus |
| HEARO Radios | HEARO Radios are also placed throughout the campus in high-occupancy locations |
| Radio | WUCF 89.9 FM will be given information |
| Social Media | UCF’s Twitter and Facebook accounts will post critical information regarding the disaster or emergency |
| Digital Signage | Digital signs on campus will display emergency information and notices |
| Vehicle Public Address Speakers | First responder vehicles can communicate emergency information |

**WHAT YOU WILL HEAR AND WHAT YOU SHOULD DO**

**Lockdown**

IN DANGER—Protect yourself and/or leave the immediate location  
NOT IN DANGER—Lock all doors, and stay away from windows and doors  
ALL CLEAR (given as soon as the campus is safe) - Follow directions given by emergency personnel

**Shelter-In-Place**

IN DANGER—Seek shelter; DO NOT go outdoors  
NOT IN DANGER—Lock all doors, and stay away from windows and doors  
ALL CLEAR (given as soon as the campus is safe) - Follow directions given by emergency personnel

**Tornado Warning**

Seek shelter immediately in the nearest building away from doors & windows

**Severe Thunderstorm**

Seek shelter immediately in the nearest building away from doors & windows

**All Clear**

UCF has been deemed safe by emergency personnel; follow any directions given by emergency personnel or information posted at WWW.UCF.EDU

More information at: [http://emergency.ucf.edu/ucfalert.html](http://emergency.ucf.edu/ucfalert.html)
Bomb Threat

All bomb threats are to be taken seriously. Notify University Police at 911 immediately.

If you receive a bomb threat by telephone:

- Remain calm
- Write down the caller’s exact words
- Note the time of the call
- Check for caller ID information
- Use the form on the right to ascertain information from the caller

If you received a written bomb threat:

- Notify University Police at 911 immediately
- Do a quick visual inspection of your area
- Do not touch or move any suspicious object
- Do not use radios, pagers or cell phones, as they can trigger an explosive device
- If you are told to evacuate the area by authorized emergency personnel, take your notes about the call with you
- Follow your department’s evacuation procedures

NOTES:

_________________________________
_________________________________
_________________________________
_________________________________
_________________________________

UCF BOMB THREAT CARD

Questions To Ask:
1. When is the bomb going to explode?
2. Where is the bomb located?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of Threat:

_________________________________
_________________________________
_________________________________
_________________________________
_________________________________

REPORT CALL IMMEDIATELY TO:

DIAL 911

Call Reported To: ____________________________
Name: ____________________________
Time/Date: ____________________________
Phone # call was made to: ____________________________

Caller’s Voice
   Calm    Nasal    Rapid
   Angry   Stutter   Deep
   Excited  Lisp    Soft
   Slow    Normal   Whispered
   Ragged   Loud    Laughter
   Disguised   Accent    Crying
   Slurred   Deep Breathing    Familiar
   Distinct   Clearing Thr
   raspy   Cracking Voice    How?

Background Sounds
   House Noises    TV/Radio    Motor
   Long Distance    Voices    Music
   Factory Machinery    Street Noise    Clear
   Animal Noises    Booth    Static
   Office Machinery    PA System    Other

Threat Language
   Well Spoken    Incoherent
   Foul    Taped
   Irrational    Message read by threat maker

- DO NOT HANG UP THE PHONE
- Call 9-1-1 from another phone at a safe distance
- DO NOT touch any switches or buttons (lights, computer, etc.)
- DO NOT use a cellular phone to dial 9-1-1, unless absolutely necessary

UCF BOMB THREAT CARD