

*Fayetteville Technical Community College*

**EMERGENCY GUIDE  
FOR  
ILLNESS, INJURY  
AND  
EMERGENCY RESPONSE  
PROCEDURES**



**SECURITY  
678-8433**

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## USE OF THIS MANUAL

This manual is intended for use as a guide in responding to emergencies on campus in a manner that will provide a quick response of what to do in an emergency situation. The measures listed in this flipchart are minimal measures and the list of conditions covered is by no means exhaustive.

**A Note About CPR (Cardiopulmonary Resuscitation):** Each individual is encouraged to take a CPR course and maintain current CPR education. CPR skills can be truly life saving not only in the workplace, but also in every possible aspect of your personal life. However, if you are not adequately trained to perform CPR, do not attempt to perform it.

## MEDICAL EMERGENCY PROCEDURES

The following procedures should be followed in the event of a medical emergency.

1. Notify Campus Security at 678-8433, 7 am-5 pm.  
After 5 pm, weekends and holidays, call Security at 624-5959.  
At anytime you may use an Emergency Call Box located around the Campus if you are near one. Explain who you are and the type of emergency, illness or injury and location. Security personnel will respond to render basic first aid and assess the need to call 911.
2. If you feel the situation requires 911 to be called immediately, then either call or have someone to call 911 and then notify Security. Give the operator the same information in #1.
3. In either case, remain calm and maintain control of the situation until help arrives.
4. Security personnel will complete the Accident/Medical Incident Report Form.

Thank you for your cooperation in helping make our College a safe place to work and pursue our life long learning goals.

## 9-1-1 INFORMATION

**If you have already called 9-1-1, be sure to let Security know! Do not hang up the phone until Security has indicated that the call is complete!**

### **Can I call 9-1-1?**

Call 9-1-1 first if: the person is unconscious, is “in and out” of consciousness or has any other illness or injury that is an imminent risk for loss of life, limb or sight. Remember to tell Security 9-1-1 has been called.

### **Who can cancel an ambulance?**

Once 9-1-1 has been called, it should not be cancelled except by Security, fire department responder unit or if the patient leaves before the ambulance arrives.

### **I want to help. What can I do?**

Remain calm and reassuring. Try to keep the patient still and quiet.

### **Clear the area of onlookers.**

**Don't give anything to eat or drink unless the patient is alert and tells you he/she is a diabetic and having symptoms related to blood sugar levels. You may render basic first aid to cuts, scrapes, etc.; but wear gloves provided in the first aid kit!**

# LIFE OR LIMB THREATENING EMERGENCIES

## CALL 9-1-1 IMMEDIATELY for

- \***Unresponsiveness**, with or without breathing/pulse (If trained in CPR, initiate CPR if no breathing/pulse)
- \***Severe Uncontrollable Bleeding**
- \***Chest Pain** not obviously due to sore muscles, injury or coughing
- \***Amputation** or partial amputation of a foot, leg, hand or arm
- \***Head Injury** with loss of consciousness or decreased level of consciousness
- \***Fall from > 10 ft.**
- \***Trauma with suspected neck or spine injury**

*Notify Security that you have called 9-1-1*

*\*This list is not exhaustive. Other conditions and injuries may require immediate medical attention. Apply common sense to each situation.*

## BLEEDING, ABRASIONS, CUTS

**Puncture Wounds and Animal Bites:** Clean wound with soap and water or antiseptic towelette and cover with gauze dressing. If bleeding uncontrolled, apply pressure. \*Due to the increased risk of infection, all puncture wounds and animal bites should be evaluated by a physician.

**Minor Wounds:** Clean with soap and water or antiseptic towelettes, apply antibiotic ointment if requested, apply band aid or gauze and tape dressing. Refer to Health Services for further evaluation and documentation.

**Gaping Wounds:** Clean with soap and water or antiseptic towelette, apply gauze and tape dressing.

**Uncontrolled Bleeding:** Apply pressure. Elevate the injured body part. Call 9-1-1. Call Security.

**“Spurting” (Arterial) Bleeding:** Apply pressure. Elevate the injured body part. Call 9-1-1 and Security. Limit spectators and try to keep the patient calm.

**Always wear the gloves from the First Aid Kit when caring for someone with bleeding!**

## BONE AND JOINT INJURY

**Obvious fractures and dislocations:** Do not move the person with an obvious fracture or dislocation; do not give them anything by mouth. Apply pressure to open bleeding wounds. Apply cold compress. Call Security.

*Obvious fractures and dislocations are identified by deformities such as crookedness or twisting of a bone, differences in length or shape when compared to corresponding bones or open wounds with visible broken bones.*

**Suspected fractures, sprains and strains:** Clean any open wounds and cover with gauze dressing. Elevate the injured extremity. Apply cold compress. Call security.

*Though usually not serious, sprains and strains, can be extremely painful and have significant swelling and/or bruising. X-rays are needed to rule out fractures. In general, if a lower extremity injury is too painful to walk on, treat it as a fracture and do not move the person.*

**Never move someone with suspected bone injury to the neck, back, hip/pelvis or thigh unless safety is an issue.**

## BREATHING DIFFICULTY

**Not Breathing:** Start mouth to mouth resuscitation if trained, call 9-1-1 and Security.

**Short of Breath:** Call Security, remain calm, limit spectators and other distractions, limit questioning of or conversation with the patient (talking may make them more short of breath).

**Choking:** Call Security. If the victim is able to speak, leave them alone and try to keep them as calm as possible. Limit spectators and other distractions. If they become ashen in color, are unable to speak or become unconscious, call 9-1-1. If trained in CPR, initiate airway obstruction procedures.

## BURNS

**Thermal (heat) Burns:** Immediately apply cool compresses or immerse in cool water. Do not apply any sprays or ointment. Do not burst blisters. Cover with loose gauze dressing.

**Flash Burns of the Face:** Flash burns of the face should be treated as a medical emergency. Call Security. If difficulty breathing, call 9-1-1 as well.

**Chemical Burns of the Skin:** Wash away chemical immediately with large amounts of cool clean water. Remove contaminated clothing. Do not burst blisters or apply sprays or ointments. Cover with loose gauze dressing. Refer to Health Services for evaluation.

**Acid Burns:** Wash with soap and water for at least 5 minutes.

**Alkaline Burns:** Wash with diluted vinegar or lemon juice.

**Carbolic Acid (Phenol):** Flush skin with alcohol before flooding with water.

**Corrosives and Pesticides:** Immediate medical attention is needed. Call Security.

**Chemical Burns of the Eye:** Irrigate with copious amounts of tap water for at least 15 minutes. Instruct the patient to hold face under running water, blinking eyes open and shut. Cover both eyes with a gauze dressing to reduce movement of the injured eye. Call Security. Chemical burns to the eye must be seen by a physician, but only after the initial flushing of the eye with copious amounts of water.

## Poison Control 1-800-222-1222

## CHEST PAIN

**Chest pain** that is not worsened by muscle movement, deep breathing, coughing or pressing on the painful area should always be considered a sign of possible heart attack. Additional symptoms may include: shortness of breath, nausea, dizziness, confusion, profuse sweating, and weakness. Chest pain associated with heart attacks is often described as pressure, heaviness, squeezing or indigestion.

**In unconscious:** Call 9-1-1 and Security.

**If conscious:** Call Security. Clear the area of onlookers. Assist the patient to a position of comfort, usually sitting is most comfortable. Remain calm and reassuring.

## DIABETES/BLOOD SUGAR PROBLEMS

**Unconscious:** Call 9-1-1 and Security. Do not give anything to eat or drink. Refer to section on “Unconsciousness” for further direction.

**Conscious:** Refer to Health Services.

*When in doubt in a blood sugar emergency, give sugar by mouth (cola, orange juice, etc.) to the conscious person. Sugar intake will dramatically help in a low blood sugar emergency but will not significantly aggravate an elevated blood sugar emergency.*

## EYE INJURY

**Foreign Object in Eye:** Instruct the person not to rub the eye. If the person’s tears do not flush the object out of the eye, flush the eye with tap water. Instruct the person to hold their face under running water, blinking the eye open and shut. If the object does not wash out, call Security.

**Eye Wounds:** Do not attempt to remove any protruding or penetrating objects! Loosely cover *both* eyes with gauze. Keep person quiet, preferable lying on back with head elevated. Call Security.

## FAINTING-UNCONSCIOUSNESS

**Fainting:** Keep the person lying down. Loosen any restrictive clothing. Raise legs slightly above the level of the heart. Call Security. Even though a person who has fainted may appear to be fine, they should be evaluated by a medical professional.

**Unconsciousness:** Call 9-1-1 and Security. *Do not move the person. Do not give anything by mouth.* Note the time unconsciousness began or was discovered. If unconscious person begins to vomit, turn them on their side so that the vomit/secretions do not block the airway. Do not turn just the head, instead log roll the entire body as a unit.

## HEAD INJURIES

*Head injuries with loss of consciousness, convulsions, blood or clear fluid coming from nose or ears, severe headache, nausea or vomiting and/or confusion are medical emergencies; 9-1-1 should be called immediately if any of these symptoms exist with a head injury.*

**Head Injury (Emergency):** Call 9-1-1 and Security. Keep person still and quiet; do not move the person. Do not give anything to eat or drink. If unconscious, see “Unconscious” section for further direction.

**Scalp Injury without symptoms of emergency head injury:** Do not attempt to clean a scalp wound. Cover with gauze dressing without applying any pressure.

**Blow to Head without symptoms of emergency head injury:** Allow person to rest. Caution against over activity.

**Blow to Nose with Bleeding:** Apply cold compress to nose. Instruct to pinch bridge of nose with fingers and tilt head back. Do not put tissue or anything else inside of nostrils.

# INSECT STINGS, BITES AND CONTACT POISONS

**Stings and Bites with Severe Hives or Difficulty Breathing:** Call 9-1-1 and Security.

**Other Stings and Bites:** Remove stinger if possible. Apply cold compress. Apply “Sting Stick” from First Aid Kit. Call Security.

**Contact Poisons:** Wearing protective gloves, remove and isolate contaminated clothing. Wash affected area with soap and water without cross contaminating. Call Security.

## SEIZURES

**Active Seizures (not fully conscious with convulsions):** Call 9-1-1 and Security. Do not place any objects in person’s mouth. Do not try to restrain the person. Remove nearby furniture and other objects to prevent injury. Notify Security of any changes in status.

**Completed Seizure (Regained consciousness):** Call Security. Provide a quiet area absent of onlookers. Notify Security of any changes in status.

## HAZARDOUS WASTE SPILL

1. Call Security at 678-8433 or 624-5959 or use an Emergency Call Box.
2. Isolate the spill area.
3. Evacuate the area.
4. Render first aid.
5. Security will call the Hazardous Materials Team of the local Fire Department.

## FIRE

1. Sound the alarm - “FIRE! FIRE! FIRE!”
2. Pull nearest Fire Alarm pull station.
3. Call 9-1-1.
4. Notify Security at 678-8433 or 624-5959, after 5 pm, weekends or holidays or use an Emergency Call Box. Give Building name and exact location of fire and if there are any injuries.
5. Assist those in need of evacuating the building.

### Instructors will:

1. Inform students to gather up belongings and evacuate the building.
2. Inform students to remain together once outside at a predetermined assembly point and to NOT go to their lockers.
3. Select students to assist in the evacuation, especially handicapped students.
4. Close windows and doors.
5. Evacuation should not exceed 2 or 3 minutes.
6. Assembly area should be at least 300 feet upwind from the building.
7. Account for students at the assembly area.
8. Notify Security if someone is missing.
9. Do not re-enter the building until cleared by Security.

### Office Staff:

1. Secure all records, cashier drawers, close vaults and file cabinets (if time permits) and evacuate 300 feet upwind from the building. Account for other personnel in your area.
2. Close windows and doors before leaving.
3. Stay out of building until cleared by Security.

## **TELEPHONE BOMB THREAT PROCEDURE**

Complete the Bomb Threat Checklist located in the back of the College Telephone Directory. When completed give checklist to Security.

### Instructors:

1. Inform students to gather up belongings and prepare to evacuate the building.
2. Inform students to remain calm, stay together, and proceed to the designated assembly area, 300 feet upwind from the building. And to NOT go their lockers.
3. Select students to assist in leading the class from the building and to assist any handicapped students.
4. Ensure windows and doors are shut. Evacuation should not exceed two to three minutes.
5. Account for students at the assembly area and notify Security if someone is missing.
6. Stay out of the building until cleared by Security.

### Office Staff:

1. Secure all records, close cashier drawers, vaults and file cabinets (if time permits) and evacuate the building to at least 300 feet upwind from the building.
2. Account for other personnel in your area.
3. Stay out of the building until cleared by Security.

## **INTRUDERS WITH WEAPON ON CAMPUS OR HOSTAGE SITUATION**

1. You are alive. Do not do anything to change this. Take cover. Do not approach the intruder.
2. Stay calm.
3. Be alert and aware.
4. Control your fear and despair.
5. Observe and remember the description of the intruder.
6. Notify Security at 678-8433 or 624-5959 or use an Emergency Call Box.
7. Call 9-1-1.
8. Instructors should ensure doors are locked, blinds closed, and lights turned off.
9. Get students away from doors and windows.
10. Stay in the classroom until cleared by Security.
11. Report any new developments to Security.

## **SUSPICIOUS PACKAGE OR BOOKBAG**

1. Notify Security at 678-8433 or 624-5959 or use an Emergency Call Box.
2. Do not move the item.
3. Keep others away from the item until Security arrives.
4. Follow instructions from Security.

## **GAS LEAK**

1. Notify Security at 678-8433 or 624-5959 or use an Emergency Call Box.
2. Evacuate the area.
3. Follow instructions from Security.

## **CHILDREN LEFT UNATTENDED (Under 16 years of age)**

1. Notify Security at 678-8433 or 624-5959 or use an Emergency Call Box.
2. Stay with the child or children until Security arrives.
3. Follow instructions by Security.

## **IRATE STUDENT IN CLASSROOM**

1. Attempt to diffuse the situation.
2. Have another student notify Security at 678-8433 or 624-5959 or use an Emergency Call Box.
3. Ask student to leave the classroom.
4. Do not do anything to agitate the situation.
5. Allow Security to take charge of the situation.

## **WEATHER RELATED DISASTER IMMINENT (Tornado)**

1. Follow instructions of Security personnel.
2. Move to an interior hallway.
3. Cover head.
4. Instructors should account for students or other personnel.
5. Remain in hallway until advised by Security that it is safe to leave.

# **BLOODBORNE PATHOGEN EXPOSURE PROCEDURES**

Exposure Incident: A specific eye, mouth, other mucous membrane non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance duties.

## **RESPONSIBILITIES OF THE EMPLOYEE**

1. Remove all contaminated personal protective equipment immediately and dispose of properly.
2. Wash exposed areas with soap and water or flush mucous membranes as appropriate.
3. Report the incident immediately to supervisor/principal.
4. Contact Security at 678-8433 or 624-5959 or use an Emergency Call Box.

## **RESPONSIBILITIES OF THE SUPERVISOR**

1. Ensure that employee seeks medical care/first aid as appropriate.
2. Ensure that spill is properly cleaned up, blocked off, as appropriate.
3. Ensure that Security is notified immediately at 678-8433 or 624-5959 or use an Emergency Call Box.

## **GUIDELINES FOR HANDLING BODY FLUIDS**

Body fluids contain a variety of germs (bacteria and viruses) that may cause infection and disease include bloods, vomit, feces, urine, saliva, nasal and respiratory fluids.

Proper hygiene procedures to follow:

1. Use disposable gloves.
2. Remove body fluids with disposable paper towels. With large amounts, use absorbent agents.
3. Disinfect hard surface areas and non-disposable items with 10% bleach solution.
4. Dispose of body fluids, paper towels and disposable gloves in a sealed plastic bag.
5. Wash hands with soap and running water for 10 seconds.

## ANTI-ROBBERY PROCEDURES

1. **Remain Calm!** Avoid any actions that might alarm the robber or increase danger to yourself and others.
  - a. Your inappropriate actions may result in revealing your intent to activate an alarm or alert other co-workers of a robbery and could possibly result in injury to yourself or others.
  - b. Always remember that the robber is just as anxious to depart as you are to see the robber leave.
2. **Don't be a Hero!** Do what the robber tells you. What would be more important, someone getting away with some money or someone getting seriously injured or killed? Remember, it's only money!
  - a. Instructions should be complied with calmly and without hesitation. Too much hesitation may alarm the robber.
  - b. Give the robber only what is demanded. If the facility has marked money, include it with the amount given.
  - c. Stop all routine business.
3. If available, activate the alarm system only when it is safe to do so. It may mean waiting until the robber has departed.
  - a. If an alarm is not available, immediately call Security at Extension 88433 or instruct someone else to call.
  - b. If you see a robbery in progress and it is safe to do so, **CALMLY** go to the nearest phone and call Security at Extension 88433 or use an Emergency Call Box.
4. Secure the robbery scene until Campus Security arrives.
  - a. Terminate normal business and lock all doors. Do not permit anyone into the affected area except Campus Security personnel. This is to preclude a possible hostage situation if the robber re-enters the area.
  - b. Do not allow anyone to depart the robbery scene.
  - c. Designate personnel to guard the door and places where the robber may have touched.
5. Immediately notify supervisor and co-workers so that assistance can be rendered immediately to accomplish the robbery checklist. An internal alerting code is highly recommended, i.e., "Code Red," to immediately notify supervisor and co-workers.
6. You and your co-workers should attempt to determine the direction of escape, mode of travel (to include vehicle description, color, make, model, and license plate number). This should be done at a safe and reasonable distance to keep from endangering yourself or co-workers.
  - a. Ensure you use available cover and concealment.
  - b. Relay gathered information to Campus Security/Law Enforcement Officers immediately.
7. Call Campus Security at Extension 88433 and give a brief description of the robber to include weapon(s) used, unusual actions, and any other information you can provide.
  - a. If the Security number 88433 is unavailable, 678-8256 or 8485 or after 5 pm, 624-5954.
  - b. If your facility phones are busy, instruct the person to hang up immediately so you can phone Campus Security.  
If phones are out, send someone quickly to the nearest Emergency Call Box.
8. All evidence left behind by the robber must be protected, i.e. fingerprints, notes, etc. Do Not Touch/Disturb Anything.
  - a. Guard the evidence, do not handle it unnecessarily, prevent others from touching it and inform Security when they arrive.
  - b. Designate someone to guard the register/cage where the robbery occurred to prevent evidence destruction.
9. You and all witnesses must accomplish the ROBBERY CHECKLIST as soon as possible.

## ANTI-ROBBERY PROCEDURES - CONTINUED

- a. If possible, complete the Robbery Checklist while talking to Campus Security/Law Enforcement Officers. Use the form as a guide to give a complete coherent description.
  - b. Refrain from discussing details of the robbery with others prior to recording your observations in order to avoid confusion.
10. Use the following suggestions for obtaining a good description of the robber without a continuous stare.
    - a. Once you realize you're being robbed, take a brief glance at the robber's upper portion (neck to head) i.e., hair, complexion, scars, birth marks, jewelry, glasses, mustache or beard, height, age, sex, nationality, hat, etc.
    - b. While handing the robber the money, glance at the middle portion (waist to shoulders), i.e., shirt, jacket, tie, name tag, stripes, pockets, any type of writing on clothing, weight, jewelry, belt, etc.
    - c. As the robber is departing, glance at the lower portion (foot to waist), i.e., pants, shoes, skirts, shorts, etc.
    - d. Compare your height to with the height of the robber. Do the same for the weight. However, remember that even though a man and a woman physically appear to be the same size, a woman's weight is approximately 30 pounds less than a man of the same size.
  11. If customers are in your facility, request them to wait inside the facility until the arrival of Campus Security/Law Enforcement Officers. Request that they do not discuss among themselves what they saw. This will prevent confusion as to what each one thought they saw. One person may have seen something that another person didn't.
  12. Meet Campus Security/Law Enforcement Officers outside the facility, when directed to do so, and the robber has departed the scene.
  13. Anti-robbery procedures and the Robbery Checklist must be posted in an accessible location (not in view of the public) for each person within a funds facility handling monies. If confused about what actions to take, review anti-robbery procedures after the robber has departed and when it is safe.
  14. Use customers and bystanders if assistance is needed.
  15. In the event of a False Alarm, personnel who accidentally activate a duress alarm will immediately notify Campus Security by calling Extension 88433. The person will identify him/herself, the facility, and advise Security of the accidental alarm activation. However, anti-robbery procedures initiated by Campus Security will not be terminated until an investigation is completed. The person responsible for the accidental alarm will notify the fund handler or designee and will wait inside the facility until a Security Officer arrives and makes contact.