

EMERGENCY ACTION PLAN MODEL

(Use this template to develop a building specific plan for your building. Modify as needed to suit your particular building needs; contact DPS or OSEH for assistance)

BUILDING NAME: _____

PURPOSE:

To establish an action plan and procedures for the orderly and coordinated evacuation or "shelter in place" of _____ in response to major emergencies. The action plan addresses all major aspects of keeping building occupants safe during emergencies:

- Section I Roles, Responsibilities & Pre-planning
- Section II Evacuation Procedures for Fire & Major Hazardous Materials Incidents
- Section III Evacuation for Persons with Disabilities
- Section IV Shelter in Place for Severe Weather
- Section V Bomb Threats or Suspicious Packages

SECTION I ROLES, RESPONSIBILITIES & PLANNING

Deans, Directors, or Department Heads will appoint a Building Emergency Coordinator and an adequate number of Floor Marshals. The coordinators will work together to develop one plan for the building. If different departments are in one building, a primary Building Emergency Coordinator should be designated to liaison with each area within the building.

The responsibilities of the Building Emergency Coordinators are:

- develop, implement, and maintain the plan
- coordinate with Department Chairs/other key building personnel on appointing an adequate number of Floor Marshals
- familiarize Floor Marshals and all building occupants with this plan
- provide information to the Department of Public Safety (DPS) and other emergency responders
- when notified by DPS, communicate to Floor Marshals & occupants that it is safe to re-enter

The responsibilities of the Floor Marshals are:

- be familiar with the specific building plan and procedures
- assist in evacuation by communicating evacuation routes/safe places of shelter to occupants during emergency evacuation or severe weather. Refer to Appendix E for more information.
- conduct a sweep of assigned areas during fire alarm or severe weather warnings to spread the word if it is safe to do so.
- conduct checks of the Areas of Rescue Assistance during and after a fire alarm.
- assist DPS officers with building evacuations.
- assist DPS or firefighters in identifying person with special needs during a building evacuation.
- monitor building entrances if requested to do so.
- report the status of the evacuation to the Building Emergency Coordinator
- assist the Building Emergency Coordinator in monitoring radios and other emergency communications
- in absence of the Building Emergency Coordinator during an emergency event, a Floor Marshal will assume responsibility initiating the plan and communicating with DPS and other responders
- when notified by DPS or the Building Emergency Coordinator, communicate to occupants that it is safe to re-enter.

Designated persons' information:

Building Name	Department(s)	Building Emergency Coordinator(s)				
		Name	Address	E-mail	Office #	Home #
Assigned Area		Floor Marshals				
		Name	Address	E-mail	Office #	Home #

Planning & Preparation

Pre-planning for emergencies is a crucial element of this plan. The following steps have been taken in planning for emergency evacuation of this building:

1. All exits are labeled and operable.
2. Evacuation route diagrams have been approved by DPS and Occupational Safety and Environmental Health (OSEH) and are posted on all floors and at all elevator lobbies, training/conference rooms and major building junctions. Designated assembly areas outside the building have been identified for evacuation and severe weather shelter areas inside the building have been identified and posted.
3. Storage or arrangement of furniture or equipment does not block exits, fire hoses, fire extinguishers, corridors or stairs. Good housekeeping is everyone's responsibility.
4. All Floor Marshals have been familiarized with their specific duties, and all building occupants have been instructed in what to do in case of an emergency evacuation.¹

Instructions to the Floor Marshals should include specific building information on:

- a. the methods used to notify the Building Emergency Coordinator
- b. the methods used to notify building occupants of emergencies
- c. evacuation routes and designated meeting areas
- d. designated safe areas in the event of severe weather

¹ The Building Emergency Coordinator is responsible for instructing Floor Marshals, staff and faculty.

- e. their responsibilities in assisting in evacuation or shelter in place as described in Section II and IV of this plan

5. General Evacuation Procedures located in Appendix A are to be provided to faculty and staff and/or posted. Egress instructions should be announced to all new classes and at new employee orientation. At the beginning of each new class, the instructor will be responsible for familiarizing students with emergency exit routes and procedures.

6. The department egress plan shall anticipate persons with special needs, e.g., mobility, hearing or seeing, and include provisions for their safety in an emergency. See Section III of this plan.

7. Departments should identify critical processes that would be severely jeopardized or create a serious hazard if left unattended during an emergency evacuation (e.g., animal experiment, continuing reactive processes)

8. Fire evacuation drills are held at least annually in this building and are critiqued and documented. Prior to holding a fire evacuation drill where the alarm is to be triggered, the Electric Shop and the University's Fire Marshal are notified. All fire drills are to be taken seriously by all occupants and evacuation initiated promptly.

9. In buildings with laboratories, ensure that lab personnel have been trained as per their Chemical Hygiene Plan on specific emergency procedures to follow in responding to spills or releases of hazardous materials.

SECTION II
EVACUATION PROCEDURES
FOR FIRE, EXPLOSION AND MAJOR HAZARDOUS MATERIALS
INCIDENTS

The following procedures will be initiated when there is a fire, explosion, major hazardous material incident, or other incident when notified by DPS to evacuate a building.

Hazardous materials include chemicals, biological or radioactive materials. Lab personnel are trained to handle certain hazardous materials releases as outlined in their Chemical Hygiene Plans. However, some hazardous materials incidents may require outside assistance and additional personal protection. The extent of the area to be evacuated during such an event will be determined by emergency response personnel, and in most cases will be the immediate area of the release.

1. Fire, explosion or smoke:

Anyone who receives information or observes a fire, explosion, smoke or other fire emergency situation should activate the building alarm system. This will notify the occupants and DPS who will coordinate with the Ann Arbor Fire Department. As soon as it is safe to do so, call **911**² give your name and location of the fire, including room number and floor and any special circumstances that could be hazardous, such as chemicals or faulty equipment. Then notify the Building Emergency Coordinator.

2. Hazardous materials:

In the event of a release of a hazardous material (chemical, biological or radioactive) that cannot be appropriately handled by personnel in accordance with lab specific procedures, call 911. DPS will notify OSEH HazMat. Provide as much information as possible on the identity of the hazardous material, quantity and location of the release. Follow other specific emergency response guidelines as outlined for your lab or area. Evacuate the immediate release area. The decision to extend the evacuation area will be determined by emergency response personnel.

3. In this building, occupants will be notified of fire/evacuation by (describe notification system, such as: fire alarm, paging system, word of mouth).

4. Occupants will:

- a. Know at least two exits from the building.

² When using a cell phone to contact DPS, remember that dialing 911 will connect you to an external emergency system. Specify that you are at the University of Michigan and you will be transferred immediately to DPS.

- b. Be familiar with the evacuation routes posted on the diagram on your floor.
- c. When notified to evacuate, do so in a calm and orderly fashion:
 - walk, don't run
 - keep conversation level down
 - take your valuables and outer garments
 - close all doors behind you
 - use the stairs, not the elevators
 - help others in need of assistance
- d. When leaving unattended research, turn off heating elements, gases, electrical equipment, if possible. Report to DPS any processes that have been left on or are of a critical nature.
- e. Go to the designated assembly area for your building.

Building	Assembly Area Option 1	Assembly area Option 2

- 5. When notified to evacuate, faculty may use the following statement in facilitating the evacuation of their students, lab and office personnel:

"There is a building emergency. Class is dismissed. [Or other similar statement, as appropriate.] Please leave the building via the nearest exit. Do not re-enter the building until emergency personnel give an all clear sign."

- 6. Floor Marshals will assure that every person on his/her floor has been notified and that evacuation routes are clear. If possible, the Floor Marshal will check that all doors are closed and be the last one out. Upon leaving the floor, the Floor Marshal will report the status of the floor evacuation to the Building Emergency Coordinator.
- 7. Evacuation of persons with special needs (mobility, hearing and/or sight) should be coordinated by the supervisor or supervisor's designee. Follow prescribed procedures for notification and protection of people with special needs.
- 8. **Do not re-enter the building** until advised to do so by DPS, your Floor Marshal, or Building Emergency Coordinator. After the Ann Arbor Fire Department has left the scene, DPS, in consultation with other response departments has final authority to release the building for re-occupancy.
- 9. If members of the press or anyone else approach you with questions, please refer them to DPS.

SECTION III EVACUATION FOR PERSONS WITH DISABILITIES

This section establishes procedures for emergency evacuation of the physically handicapped from the _____ Building at University of Michigan. (*NOTE: Refer to Appendix D for further info when developing your plan.*)

INTRODUCTION

University of Michigan policies and procedures require that all persons in a facility evacuate that facility any time the fire alarm system is activated. Persons with a disability may not be able to evacuate unassisted. Therefore, they should inform another person that assistance may be necessary during fire alarm activation. Every effort should be made by staff to assist staff, faculty and students in identifying themselves as in need of assistance during a fire evacuation.

“BUDDY SYSTEM” OPTION

Make use of a “Buddy System.” During the first week of classes or employment, make several acquaintances with fellow students, residents, class members, or office workers. Inform them of any special assistance that may be required in the event of a fire alarm (i.e., hearing the alarm, guidance during evacuation, etc.)

When the fire alarm sounds, the “Buddy” (or identified assistant) will make sure of the location of the person with disability, then go outside and inform emergency personnel that a person in that location needs assistance in leaving the building. Emergency personnel will then enter the building and evacuate that person.

EVACUATION OPTIONS DURING A FIRE ALARM

1. Use of the “Buddy System,” along with the following evacuation options, will help to assure the prompt evacuation of any person with disability.
 - Horizontal Evacuation:
 - Move away from the area of imminent danger, if it is safe to do so.
 - Vertical (Stairway) Evacuation:
 - Stairways can be used by those who are able to evacuate with or without assistance. Persons with sight disability may require the assistance of a sighted person. Persons who must use crutches or other devices as walking aids will need to use their own discretion, especially where several flights of stairs are concerned.

- Area of Refuge
 - Unless danger is imminent, people needing assistance to leave the building should wait (*designate areas here*).
 - Call 911 and give your name, location and reason you are calling. The operator will relay the information to Campus Police, who will assist by notifying on-scene emergency personnel. Phone lines normally remain in service during most building emergencies.
- Stay in Place
 - If danger is imminent (detectable smoke, fire or unusual odor), remain in a room with an exterior window and a telephone, closing the door if possible. Call 911 your name, location and reason you are calling. The operator will relay the information to Campus Police, who will assist by notifying on-scene emergency personnel. Phone lines normally 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.

DISABILITY GUIDELINES

1. Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation.
 - Mobility Impaired (Wheelchair)
 - Persons using wheelchairs should evacuate horizontally to (*insert location here, if applicable*), if possible. If this is not possible, the person should move to an Area-of-Refuge with their assistant or fire monitor, if possible, or Stay in Place when the alarm sounds. The evacuation assistant should then proceed to the evacuation assembly point outside the building and tell emergency personnel the location of the person with disability. If the person with disability is alone, he/she should phone should dial 911 using the phone provided in the area of refuge. He/she should give their present location, and need of assistance or the Area-of-Refuge to which they are headed.
 - Mobility Impaired (Non-Wheelchair)
 - Persons with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs.

If there is no immediate danger (detectable smoke, fire or unusual odor), the person with disability may choose to stay in the building, using the other options, until emergency personnel arrive.

- Hearing Impaired
 - Most buildings on campus are equipped with fire alarm horns/strobes that sound the alarm and flash strobe lights. The strobe lights are for hearing-impaired persons. Persons with hearing impairments may not notice or hear emergency alarms and will need to be alerted of emergency situations.
- Visually Impaired
 - Most buildings on campus are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The horn is for sight-impaired persons. 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. The assistant should offer assistance to the individual with visual impairment and guide his or her through the evacuation route.

**SECTION IV
SHELTER IN PLACE PROCEDURES
FOR SEVERE WEATHER**

1. In the event of severe weather requiring occupants to take shelter, a recorded message providing details on the weather emergency will be communicated via phone to *(identify who from your building should be on the DPS call out list)*³. The Building Emergency Coordinators, working with their Floor Marshals, will notify all building occupants of the need to seek shelter and other details provided in the phone message. Building Emergency Coordinators and Floor Marshals should notify occupants through word of mouth, phoning personnel, and walking through their designated areas.

2. Faculty may use this statement in informing their students:

"There is a tornado warning. Class is dismissed. Please seek shelter in the lowest level or a room without windows." If the class room is an interior room, instruct students to stay where they are.

3. Safe places during a tornado are inside the building, at the lowest level, in the interior, away from windows such as an interior room or hallway. **Stay away from windows** and avoid auditoriums, atriums, or other areas with large, free-span roofs. The table below indicates the designated, posted shelter areas in this building

Building	Safe Places of Shelter	Closest Means of Communication

3. Building Emergency Coordinators and Floor Marshals will use the closest means of communication to obtain updates

³ Contact Gary Hill, DPS, 3-3434 with the names and phone numbers of those that should be on the severe weather call out list.

SECTION V BOMB THREATS OR SUSPICIOUS PACKAGES

Bomb Threat:

If you receive a bomb threat, carefully note all information the caller gives you and call **911** immediately. Notify the Building Emergency Coordinator. **Do not** activate the building notification system. The decision to evacuate is determined by the Department of Public Safety (DPS) in conjunction with departmental management. Appendix B contains a data sheet of information to collect about the threat.

If an evacuation occurs as the result of a bomb threat, follow the evacuation procedures outlined in this plan. The Floor Marshals or occupants will report to DPS any observation of a suspicious person or package seen in the work areas or along the evacuation route. Occupants will not attempt to inspect or move suspicious packages.

Suspicious Package:

If you receive a suspicious package, evacuate the immediate area (room where the package is located) and call **911** immediately. Carefully describe the package and provide any information you have on how it was delivered and by whom. Appendix C contains a recognition checklist for suspicious packages.

Notify the Building Emergency Coordinator. **Do not** activate the building fire alarm system. The decision to expand the evacuation will be determined by DPS in conjunction with departmental management.

If an evacuation is initiated, follow the evacuation procedures outlined in this plan. Floor Marshals or occupants will report to DPS any observation of a suspicious person seen in the work areas or along the evacuation route. Occupants shall not attempt to inspect or move suspicious packages.

APPENDIX A

GENERAL EVACUATION INSTRUCTIONS

Instruction to staff and students for evacuation:

"There is a building emergency. Class is dismissed (or similar language). Please leave the building via the nearest exit. Do not re-enter the building until emergency personnel give an all clear sign."

Instruction to staff and students for severe weather:

"There is a tornado warning. Class is dismissed (or similar language). Please seek shelter in the lowest level or a room without windows."

General Information:

1. Know at least two exits from the building.
2. Be familiar with the evacuation routes posted on the diagram on your floor.
3. To report a fire or emergency, call 911⁴. Give your name and location of the fire including floor and room number. State exactly what is burning, or what is smoking or what smells like a fire to you. Then notify the Building Coordinator or other designated person and activate the building notification system.
4. When notified to evacuate, do so in a calm and orderly fashion:
 - walk, don't run
 - keep conversation level down
 - take your valuables and outer garments
 - close all doors behind you
 - use the stairs, not the elevators
 - help others in need of assistance
5. Go to the designated assembly area or as instructed during the notification. If exiting the building, move at least 150 feet from the building to allow others to also safely exit the building.
6. Persons with disabilities that may impair mobility should establish a buddy system to help ensure that any needed assistance will be available to them in an emergency.

⁴ When using a cell phone to contact DPS, remember that dialing 911 will connect you to an external emergency system. Specify that you are at the University of Michigan and want to be transferred to DPS.

**APPENDIX B
BOMB THREAT DATA SHEET**

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where is it right now?
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?

Phone number on display: _____

Phone number call was received on: _____

Time received: _____ Date: _____

Rec'd by: _____

Position/Title: _____

Phone Number: _____

CALLER'S VOICE

Calm	Loud	Nasal
Angry	Laughter	Stutter
Excited	Crying	Lisp
Slow	Normal	Raspy
Rapid	Distinct	Deep
Soft	Slurred	Ragged
Accent	Clearing	Throat
Familiar	Deep	Breath
Disguised	Cracking	Voice

If voice was familiar, whom did it sound like?

Sex of caller: Male Female Age _____

BACKGROUND SOUNDS

Street Noise	Animal Sounds
Factory Machines	Kitchen Noises
Voices	Clear
PA System	Static

Music	Long Distance
House Noise	Local
Motor	Booth
Office Machinery	Other

THREAT LANGUAGE

Well Spoken (Well Educated)	Taped
Incoherent	Irrational
Message Read by Threat Maker	Foul

REMARKS: _____

The Department of Public Safety, in general, does not recommend that buildings be evacuated as a result of bomb threats. This however does not preclude evacuation under certain circumstances. Factors to be considered in a decision to evacuate include but are not limited to the following:

Message Received:

- Urgency
- Exactness
- Plea
- Specific location within the building
- Any specific description of the device

Current Turmoil:

- National and Local scene
- Personal vendetta

IMPORTANT: Call **911** immediately after receiving a bomb threat, complete the requested information in as much detail as possible, and provide this form to DPS.

Appendix C

SUSPICIOUS PACKAGES

LETTER AND PARCEL BOMB RECOGNITION CHECKLIST

Be cautious of;

- Foreign mail, air mail, and special deliveries
- Restrictive marking such as “confidential” or “personal”
- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles
- Misspellings of common words
- Oily stains or discoloration’s on package
- Excessive weight
- Rigid, lopsided, or uneven envelopes
- Protruding wires or tinfoil
- Excessive tape or string
- Visual distractions
- No return address

IF YOU ARE SUSPICIOUS OF A MAILING AND ARE UNABLE TO VERIFY THE CONTENTS WITH THE ADDRESSEE OR SENDER:

- Do not touch or move the article
- Do not open the article
- Evacuate the immediate area
- Do not put in water or a confined space such as a desk drawer or a filing cabinet
- If possible, open windows in the immediate area to assist in venting potential explosive gases
- If you have any reason to believe a letter or a parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent; instead, contact DPS at 911 for assistance.

Appendix D
Emergency Evacuation for Persons on Campus with Disabilities

Self-Identification

- Annual request to Staff
- Periodic request to Students
- Information Retained
- Information Provided
- Confidentiality

Evacuation Assistance

Emergency Exits

Area of Refuge/Designated Area of Rescue Assistance

Communication

- Occupancy after regular work hours
- Need for Assistance
- Notification/Alarms

Adaptive Evacuation Procedures for Persons with Disabilities

- Visual Impairments/Blind
- Hearing Loss/Deaf
- Mobility Impairments

Annual Review

Resources

Evacuation of Persons with Disabilities

Although employers are not required to have emergency evacuation plans under the Americans with Disabilities Act (ADA), if employers covered by the ADA opt to have such plans they are required to include people with disabilities. As a public educational institution, the University of Michigan addresses faculty, staff, students and visitors in our evacuation plans for persons with disabilities.

Emergency evacuation plans must address the evacuation of persons with disabilities. The following information should facilitate either the completion of a separate section of your plan, or the incorporation of these issues into your plan. If you have questions regarding any of the guidance provided, or have questions regarding other options, please contact the UM resources listed at the end of this section.

The following should provide sufficient information so that building facility managers can address the following essential items in their evacuation plans:

1. Method for self identification for persons with disabilities who need assistance during evacuation.
2. Description of the information that is retained regarding persons who self-identify.
3. Availability of the building facility manager to identify and provide information on specific egress routes for persons with disabilities.
4. Availability and location of Areas of Refuge or Locations for Rescue Assistance, if applicable.
5. Emergency phone numbers for UM phones and cell phone communication.
6. Direction regarding whether accessibility lift systems or Limited Use Limited Application Systems (LULAS) have been approved for use by persons with disabilities during an emergency evacuation, if applicable.
7. Responsibilities of floor marshals, supervisors and building facility managers regarding persons with disabilities during an emergency evacuation.
8. Responsibilities of persons with disabilities during an emergency evacuation.
9. Availability of the emergency evacuation plan in alternative format upon request.

In addition, guidance is provided in how to address the requests of persons with disabilities regarding the purchase and use of evacuation equipment (item **B3**) and requests to be carried out during an emergency evacuation (item **B4**).

A. Self-Identification

The best way to identify emergency evacuation needs for persons with disabilities is to ask individuals whether they may need assistance with their safe evacuation in case of an emergency. The Equal Employment Opportunity Commission (EEOC) has issued guidance regarding what information employers are allowed to gather when developing an emergency evacuation plan. According to the EEOC:

- An employer may periodically ask all of its current employees if they will require assistance in an emergency. The employer must be clear that self-identification is voluntary and the purpose for the request is to provide information to assist in their safe evacuation in case of an emergency.
 - An employer may ask employees with known disabilities if they will require assistance in the event of an emergency. An employer should not assume, however, that everyone with an obvious disability will need assistance during an evacuation. For example, many individuals who are blind may prefer to walk down stairs unassisted. People with disabilities are generally in the best position to assess their particular needs.
1. ***Annual Request to Staff:*** No less than once/year, the Office of Institutional Equity's ADA Coordinator will announce to all University faculty, staff and students via email that Emergency Evacuation Procedures for Persons with Disabilities are available. The email will direct faculty, staff and students with disabilities, or others who may require assistance during an emergency evacuation, to identify themselves to their building facility manager for more information. Department managers and supervisors will be directed to ask faculty and staff with known disabilities if they will require assistance in the event of an emergency. In addition, departments will be encouraged to collaborate with their building facility manager on this process. This may be accomplished by having a representative from each of the departments, programs, etc, in a building disseminate an email to all staff reminding them to contact the building facility manager if they will need assistance during an emergency evacuation.
 2. ***Periodic request to Students:*** The Office of Services for Students with Disabilities (SSD) will announce at the beginning of each semester that students with disabilities should contact the facility managers in the buildings where they have classes for information and planning for their evacuation in case of an emergency.
 3. ***Information retained:*** Building facility managers will keep a list of persons who have self-identified for the purpose of assistance during emergency evacuation.

This information will include name, office/room location, phone, type of assistance requested and/or where they are to be directed in case of emergency. If they have identified a buddy, the name and phone number of that person should be included. This information is retained by the building facility manager and is provided to emergency rescue personnel and UM DPS in the case of an emergency evacuation. Facility managers are reminded to ask faculty, staff and students to identify whether they use a service animal that may also need evacuation. Emergency evacuation plans need to be provided in an alternate format to the faculty, staff or student if requested. Some examples of alternate format are Braille, large print text, and audio recording. Contact the ADA Coordinator at the Office of Institutional Equity or the Office of Services for Students with Disabilities for assistance in providing material in an alternate format.

4. **Information provided:** Upon request, facility managers should provide specific information to persons with disabilities or others who may require assistance during emergency evacuation. This may include egress routes, communication options, Areas of Refuge, designated Areas of Rescue Assistance etc.
5. **Confidentiality:** The ADA requires that all medical information be kept confidential. However, first aid and safety personnel may be informed, when appropriate, if an individual with a disability might require emergency treatment or if any specific procedures are needed for emergency evacuation. The faculty, staff or student may voluntarily provide this information to the building facility manager if they believe it will be relevant to emergency rescue personnel.

B. Evacuation Assistance

1. **Floor marshals:** One of the responsibilities of a floor marshal is to ensure occupants have evacuated the area. In cases where the floor marshal identifies a person with a disability, or someone who needs assistance with evacuation, they should either direct or escort the person to an approved Area of Refuge, a designated Area of Rescue Assistance, or escort the person from the building. If the person is unable to evacuate with assistance, the floor marshal should immediately provide their name and location to emergency evacuation personnel and/or UM DPS. Floor marshals must always check approved Areas of Refuge and designated Areas of Rescue Assistance, if safe to do so, before evacuating in order to provide complete and accurate information to emergency evacuation personnel and/or UM DPS regarding the location of persons who will need evacuation assistance.
2. **Buddy system:** Faculty, staff and students with disabilities are responsible for asking one or more reliable people to assist them in case of an emergency, and provide them with information on how best to do so (guidance during evacuation, etc.). When the fire alarm sounds, the “buddy” is to assist faculty, staff or student

- with evacuation. If the person is unable to evacuate without limited assistance (i.e. guidance, etc.), the buddy is to confirm the location of the person with the disability, and then immediately inform emergency personnel and/or UM DPS of their location. ***Emergency response personnel are responsible for the evacuation of persons with disabilities who need assistance and are unable to evacuate independently or safely with a buddy.***
3. ***Equipment:*** There is equipment available to assist with the emergency evacuation of persons with disabilities, especially persons with mobility impairments who cannot use the stairs. This equipment requires the transfer of the person from their wheelchair to the evacuation equipment. Their use also requires the assistance of at least two or more people who have been trained in transfer procedures and are familiar with the equipment. Actual experience with this equipment shows that although it appears to be an attractive alternative to other options during planning, actual emergency conditions have presented concerns not initially anticipated. This has ranged from trained staff not being on-site during the evacuation, to concern on the part of the person with the disability that the transfer and evacuation do not feel safe. In general, it is not advised to incorporate the use of this type of equipment for the evacuation of persons with disabilities unless it is to be used by trained professional emergency evacuation personnel. ***Other alternatives must be considered, given the severe risk for injury to all parties when non-emergency rescue trained personnel attempt to evacuate a person with a disability using such equipment.***
 4. ***Carry Out:*** Individuals with mobility impairments may request the option of being carried out of the building in case of emergency. This provides risk not only for the person with a disability, but also “good Samaritans” or buddies who have agreed to assist the individual. Executing this type of evacuation procedure requires training by emergency evacuation professionals. Some of the same barriers to safe execution exist with this option as are mentioned above under #3 “Equipment”. ***Other alternatives must be considered, given the severe risk for injury to all parties when non-emergency rescue trained personnel attempt to carry a person with a disability down a stairway.***

C. Emergency Exits

Staff and students with disabilities are responsible for identifying at least two options for evacuation without using the elevator. The building facility manager can assist them with this task. Persons with disabilities who require assistance to safely evacuate are encouraged to contact the building facility manager to review emergency procedures, identify exit routes, and provide information on their usual location in the building.

1. Vertical exits

Stairs: Stairways can be used by those who are able to evacuate with or without assistance. Persons with visual impairments are who are blind may require the

assistance of a sighted person. Persons who must use crutches or other devices as walking aids will need to use their own discretion, especially where several flights of stairs are concerned.

Accessibility lifts and LULAs: Accessibility lifts and LULAS are available in many of the University's buildings. In, general they provide vertical access/egress between no more than four (4) floors. Most of the units installed at the University provide vertical access/egress between levels (i.e. between a foyer and a first floor), or between two floors (i.e. a basement and a first floor). If the unit is located within a rated exit enclosure, then there may be no objection to its use for emergency egress. However, if the unit is located in its own shaft, and travels vertically between floors, similar to a conventional elevator, then it will not be approved for use in an emergency. ***Incorporating the use of an accessibility lift or LULAS for emergency evacuation must be approved by the Fire Marshal or Fire Inspector and must include consultation with the Elevator Shop.***

Elevators: Persons with disabilities who cannot use the stairs may be permitted to use the elevator to access safe locations (usually ground floors) during weather emergencies. Under no circumstances are elevators to be used in case of a fire emergency. ***Only local emergency response personnel can make the decision to activate elevators and use them for emergency evacuation during a fire.***

2. ***Horizontal exits.*** Some University buildings provide horizontal exits to a safe location into an adjoining building where one can then proceed to use elevators, stairs or other routes for evacuation. ***Horizontal egress should never be identified as an option without first receiving approval from the Fire Marshal, Fire Inspector or Plant Extension Architectural, Engineering and Constructions services that there is sufficient fire protection between buildings for them to be considered separate buildings.***

D. Areas of Refuge & Designated Locations for Rescue

1. ***Area of Refuge:*** Some buildings may have areas that can be approved and designated as Areas of Refuge. Such an area must have a specific code required fire resistance rating, ventilation, a sprinkler system, and a means of communication (i.e. a dedicated emergency phone or courtesy phone). Stairwells approved as Areas of Refuge must have all these characteristics and must also have specific dimensions to allow for the safe evacuation of all evacuees. Approved Areas of Refuge must be designated by appropriate signage. They must be clearly identified on emergency evacuation plans, so that faculty, staff, students, visitors and emergency personnel may easily locate them. Floor marshals should always check this designated area, if safe to do so, before evacuating in order to provide complete and accurate information to emergency evacuation personnel and/or UM DPS. ***Areas of Refuge should never be identified in your plan without first receiving approval from the Fire Marshal,***

Fire Inspector or Plant Extension Architectural, Engineering and Constructions services to confirm that the location meets all code requirements.

2. ***Designated Areas of Rescue Assistance:*** When approved Areas of Refuge are not available, it is recommended that Areas of Rescue Assistance be identified by the building facility manager throughout the building. Whenever possible, these locations should be in approximately the same place on each floor, close to a stairwell. These designated locations allow for the swift evacuation of persons with disabilities by emergency personnel, as they do not have to locate a variety of offices or locations throughout the building when persons have decided to “stay in place”. These locations should have a closing door, a phone or two-way radio for communication, and supplies that enable the person(s) to block smoke from entering under the door. They should also have a window so that evacuees can signal their location. The location must be clearly identified on emergency evacuation plans, so that faculty, staff, students, visitors and emergency personnel may easily locate them. However, their designation must be clearly distinguishable from an Area of Refuge. Floor marshals should always check this designated area, if safe to do so, before evacuating in order to provide complete and accurate information to emergency evacuation personnel and/or UM DPS. ***It is recommended that building facility managers consult with the Fire Marshal, Fire Inspector or Plant Extension Architectural, Engineering and Constructions services to confirm the suggested Designated Location for Rescue is the best choice based on the building configuration and its construction.***
3. ***Stay in Place:*** In circumstances where evacuation is not possible, and an Area of Refuge or designated Area of Rescue Assistance has not been identified, it is recommended that a person with a disability stay in place, and inform the floor marshal and at least two other evacuees of their location. This information is to be provided immediately to emergency rescue personnel.

In addition, the person who stays “in place” should be reminded to call campus security and provide their name, location and the nature of the emergency. When calling from a UM phone the number is 911. Cell phone users should be encouraged to store the direct dial number in their cell phones: 763-1131. The dispatcher will relay the information to on-scene emergency personnel.

E. Communication

1. ***Occupancy after regular work hours:*** Any staff or student with a disability who will need assistance during an emergency evacuation and might occupy the building after regular work hours, or at other times when staff are not usually present, should be encouraged to notify campus security of their location, and provide the building, floor, room and time of their arrival and departure. This will allow emergency personnel to know their location in advance, as some emergencies will interfere with phone communications.

2. ***Need for Assistance:*** Staff and students with disabilities are responsible for asking for assistance in case of an emergency. This should include providing floor marshals or others with their location if they are unable to evacuate. If their option is to stay in place, they should attempt to call security to notify them of their location, in addition to notifying others who are evacuating to provide their location to emergency personnel.

3. ***Notification/Alarms:*** Review the types of alarms that are present in your facility. Make sure that floor marshals check all locations, including restrooms, to communicate the need to evacuate. This is especially important for persons in the building who may be deaf or have other hearing impairments.

E. Suggested Adaptive Procedures for Persons with Disabilities

1. ***Mobility Impaired (Person(s) using a Wheelchair):*** Persons using wheelchairs should move to an approved Area of Refuge or a designated Area of Rescue Assistance with their buddy or the floor marshal when an emergency alarm sounds. The buddy and/or the floor marshal should then proceed to the evacuation assembly point outside the building and inform emergency personnel of the location of the person who needs assistance. If the person who is not able to evacuate is alone, he/she should phone the campus security. He/she should give their present location (office/room location, Area of Refuge, designated Area of Rescue Assistance, etc.) and the type of assistance they will need to evacuate. When calling from a UM phone the number is 911. Cell phone users should be encouraged to store the direct dial number in their cell phones: 763-1131. The dispatcher will relay the information to on-scene emergency personnel.
2. ***Mobility Impaired (Person(s) not using a Wheelchair):*** Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with some assistance. If danger is imminent, the individual should wait until heavy traffic has cleared before attempting the stairs.
3. ***Hearing Impaired:*** Some buildings on campus are equipped with fire alarm horns/strobes that sound the alarm and flash strobe lights. Persons with hearing impairments may not notice or hear emergency alarms and will need to be alerted of emergency situations.
4. ***Visually Impaired:*** Some buildings on campus are equipped with fire alarm horns that sound the alarm. 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 during an emergency evacuation. The floor marshal, buddy or nearby faculty, staff or student should offer assistance to the individual with a visual impairment and guide him or her through the evacuation route.

F. Annual Review

The list of occupants who need assistance should be updated as Building Facility Managers are notified of changes. The Office of Institutional Equity will invite faculty, staff and students to self-identify their need for assistance during an emergency evacuation at least annually.

G. Resources

**Department of Public Safety (DPS)
Fire Marshal & Fire Inspector**

1239 Kipke Dr.
Ann Arbor, MI 48109-1010
(V) 734.763.3434

Occupational Safety & Environmental Health (OSEH)

University of Michigan
1239 Kipke Drive
Ann Arbor, MI 48109-1010
(V) 734.647.1143

Office of Institutional Equity (OIE)

Americans with Disabilities Act (ADA) Coordinator

2072 Administrative Services
1009 Greene Street
Ann Arbor, MI 48109-1432
(V) 734.763.0235
(TTY) 734.647.1388

Office of Services for Students with Disabilities

G-664 Haven Hall
505 South State Street
Ann Arbor, MI 48109-1045
(V) 734.763.3000
(TTY) 734.615.4461

Architecture, Engineering, and Construction (AEC)

326 East Hoover Avenue,
Ann Arbor, MI 48109-1002
(V) 734.764.3414

UM Risk Management

400 S. Fourth St.
Argus II Building
Ann Arbor, MI 48103
(V) 734.764.2200

UMH Facilities Projects

Design & Construction
300 North Ingalls Building, 5C06
Ann Arbor, MI 48109-0470
(V) 734.647.3311

UMHS Safety Management Services

University of Michigan Hospitals & Health Centers
300 N. Ingalls, 5B04
Ann Arbor, MI 48109-0470
(V) 734.764.4427

Appendix E
Floor Marshal Basic Responsibilities

1. Floor Marshals are volunteers. Primary duties include:

- Conducting a sweep of pre-assigned areas during fire alarms or severe weather warnings to spread the word.
- Conducting a check of Areas of Rescue Assistance during and after a fire alarm.
- Assisting DPS Officers with building evacuations.
- Assisting DPS Officers/Fire Fighters in identifying persons with special needs/mobility impairments during a building evacuation.
- In some cases, Floor Marshals may be requested to monitor building entrances depending on the nature of the emergency.

2. In the event of a fire alarm:

- Conduct a sweep of the pre-assigned area if safe to do so.
- Close office doors while evacuating if safe to do so.
- Proceed to the pre-arranged evacuation point and wait for further instructions.

3. In the event of a medical emergency:

- Dial 911 and report the location and nature of the emergency.
- Instruct someone to meet the responding officers/EMS technicians.
- Assist emergency responders as needed.

4. In the event of a severe weather emergency:

- Upon notification of severe weather, conduct a sweep of the pre-assigned area if safe to do so and alert all building occupants.
- Proceed to the severe weather gathering location and wait for the “all clear.”

5. If a Floor Marshal becomes aware of a fire:

- Call 911 and report the incident immediately.
- Activate the building fire alarm system (Pull station.)
- Conduct a sweep of the pre-assigned area if safe to do so.
- Close office doors while evacuating if safe to do so.
- Proceed to the pre-arranged evacuation point and wait for further instructions.

Floor Marshals should keep the identification vest handy. Monthly or quarterly meetings should be conducted so that all floor marshals become familiar with one another. This also provides an opportunity for changing/re-assigning persons and keeping contact lists up to date. It is also a good opportunity to discuss building safety issues as they come up.