

# UT Graduates School of Medicine and UT Medical Center Disaster Emergency Information

## University Health System On-Campus Buildings

### I. TENANT EMERGENCY PROCEDURES

1. In the event of an emergency (Medical, Fire, Police) always dial **4999** (865-305-4999) unless otherwise noted.
2. Tenants are urged to call the numbers shown above to report emergencies including but not limited to fires, bomb threats, acts of physical violence, including purse snatching, auto theft, and life threatening, critical medical emergencies.
3. When calling, you should be prepared to provide the following information:
  - a. Your name and telephone number
  - b. The nature of the emergency
  - c. The exact location of the emergency, the victim or other persons involved.
4. When it is safe and possible, notify the Property Manager at 865-305-9975 or 865-250-2313. If Property Manager is unavailable, notify Operations Manager at 865-660-9988. If you are unable to contact Realty Trust Group, contact UT Medical Center Security at 865-305-9540.

### Code Announcements

Volo Notification System will be used to inform on-campus building of Code. The following codes are the Volo notification that will be received:

- |                                      |   |
|--------------------------------------|---|
| a. Code Yellow – Mass Casualty/Surge | e. Code Purple – Active Shooter                       |
| b. Code Orange - Haz-Mat Incident    | f. Code Lost - Adult/Elderly w/altered mental ability |
| c. Code Black – Bomb Threat          | g. Code Gray – Severe Weather/Tornado                 |
| d. Code Echo – Evacuation            | h. Code Pink – Infant/Child Abduction                 |

### Code Key – Lockdown

- A. The PBX announcement will specify the nature of the Code Key. During a **Code Key – Lockdown** no one is allowed to enter the building. Additional information may be obtained by calling the Disaster Hotline (305-8693).
- B. Upon announcement of a **Code Key – Lockdown**, all Medical Center personnel located near an external exit should close and secure the door, and prevent entry to the facility.
- C. Any security doors will be activated preventing unauthorized entry into the Medical Center. These doors do not need to be secured by personnel.
- D. If doors are lockable, they should be locked. If doors are not lockable, other measures should be taken to secure the doors. Post personnel to monitor the doors.
- E. Any open window should also be closed and secured.

### Code Key – Shelter in Place

- A. The PBX announcement will specify the nature of the Code Key. During a **Code Key – Shelter in Place** no one is allowed to exit the building. Additional information may be announced at the discretion of the Incident Commander, such as “Chemical Release” or other information to aid personnel in performance of their duties under the code. Additional information may also be obtained by calling the Disaster Hotline (305-8693).
- B. Upon announcement of a **Code Key – Shelter in Place**, all Medical Center personnel located near an external exit should close and secure the door, and prevent exit from the facility.

- C. Any security doors will be activated preventing unauthorized entry into the Medical Center. These doors do not need to be secured by personnel. These doors should be monitored to prevent exit from the facility.
- D. If doors are lockable, they should be locked. If doors are not lockable, other measures should be taken to secure the doors. Post personnel to monitor the doors.
- E. Any open window should also be closed and secured. This is more important during a shelter-in-place to prevent contaminants from entering the building.
- F. In the event of a chemical release which could impact the Medical Center, Maintenance will be contacted to shut down the ventilation system to prevent entry of the substance into the building(s).
- G. If it is necessary to immediately shut down the ventilation system, PBX will announce overhead **“Code Key – Activate Pull Stations.”** Upon hearing this announcement, personnel should activate a fire alarm pull station in their area.
- H. **NOTE: Pull stations in elevator lobbies should NOT be activated. The fire-tie in Security Dispatch should be opened prior to making the announcement. If this is not possible contact the Knoxville Fire Department to notify them that there is not a fire and why the fire alarm was activated.**
- I. Maintenance will be allowed to silence the fire alarms, but shall not reset the panels until told to do so as ordered by the Incident Commander or the **“Code Key – All Clear”** is announced.
- J. In the event of a Shelter-n-Place due to chemical release, persons outside should be allowed into the building through any available door, but no one should be allowed outside without appropriate personal protective equipment (PPE).
- K. Individuals experiencing symptoms of exposure or suspected to be contaminated should be directed to the Emergency Department (ED) for treatment and decontamination, if necessary.

### **Code Purple Active Shooter**

1. A person(s) displaying a firearm in an aggressive or threatening manner with the motivation or intent to injure or kill people in your vicinity.
2. Exit the area if possible. Take others with you, but if they will not leave do not waste valuable time in trying to convince them to go.
3. Do not take anything with you. Prevent others from entering the area. Call 4999 (865-305-4999) to initiate the response from UTMC Security.
4. If you cannot exit the area:
  - a. Secure the immediate area by moving all patients, visitors and staff members to a safer location (if possible).
  - b. Secure unit doors (if possible) to isolate the incident.
  - c. Stay out of sight and keep others calm and quiet
  - d. Turn off lights
  - e. Silence radios, pagers, cell phones
  - f. If your area is involved in the incident, designate one person to call 4999 to initiate response from UTMC Security as soon as possible and provide the following information: your name, your location, location of the event, if the perpetrator is still on the scene, the number of perpetrators, victims, hostages, etc., the type of weapon(s) involved, & ID of the shooter (if known), shooter's physical description, race/gender, clothing, etc.
  - g. Arm yourself with items that could be used as a weapon and prepare to fight.
  - h. If the perpetrator has fired on victims, you are faced with a life or death situation. Only you can consider your next course of action.
  - i. If you are caught by the perpetrator and you are not going to fight back: do not look the intruder in the eyes, and obey all commands, don't speak unless spoken to and then only when necessary, do not talk down to the captor who may be in an agitated state, avoid appearing hostile, remain calm, avoid speculating, comply with instructions the best you can, avoid arguments, expect the unexpected, be observant, you may be released or escape, the personal safety of others may depend on your memory, be prepared to answer Law Enforcement on the phone, and be patient and wait.
  - j. Response from law enforcement agencies may include multiple agencies with different uniforms. Responding officers will be giving loud verbal commands to you and will not be assisting with injured persons until the scene is deemed completely safe. Always keep your hands shown and avoid sudden movements or shouting towards officers. Do not respond to voice commands until you can verify they are law enforcement or other rescue personnel k. Follow all instructions given to you by law enforcement personnel and allow them to assist you out of the building or area