



# Emergency Quick Reference Guide

EOC: 501-686-6999

Published by: Occupational Health and Safety Department  
and Emergency Preparedness  
2020

UAMS safety policies are available online at [www.uams.edu/safety](http://www.uams.edu/safety)  
[web.uams.edu/emergency-preparedness/](http://web.uams.edu/emergency-preparedness/)

Current version of this guide available online at:  
<http://intranet.uams.edu/safety/flipchart.aspx>



# Emergency Quick Reference Guide

EOC: 501-686-6999

Published by: Occupational Health and Safety Department  
and Emergency Preparedness  
2020

UAMS safety policies are available online at [www.uams.edu/safety](http://www.uams.edu/safety)  
[web.uams.edu/emergency-preparedness/](http://web.uams.edu/emergency-preparedness/)

Current version of this guide available online at:  
<http://intranet.uams.edu/safety/flipchart.aspx>

---

**The UAMS Police Department provides security for the campus 24 hours a day, 7 days a week.**

**(501) 686-7777**

**Always Report:**

1. Any suspicious/criminal activity
2. Workplace violence
3. Thefts of UAMS and/or personal property
4. Bomb threats
5. Harassing communications
6. Lost and/or found properties
7. Lockdown Alert - Lockdown of UAMS campus when an act of violence requires lockdown procedures to be implemented
8. All calls to 911.

**For additional information refer to the Security Management Plan in the UAMS Medical Center Safety Manual.**

**POLICE**

- **Computer issues (hardware, software, network, etc.)**  
Contact the Information Technology 24-hour help desk at (501) 686-8555.
  - **Vocera system failures**  
Contact the Information Technology 24 hour help desk at (501) 686-8555.
  - **Telephone system failures**  
Contact Telecommunications at (501) 686-6420 and press 1 for 24-hour service.
  - **Nurse call system failures**  
Contact Clinical Engineering during normal business hours at (501) 686-5754.  
After hours and on weekends, call (501) 526-0000.
  - **Overhead paging system failures**  
Contact Telecommunications at (501) 686-6420 and press 1 for 24-hour service.
- If no answer, call the hospital operator “0”.**

## COMMUNICATION DEVICES

Safety Data Sheets (SDS – formerly MSDS) provide accurate information on the potential hazards associated with chemicals. All personnel should have 24 hour access to SDS for chemicals used within their department.

**Hard copies of SDS for Clinical Programs can be found in the following departments:**

- |  |                      |
|--|----------------------|
| 1. Occupational Health and Safety (OH&S) | (501) 686-5536       |
| 2. Emergency Department                  | (501) 526-2000       |
| 3. Campus Operations Call Center         | (501) 526-0000       |
| 4. Nursing (ADON)                        | (501) 688-6358 pager |

**Hard copies of SDS for the following departments can be found within those departments:**

1. Radiology
2. Clinical Laboratory
3. Respiratory Care

SDSs may be accessed online using any of the online search engines. Enter the name of the chemical, followed by SDS in the search field (i.e., isopropyl alcohol SDS).

## SAFETY DATA SHEET

All patient care equipment, including the nurse call system, tube system, and patient beds, is maintained by Clinical Engineering. Information regarding preventive maintenance and repairs on patient care equipment is contained in the Clinical Engineering Log Book found on the unit as well as online; <http://web.uams.edu/for-faculty-staff-and-students/clinical-engineering/> or may be addressed to Clinical Engineering.

- For service from 7:00 a.m. to 4:30 p.m. Monday through Friday, Clinical Engineering technicians are available.

**Call (501) 686-5754.**

- For emergency response anytime after normal hours and on weekends, you can call the Campus Operations Call Center and the on call technician will be notified.

**Call (501) 526-0000.**

## **CLINICAL EQUIPMENT SERVICE**

---

**If an incident involving clinical equipment, including electrical shock, occurs:**

- **Correct the unsafe condition**, notify your immediate supervisor and render appropriate care.
- **Remove and replace the equipment.**
- **Impound the device with all attachments and disposables in a secure area.**
- **Immediately notify Clinical Engineering during normal business hours at (501) 686-5754**; after hours or on weekends, call the Campus Operations Call Center at (501) 526-0000, which will notify the on-call technician.

When equipment failure results in patient harm, the **Safe Medical Device Act of 1990** requires that you report as an equipment-related event in the “Patient Safety Net” program available online. (**Policy ML.1.04**).

- If the event appears to be a **significantly severe event or sentinel event**, **immediately call Risk Management** at (501) 603-1150 or Hospital Administration (501) 686-8956. After hours page the ADON at (501) 688-6358.

## CLINICAL EQUIPMENT INCIDENTS

It is the duty of every UAMS employee to report in a timely and accurate manner any unsafe occurrence, accident, injury, chemical exposure or other possible safety hazard.

## **Safety Hazards**

Use the **Online Hazard Report Form** (available at: [www.uams.edu/safety/hazard.aspx](http://www.uams.edu/safety/hazard.aspx)) or contact Occupational Health and Safety at **(501) 686-5536**.

## **Workplace Violence**

Contact UAMS Police at **(501) 686-7777**.

## **Security Incidents**

Contact UAMS Police at **(501) 686-7777**.

## **Patient/Visitor Occurrences**

Complete the online Patient Safety Net Form found on UAMS desktop computers as the PSN icon. If the event is critical or sentinel, notify RiskManagement immediately at **(501) 603-1150**.

## **Employee/Student Injuries and Incidents**

Inform your supervisor. Either complete the Online Incident/Injury Report Form (available at [www.uams.edu/safety/accident.aspx](http://www.uams.edu/safety/accident.aspx)) or complete a paper copy of the Employee/Student Injury & Incident Form.

Report to one of the following locations for medical treatment:

- Employee/Student Health Services (Needle sticks, blood/body fluid exposures incidents **ONLY**) **(501) 686-6565 M-F, 8:00 AM - 4:30 PM**
- Family Medicine Clinic – (All other non-emergency incidents - **(501) 686-6560 M-F, 8:00 AM - 4:30 PM**)
- Emergency room - After hours, Weekends, and Holidays
- UAMS Regional Centers for sites outside Little Rock

# **INCIDENT REPORT**



The cleaning up of **blood and body fluid spills** is of special concern in the hospital setting.

1. **Gloves must be worn.** Other protective equipment may be needed, depending on the size of the spill.
2. **Be careful if dealing with broken glass or sharps.**
3. Contain the spill by **covering area with paper towels** or other absorbent material to limit spread.
4. **Flood site with an appropriate disinfectant:** phenolic cleaner, quaternary cleaner, 1:10 dilution of household bleach or other EPA-approved disinfectant.
5. Dispose of all blood and body fluid contaminated material into a **biohazardous waste container.**
6. **Clean spill area again** with fresh disinfectant.
7. Remove protective equipment and **wash hands.**
8. For **larger spills**, contain the spill as above and **page Clinical Housekeeping at (501) 686-6871.**

## BLOOD AND BODY FLUID SPILLS

## **Chemotherapy Spill**

**Secure and contain. Contact Campus Operations Call Center at (501) 526-0000 to notify OH&S.**

- If spill results in direct contact of patient and/or staff, remove contaminated clothing/bedding immediately.
- Wash skin with soap and water and flood eyes with water.
- Notify physician immediately to assess.
- Restrict access to spill area.
- Obtain Chemotherapy Drug Spill Kit from Occupational Health and Safety. (Departments should maintain 1 spill kit at all times.)
- Be sure to wear gloves, gown, mask, and eye protection.
- Follow Campus Policy 11.4.13 (Handling Chemotherapy Drug Spills) found in the UAMS Safety Manual.
- Contact Campus Operations Call Center @ (501)526-0000 to notify OH&S. Send Chemotherapy Spill Checklist to OH&S at mail # 617.
- Complete the online Patient Safety Net Form. If the event is critical or sentinel, notify Risk Management immediately at (501)603-1150.

## **Mercury Spills**

Contact Campus Operations Call Center at **(501) 526-0000** to notify OH&S.

# **HAZARDOUS SPILLS**

**BIOLOGICAL** is activated when there is a suspected bioterrorism/ biological event. Contact Hospital Operator at (501) 686-7333 to activate Biological medical alert.

Depending upon the nature of the contaminating/biological agent, the number of victims and the patient acuity, other disaster codes may be activated simultaneously (Chemical, Mass Casualty, or Evacuation).

**Biological is not announced overhead.** If you become aware of a Biological issue in progress, **do not report to the Emergency Department.** Report to your department and await specific instructions.

**BIOLOGICAL**

When victims who are contaminated with chemical or biological agents that require decontamination are received, a **CHEMICAL DECON** may be activated. In the event of chemical contamination, call Campus Operations Call Center at **(501) 526-0000**.

Depending upon the nature of the contaminating agent, the number of victims and the patient acuity, other disaster codes may be called simultaneously (Biological, Mass Casualty, Evacuation).

**CHEMICAL DECON is not announced overhead.** If you become aware of a decontamination in progress, **do not report to the Emergency Department.** Report to your department and await specific instructions.

**CHEMICAL**

**When a SEVERE WEATHER is called:**

1. Employees shall report to their departments.
2. Information will be distributed dependent upon the type of severe weather event.
3. Instructions will be given overhead or to each department.
4. Preparations to house employees will begin.

**When SEVERE WEATHER is called:**

1. Employees shall report to their departments.
2. Close windows, doors and drapes in patient care and visitor areas.
3. Direct visitors and patients away from windows to protected internal hallways.
4. Patients who cannot be moved to safe areas should be:
  - a. Moved as far away from the windows as possible.
  - b. Covered with blankets and pillows.
5. When the “**SEVERE WEATHER ALL CLEAR**” is called, patients and visitors may return to normal activities.

**SEVERE WEATHER**

## **EVACUATION**

- Any Hospital Employee who becomes aware of a situation in which continued operations in a location is immediately dangerous to life or health of patients, staff or visitors shall immediately contact the Hospital Administrator on Duty and/or the ADON – page at (501) 688-6358.
- The administrator/ADON shall determine if an immediate evacuation of the unit/location is required. If immediate evacuation/rescue is required, the UAMS Police at **(501) 686-7777** and other response assets will be called for assistance.
- After those in immediate danger are safe, the administrator/ADON shall activate the UAMS Emergency Incident Command System by calling the hospital operator at **(501) 686-7333** and instructing him/her to activate the **EVACUATION** plan.
- When **EVACUATION** is heard overhead, all hospital personnel are to report to their departments and await specific instructions from their supervisors.

## **EVACUATION**

For **failures** of any of the following **utilities**, call the

**Campus Operations Call Center  
(501) 526-0000**

- Electrical
- Elevators
- Fire Alarms
- Natural Gas
- Heating / Cooling
- Water
- Sewer
- Medical Gases
- Medical Vacuum/Steam
- I.T./Telecommunications

**Additional Information / Actions**

**Electrical Failure:** Ensure that all essential equipment, such as ventilators, is plugged into red emergency power outlets. If emergency power is not available, contact Campus Operations Call Center immediately at **(501) 526-0000**. Utilize flashlights for emergency lighting.

**Elevators:** If elevators are out of service, review fire and emergency evacuation plans.

**Medical Gases and Vacuum:** If gases and/or vacuum are not available or alarms are activated, follow established guidelines for your area then contact the Campus Operations Call Center at (501) 526-0000.

**When Utility Failure is announced overhead, all employees and staff should report to their assigned areas if and when safe to do so. They should take note of processes and/or systems that are out of order or inoperable. Any of these systems that do not restore to normal operating modes (within a reasonable time frame) after resumption of service should immediately be reported to a supervisor to advise the Campus Operations Call Center at (501) 526-0000.**

## UTILITY FAILURE

**MASS CASUALTY STANDBY** alerts all personnel of an impending disaster alert within the next 48 hours.

**MASS CASUALTY** provides necessary personnel and support when the volume of patients requiring emergency treatment exceeds the capacity of the Hospital, in the event of an external disaster.

**When a MASS CASUALTY is called, the following announcement will be made:**

**“FACILITY ALERT: MASS CASUALTY”**

**On-duty staff are to**

1. Report to their assigned unit unless they are designated to go to a specific disaster work area.
2. Begin implementation of specific unit responsibilities.

**Off-duty staff are to**

1. Report for scheduled shifts only.
2. Remain at home, if not scheduled. Be prepared for subsequent notification by telephone or a media (radio, TV) announcement “Recalling UAMS Medical Center employees, staff and students.” Then, report to normal work areas.

Staff are **NOT** to leave their assigned areas until they are officially released from duty.

The UAMS Emergency Operations Center (EOC), **(501) 686-6999**, is manned only during an emergency requiring alert activation.

**The UAMS EOC IS LOCATED IN THE E. WING, ROOM 4E02**

**MASS CASUALTY**



In the event of **FIRE** or **SMOKE** in your work area, remember the acronym **RACE**.

### **RESCUE:**

- Help anyone in immediate danger from the fire.

### **ALARM:**

- Activate nearest fire alarm pull station.
- Call Campus Operations Call Center at **(501) 686-5333**.

#### **Report:**

**Name and Title**

**CODE RED**

**Building, floor and room**

**What's burning, if known**

### **CONTAIN:**

- Close all doors.
- Return all patients to their rooms.
- Close patient room doors.
- Send visitors to the first floor via the stairs.
- Clear hallways of all equipment.

### **EXTINGUISH:**

**P** Pull the metal pin.

**A** Aim the nozzle at the base of the fire.

**S** Squeeze the handle.

**S** Sweep the fire from a distance of 5 to 15 feet.

**If evacuation becomes necessary, you will be given instructions by the Fire Department or a UAMS representative. The first route of evacuation will be moving horizontally to the next smoke compartment.**

**CODE RED (Fire)**

**Any UAMS employee finding an unconscious, partially conscious or possibly seriously injured person should initiate emergency response assistance by calling a CODE BLUE.**

The **UAMS Code Blue Team** will respond to all emergencies and/or codes in the following buildings:

**Hospital E, F and H Towers**  
**Central Building**  
**Shorey Building**  
**MRI Building**  
**PRI**  
**Bridge to VA Hospital (up to VA doors)**  
**Bridge to Outpatient Center**

To initiate a **Code Blue**, call **(501) 686-7333** and give the operator the following information:

**CODE BLUE**

**Building**

**Floor**

**Room Number**

**If available**, activate the code team by utilizing the desktop icon on your computer. Both telephone and Internet notification should be utilized in an arrest situation. If a computer station is not available the (501) 686-7333 will activate the code team..

**Both** the community **“911”** paramedics and the **UAMS Code Blue Team** will respond to emergencies and/or codes in the following buildings:

**Outpatient Center**  
**Rockefeller Cancer Center**  
**Jones Eye Institute**  
**Radiation Oncology Center (ROC)**

**Activate the Code Blue Team** using both the telephone and Internet notification procedures, as stated above. **Then, dial “911”** and report the incident. Hospital operator will notify UAMS Police to provide way finding for MEMS upon arrival.

For emergencies that occur **outdoors and in all other buildings not listed above**, call the community **“911”** number to obtain emergency assistance and notify **UAMS Police at (501) 686-7777**.

**Pregnant/Labor Situation**

**In the event a woman is pregnant or in labor call (501) 686-7333 and the Code Blue Team will determine what personnel need to be notified.**

**CODE BLUE (Medical Emergency)**

Infant/child abduction of an infant or child.

**Note:** TIME IS CRITICAL!!!

- Call **(501) 686-7333** (Hospital Operator)
  - o State your name, unit/location and **Missing Infant/child**
  - o Give a description of the infant or child
    - **Age:** if known or state infant or child
    - **Gender:** male or female
    - **Race-** Black, White, Hispanic, Asian
- Page ADON at (501) 688-6358 or Vocera (may delegate)
- Follow the unit/area specific plan which may include:
  - o Stop traffic in and out of your unit/area until an all clear is given
  - o Monitor exits, stairwells and hallways
  - o Report suspicious activity to UAMS police
  - o Check empty rooms, waiting areas, bathrooms, linen carts, trash cans, luggage, items which could carry infant/child

For further guidance refer to Section 12, Infant Abduction Policy of the UAMS Emergency Incident Command System in the online Safety Manual, "Emergency Codes".

**Additional Information:**

Emergency Incident Command System - Section 12 Infant Abduction

Infant Safety - Policy A.4.04

**MISSING PERSON** is activated by staff when there is concern that a high risk, missing adult patient with the following criteria has eloped and is unable to make fully informed and rational decisions.

Must be on medical hold:

- Danger to self or others
- Homicidal or suicidal
- Dementia
- Alzheimer's

The ADON is to be paged at (501) 688-6358 in the event a patient meets the above criteria and is unable to be located.

**MISSING PERSON** will only be activated after consultation with medical / nursing and administrative staff and UAMS Police when time is of the essence to locate this patient. Missing Person will not be announced overhead with the exception of PRI.

Missing Person follows in line with UAMS Clinical Programs Policy PS.2.16 – Patient Absence or Elopement from the Patient Care Unit.

**MISSING PERSON**

If you hear **BOMB THREAT** overhead in your building, listen for specific instructions to follow. You may need to assist in a search or evacuate, depending on the situation.

**If you receive a bomb threat call, signal a co-worker to call the UAMS Police at (501) 686-7777. Attempt to keep the caller on the line. Use the list below to record information.**

**CHECKLIST FOR RECEIVING BOMB THREAT**

Time and Date Reported: \_\_\_\_\_

How Reported: \_\_\_\_\_

Exact Words of Caller: \_\_\_\_\_

Questions to Ask:

- 1. When is bomb going to explode?
- 2. Where is the bomb right now?
- 3. What kind of bomb is it?
- 4. What does the bomb look like?
- 5. Why did you place the bomb?
- 6. Where are you calling from?

Description of Caller's Voice:

Male  Female  Young  Middle Age  Old  Accent

Tone of Voice \_\_\_\_\_ Background Noise \_\_\_\_\_

Is voice familiar?\_\_ Who did it sound like? \_\_\_\_\_

Other Voice Characteristics:

- Slow  Rapid  Normal  Excited  Loud
- Disguised  Broken  Sincere

Time Caller Hung Up: \_\_\_\_\_

Remarks: \_\_\_\_\_

Name, Location, Telephone Number of Recipient: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**BOMB THREAT**

## **CALL UAMS POLICE AT (501) 686-7777 AND 911**

**ACTIVE SHOOTER** is activated when there is credible knowledge of a specific threat of an active shooter to the campus community. This can be either in the form of direct witness of an individual with a weapon, with the intent to use it, or information gathered that indicates there is a credible and targeted threat by an individual(s) directed at the campus.

Upon activation of **ACTIVE SHOOTER**, all campus students, employees and staff must assist patients, families, and visitors in seeking shelter and defending in place, until advised to release from shelter by law enforcement agencies.

### **RUN**

- If in the immediate area of the active shooter and you can get out.
- Have an escape route and plan in mind
- Remain calm and leave your belongings behind
- Keep your hands visible

### **HIDE**

- In your designated areas barricading the entrance to your area, classrooms, or offices immediately.
- Block entry into your hiding place
- Lock the doors
- Silence your phone or pager
- Turn out the lights

### **FIGHT**

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the active shooter
- Act with physical aggression
- Throw items as the intruder.

### **HOW TO REACT WHEN LAW ENFORCEMENT ARRIVES:**

- Remain calm and follow the officer's instruction.
- Put down any items in your hands (bags, phones, etc.)
- Immediately raise your hands and spread your fingers.
- Keep your hands visible at all times.
- Avoid making any quick movements towards officers (attempting to hold onto them for safety).
- Avoid pointing, shouting, and yelling.
- Do not stop to ask officers for help or directions when evacuating (proceed in the direction that the officers came from).

### **INFORMATION TO PROVIDE LAW ENFORCEMENT OR DISPATCH OPERATOR:**

- Location of the threat
- Number of shooters, if more than one (if known)
- Physical description of the suspect/s.
- Account for all individuals to determine who, if anyone is missing or injured.

If you are outside when Active Shooter is called, **DO NOT RETURN TO CAMPUS**. For more information, go to: ([http://intranet.uams.edu/safety/policy/safetyman/UAMS\\_EICS.pdf](http://intranet.uams.edu/safety/policy/safetyman/UAMS_EICS.pdf))

**ACTIVE SHOOTER**

An earthquake affecting the UAMS main campus or the surrounding area will be self-evident if the severity is significant enough to cause damage and warrant a response **EARTHQUAKE** will be called.

**If Inside:**

1. Remain calm. Reassure and assist patients and visitors.
2. Employees inside should not run through or out of buildings.
3. Avoid windows, doors, loose shelving or anything that could fall and cause harm.
4. If you are in a building, take cover under a desk, table, bench, doorways, hallways, or against interior structural walls.
5. Keep visitors, patients, and other employees out of stairwells and elevators.
6. Unplug non-critical utilities and electrical equipment.

**If outside:**

1. Avoid buildings, walls, utility poles, downed wires, trees or anything that could fall on you.
2. Buildings and walls create a false sense of security and should be avoided as building materials, antennae, lights, etc. can shake loose and fall.
3. Get to flat, open ground and lie flat until shaking subsides, protecting your head as much as possible. Depending on the severity of infrastructure damage or number of casualties, other disaster codes may be called simultaneously (EVACUATION, MASS CASUALTY, UTILITY FAILURE and FIRE).

Employees will remain in their location to receive further guidance or until the **“ALL CLEAR”** is given and can return to normal activities.

When there is a suspected radiological accident or contaminated victim/s that require decontamination are received **RADIATION** maybe activated. Contact the Hospital Operator at (501) 686-7333 to activate a RADIATION.

In the event additional personnel are needed to implement the plan, medical and nursing staff will be recalled as per the disaster recall system. If the number of victims in the preliminary report indicates a hospital wide response, MASS CAUSALITY will be activated.