Estelle Medical Academy

Emergency Handbook

Employee/Student Handbook

Purpose

European Massage Therapy School (EMA) maintains a School Emergency and Crisis Response Plan. EMA maintains this policy for the purpose of emergency mitigation/prevention, preparedness, response, and recovery procedures relevant to natural and human-caused disasters. This procedure has been developed with the cooperation of federal, state and local authorities. The plan is designed to protect life, minimize damage, and ensure continuity of operations.

Emergency Notification

Students and staff members are required to provide several types of communication for contact in the event of a significant emergency situation: phone and email.

Students and staff will be notified of significant emergency situations that require the school to be closed for the day, evening, and/or extended periods of time.

In the event of a significant emergency situation involving an immediate threat to the health or safety of students or staff, EMA will make every effort to notify all parties within 15-20 minutes of the determination. In an effort to ensure the timeliness of notification to students and staff of a significant emergency situation, personal contact information changes should be communicated to School Director and/or Academic Advisor as soon as possible.

Safety and Crime Prevention

The building used by EMA is equipped with fire safety equipment, including fire extinguishers and fire alarms, smoke detectors, sprinklers and security alarm systems are also present.

In order to provide a safe environment, EMA students and staff are encouraged to know basic safety and crime prevention practices such as:

- The established emergency procedures for your building and work area.
- The hazards of any materials or equipment in your building and work area and the precautions to take to avoid or minimize associated risk.
- The locations of fire alarm pull stations.
- The locations of portable fire extinguishers and how to use them.
- The location of the nearest first-aid kit.

Duty to Warn

The doors to our building are unlocked during regular business hours. In order to provide a safe environment, students have a duty to warn EMA staff of any violations of company policies, rules and regulations, laws and/or to advise staff of any threat to students and staff. Timely warnings in a case of imminent danger will not constitute a violation of FERPA as allowed under the Campus Security/Crime Act.

Emergency Evacuation

The school has a Safety Team that includes Director, designated educators and Administrative Assistant.

In the event of an emergency evacuation the Safety Team will go to each room, announce the evacuation, direct all occupants to exit the building according to Emergency Evacuation Plan and instruct all to meet at the designated area outside of the building.

Designated meeting areas:

- Parking lot left corner.

All persons should observe the following evacuation procedures:

1. All persons shall move towards the nearest marked exit. Wheelchair occupants or persons with mobility impairment have first priority for the building elevators, but elevators should never be used in a fire or earthquake.
    - Time permitting, take briefcases, purses, and jackets with you.
    - Also time permitting, close classroom doors, lock file cabinets and office doors as you calmly move to the nearest exit.
2. Verbal Notice to Evacuate
    - When a verbal evacuation order is given, do not hinder or designee making the announcement with arguments or numerous questions about the incident. As soon as time permits, you will be fully briefed as to the nature of the emergency. For your safety, calmly comply with the directions given.
3. Alarm Notice to Evacuate
    - Listen for alarm notice to evacuate:
      When alarm sounds:
      BEGIN EVACUATION - Calmly proceed to the nearest exit.
4. Evacuation Maps: An evacuation map will direct evacuees to the nearest emergency exit.
5. Partial Evacuation: It is possible that some incidents may require only certain, specific areas on campus be evacuated.
6. Normal activities should continue after the precautions taken.

Safety Team will exit the building after they have ensured the building has been successfully evacuated by all students, clients and staff.

Students and staff will be notified of emergency situations via cell phone and emails that require the school to be closed.

Evacuation of Mobility Impaired Persons

During an evacuation or other emergency, students, staff and visitors with disabilities may require special assistance from instructors, students and/or college staff. Individuals with disabilities are encouraged to prepare for emergencies ahead of time by discussing their needs with appropriate personnel.
During an emergency, if assistance is not immediately available, individuals with disabilities should stay in an exit corridor or in a stairwell landing. He/she should continue

to call for help until rescued. Individuals who cannot speak loudly should carry a whistle or have other means of attracting the attention of others. To assist such individuals, others should report to School Administrator.

CRIME IN PROGRESS

1. Call 911
    - Give them your name and location
    - State the nature of the situation and description(s) of those involved
    - Remain where you are until contacted by an officer
2. For your own safety and the safety of others, do not attempt to apprehend or interfere with the criminal except in self-defense.
3. If safe to do so, stop and get a good description of the subject.
   NOTE: Height, weight, race, sex, age, and what the person is wearing, method and direction of travel, identity if known, and if the subject is armed. This will take only a few seconds and is vital information for responding officers. If the subject enters a vehicle, note the license number, make, model, color, and any outstanding characteristics. If the subject flees in the vehicle, note the direction of travel.
4. In the event of a civil disturbance, do not interfere with those persons creating the disturbance or with law enforcement officers on the scene.

INTRUDER/SUSPICIOUS PERSON ON CAMPUS

If an armed or threatening intruder comes, it is very important that faculty, staff and or students report it immediately and take protective actions.

Safety & Security recommends the following procedures.
If you see an armed intruder and you are in an office or classroom:

1. Remain in the classroom or office and immediately lock all doors.
2. Call 911
3. Try to remain calm so you can give an accurate description of the person or person(s). Note type of dress, height, weight, sex, and any other characteristics/physical items that are particular to the individual(s). Report the type of weapon (if known) and direction of travel or building entered.
4. Call School Administrator to report the above information.
5. Lock the windows and close blinds or curtains.
6. Turn off lights and all audio equipment.
7. Stay out of the open areas and be as quiet as possible.
8. Try to remain as calm as possible.
9. Keep classroom or office secure until Police Department arrives.

If you are caught in an open or exposed area and you cannot get into a classroom or office, you must decide upon a course of action:

- **Hiding**
  Look for a safe and secure hiding area. Once in place try to remain calm.

- **Running**
  If you think you can safely make it out of the area, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects (trees, vehicles, trash cans, etc.) between you and the hostile person. When away from immediate area of danger, summon help and warn others.

- **Playing Dead**
  If the intruder is causing death or physical injury to others and you are unable to run or hide you may choose to assume a prone position and lay as still as possible.

- **Fighting**
  Your last option if you are caught in the open and are in close proximity of the intruder is to fight back. This is dangerous and not recommended, but depending on your situation, this could be your last option.

If you are caught by the intruder and are not going to fight back, obey all commands and avoid eye contact.

Once Police Department have arrived and taken over the situation, obey all commands.

Safety & Security Procedures

1. Once notified of a hostile intruder, School Administrator will ensure 911 has been contacted.
2. The School Manager will also be notified.
3. The Management Team will coordinate the campus response with the Police department.
4. Normal activities should continue after the precautions taken.

HAZARDOUS MATERIALS

As many as 500,000 products pose physical or health hazards and can be defined as hazardous materials. The best protection against injuries from hazardous materials is by using, storing, and disposing of all materials according to product labels in a safe and proper manner.
If a gas cylinder or other container should begin leaking and if, in the judgment of the person(s) responsible for such materials, it presents a danger to them or other building occupants, the following steps should be taken:

1. Confine any fumes by shutting any doors to the area.
2. Immediately notify your School Administrator
3. Begin evacuation of the area. Campus authorities will be responsible for building evacuation.
4. Evacuate to a safe area at least 500 feet away from the building.
5. Suspected gas leaks or suspicious odors should be reported to the School Administrator or School Manager.
   - Flammable: capable of being ignited and burning quickly
   - Toxic: poisonous

- Corrosive: tending or having the power to dissolve substances
- Oxygenic: containing oxygen, aiding in the combustion process
- Cryogenic: existing at a very low temperature

If for some reason you are unable to reach your School Administrator, call 911.

Fire and/or Fire Alarm

When there is a fire or the fire alarm sounds, an immediate evacuation of the School will occur. The Safety Team members will initiate evacuation procedures follow Emergency Evacuation Plan. All will be instructed to meet at the right corner of the parking lot.

The Safety Team will contact 911 immediately.

The Safety Team will meet with the Fire Department and wait for clearance to re-enter the building. Re-entry of the building will only occur when the Fire Department has granted permission to do so.

If you discover a fire:

1. Notify the School Administrator immediately
2. If it is not possible to extinguish the fire, immediately proceed to the nearest Fire Pull Station and activate it.
3. Call 911.
    a. State the nature of the call and that you have activated the building fire alarm.
    b. Advise the dispatcher of the location of the fire and any other information requested.
    c. Do not hang up until told to do so by the dispatcher.
4. Immediately notify your School Administrator
    - State the nature of the call and that you have activated the building fire alarm
    - Also state that you have called 911
    - Give the location of the fire and any other information requested.
    - Again, do not hang up until told to do so by the dispatcher.

5. If the fire is large, smoky or rapid spreading, you may be directed to evacuate the building.
    - Inform others who may not have heard the notification and proceed calmly to the nearest exit.
    - When alarm sounds: BEGIN EVACUATION – Calmly proceed to the nearest exit

6. When fire alarms sound or in the event of a fire, do not use elevators. They may shut down or become inoperative. Give assistance in using the stairs to all disabled persons.

7. Evacuate to at least 500 feet from the building and do not interfere with emergency personnel on scene. Do not reenter the building unless instructed to do so by public safety personnel.
8. Notify the public safety personnel or firefighters if you suspect someone is trapped inside.

During a Fire
Test the door with the back of your hand. If hot, use an alternate exit. If not, open the door carefully, being ready to close it if heat or smoke rush in.

Crawl low under smoke. Smoke rises while clean air stays low, near the floor. So crawl on the floor, maintaining contact with the walls as you go to the nearest exit. If you are unable to crawl, stay near the floor for clean air and protect yourself as if you were trapped.

Get out, stay out. Exit as quickly as you can. Go to the nearest phone and call the fire department. Do not go back inside.

If you are unable to evacuate or are trapped – remain calm. Close doors between you and the smoke. If there is a phone, call 911 and tell the dispatcher where you are located in the building. Stuff cracks and cover vents to keep smoke out. Wait at a window; signal the firefighters and wait to be rescued.

Stop, drop and roll. If your clothes catch on fire, stop where you are. Drop gently to the floor or ground. Cover your face with your hands to protect your face from flames, and roll over and over to smother the flames. If you cannot drop to the floor, smother the flames with a blanket or towel.

FIRE EXTINGUISHER USE
If you must use a fire extinguisher, place yourself between the fire and your exit from the area.
To discharge the fire extinguisher, follow the PASS method.

- **P**ull the pin. This will break the tamper seal, if one is provided.
- **A**im low, pointing the extinguisher nozzle (or the horn or hose) at the base of the fire.
- **S**queeze the handle to release the extinguishing agent.
- **S**weep from side to side at the base of the fire until the fire is out.
  Watch the area. If the fire re-ignites, repeat the steps above.

***Caution**: Improper use of a fire extinguisher can increase the hazard. Please use a fire extinguisher only if you have been trained to do so. If you have any doubt of your ability to fight the fire, exit immediately.*

Utility Loss or Failure

In the event of a gas leak the Safety Team will call 911 to inform local authorities of the leak and follow the Emergency Evacuation Plan.

In the event of a power outage, the emergency lighting system will activate. Normal activities should continue with the following precaution taken: students and staff are directed to remain in their designated areas until further instruction from the Safety Team.

Weather Emergencies / Weather-Related Closures

The EMA will alert the school community in various ways in the event of an imminent weather emergency, including e-mail and voice-mail messages, updates of the campus website, twitter and Facebook pages. Normal activities should continue with the following precautions taken:

Severe Storms

- If threatening weather approaches, seek shelter immediately and assist disabled individuals to seek shelter with you.
- If you are outdoors:
  - Seek shelter inside immediately.
  - Do not try to outrun a tornado in a vehicle. Leave the vehicle and seek indoor shelter or low spots off the side of the road. Be aware of the potential for flooding.
- If inside a building:
  - Move to safer areas, such as basements or interior rooms and hallways on lower levels without windows.
  - Get under sturdy pieces of furniture and stay away from windows.

When there is a serious weather or other emergency that causes schools and government offices to close, we may be temporarily closed. Closures will be determined by 8:00 a.m. for day classes and 4:00 p.m. for evening classes. A recorded announcement will be placed on the school voice mail**:**
Skokie: 847-673-7595; Las Vegas: 702-202-2455

Tornado

When the National Weather Service has issued a tornado warning or a tornado has been sighted in the area, the city will sound Civil Defense sirens for a continuous three-minute period. Students and staff are directed to go to a lower level.

Earthquake

Earthquakes can cause buildings to collapse, can disrupt utilities, and can trigger landslides, avalanches, flash floods, fires, hazardous material spills, tsunamis and volcanoes.
In the event of an earthquake, and when you first feel shaking, use the following sequence:

"DROP, COVER AND HOLD".

1. When you feel an earthquake, DROP under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, and other objects that could fall.

2. Stay under COVER until the shaking stops.
3. HOLD onto the desk or table. If it moves, move with it.
4. Outdoors, move to a clear area away from trees, signs, buildings, or downed electrical wires and poles.
5. In a crowded public place, do not rush for exits. Move away from display shelves with objects that could fall on you.
6. After an earthquake, check yourself and those around you for injuries.
7. Be prepared for aftershocks.
8. Follow the other sections of this manual for fire, hazardous materials leaks and medical emergencies, if necessary.
9. Use the phone only to report life threatening hazards or injuries.
10. Immediately notify the School Administrator of any serious hazards or injuries
11. Employees are encouraged to prepare ahead of time by putting together a basic disaster supplies kit that includes items recommended by the American Red Cross Disaster Services.

When the initial shock is over, students and staff should evacuate the building according to Emergency Evacuation Plan.

Alternative Plans

In the event that the school facility is unavailable for an extended period of time due to natural or man-made disasters, the School will seek an alternative location in proximity to the current location (if possible) either temporarily or on a permanent basis depending on the length of the time school facility will not be available.

In the event that the school facility is available but the school is not allowed to be accessed due to another pandemic or other health crisis, the School will follow federal, state and local guidelines for safety and seek alternative ways to deliver instruction safely and effectively.

Students and staff will be notified by the School Safety Team in accordance to the Emergency Notification in the case that the alternative plans need to be instituted.

Bomb Threat

1. If you receive a telephone bomb threat, remain calm and attempt to obtain as much information as possible from the caller.
2. Immediately notify your School Administrator.
3. Bomb threats received through the mail or by other means should also be reported immediately.
   - Give your name, location, and telephone number.
   - Inform them of the situation, including any information you were able to gather.
4. Inform your instructor, supervisor or the School Administrator.
5. School authorities will be responsible for building evacuation.
6. If you notice a suspicious object, package, etc., report it immediately to your School Administrator, but under no circumstances should you touch or move it in any way.
7. If instructed to evacuate, move a safe distance away from the building (a minimum

of 100 yards). If inclement weather conditions exist you may move to another building that is a safe distance away.

SUSPICIOUS PACKAGES OR OBJECTS

What constitutes a suspicious letter or parcel?

• It is delivered by someone other than the regular carrier.
• It is wrapped in string.
• It has powdery substance on the outside.
• It arrives after a phone call asking if the items were received.
• It is unexpected or from someone unfamiliar to you.
• It has excessive postage, non-cancelled postage, or no postage.
• It is handwritten or has a poorly typed address, incorrect titles, titles with no name, or misspellings of common words.
• It is addressed to someone no longer with the college.
• It has no return address or a nonsensical one.
• It is of unusual weight given its size, or is lopsided or oddly shaped.
• It has an unusual amount of tape.
• It is marked with handwritten words such as "Personal" or "Confidential."
• It has strange odors or stains.
• It is making a noise.

If you receive or discover a suspicious package or device:
DO NOT TOUCH IT, TAMPER WITH IT, OR MOVE IT!
Do not use a cell phone, cordless phone, or walkie-talkie within 300 feet of the suspicious package, because it may trigger an explosion. Turn off these devices immediately.
EVACUATE THE AREA AND IMMEDIATELY CALL 911 FROM A CAMPUS PHONE.
If the package has already been opened:
• Do not smell, touch, or taste the package or its contents.
• Call the emergency numbers above.
• Wash your hands with soap and water and remove contaminated clothing, if necessary.
• List all people in the room or area and give this list to responding emergency personnel.

Active Shooter

These types of incidents are unpredictable, and you may need to alter the following suggestions, depending on the situation.

- If a shooter is in a building, exit the building immediately, if it is safe to do so.
- Notify anyone you may encounter to exit the building immediately.
- Seek shelter in a safe location, and await instructions the police.
- Call **911**and provide the following information:
    - Your name
    - Location of incident
    - Number of shooters
    - Identification and description of shooter
    - Number of persons with you

- Your location

If exiting the building is not possible, or if a lockdown is announced, the following actions are recommended:

- Go to the nearest room or office.
- If safe, allow others to seek refuge with you.
- Close and lock the door. If the door has no lock, barricade it with items available (desks, chairs, bookshelves, etc.)
- Cover the door windows and pull shades. Turn off lights.
- Stay quiet and silence cell phones.
- Call **911**from a campus phone or a cell phone that has been silenced.
- Wait for police officers or public safety officers to assist you out of the building.

Police Response

Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). Officers will move quickly and directly. Early in an incident, officers may not be able to rescue people, because their main goal is to get to the shooter(s). Involved persons need to remain calm and patient during this time, so as not to interfere with police operations. Cooperate with officers who may ask you for information concerning the incident.

Normally, a rescue team is formed shortly after the first responding officers enter the building. They will be the officers who will search for injured parties and get everyone safely out of the building. Follow all directions of officers at the scene or responding to the scene.

Medical Emergency

In the event of a serious medical emergency, contact the local authorities immediately by dialing 911. Normal activities should continue with the following precautions taken:

1. For minor injuries or illness, report to your School Administrator, If the person is seriously injured, do not move them unless there is a life-threatening danger (e.g., falling debris, fire, explosion)
2. In a life-threatening emergency, immediately dial 911, and request medical aid.
    - State the nature of the problem
    - Give your address and location in the building
    - Calmly and carefully provide the information requested by the 911 operator.
    - Do not hang up until told to do so.
3. When you complete the 911 call, immediately notify the School Administrator, as they will need to meet the medical unit and guide them to the scene.
    - State the nature of the problem, the location and that you have already notified 911.
    - Provide as much information as possible about the illness or injury.
4. Let the victim know help is on the way and keep them as calm and comfortable as possible. If you are first aid trained and feel it is needed, administer first aid. Keep a list of your first aid and CPR certified staff and location of your first aid kit.
5. Remain with the victim until emergency crews arrive.

Communicable Diseases

Communicable diseases are those that can be spread from one organism to another, often from one human to another. Some of these diseases include Hepatitis, HIV/AIDS, and Tuberculosis.

Shelter in Place

There are some emergency circumstances where the safest course of action is to stay where you are. Examples of these circumstances could include, but are not limited to: gunfire, life threatening circumstances reported by campus authorities or police, or hazards outside the campus building(s) like a fire, hazardous spill or vapor cloud.

If you are notified by campus authorities or emergency personnel to shelter in place, or you determine that this is the safest course of action in an emergency, close and if possible, lock the doors and windows.

- Close drapes or curtains and stay away from the windows.
- Wait for further instructions.
- Do not evacuate the area until told to do so, or it is determined that evacuation is the safest course of action.

POLICE – FIRE – PARAMEDICS

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Emergency Contact – confirms emergency and execute communication plan

Name	Title	Office	Cell	Email
Danny Canales	School Director	(847) 673-7595	(773) 671-1804	danny.canales@estelle.edu

Procedure Review and Exercise Protocol

Emergency response and evacuation procedures are reviewed and simulations are conducted annually during scheduled training sessions. These procedures are all discussed with employees during their new employee onboarding.

Emergency response and evacuation procedures are also evaluated using a minimum of one announced test evacuation each summer during school hours to practice coordination between campus security personnel for successful execution of a campus lockdown and campus evacuation. Unannounced tests may be conducted at any time at the discretion of the School Director.

Participants are interviewed by the designated security personnel after the test to obtain feedback about the effectiveness of the drill. They also receive reminders about the emergency response and evacuation procedures from employees and the Vice-President of Operations prior to announced tests and are reminded about the availability of these procedures in hard copy via the ASR.

For each test, the School Director is responsible for recording a description of the exercise, the date, the time the test started and ended, and whether it was announced or unannounced.

Evaluations and corrective action reports, which are designed for assessment and evaluation of emergency plans and capabilities, are completed after each test to ensure everyone involved in the emergency response and notification procedures understands his or her role

and responsibility. The School Director will assess whether the test met its goals or not and propose any necessary adjustments to improve subsequent tests.