



**THE UNIVERSITY OF THE WEST INDIES**  
ST. AUGUSTINE, TRINIDAD & TOBAGO, WEST INDIES  
**OCCUPATIONAL HEALTH, SAFETY AND THE ENVIRONMENT UNIT**

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**The UWI Security Services First Responder  
Roles and Responsibilities**

## **INTRODUCTION**

At The UWI St. Augustine Campus, the Campus Security Services are the designated first responders in emergency situations. Emergencies can range from manmade, natural disasters to medical emergencies. Understanding the expectations and limitations of the first responders is critical to providing timely response and assistance during the actual emergency.

The St. Augustine Campus is spread over several locations ranging from the main campus at St. Augustine, the Faculty of Medical Sciences at the Eric Williams Medical Sciences Complex, Mt. Hope and The University Field Station at Mt. Hope. This is set to expand and include the lands at Orange Grove and Debe. In addition to the geographic spread, the staffing exceeds three thousand (3,000) and student numbers are close to nineteen thousand (19,000). Further to this, not all locations are directly under the control of The UWI.

## **PURPOSE**

This document is intended to provide clarity with respect to the expectations of The UWI Security Services during emergency situations at any UWI facility.

## **IDENTIFICATION OF EMERGENCY SCENARIOS**

Emergency scenarios were identified using a risk based approach, compiling information from past risk surveys conducted by insurers, looking at past experience within The UWI as well as looking at threats that exist at other Universities worldwide. This information feed into a vulnerability assessment. From this assessment, the possible scenarios were evaluated to produce a listing of probable scenarios. It is these probable scenarios that we are most concerned with. As such systems are being developed for these probable scenarios. Roles and responsibilities of the first responders are provided for these scenarios.

## **GENERAL EMERGENCY RESPONSIBILITIES**

1. Traffic Management
2. Crowd control (General Evacuation)

3. Notification to internal and external Agencies (DFM, OHSE, Police, Fire and ODPM)
4. Establish and Manage Triage as necessary and Basic First Aid
5. Site security

### **Scenario 1 – Building on Fire**

1. Notify internal and external agencies;
2. Ensure that emergency routes are cleared;
3. Cordon off area and establish a safe perimeter;
4. Establish a head count from Emergency Directors and gather as much information as possible regarding the location of the fire and any persons unaccounted for;
5. *Attempt to control the fire from outside the building using the fire hose and fire hydrant system until Fire Services arrives;*
6. Establish a Triage area as required;
7. Manage the movement of personnel and establish crowd control at the assembly areas.

### **Scenario 2 – Building on Fire (Chemistry Labs)**

1. Notify internal and external agencies;
2. Ensure that emergency routes are cleared;
3. Cordon off area and establish a safe perimeter;
4. Establish a head count from Emergency Directors and gather as much information as possible regarding the location of the fire and any persons unaccounted for;
5. Gather information regarding the chemical stores in the area and any other relevant information for the Fire Services to respond;
6. Establish a Triage area as required;
7. Manage the movement of personnel and establish crowd control at the assembly areas;
8. **\*\*\* NOTE\*\*\* Do Not attempt to out the fire unless you are clear what materials are burning.**

**Scenario 3 – Bomb Threat**

1. Notify internal and external agencies;
2. Ensure that emergency routes are cleared;
3. Cordon off area and establish a safe perimeter;
4. Work with bomb squad to determine if building is safe for re entry or not;
5. Manage the movement of personnel and establish crowd control at the assembly areas;
6. Report to the Director of Security Services any findings.

**Scenario 4 – Earthquake**

1. Manage the movement of personnel and establish crowd control at the muster points or safe area;
2. Establish a head count from the Emergency Director and gather as much information as possible regarding the location of any damage done and any persons unaccounted for;
3. Ensure that emergency routes are cleared;
4. Cordon off area and establish a safe perimeter;
5. Establish a Triage area as required;
6. Work with the Director of the Division of Facilities Management (DFM) to determine if any significant structural damages have occurred to buildings.

**Scenario 5 – Medical Emergencies**

1. Notify the Health Services Unit (HSU) regarding any medical emergencies, after hours contact the Eric Williams Medical Sciences Complex (EWMSC) Hospital and the EHS;
2. Dispatch the advanced first aiders to render assistance and stabilize person if possible;
3. Under the guidance of the HSU, transport the injured person/s (if necessary) using the emergency medical transport service to the EWMSC for treatment.

**Scenario 6 - Elevator Emergencies**

1. Communicate immediately with the person in the elevator, giving the assurance that help is on the way.

2. Ensure that any attempt to open the elevator is done by someone who has been trained to do so.
3. Prior to conducting an evacuation the following steps should be taken:
  - a. The responder immediately communicate with the occupants of the conveyance to inform them that:
    - i. they are safe;
    - ii. steps are being taken to evacuate them from the elevator;
    - iii. they should stand clear of doors; and
    - iv. they should refrain from smoking.
  - b. In communicating with the occupants information should be obtained for guidance in making decisions on actions to be taken in the evacuation:
    - i. the number of persons in the elevator;
    - ii. whether any of the occupants in the elevator are ill or injured;
    - iii. whether the lights are on; and
    - iv. the location of the elevator cab in the hoist way, if known.
4. The rescue team should verify that these steps have been taken, and while the rescue operation is in progress, the occupants of the elevator should **continually** be kept informed and **reassured** of their safety.
5. Report the incident to the OHSE Unit for follow up action.

### **Scenario 7 – Disturbance/Workplace Violence**

The responder must consider the following:

1. The exact nature and context of the threat and/or threatening behaviour;
2. The apparent motivation of the person making the threat;
3. The ability of the person to carry out the threat;
4. Establishing liaison with local police and reporting all incidents of violence, providing police with floor plans of facilities to expedite emergency response.

## **Coping with Threats and Violence**

### *For an angry or hostile encounter*

- Stay calm by taking deep, slow breaths;
- Listen attentively;
- Maintain eye contact;
- Be courteous and patient;
- Keep the situation in your control;
- Maintain a calm, quiet tone of voice;
- Attempt to avoid arguing or making statements that might intensify the individual's angry/hostile demeanor.

### *For a person shouting, swearing, and threatening*

- Signal a coworker or supervisor that you need help;
- Keep the situation in your control;
- Maintain a calm, quiet tone of voice;
- Avoid statements and/or behaviors that could escalate the individual's threatening statements/behavior.

### *For someone with a weapon*

- Notify internal and external agencies;
- Stay calm;
- Maintain eye contact;
- Stall for time and assistances;
- Keep talking...but follow instructions of the person with the weapon;
- Do not risk harm to yourself and others;
- Do not ever try to be a hero;
- Never try to grab a weapon.

**Scenario 8 – Robbery**

1. Notify internal and external agencies;
2. Provide for evacuation or shelter in place as necessary;
3. Activate a proper response team;
4. Establish safe perimeter and control access and egress;
5. Provide accurate updates to the Police and responders on Campus;
6. Ensure that that any threat has been neutralized before allowing personnel to return to normal activities.

**Scenario 9 – Floods**

1. Notify internal and external agencies, (ODPM, Regional Corporation, Fire, T&TEC, Police);
2. Work with Director of DFM and external agencies to mitigate inconvenience to the Campus community and damage to property;
3. Distribute warnings and other flood-related information to the Campus;
4. Ensure essential services are maintained or quickly re-established by maintaining access routes;
5. Secure areas;
6. Conduct search and rescue operations;
7. Evacuate persons and providing for their immediate welfare;
8. Protect property and possessions;
9. Coordinate the essential needs of isolated and differently abled persons;
10. Coordinate the immediate welfare of stranded students and visitors to the Campus.

**Scenario 10 – Hazardous Materials Incidents**

1. Notify internal and external agencies (Fire, HAZMAT, Dept. Dean, OHSE Unit);
2. Evacuate the surrounding areas.

### **Responding to the Area**

- Evaluate the information or how the call was received;
- Avoid the urge to rush in. By rushing in you could become part of the problem;
- Do approach with caution. A hazardous materials incident should be approached upwind and upgrade. Stop and check wind direction prior to getting close to the incident site;
- Position yourself (and your vehicle) at least three hundred (300) feet from the scene of the incident for most cases. This distance can be increased further depending on the incident situation, chemical exposure hazards, etc.
- Do not respond to the hazardous incident site if you have any doubts as to the nature or type of material that is present or involved;
- Stay back at least two thousand (2,000) feet when encountering gas clouds, explosives, and other extremely dangerous situations;
- Do look for placards/labels, container types, and ask for Material Safety Data Sheets (MSDS), any clerical paperwork that may be available, etc.;
- Call for the fire department and hazmat team. Also, call for emergency medical services, environmental agencies, and other groups that may be needed;
- Advise responding agencies of the situation (if possible, do this even before they arrive);
- Give other responding agencies all the details regarding your observations as well as witness accounts.

### **Upon Arrival in the Area**

- Stay back from the immediate area. In addition, remove those in the immediate area as well as the general area;
- Approach vehicle accidents cautiously. Look for leaking fluids, hazardous materials placards, cylinders, containers, etc.
- Look for placards/labels, container types, Material Safety Data Sheets (MSDS), and ask staff at the location to provide these information;
- Do not turn on any electrical or create open flame;
- Stay away from vapour clouds, fire, leaks, spills, etc. Also, remember that some vapours are not visible, have no odour and are extremely dangerous;

- Control access to the hazmat scene by other staff, students and other curious security personnel;
- Direct personnel to a staging area located a safe distance away from the immediate hazard area;
- Do not allow persons that may have been exposed to a hazardous substance to leave the area or to make contact with persons that have not been exposed. Exposed individuals should be segregated upwind and at a safe distance from the incident for treatment and to limit the spread of the contamination;
- Do cooperate with other agencies to resolve the problem.

**If you should find yourself at the Hazmat Site before realizing there is a problem:**

- Do not take deep breaths to see what it smells like. This seems easy enough, but it is difficult even for trained personnel since it is a natural reaction;
- Be cautious where you step. You could be walking into a hazardous substance;
- Do not take action unless you have been specifically trained in the area of hazardous materials, are properly equipped, have sufficient backup, are authorized to act and are sure what to do. Improper actions can have devastating effects. Remember, as a first responder, you are to operate in a defensive mode;
- Do not assume that what is marked on a label, drum, or container is what is actually inside;
- Note any information that is marked on a drum or container. The information may assist responding hazmat personnel;
- Do not disturb or move any container or drums. They may have deteriorated from the inside out as a result of reacting with the substance inside. Any movement of a drum or container could cause container failure with the release of product;
- Do look for danger signs such as drums or containers that are leaking, bulging, or emitting a vapour. If you have any doubts about whether what you are seeing is dangerous, leave the scene immediately.

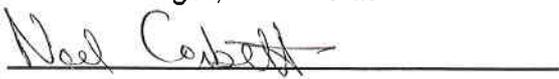
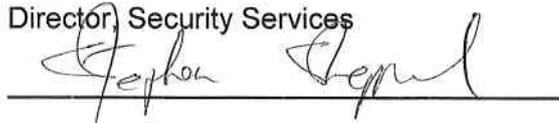
**After the Incident:**

- Do not leave a hazardous materials incident scene without first being checked by emergency medical services or hazmat personnel to determine whether or not you have been contaminated. If it is determined that you have been contaminated, it is imperative that a proper decontamination procedure be followed in order to ensure your health and the well-being of other individuals that you may come in contact with;
- Remember that hazardous substances retained by uniforms, including shoes, can be toxic to others who may come in contact with them (children are particularly susceptible, so be careful what you take home);
- Do document all details concerning the incident, your response and the actions of other professionals on the scene for future reference.

**CAMPUS FIRST RESPONDERS (SECURITY SERVICES)**  
**TRAINING FOR EMERGENCY**

- Basic training in the use, operation and routine maintenance of all fire fighting equipment on the Campus.
- Basic training of rescue tactics and techniques.
- Basic training of the operations of a fire alarm system.
- Basic training of risk identification and classification related to fires and other emergency situations.
- Basic training of the principles and methods of executing Emergency call to the various external response agencies.
- Basic training of the principles and techniques of First Aid and Emergency care.
- Basic training in setting up of triage area and incident management.
- Basic training in coordinating emergency response with various external emergency responders.
- Training in traffic management and crowd control.
- Basic training in Hazard Identification.

### AUTHORIZATION LOG

Authorized by:	 _____ Campus Registrar	<u>300414</u> DATE
Approved by:	 _____ OHSE Manager, OHSE Unit	<u>7/3/2014</u> DATE
	 _____ Director, Security Services	<u>11-3-14</u> DATE
	 _____ Director, Human Resources Division	<u>12/03/14</u> DATE
	 _____ UWI EPA Branch Board <i>PRESIDENT</i>	<u>11/03/2014</u> DATE
Prepared by: OHSE Manager	 _____ Rajesh Kandhai	<u>27/9/2013</u> DATE

