

Emergency Response & Incident Reporting Guide

Occupational & Environmental Safety Office
Duke University Health System

Revised 2008

Quick Reference

Blood/Body Fluid Hotline	
From a Duke phone.....	115
From a non-Duke phone.....	684-8115
Duke Police/Security.....	684-2444
Employee Occupational Health & Wellness.....	684-3136
Poison Control.....	-800-222-1222
Risk Management.....	681-3277
Safety Reporting System (SRS).....	https://srs.duhs.duke.edu
Workers' Compensation.....	684-6693

EMERGENCY 911

BIOLOGICAL

Minor Spill Involving Blood or Body Fluids

- Wear disposable gloves.
- Cover spill with paper towel or other absorbent materials.
- Clean area of all visible fluids with detergent (soap/water).
- Decontaminate area with 1:10 dilution of bleach: water if the surface is porous and 1:100 if the surface is hard & smooth; or use an approved hospital disinfectant.
- Place all disposable materials into a plastic leak-proof bag or medical waste container and dispose of appropriately.

Biological Spill on Body

- Remove contaminated clothing.
- Wash area with soap and water for 1 minute. For eye exposures, flood eyes with water from eyewash station.
- Obtain medical attention, if necessary.
- Report incident to supervisor.

Spill Involving Concentrated Microorganisms Requiring Biosafety Level 2 (BSL-2) Containment (*E. coli*, *Staphylococcus*, bloodborne pathogens, adenoviruses, etc.)

- Alert people in immediate area of spill.
- Put on protective equipment.
- Cover spill with paper towel or other absorbent materials.

- Carefully pour a freshly prepared 1:10 dilution of bleach around the edges of the spill and then into the spill. Avoid splashing.
- Allow a 20 minute contact period.
- Wipe up the spill using paper towels and working from the outer edges into the center.
- Clean spill area with fresh towels soaked in disinfectant.
- Place towels in a plastic bag and decontaminate in an autoclave or medical waste container.
- Dispose of as regular trash after autoclaving according to the Medical Waste Policy.

Spill Involving Concentrated Microorganisms Requiring Biosafety Level 3 (BL- 3) Containment (*Mycobacterium tuberculosis* (TB) cultures)

- Attend to injured or contaminated persons and remove them from exposure.
- Alert people in immediate area to evacuate.
- Close doors to affected area and do not enter area for at least 1 hour.
- Have a person knowledgeable of the incident and area assist in proper clean-up.
- Wearing gowns, gloves, appropriate respirator and shoe covers, clean up spills as indicated for Biosafety Level 2 organisms.

Exposures to human blood or body fluids should be reported immediately to the **Employee Blood and Body Fluid Exposure Hotline by dialing 115 or 684-8115 if off-campus.**

Always practice “Universal Precautions” when handling human blood or body fluids.

CHEMICAL

Minor Chemical Spills

- Alert people in the immediate area of spill.
- Avoid breathing vapors from spill.
- Turn off ignition and heat sources if spilled material is flammable.
- Put on appropriate protective equipment, such as safety goggles, suitable gloves, and long sleeved lab coat.
- Confine spill to small area.
- Use appropriate kit to neutralize and absorb organic acids and bases.
- Use appropriate kit or spill pads.
- Collect residue, place in appropriate container and dispose as chemical waste (call 684-2794 for waste collection).
- Clean spill area with water.

Chemical Spill on Body

- Flood exposed area with running water from faucet or safety shower for at least 5 minutes.
- Remove all contaminated clothing and shoes.
- Obtain medical attention, if necessary.
- Report incident to supervisor.

Hazardous Material Splashed in the Eye

- Immediately rinse eyeball and inner surface of eyelid with water continuously for 15 minutes.
- Forcibly hold eye open to effectively wash behind eyelids.
- **Obtain medical attention.**
- Report incident to supervisor.

Major Chemical Spills

- Alert people in the area to evacuate.
- Turn off ignition and heat sources if spilled material is flammable.
- Call **911**.
- Attend to injured or contaminated persons and remove them from exposure.
- Have person knowledgeable of area assist emergency personnel.

Liquid Hazardous Drug Spills: Follow Minor Chemical Spill procedures and clean up using Hazardous Drug Spill Kit available through the Pharmacy Department (681-5398).

Mercury Spills: Call OESO Environmental Programs Division at 684-2794. After hours, call Duke Police at 684-2444.

FIRE – CODE RED

Fire Procedures

Use the RACE procedure:

- R**emove persons in danger. Exit through stairwell, **do not use elevator**.
- A**ctivate alarm (Code Red) & dial 911.
- C**lose doors and windows.
- E**xtinguish fire. Have person knowledgeable of incident and area assist emergency personnel.

To extinguish the fire, use the correct fire extinguisher and the **PASS** procedure:

- P**ull the pin
- A**im at the base of the fire
- S**queeze the handle
- S**weep from side to side

Always maintain accessible exit.
Avoid smoke or fumes.
Pull the Pin, Call it In.

Clothing on Fire

- **STOP, DROP and ROLL** around on the floor to smother flames or drench with water if safety shower is immediately available.
- Report incident to supervisor.

Location of Evacuation Route
Map _____

Location of a safe area

Location of exit stairwell

Location of Fire extinguisher _____

Always report any fire no matter how small.

Fire Emergency.....911

PERSONAL INJURY

Musculoskeletal Disorders (MSDs)

- Develop over time and can take a long time to heal
- Can be quite painful and reduce overall effectiveness and efficiency
- Occurs in any part of the body
- A variety of risk factors can increase the risk of developing a MSD
- Reducing exposure to these risk factors may reduce the likelihood of developing injury
- The sooner a MSD is identified, the better the chances of quickly recovering or preventing possible progression of the problem

MSD Signs and Symptoms

- Inflammation
- Pain
- Redness
- Swelling
- Numbness
- Tingling
- Loss of Function
- Deformity

Seek medical treatment if you experience any of these MSD signs or symptoms. For an ergonomic assessment of your work area, contact the Ergonomics Division.

OESO Ergonomics Division.....668-ERGO(3746)

Patient and Visitor Injuries/Illnesses

Respond to injured.

Report incident:

Within Medical Center

MC Risk Management.....684-3277
Nights & Weekends.....970-8001

Outside Medical Center

Duke Police684-2444
Corporate Risk Management.....684-6226

Employee Work-Related Injuries / Illnesses

- If emergency care is needed, go to a DUHS Emergency Department or call 911.
- All work-related injuries/illnesses regardless of the severity must be reported to your supervisor.
- Fill out a Report of Occupational Injury/Illness Form within 24 hours at www.hr.duke.edu/workcomp. Employees of DUHS, Durham Regional, or Duke Raleigh should select their work area; they will be taken to the appropriate Safety Reporting System (SRS). Alternately, DUHS employees may log in to their DUHS VPN account and report through SRS.
- Obtain care for non-life threatening injuries through EOHW. When EOHW is closed, employees may seek treatment at Duke Urgent Care or a DUHS Emergency Room.
- All work-related exposures to blood or body fluids are to be reported immediately through the **Employee Blood/Body Fluid Hotline by dialing 115 and off-campus by dialing 684-8115.**

Employee Health & Wellness.....684-3136

Workers' Compensation.....684-6693

Animal Bites/Scratches

- Wash affected area thoroughly with soap and water 3-5 minutes and then cover with a band-aid or sterile dressing. Flush eyes as appropriate.
- Report injury to supervisor immediately.
- Fill out a Report of Occupational Injury/Illness Form within 24 hours at <http://www.hr.duke.edu/forms/injury.html> .

Warning: Bites, scratches or exposure to body fluids received from non-human primates can be extremely serious. Please seek immediate attention from Employee Occupational Health & Wellness. If animal bites/scratches or exposure to body fluids occurs from any non-rodent species, please notify the Division of Laboratory Animal Resources.

Division Laboratory Animal Resources.....684-2797

RADIOLOGICAL

Minor Radiological Spills

- Alert people in immediate area of spill.
- Notify Radiation Safety.
- Wear protective equipment, including safety goggles, disposable gloves, shoe covers and long sleeved lab coat.
- Place absorbent paper towels over liquid spills. Place towels dampened with water over solid materials.
- Use forceps to place towels in plastic bag. Dispose of in a low-level, radioactive waste container.
- Monitor area, hands and shoes for any contamination with an appropriate survey meter or method.
- Repeat clean-up until contamination is no longer detected.

Radiological Spill on Body

- Remove contaminated clothing.

- Rinse exposed area thoroughly with water.
- Obtain medical attention, if necessary.
- Report incident to supervisor and Radiation Safety Office.

Major Radiological Spills

- Attend to injured or contaminated persons and remove them from spill area.
- Alert people in the area to evacuate.
- Have potentially contaminated personnel stay in one area until they have been monitored and shown free of contamination.
- Call **911**, indicate a radiation spill occurred. Duke Police will notify Radiation Safety.
- Close doors and prevent entrance into affected area.
- Have person knowledgeable of incident and area assist emergency personnel.
- Document names of persons potentially contaminated.

Laser Exposure

- Seek medical attention immediately.
- Report the incident to supervisor and Radiation Safety Office.

OESO Radiation Safety Division.....684-2194
After hours call Duke Police.....684-2444

SAFETY/SECURITY/DISASTER

Unsafe Work Conditions

All unsafe work conditions are to be reported to the Occupational and Environmental Safety Office at **684-2794** or through the **Safety Reporting System (VRS)** at <https://srs.duhs.duke.edu>

Security Incidents To Report

- Theft
- Harassing Telephone Calls
- Assault
- Personal Threats
- Suspicious Activity
- Weapon Possession
- Disorderly Conduct
- Any crime Against Person or Property

Dial **911** or contact the Duke Police Department at **684-2444**.

Requests for **Protective Escorts** should be made through the Duke Police Department at **684-2444**.

Disaster Procedures

Duke uses the **Hospital Incident Command System (HICS)** in the event of a disaster.

Know the Code

Code Triage – Emergency Plan Activation

Code Triage Standby – Emergency Plan Standby

Code Blue – Medical Emergency

Code Red – Fire Alarm

Code Pink – Infant/Child Abduction

Code Orange – Hazardous Materials Event

Code Gray – Security Alert

Code Black – Utility/Communication System Failure

Code Purple – ED Saturation

National Weather Service Announcements will be made and instructions given for weather events.

UTILITIES/MEDICAL EQUIP

Building Utility/Maintenance Problems or Failures

The Duke University Facilities Management Department (FMD) and Medical Center Engineering and Operations Department are service departments with the responsibility to provide systems and building support including:

- Electrical Problems
- Fire and other Alarm Systems
- Nurse Call Systems
- Heating / Air Conditioning
- General / Carpentry
- Plumbing Problems
- Medical Gas Systems
- Elevator Problems
- Beepers / Televisions

Medical Center Engineering and Operations.....684-3232

24 hours a day / 7 days a week

For University buildings, dial.....684-2122

Medical Equipment Disruption or Failure

- Eye Center.....684-5696
- Anesthesia / Operating Rooms.....681-4376
- Radiation Oncology.....660-2191
- Radiology.....684-2711

All other departments contact:

Clinical Engineering.....681-2525

If a medical device is involved in an injury or incident:

- Leave the equipment plugged in for data retrieval.
- Call Clinical Engineering at 681-2525.
- Do not change any settings. Tag the equipment “out of service”.
- Report the incident to Risk Management at 684-3277 or 970-2404 or through the Safety Reporting System (SRS) at <http://srs.duhs.duke.edu>.