

Housing & Residential Life Emergency Procedures

Active Shooter

Please see the [Public Safety Crisis Response](#) page for the most thorough plan of response.

Elevator Emergencies

If the elevator does not function properly, inform the Residential Life Office or Department of Public Safety immediately. Should you become stuck in an elevator, remain calm and remain in the elevator (do not try to climb out of the compartment). Use the alarm button and a staff member will come to your assistance. If you have a phone available, call Public Safety at 314-968-6911 for emergency assistance

Earthquakes

If indoors

1. Stay indoors, remain where you are.
2. Move away from the windows, shelves and heavy objects.
3. Take cover under your desk or kitchen table
4. If unable to get to a designated safe area, move to an interior wall.
5. Turn away from any windows, kneel alongside the wall, cover your head with elbows and clasp your hands behind your neck.
6. Stay alert.

If outdoors

1. Move to an open space.
2. Stay away from telephone poles and power lines.
3. Move away from buildings.
4. Lie down or crouch low to the ground.
5. Stay alert.

After the earthquake

1. Do not light fires or smoke.
2. Evacuate to the Assembly Point for your area, as is safe to do so.
3. Assemble at the designated assembly area and await further instructions from Housing & Residential Life (HRL) staff, Public Safety, or emergency personnel. HRL staff will be conducting a headcount of residents, so make sure to check-in with a staff member.

Building(s)	Assembly Location
WVA 1, 2, and 6	Parking lot behind the Clubhouse and in front of Building 6
WVA 3, 4, and 5	Parking lot between WVA buildings 5 & 6
East Hall	Parking Lot M – located adjacent to East Hall
West Hall	Parking lot between WVA buildings 5 & 6
Maria Hall	Parking lot D – by the dumpsters located adjacent to Webster Hall
Glen Park	Evacuate to the side of the parking lot, farthest from the source of the fire. Staff will arrive on site to direct students to
Big Bend	Evacuate to the green area in front of the White House (7861 Big Bend) located in the complex.
North Hall	Evacuate to the northeast corner (by Bompert) of the green field behind North Hall.

Explosion

In the event of an explosion in a building, residents should take the following actions:

1. Get out of the building as quickly and as calmly as possible. In the event of falling debris, shelter under a sturdy table or desk. Notify Public Safety at 314-968-6911 as soon as it is safe to do so.
2. If there is a fire, stay low and evacuate the building. If possible, activate the building fire alarm system via the alarm panels.
3. Assist others in exiting the building. Exit via the stairway. Do not use the elevator.
4. Once outside, move at least 500 feet away from the building and proceed to the designated area for evacuation. Keep roadways and walkways clear for emergency vehicles. Wait for instructions from Public Safety officers or other emergency or university personnel. Do not re-enter the building until instructed to do so.
5. *If you are trapped in debris, tap on a pipe or wall so that rescuers can locate you.*

Fire in On-Campus (East, Maria, West, or Webster Village Apartments) Housing

In the residence halls, fire extinguishers are located on each floor. Every apartment is equipped with a small fire extinguisher by the kitchen table.

When the fire alarm sounds:

1. Evacuate the building as quickly and as orderly as possible. Do not use the elevators.
2. Before leaving your room or apartment, check your door. If it feels warm, do not open it. A warm door may indicate smoke and flames on the other side.
3. If your door does not feel warm, open it cautiously to check for smoke outside or in the hallway.
4. If it is safe to do so, lock your door and close windows as you exit your room/apartment.
5. If you believe that the area outside your door is passable, and it is safe to do so - alert the other occupants on your floor/building. Proceed to the closest exit stairway.
6. After you leave the building, proceed to your designated Assembly Point (outlined below). Maintain a safe distance from the building and do not interfere with the Fire Department or Public Safety operations.
7. While at the Assembly Point, locate Housing & Residential Life (staff members to check-in that you have safely evacuated the building).
8. Return to the building only when told it is safe to do so by a member of Public Safety or HRL Staff
**** Residents who do not evacuate the halls or apartments during a fire alarm are subject to the university conduct process.**

If you discover a fire:

1. Go to the nearest alarm box, follow the instructions printed on the box, and activate the alarm. Evacuate the building immediately and do not use an elevator. Extinguish the fire only if you can do so safely and quickly.
2. As soon as it is safe to do so, call Public Safety 314-968-6911 and give the exact location of the fire.
3. If your door is warm or if the hallway is smoke-filled, stay in your room with your door closed. Seal cracks around the door with towels or sheets to keep the smoke from entering the room. If

smoke does enter your room, open one window slightly. Hang something noticeable out the window like a towel or sheet to indicate your exact location to fire fighters. Call Public Safety at 314-968-6911 and provide them with your location.

4. Above all, remain calm. The Webster Groves Fire Department is very familiar with all campus housing and will be on the scene directing rescue operations.

Assembly points in the event of an evacuation:

Building(s)	Assembly Location*
WVA 1, 2, and 6	Parking lot behind the Clubhouse and in front of Building 6
WVA 3, 4, and 5	Parking lot between WVA buildings 5 & 6
East Hall	Parking Lot M – located adjacent to East Hall
West Hall	Parking lot between WVA buildings 5 & 6
Maria Hall	Parking lot D – by the dumpsters located adjacent to Webster Hall

*All assembly locations are designated by signage. In the event of a necessary assembly, residents should look to Housing & Residential Life or Public Safety staff for additional instructions. During inclement weather, students should still report to their designated area. Staff members will direct residents to an additional assembly point as deemed necessary.

Fire in Off-Campus (Glen Park, Big Bend, or North Hall Apartments) Housing

When the smoke detector and/or fire alarm sounds:

1. Evacuate the building as quickly and as orderly as possible.
2. Before leaving your room or apartment, check your door. If it feels warm, do not open it. A warm door may indicate smoke and flames on the other side.
3. If your door does not feel warm, open it cautiously to check for smoke outside or on the apartment landing.
4. If it is safe to do so, lock your door and close windows as you exit the apartment.
5. If you believe that the area outside your door is passable, and it is safe to do so - alert the other occupants of your complex. Proceed to the closest, safe exit from the complex.
6. After you leave the complex, proceed to your designated Assembly Point (outlined below). Maintain a safe distance from the building and do not interfere with the Fire Department or Public Safety operations.
7. While at the Assembly Point, locate Housing & Residential Life (HRL) staff members to check-in that you have safely evacuated the building.
8. Return to the building only when told it is safe to do so by a member of Public Safety or HRL Staff
9. Residents who do not evacuate the apartment complex during a fire alarm are subject to the university conduct process.

Assembly points in the event of an evacuation:

Building(s)	Assembly Location*
Glen Park	Evacuate to the side of the parking lot, farthest from the source of the fire. Staff will arrive on site to direct students to

Big Bend	Evacuate to the green area in front of the White House (7861 Big Bend) located in the complex.
North Hall	Evacuate to the northeast corner (by Bompert) of the green field behind North Hall.

*In the event of a necessary assembly, residents should look to Housing & Residential Life or Public Safety staff for additional instructions. During inclement weather, students should still report to their designated area. Staff members will direct residents to an additional assembly point as deemed necessary.

Maintenance Emergencies

Maintenance emergencies are defined as a facilities issue/concern that impedes the ability of the resident to function safely in the space and/or has the potential to cause monetary damage to the facility. Examples of a maintenance emergency include an overflowing water source (toilet, shower, sink, etc), faulty HVAC (heat or air conditioning), power outages, and many other items. All other non-urgent maintenance concerns should be routed to the [work order system](#) (East, West, Maria, WVA, and North) or to the [Housing Office](#). If you are ever unsure whether your maintenance concern is an emergency, please follow these steps:

Residence Halls (East, Maria, or West Halls)

During normal business hours (Monday – Friday, 8:30am – 4:30pm [holiday and break hours may be different]), please contact the Housing & Residential Life Office at 314-246-4663 or located right inside of West Hall. Outside of normal business hours, please contact Public Safety at 314-968-7430. Please be prepared to provide your name, room number, and a short description of the issue. Public Safety will reach the Resident Assistant (RA) on call, who will assist you.

Webster Village Apartments

During normal business hours (Monday – Friday, 8:30am – 4:30pm [holiday and break hours may be different]), please contact the Housing & Residential Life Office at 314-246-4663 or located right inside of West Hall. Outside of normal business hours, please contact the Resident Assistant (RA) on call at 314-565-9146. Please be prepared to provide your name, room number, and a short description of the issue. If you are unable to reach the RA on call, please call Public Safety at 314-968-7430.

Glen Park or Big Bend Apartments

During normal business hours (Monday – Friday, 8:30am – 4:30pm [holiday and break hours may be different]), please contact the Housing & Residential Life Office at 314-246-4663, housing@webster.edu, or located right inside of West Hall. Outside of normal business hours, please contact Emergency Maintenance – this number is provided to residents during the move-in process, along with periodic reminders throughout the academic year. If you do not have access to that number, please contact Public Safety at 314-968-7430, and they will assist you with contacting Housing & Residential Life staff.

North Hall Apartments

During normal business hours (Monday – Friday, 8:30am – 4:30pm [holiday and break hours may be different]), please contact the Housing & Residential Life Office at 314-246-4663 or located right inside of West Hall. Outside of normal business hours, please contact the Resident Assistant (RA) on call at

314-565-9146. Please be prepared to provide your name, room number, and a short description of the issue. If you are unable to reach the RA on call, please call Public Safety at 314-968-7430.

Medical or Psychological Emergency

In the event of a medical or psychological emergency, please contact Public Safety immediately at 314-968-6911. Be prepared to provide the Dispatcher with your name, phone number, location, and the nature of the emergency. Public Safety will contact Housing & Residential Life staff, Counseling & Life Development staff, or Emergency Services as necessary.

Power Outage

Residential buildings may be occupied for a longer duration than academic and administration buildings during a power outage because they have additional resources such as Housing and Residential Life staff who are trained to utilize additional equipment to effectively evacuate residential areas during a power outage.

Evacuation procedures for residential buildings on or near campus also differ from procedures for evacuating academic/administration buildings, because these buildings are not all on the same electrical power grids, which means that a power outage may not affect all of the residential area(s).

Variables that will influence the decision to evacuate a residential building will include:

- Time of day
- Duration of the outage as provided by Ameren UE
- Weather conditions

In the event of a power outage, Housing & Residential Life (HRL) staff, along with Webster Alerts, will communicate instructions to student residents via email/texts (as set-up for Webster Alerts), floor/building social groups, via HRL student staff members, and through official HRL social media. Over the course of the outage HRL staff, along with Public Safety staff members, will complete walk-throughs of the affected residential areas.

In the event of an evacuation due to power outage, residents will receive instruction on the process and timeline via email/texts (as set-up for Webster Alerts), floor/building social groups, via HRL student staff members, and through official HRL social media.

Tornadoes

Tornado season typically occurs during the spring and summer months. In Webster Groves (where the home campus is located), community alert sirens are in operation via a St. Louis countywide alarm system. Students will be provided inclement weather warning and watch updates via Webster Alerts; however, you are also able to sign-up for alerts via the National Weather Service.

The National Weather Service issues two types of tornado alerts:

Tornado Watch

Conditions are present for the production of a tornado. During a watch, apartment residents should move any patio objects inside of the apartment. Residents should be sure to monitor the situation closely, in the event that a tornado warning develops.

Tornado Warning

A tornado funnel has been sighted or identified by radar. It is imperative that everyone takes shelter immediately. Tornadoes can and will move quickly. Therefore, time is of the essence. Keep in mind that since tornadoes can spring up in a moment's notice, there may not be time for ample warning. It is recommended that if severe thunderstorms occur, be alert to the fact that these storms may trigger a tornado. In the event of a warning, residents should take shelter in the following areas:

Building(s)	Shelter Location
East Hall	Residents should shelter in the lowest point of the stairwell on the side of East, closest to West Hall.
Maria Hall	Residents should shelter on the ground floor of Maria, in the area by the elevator and Dining Services Offices – avoid sheltering by windows.
West Hall	Residents should shelter on the first floor of West Hall in the pool table lounge, the laundry room, and the classroom hallway.
WVA	Residents in the WVA should shelter in the innermost point of the apartment, with no or minimal window exposure. This will typically mean in the bathtub of the apartment.
Glen Park	Residents in Glen Park should shelter in the innermost point of the apartment, with no or minimal window exposure. This will typically mean in the bathtub of the apartment.
Big Bend	Residents in the Big Bend should shelter in the innermost point of the apartment, with no or minimal window exposure. This will typically mean in the bathtub of the apartment. If time allows, students can evacuate to the basement of their complex.
North Hall Apartments	Residents in the North Hall should shelter in the innermost point of the apartment, with no or minimal window exposure. This will typically mean in the bathtub of the apartment.

Residents should familiarize themselves with the distinction between a watch and a warning, as the response is quite different.

In the event of a tornado, take the following steps for your safety:

1. Remain calm.
2. Go to an area of safety designated for the area you are in, if possible. If not, go to rooms and corridors in the innermost part of the building. Stay clear of windows, corridors with windows or large freestanding expanses. Do not use the elevators.
3. Close all doors.
4. Crouch near the floor.
5. Stay alert for hazards in the aftermath of the tornado.