



Emergency Operations Plan for the Campus Community

September 2016

Information for Campus Community Regarding Specific Emergency Incidents

Faculty, staff, and students should review these suggested responses to become familiar with what emergency responders expect of them in an emergency. This information will also be useful to outline the responses by emergency personnel.

Natural Hazards	Man Made Hazards
Medical Emergency	Criminal Behavior
Fire, Smoke, or Explosion	Active Shooter
Severe Weather	Suspicious Packages
Flooding	Bomb Threat

You should dial 911 for any campus emergency then call Security or Facilities Management. When dialing from a campus land line phone, dial 9-911.

Medical Emergency

For serious medical illnesses or injuries, call 911 then call Security or Facilities Management.

What to do when you call 911:

- State that medical care is needed.
- Provide your campus location, including the building and room number if known.
- Provide the location of the injured or sick person (if different from your location).
- Provide the person's present condition (e.g. bleeding, breathing erratically, unconscious).
- Recount the nature of the injury or medical problem if the person has been able to tell you what is wrong.
- Follow the directions of the dispatcher, who will tell you if an ambulance is required or if the injured individual may be brought in to the emergency room.
- Remain calm as the emergency responder will arrive at the scene as soon as possible.

What to do while waiting for medical help to arrive on the scene:

- Return to the injured person; do not leave the scene or leave the injured person alone again.
- Do not move the injured person.
- Give first aid if you are qualified to do so.

Fire, Explosion, or Smoke Emergencies

- Never ignore an alarm
- If you are told to vacate an area, please close (but do not lock) the room door. This will keep smoke from spreading.
- Always vacate the space via the stairs; never use the elevator during an emergency.
- If you smell smoke or see fire, don't hesitate, activate the nearest alarm pull station and get everyone out of the area.

When a Fire Alarm Sounds:

- Quickly Dress for the weather – put on shoes, coat, etc....
- Feel the door. If the door is hot, DO NOT OPEN THE DOOR. Remain in the room. Call 9-911.
- If the door is cool, open cautiously.
- Leave the room; close the door.
- If hallway is not smoke-filled, follow designated route and exit building immediately. If hallway is smoke-filled, use alternate route. If alternate route is smoke-filled, return to the room.
- Do not stop immediately outside of the building so others can evacuate and responders can enter the building.
- Call 9-911.
- Do no re-enter the building until advised by Security or Facilities Management.

Operating Fire Extinguishers:

- Never enter a room that is smoke filled.
- Before opening doors check to ensure it is not hot to the touch. If hot do not open. If warm open slowly to check room/hallway conditions.
- Portable fire extinguishers can be used for small fires. However, this is at the individual's discretion and an immediate readiness to evacuate is essential. The general rule is to never use a fire extinguisher on a fire that is taller than 6 feet.
- Never use water on an electrical or flammable liquid fire. Use a dry chemical or carbon dioxide extinguisher only.
- When using a dry chemical extinguisher on a flammable liquid fire, stay back a minimum of 10 feet from the fire.
- Start at the leading edge of the fire and use a side to side sweeping motion to extinguish the fire.

- **P.A.S.S.**
 - Pull the pin
 - Aim at the base of the fire
 - Squeeze the discharge handle
 - Sweep from side to side

Severe Weather (Thunderstorms, Winter Storms, Tornado, Hurricane)

- Students, Faculty, and Staff members will receive instructions via the Roseman University Notification System of any impending severe weather events or any change in university operational status.
- Essential personnel may be required to remain on campus overnight during severe weather events.

Watches

This means that conditions are right for severe weather.

- If you are in the watch area, seek shelter immediately and take precautions before leaving shelter.
- If you are in a vehicle, get to your destination and seek shelter in a sturdy building expediently.
- Monitor news sources for updates on weather conditions and effects on the university area.

Warnings

This means spotters and/or radar have identified the weather emergency in the area.

- If you are in the warning area, seek shelter immediately.
- If you are in a vehicle, get out and seek shelter in a sturdy building.
- If the severe weather involves high winds and a building is not available, a depression such as a ditch or ravine may offer some protection.
- Do not open windows. This can actually increase damage to the building. Stay away from windows and exterior doors.
- Basements, interior hallways on the lower floors and small interior rooms on the lower floors offer the best shelter.
- Do not attempt to turn utilities on or off. Do not use landline phones.
- Report injuries and damage to 911. Notify your departmental office.
- After the all clear, leave badly damaged buildings and do not attempt to return unless directed to do so by Security or Facilities Management staff.

With certain types of severe weather, evacuations prior to the arrival of the weather may be declared by state or local authorities. All Roseman community members will abide by these types of evacuations and follow the directions of the declaring authorities.

Flooding

Flooding may be caused by a number of hazards, from severe weather and its impact to a building leak or sprinkler activation. The effects of flooding on a building will be similar; it is the scope of the incident that will vary from localized to building wide.

For localized flooding, evacuate the area. If the flooding is caused by a small leak, call Security or Facilities Management. If the flooding covers multiple rooms, is caused by a major leak, or a sprinkler flow, call Security or Facilities Management and provide:

- Your location
- Your name and phone number
- Type of incident
- Floor
- Room number

Leave badly damaged buildings and do not attempt to return unless directed to do so by the Security Officers or Facilities Management staff. Do not attempt to turn utilities on or off. Report injuries and damage to Facilities Management.

Crime in Progress

If you witness a crime in progress, do not attempt to intervene. A situation that might appear safe may escalate beyond your control very quickly. You should take the following actions:

- Call 9-911 immediately indicating your location.
- Be observant and try to make the following mental notes:
 - Type of event taking place
 - Number of individuals present
 - Physical characteristics such as race, gender, height, weight, clothing worn, hair, or other distinguishing characteristics
 - Description of any weapons used
 - Mode of transportation of the individuals

Active Shooter

Definition of an Active Shooter: An Active Shooter is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

If you are alerted to an Active Shooter on Campus, but not in the building that you are in, SHELTER IN PLACE. Do not leave until notified that it is safe to do so by campus authorities. Evacuating may place you in the range of the shooter, especially if they are moving. If you are not in a building, seek cover in the closest one to you that is not being affected by the incident.

Good preparatory practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit

CALL 9- 911 WHEN IT IS SAFE TO DO SO!

Information to provide to law enforcement or 911 operators:

- Your location
- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location
- Whether you saw them use explosive devices or plant any explosive devices

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR BUILDING: Quickly determine the most reasonable way to protect your own life. Remember that others are likely to follow the lead of faculty and staff during an active shooter situation.

- If you are in a room or office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- If the door does not lock, barricade the door using furniture

Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out – If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Silence your cell phone
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter – As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Committing to your actions
- Throwing items and improvising weapons
- Acting as aggressively as possible against him/her
- Yelling

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES: Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of two to four
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns and/or handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm and follow the officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

Information from Department of Homeland Security Pamphlet, "Active Shooter, How to Respond," October 2008

Behavioral Concerns or Potential Violence

There is any number of reasons that a person may instill concern in those around them. If someone is in acute crisis, notify security and describe the behaviors and actions of that person so the appropriate resources may be dispatched. The following observable behaviors have been indicators of individuals who have engaged in self-harm, workplace violence, sexual violence, and criminal violence towards others. It is important when reporting behaviors to relate them in context of the situation and as a total picture of the individual's actions, not as a single factor.

Potentially violent behaviors by a student, staff member, or faculty member may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to changes in policy and procedures
- Repeated violations of company policies
- Increased severe mood swings
- Noticeably unstable, emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal; comments about "putting things in order"
- Behavior which is suspect of paranoia, ("everybody is against me")
- Increasingly talks of problems at home or school
- Escalation of domestic problems into the workplace; talk of severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes

Suspicious Packages

Two factors to consider if you observe or receive a suspicious package:

- The size of the package
- The type of threat contained within the package.

What constitutes a "suspicious package?"

No one characteristic makes a package suspicious; include all known factors when evaluating the suspiciousness of any mail or package. Some typical characteristics Postal Inspectors have detected over the years, which ought to trigger suspicion, include parcels that:

Are unexpected or from someone unfamiliar to you (especially a package) that is not consistent with your normal activities, i.e. the admissions office receives letters from people that are not known to the office, but there is a standard size, envelope, etc.

- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have misspellings of standard words.
- Are addressed to a position or title, not a person, i.e. "Dean, or President"
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Packages may be unprofessionally wrapped with several combinations of tape used to secure the package and may be endorsed "Fragile-Handle with Care" or "Rush-Do Not Delay".
- Have protruding wires, strange odors or stains.
- Show a city or state in the postmark that doesn't match the return address.

Should you receive or come upon a suspicious package, do not touch the package. Do not open; isolate the package and evacuate yourself and others from the area. Do not put the package in water or make any attempt to render it harmless. Use a telephone in another area (not a mobile phone) and report it immediately to 911.

Information for the 911 Operators:

- Your name
- Your location
- Your telephone number
- A description of the package and why it is suspicious:
- Explosive devices tend to have oily stains, protruding wires, excessive tape or wrapping, excessive postage, or a very lopsided.
- Chemical or Biological agents may have powder on the outside or when opened, or may cause symptomatic responses to people in the area
- Whether the package contains threats or hate based writings that may be criminal violations
- A description of how the package arrived, if known

Bomb Threats

Motivation and goals for making a bomb threat usually comes from one of two goals:

- The Hoax Caller: The most frequent goal is to create an atmosphere of panic and anxiety, the idea being to disrupt normal activities or operations at the location where the explosive device is alleged to be placed or for the entire university.
- The Credible Caller: The caller has a definite knowledge or believes that an explosive device has been or will be placed, and he or she wants to warn of the threat to minimize personal injuries or property damage. The caller may be the person placing the bomb or someone who has become aware of information they believe to be credible.

Bomb Threats may also be transmitted by letter or email. Regardless of the medium the threat; the receiver of that message should immediately call 911 and provide all the information possible.

The following is the information on the Bureau of Alcohol Tobacco Firearms and Explosive's Call Checklist for phone call bomb threats. If a phone threat is received, do not disconnect the call. Keep the caller on the line as long as possible and try to ascertain as much of the following information. If it is possible to transfer the call to 911, do so.

You should note:

- The time and date you received the call.
- The telephone number at which the call was received.
- The caller's exact wording of the threat?

Questions to ask the caller:

- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?

Description of the Caller's Voice

- Calm
- Nasal
- Angry
- Stutter
- Raspy
- Lisp
- Excited
- Slow
- Rapid
- Soft
- Ragged
- Loud
- Laughing
- Crying
- Clearing throat
- Normal
- Disguised
- Deep breathing
- Distinct
- Accent
- Cracking
- Slurred
- Whispered
- Female
- Male
- Other; familiar

*If familiar, who did the caller sound like?

Background Sounds

- Street noises
- Factory machinery
- Aircraft noise
- Animal noise
- Public address system
- Music
- Clear
- Static
- House noises
- Television
- Office keyboards
- Other language heard