

# EMERGENCY RESPONSE GUIDELINES



## GENERAL INFORMATION

These guidelines are intended to provide members of the University community a ready reference on how to respond to certain emergency situations on or near campus. Campus safety is a shared responsibility. The following pages list emergency scenarios and recommended actions to be taken.

### Here are some general steps that should be taken:

- Subscribe to IU Alert. IU Alert is the mass notification program that sends timely alerts and emergency notifications to the Immaculata community. IU Alert is the best way to receive this information quickly. Emergency situations develop and change very quickly. IU Alert keeps subscribers updated as circumstances change.
- Plan ahead. The time to think about what you would do in an emergency is now. Take a few minutes to read these guidelines.
- University classrooms, offices and residence hall rooms have Evacuation Plan Placards in place. These placards contain evacuation directions and a diagram showing evacuation routes and assembly points. Be aware of all building exits and potential secure rooms or hiding places.
- Be aware of anyone with special needs who may need assistance in an emergency, including a building evacuation.
- If you see something, say something. Reporting crimes, suspicious behavior and safety concerns to the Department of Safety and Protection keeps everyone safe and secure.

## ARMED INTRUDER (ACTIVE SHOOTER)

An armed intruder is an individual actively engaged in killing or attempting to kill as many people as possible in a specific area. In most cases, the intruder will use a firearm, i.e. handgun, rifle, shotgun, etc. These incidents are unpredictable, evolve rapidly, and are over within minutes. The Department of Safety and Protection and 911 should be called as soon as it can be done safely.

### 1. Evacuate away from the danger if you can do so safely. This is your best option.

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Notify others to exit the area immediately.
- Do NOT pull fire alarms.
- Go to a safe location.

### 2. Hide/Shelter in Place if it is not possible to evacuate/flee.

- Lock the door and/or barricade the door with heavy objects.
- If the door opens out, consider moving to another room that can be locked or barricaded.
- Close any windows, shades or blinds.
- Stay out of sight. Move away from all windows and doors.
- Use desks or furniture as cover.
- Turn off all lights.
- Remain quiet. Silence cell phones.
- Remain in secure location until notified by an identifiable police officer or campus safety officer.
- If outside, seek a safe shelter in a building, vehicle, behind a wall, etc.

### 3. Take Action as a last resort and only if your life is in danger.

- Attempt to incapacitate the shooter.
- Be aggressive and commit to your actions.
- Improvise weapons from what you find in your location.



## **BOMB THREAT**

If you receive a bomb threat, you should act quickly but remain calm and follow the below guidelines. The Department of Safety and Protection will make the necessary contacts with law enforcement and emergency response agencies.

### **Phone Threat**

Most bomb threats are received by phone. If you receive a threat by phone:

- Remain calm. Keep the caller on the line for as long as possible.  
DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
- Try to keep the caller talking to learn more information.
- If possible, write a note to a colleague to call the Department of Safety and Protection. Otherwise, you should call as soon as the caller hangs up. DO NOT HANG UP your phone. Call the Department of Safety and Protection from another phone.
- If your phone has a display, copy any numbers and/or letters on the display.
- Complete the following Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.

### **Verbal Threat**

- If the person making the threat leaves, note which direction they went.
- Call the Department of Safety and Protection immediately.
- Write down the threat exactly as it was communicated.
- Note a detailed description of the person making the threat.

### **Written Note**

- Call the Department of Safety and Protection immediately.
- Handle the note as minimally as possible.
- Note the presence of anyone who may have delivered the note or been in the area where the note was found.

### **Email**

- Call the Department of Safety and Protection immediately.
- Leave the message open on the computer/cell phone. Do not delete the message.
- Print, photograph, or copy the message and subject line. Note the date and time the message was delivered.

### **Social Media Post**

- Call the Department of Safety and Protection immediately.
- Screenshot and/or copy the message

### **Suspicious Package**

- Do not touch, tamper with, or move the item.
- Immediately report the item to the Department of Safety and Protection.
- Keep others away from the item.
- Limit the use of portable radios and cell phones near the item.



# BOMB THREAT CHECKLIST

DATE: \_\_\_\_\_ TIME OF CALL: \_\_\_\_\_ TIME CALL ENDED: \_\_\_\_\_

Phone number where call received: \_\_\_\_\_

## Ask Caller

Where is the bomb located? (Building, floor, room, etc.) \_\_\_\_\_

When will it go off? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will make it explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why? \_\_\_\_\_

What is your name? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

Exact Words of Threat \_\_\_\_\_

## Information About the Caller

Male  Female Estimated age \_\_\_\_\_

Is voice familiar? If so, who does it sound like? \_\_\_\_\_

## Voice

Accent  Angry  Calm  Deep  Disguised

Laughter  Loud  Nasal  Normal  Rapid

Raspy  Slow  Slurred  Soft  Stutter

## Background Noises

Animals  Kitchen  Street  PA system  Conversation

Music  Motor  Clear  Static  Office

Factory  Local  Long Distance

## Threat Language

Incoherent  Message being read

Taped message  Irrational

Profane  Well spoken



## **FIRE**

- Activate the fire alarm system by pulling the nearest fire alarm pull station if it can be done so safely.
- Close doors and windows if it can be done safely.
- Evacuate the building using the nearest available safe exit. Refer to Evacuation Placard in your location for the suggested route and assembly point.
- Assist any persons with disabilities if possible.
- Do not use elevators.
- Feel any doors for heat before opening. If the door is hot, do not open. Take an alternate evacuation route.
- Warn others as you leave the building.
- If you are unable to evacuate the building:
  - If you are in a room, keep doors closed and place wet clothing, towel, etc. under the door to keep out smoke. Signal from a window, but do not break it unless absolutely necessary.
  - If you can get to a building stairwell, remain in the stairwell until rescue personnel arrive.
- Call 911 and the Department of Safety and Protection when you can do so safely.
- Remain at least 300 ft. outside of the building. Keep driveways and sidewalks clear for emergency vehicles and first responders.
- Notify fire department personnel if you believe someone may still be in the building.
- Do not reenter the building unless authorized by a fire department representative or Department of Safety and Protection officer.

## **HAZARDOUS MATERIAL**

Hazardous material (hazmat) incidents, which include chemical spills, chemical leaks, reports of noxious vapors, and gas leaks, are dangerous and complex events.

- Immediately leave the affected area and keep others away from the area.
- Do not attempt to clean up any spill.
- Call the Department of Safety and Protection.
- If known, communicate the chemical name and/or material characteristics to the Department of Safety and Protection.
- Anyone who has had contact with the hazardous material should be isolated and await treatment by emergency responders.
- An external hazmat incident may result in an order to shelter in place.
  - If outside, move upwind from the incident.
  - Seek shelter in the nearest building, preferably an interior room with few windows.
  - Close all exterior doors and windows.

## **MEDICAL EMERGENCIES**

- Contact the Department of Safety and Protection and 911 if appropriate.
  - Provide both your name and the name and location of the injured/sick person.
  - Give as much information as possible regarding the nature of the injury or illness.
  - Do not hang up until directed to do so by the operator/dispatcher.
- Assess the scene and determine if it is safe to approach the person.
- Administer first aid if appropriately trained or as directed by a 911 dispatcher.
- Keep the victim calm, still and comfortable.
- Request another person to meet responding campus safety officer(s) and/or emergency medical personnel.



## UTILITY/ POWER FAILURE

In the event of a power outage, many campus buildings are equipped with emergency generators to power critical operations. Buildings are equipped with emergency lighting to aid in the safe evacuation of the building when necessary.

- In the event of a major utility failure during regular working hours, contact the Facilities Department Service Response at 610-647-4400 x3101.
- During after-hours or if there is no response from the Facilities Department, call the Department of Safety and Protection at 610-647-4400 x5555.
- If there is a potential danger to persons, call the Department of Safety and Protection.
- Remain calm.
- Evacuate if necessary. Assist any persons with disabilities in exiting the building.
- Do not light candles or other types of flames for illumination.
- Do not use an elevator. If you are trapped in an elevator:
  - Use the elevator's emergency phone, which connects directly to the Department of Safety and Protection.
  - The Department of Safety and Protection will call 911 for the assistance of the East Whiteland Fire Company.

## SEVERE WEATHER

Weather emergencies in this area include, but are not limited to, winter storms (snow and/or ice), thunderstorms, tornados, tropical storms, high winds, heavy rain and flooding. Information concerning canceled or delayed classes and University office schedules will be disseminated to the University community.

### Winter storms

- If you are off-campus, do not come to campus when a weather related closing is announced.
- If you are on-campus, walk and drive with caution. If possible, remain in residence halls or offices until roads, parking lots, and sidewalks are cleared of snow and safe.

### Severe thunderstorms, tornadoes, etc.

- Take shelter indoors.
  - Proceed to the lowest floor in the building and/or an interior hallway.
  - Move away from windows.
  - Sit facing an internal wall, with head down and hands covering head.
  - Do not use elevators.
- If outdoors, seek shelter in the nearest building.
  - If you cannot make it to a building, lie in a ditch or depression in the ground and cover your head.
  - Be alert for flying debris that is the cause of most serious injuries.

