

EMERGENCY PREPAREDNESS PLAN

Proud Heritage.

Bright Future.



Vision Statement

Virginia Union University is a premier historically black institution of higher education, transforming the world one student at a time.

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Introduction

The Virginia Union University Emergency Preparedness Plan identifies natural and man-made emergencies that may impact the campus community. It details the response procedures that campus officials should follow in case of an emergency.

All departments within the Virginia Union campus community should become familiar with this plan. As appropriate, they should formulate their own action plans or emergency operations checklists to complement this plan, and submit a copy to the Chief of Campus Police for review and approval. The Chief of Campus Police will seek assistance as necessary from other University staff in evaluating the appropriateness of plans submitted for review and approval. Campus Police will maintain copies of all plans.

Campus emergency operations will be conducted within the framework of the University guidelines. Any exception to these procedures will be conducted by, or with the approval of, the University administrators directing and/or coordinating the emergency operations.

An Emergency Preparedness Planning Committee, chaired by the Chief of Campus Police, shall meet every two years to review the University's Emergency Preparedness Plan for necessary updates and revisions. During alternate years, all requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Chief of Campus Police for evaluation. All changes recommended by the Chief of Campus Police will be submitted in writing to the President and the Executive Council for approval and inclusion in the plan.

Purpose

The basic emergency procedures outlined in this guide are to protect life and property through effective use of University resources, and to provide for the physical and emotional well-being of the members of our campus community during and immediately following an emergency.

This document describes an integrated plan for responding to a University emergency. Whenever an emergency affecting the University reaches proportions that cannot be handled by routine measures, the President, or his/ her designee, may declare a state of emergency and implement the Emergency Preparedness Plan. It is recognized that the specific actions implemented will be dependent on the nature and severity of the situation. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

Scope

It is possible for a major disaster to occur at any time and at any place on Virginia Union University's campus, which covers approximately 100 acres. The campus includes 29 buildings. Enrollment on the campus averages 1600 students, of which about 700 live on campus. Approximately 300 individuals work on campus.

This plan designates three levels of campus emergency. These definitions are provided as guidelines to assist employees and students in determining the appropriate response. Any type of emergency incident, potential or actual, should be reported immediately to Campus Police on 257-5600.

Level I

Any incident, potential or actual, that will not seriously affect the overall functional capacity of the University. These would be campus emergencies that can be handled through normal operating channels. Examples include minor chemical spills, most deaths/suicides, low-level acts of violence, sewer stoppages, power outages, and weather-related situations such as occur during winter storms.

Level II

Any incident, potential or actual, that affects an entire building or buildings, and which may disrupt the overall operations of the University. These would be campus emergencies that require a coordinated response beyond normal operating channels. Outside emergency services will probably be required, as well as major efforts from campus support services. These situations are those that are likely to traumatize a significant number of community members, e.g., some deaths, violence, or fire.

Level III

Any event or incident that has the potential or does seriously impair or halt University operations. In some cases, death of personnel and severe property damage may be sustained. Such major campus disasters require a coordinated response by all campus resources and outside emergency services would be essential. These situations include disasters such as tornadoes, hurricanes, earthquakes, major chemical incidents and major fires. In all cases, an Emergency Operations Center will be activated, and the appropriate support and operational plans implemented.

Types of Emergencies

Virginia Union University is at risk from various emergencies and/or hazards. The following list identifies those that would pose the greatest need of a strategic Level II or Level III response.

- Fire
- Natural disaster
- Chemical or radiation spill
- Violent or criminal behavior
- Utility failure
- Bomb
- Civil disturbances or demonstrations
- Medical/Psychological (epidemic, poisoning, threats of harm to self, others)
- Public relations issues (athletics, budgetary issues, student safety issues, management issues)
- Transportation accident (accident involving University or other vehicle; accident involving commercial conveyance carrying University personnel; private/corporate aircraft crash, train derailment near the campus).

Assumptions

An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.

The succession of events in an emergency are not predictable, hence, published support and operational plans will serve only as a guide and checklist, and will require modification during an event to meet the requirements of the emergency.

Disasters may affect residents in the geographical location of the University; therefore, state, city, county and federal emergency services may not be available. A delay in off-campus emergency services may be expected (up to 48-72 hours).

Declaration of an Emergency

The authority to declare a campus state of emergency rests with the President or his/her designee. Until the President makes such a declaration, the Chief of Campus Police will place into immediate effect the procedures necessary to meet the emergency, safeguard persons and property, and secure University facilities.

In the absence of the President, the succession of authority for directing an emergency situation is the Provost, followed by the Chief of Campus Police.

Once a Level III emergency is declared, only registered students, faculty and staff are authorized to be on campus or to enter University owned or operated buildings. Those who cannot present proper identification showing their legitimate business on campus or in a building with restricted access will be required to leave. Unauthorized persons may be subject to arrest.

In addition, only those faculty and staff members who have been assigned Campus Emergency Response Team duties or issued an emergency pass by Campus Police will be allowed to enter the immediate disaster site.

In the event of earthquakes, after shocks, fires, storms or a major disaster occurring in or around the campus, or which involves University property, Campus Police will be dispatched per established protocols to determine the extent of any damage.

Direction and Coordination

All emergency operations will be directed by the President or his/her designee. In the absence of the President or his/her designee, Campus Police will assume control of the emergency response until relieved.

Direct operational control of the campus major emergency or disaster is the responsibility of the Chief of Campus Police or his/her designee.

The President and his/her Executive Council will meet on an ongoing basis in regards to institutional policy and legal concerns in order to determine what actions are required beyond the standard emergency response protocols. See Attachment 5 – Emergency Management Responsibilities and Attachment 6 – Emergency Procedures Detailed.

Emergency Operations Center

In the event of a Level III disaster or on orders of the University President, an Emergency Operations Center (EOC) under the direction of the Chief of Campus Police will be established. The location of the EOC will be announced depending on the circumstances surrounding the emergency.

At least one uniformed officer or dispatcher is to staff the EOC at all times until the

emergency situation ends. The EOC will be used as a marshaling area for the operations of the Campus Emergency Preparedness Team and any non- University representatives assisting with the emergency. See Attachment 3 for details on establishment of the EOC.

Campus Emergency Management

When an emergency occurs, the Chief of Campus Police will contact members of the **Campus Emergency Preparedness Team:**

Emergency Director: University President or designee

Emergency Coordinator: Chief of Campus Police or designee

Physical Damage: Director, Facilities Management

Financial Impact: Vice President for Financial Affairs or designee

Academic Impact: Vice President for Academic Affairs/ Provost or designee

Student Impact: Vice President for Student Affairs or designee

Employee Impact: Director of Human Resources or designee

Public Information: Vice President for University Relations

Food Services: Food Services Manager

Individual responsibilities of the policy and response teams are outlined in Attachment 5. The Campus Emergency Preparedness Team is responsible for implementing the overall emergency management plan. All team members will alert and coordinate additional staff support as needed for meeting the emergency, while the President with the advice of the Executive Council, will make emergency policy decisions and request outside assistance when necessary. Additional staff support includes: Information Technology - Computer Services, Housing & Residential Life, and Student Health Services. Other campus individuals may find it necessary to respond, depending on how the emergency affects their individual units and on what type of additional support service their unit provides. These units should have emergency plans on file with Campus Police and must coordinate any response efforts with the Campus Emergency Preparedness Team.

Responsibilities

President

The University President, or the Emergency Coordinator, is responsible for the overall direction of campus emergency operations.

Administrators, Deans and Department Heads

Administrators, deans and department heads, where appropriate, should prepare and submit for review and approval by the University Chief of Campus Police an emergency response plan that addresses the unique characteristics of their units and Virginia Union University Emergency Preparedness Plan within the context of this umbrella plan. These campus officials are responsible for conducting campus wide drills and should ensure that building evacuation information be distributed to all employees with follow-up discussions, on-the-job training or explanation as required. Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation procedures. Contact the office of the Chief of Campus Police for assistance.

Faculty and Staff Supervisors

Each faculty and staff supervisor should educate their students and/or employees

concerning University procedure as well as evacuation procedures for their building and/or area. They should evaluate, survey and estimate their assigned building, facility or area in order to determine the impact a fire or earthquake could have on it. Report all safety hazards to Building & Grounds, and promptly submit work orders to reduce hazards and to minimize accidents. Contact the office of Campus Police for assistance.

Notification System

In the event of an emergency, instant alerts will be sent to registered VUU students, faculty, and staff using text messaging via personal cell phones. VUU students, faculty, and staff can register for the emergency notification system at [www.vuu.edu/technology/VUUEMSignup/VUU'sEmergencyNotificationSystem Signup](http://www.vuu.edu/technology/VUUEMSignup/VUU'sEmergencyNotificationSystemSignup). Academic and Administrative units are also encouraged to establish telephone trees for emergency notification of employees during business hours, as well as after hours for key personnel. Other means of notification include the VUU webpage, email, and local media outlets.

The Campus Police Office is the focal point for two-way transmission of official emergency telephone communications to University administrators. Each administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/areas under his or her direction.

The officer on duty will notify the Chief of Campus Police of any campus emergency as necessary and at the direction of the Chief will initiate the notification system by calling the following and other University administrators as appropriate:

1. President
2. Provost/VP for Academic Affairs
3. Vice President for Students Affairs
4. Vice President for Financial Affairs
5. Vice President for University Relations

Note: During an emergency, campus phones must be restricted to University official notification only. In the absence of phone services, the Chief of Campus Police will provide runners for emergency notification of members of the University's Emergency Response Team. It also will assign cellular phones and/or two way radios for Critical staff to use during the emergency.

Campus Emergency Resources

Police

Uniformed campus police officers are on duty 24 hours a day. Additionally, police help is readily available from the city of Richmond Police Department.

To contact campus police in an emergency, call "0" on campus or 257-5600 from non-university telephones.

Medical, Physical, Emotional

The Student Health Center does not offer emergency room services. Call "0" from a campus telephone to request assistance from community emergency medical services, especially when it occurs after hours.

Please note that these guidelines do not refer to obtaining medical treatment for accidental

injury or occupational disease sustained by employees in the course of performing their job duties. Separate procedures exist for treating work-related injuries and receiving Workman Compensation benefits.

The Student Development and Counseling Center is the primary counseling center on campus. It provides a wide variety of confidential services to students through counselors to include sexual assault and dating violence.

Maintenance

Skilled workers are available from maintenance at all times during normal working hours and on short notice at other times. They are capable of providing the following emergency services:

1. Utilities: Repairs to water, gas, electric and sewage systems.
2. Structures: Repairs to structures and mechanical equipment therein, including heating and cooling systems.
3. Equipment: Portable pumps, generators, floodlights, welders, air compressors, tractors, etc.

A detailed record should be maintained of all repairs and replacement costs associated with damage incurred during an emergency situation and to receive appropriate reimbursement through insurance coverage, state of Virginia or Federal assistance depending on the circumstances.

Purchasing

Emergency procurement of required goods and services in direct support of an emergency must be handled in a manner to ensure compliance with the procurement regulations. Emergency procurements are limited to supplies and services necessary to meet the immediate emergency conditions only. Contact the Purchasing Office or comptroller for assistance or direction during an emergency.

A detailed record should be maintained of all supplies and services purchased to meet an emergency situation. This is vital for analysis and assessment of total damage incurred during an emergency situation and to receive appropriate reimbursement through insurance coverage.

Emergency Procedures

To report an emergency (Police/Fire/Ambulance), call campus police at 257-5600.

In an emergency in which the campus police department cannot be reached, call 911 to reach the emergency communication center for Richmond Police Department.

When calling, remain calm and carefully explain the problem and location to the campus police dispatcher. Do not hang up until told to do so. Basic procedures for responding to specific types of emergency incidents are provided in Attachment 6.

Training, Drills and Exercises

The success of this plan necessitates that the University maintain a constant state of readiness to assure the efficient and orderly transition from routine activities to those associated with emergency situations. This is accomplished through a carefully planned and continuous program of training, drills, and exercises.

Training Objectives

- To establish capabilities for protecting the University community from the effects of an emergency.
- To respond effectively to the actual occurrence of an emergency.
- To provide for recovery in the aftermath of any emergency involving extensive damage or other debilitating influence on the normal pattern of life within the University community.
- To validate plans and assure preparedness.

Drill and Exercise Procedures

The Chief of Campus Police, along with the Director of Facilities Management and the Director of Human Resources, will work together to develop an appropriate drill and exercise plan to assure emergency management plans and preparedness effectively meet the needs of the campus community.

The Chief of Campus Police will serve as Training Director for crisis management and emergency operations. The Chief will evaluate the results of specific drills and exercises, suggesting specific changes and updates to the University's Emergency Management Plan and/or recommending to the President that the Emergency Management Committee be convened to examine major updates or problems with the plan.

The Chief of Campus Police will update the plan as needed to reflect changes in organization and technology, submitting such updates to the President and Executive Council for approval.

Drills and exercises should be conducted as necessary to test the plan adequately. They should be as realistic as possible. Written evaluations should be prepared after every drill and exercise, with recommendations made for correcting any identified deficiencies. Implementation of recommendations should be verified by the Chief of Campus Police within three months of the date of the recommendation being made.

Attachment 1—Internal Emergency Phone Numbers

Position	Office	Cell	Home
President	257-5835	on file	on file
Provost/VPAA	257-5606	on file	on file
VP Student Affairs	257-5875	on file	on file
VP Financial Affairs	257-5750	on file	on file
VP University Relations	257-5856	on file	on file
VP OIA	342-3938	on file	on file
Dir. of Human Resources	257-5841	on file	on file
Dir. of IT	257-5842	on file	on file
Food Services Mgt.	257-5780	on file	on file
Dean of the School Theology	257-5715	on file	on file
Director Facilities	257-5783	on file	on file

Attachment 2 – Emergency Resources in Richmond

Department	Office	Emergency
Richmond Police	646-5100	911
Richmond Fire	646-5100	911
Richmond Ambulance (EMS)	254-1100	911
Rich. Emergency Management	646-2404	911
Va. State Dept. Emergency Management	674-2400	911
Verizon Telephone	347-6764	
Retreat Hospital	254-5100	
VCU Medical Center	828-0958	
Dominion Virginia Power	1-866-591-0157	

Attachment 3 – Emergency Operations Center

The Emergency Operations Center (EOC) concept groups primary decision makers, and the Emergency Management Team, together for a coordinated effort during a major campus emergency. In addition to a policy group, the EOC will house the group controlling operations during disaster situations. The EOC must be adequately equipped with tables, chairs, phones, FAX, radios, computers, maps, reference documents, operating procedures and office supplies.

In general, the major functions performed by the staff in the EOC include:

- > Direction and control – The EOC is a single point where all information is received and analyzed, decisions made, priorities established and resources allocated.
- > Information collection, evaluation and display – From information gathered here, the entire situation can be reviewed and evaluated. Here the key question raised by an emergency can best be answered – “What is the impact of what has happened based upon factual, coordinated data?” Information gathered should be used to make assessments from which decisions can be made and priorities established. Also rumors may be counteracted.
- > Coordination – Facilities coordination among responding personnel, departments, and off-campus agencies. This is especially important in the area of communications.
- > Establishment of priorities – Determining the order that problems should be addressed.
- > Resource management – Facilitates the acquisition, distribution, and use of personnel and material needed in an emergency.

Location

The primary location of the EOC is Pickford Hall, First Floor Conference Room #105, 1500 N. Lombardy Street.

If the Conference Room in Pickford Hall is unavailable for use, the EOC will be established in the CD King Building conference rooms 100 or 200.

Personnel

The following positions and/or their assigned alternates are required to be available to work as part of the Emergency Management Team in the EOC once activated:

Operations Group/Response Team

1. President or Designee
2. Provost/VP Academic Affairs
3. Chief of Campus Police
4. VP Financial Affairs
5. VP Student Affairs
6. VP University Relations
7. Director of Information Technology (IT)
8. Director of Facilities Management
9. Manager, Food Services
10. Director of Human Resources

Start-up, Equipment and Supplies

Although the preliminary preparations may begin at any time, the President must order the opening of the EOC. The EOC should be operational two hours after the order is given. Two hours and thirty minutes after the order is given, all EOC personnel, their alternates and others as designated should report to the EOC for a formal briefing by the President or the designated Emergency Director.

The EOC should contain individual work space and telephones for each member of the Campus Emergency Response Team, plus a large meeting area/conference room for briefing team members. Appropriate office equipment should be readily available, such as computer access, computer printer, electric /manual typewriter, copier, and generator backup for the building in case power goes out. Each functional group is responsible for providing its own portable emergency supplies, including general administrative supplies and supplies relative to its specific function (forms, manuals, etc.).

A list of telephone numbers (office, home, cellular, and pager) for strategic individuals should be kept updated at all times for immediate use in an emergency situation. In addition, a list of off-campus emergency contacts should be maintained. See Attachments 1 and 2.

Attachment 4 - - Priority of Objectives in an Emergency

Priority I

1. Communications Network (Responsibility: Law Enforcement, Computer Services and Public Relations) - - establish a communications network using available resources:
 - a. Telephone (including cellular phones)
 - b. Voice Mail
 - c. E-Mail
 - d. World wide Web
 - e. Listserv (Executive Council, all faculty, all staff and all students etc.)
 - f. Fax
 - g. Radios (hand held)
 - h. Local Channels 6,8,12, & 35
 - i. Messenger
2. Medical Aid (Responsibility: Student Health Center) -- evaluate available medical services and direct rescue forces regarding location of treatment for the injured. Resources:
 - a. VUU Health Center
 - b. VCU Medical Center, Retreat Hospital
3. Fire Suppression (Responsibility: Campus Police) - - evaluate fire or fire hazards and use resources to control and evacuate. Resources:
 - a. Richmond Fire Department
4. Search and Rescue (Responsibility: Law Enforcement) - - appoint search and rescue teams and acquire transportation vehicle and other required equipment. Resources:
 - a. Campus Police
 - b. Volunteers
 - c. Operations & Maintenance (equipment)
5. Utility Survey (Responsibility: Facilities Management) - evaluate condition of utilities and shut-down or restore as able (electric, gas, steam, water, sewer). Evaluate streets leading to and from campus facilities: Resources:
 - a. Operations & Maintenance
 - b. Dominion Virginia Power Electric
 - c. City of Richmond Public Works
 - d. Volunteers
6. Hazardous Substance Control (Responsibility: Health & Safety) – survey critical area and secure or clean-up as needed. Resource:
 - a. Health & Safety
 - b. Richmond Fire Department/ Contractor
 - c. Volunteers

Priority II

1. Facility Survey - - evaluate facilities for occupancy. Residence halls have priority. Identify and seal off all unsafe areas.
Resources:
 - a. Facilities Management --- coordinate response
 - b. Student Affairs/Housing
 - c. Health & Safety
2. Shelter - - identify usable housing structures and organize student relocation when needed.
Resources:
 - a. Student Affairs/Housing - - coordinate response
 - b. Facilities Management
3. Food/Drinking Water (Business & Finance to coordinate response) identify.
Resources:
 - a. Food Services
 - b. Operations Management
4. Sewer System (Facilities Management to coordinate response) – evaluate sewer system and identify resources that can be used. Obtain portable toilets.
Resources:
 - a. Operations & Maintenance
 - b. City of Richmond Public Works
5. Communications (Public Relations to coordinate response) – establish a communications system within the campus community and advise everyone regarding the availability of basic services.
Resources:
 - a. University Radio
 - b. Vehicles with public address system
 - c. Bullhorns
 - d. Voice Mail and E-mail
 - e. World Wide Web and Listserv
 - f. E2 campus Mass Notification System
6. Criminal Activity Control – establish police security system to control crime on campus.
Resources:
 - a. Campus Police – coordinate response
 - b. Residential Housing Staff
 - c. Richmond Police Department
7. Psychological Assistance (Student Affairs will coordinate student response; Human Resources will coordinate employee response) – establish a system to provide mental health assistance.
Resources:
 - a. VUU Counseling Center
 - b. Student Affairs
 - c. Volunteers
 - d. University Pastor
 - e. Community Resources

Priority III

1. Valuable Materials Survey (Provost and Librarian will coordinate response) identify, survey, and secure valuable materials on campus.
Resources:
 - a. Library/ Museum/Art Department
 - b. Volunteers

2. Records Survey (Institutional Planning will coordinate response) identify, survey, and secure all University records.
Resources:
 - a. Business & Finance staff
 - b. Human Resource staff
 - c. Registrar staff
 - d. President/Provost staff
 - e. Information & Technology staff
 - f. University Archives

3. Academic Survey (Provost will coordinate) survey academic departments and determine requirements to begin academic operations.
Resources:
 - a. Deans, department chairs and faculty
 - b. Volunteers

4. Supplies and Equipment (Business & Finance will coordinate response) develop system to renew flow of supplies and equipment from outside resources.
Resources:
 - a. Business & Finance staff

Attachment 5 – Emergency Team Responsibilities

The following lists serve only as a guide for policy and response members of the Emergency Management Team. Specialized needs unique to a particular situation may necessitate additional actions.

Executive Council’s Emergency Action Checklist

Promulgate orders and regulations necessary to provide for the protection of life and property, including order or regulations imposing a curfew within designated boundaries.

Support the President in formulating policy regarding the following issues:

- Resources needed from outside the University
- Short- and long –term student housing and food services
- Financial issues
- Legal issues
- Policy interpretation
- Political and social concerns
- Short-term building replacement
- Faculty and staff replacements
- Survey of academic program
- Survey of University records

Ensure appropriate contacts are made with emergency preparedness entities outside the University.

Assist the President in formulation of general public information.

Assist the President in prioritization of salvage operations.

Assist the President in establishing target date(s) for resumption of a limited academic schedule or other academic policy issues.

Emergency Director: President or designee

Responsible for the overall direction of the University emergency response.

Work with others in assessing the emergency and preparing the University’s specific response.

Declare and end, when appropriate, the campus state of emergency.

Notify and conduct liaison activities with University Administrators, governmental agencies, Emergency Response Team, and others as necessary.

Designate the location for the Executive Council meeting.

The Campus Police Chief will serve as chair of the Emergency Response Team and serve as liaison to the President and Executive Council.

Emergency Coordinator: Campus Police Chief

Responsible for overall coordination of the University emergency response. Initiate immediate outreach contact with the President and the University administrators, begin assessment of the condition. Notify and utilize University police and other Law Enforcement and Safety employees to maintain safety and order. Notify the members of the Emergency Response Team, advise them of the nature of the emergency. Notify and conduct liaison activities with all appropriate outside organizations such as fire, police, the State and Local Offices of Emergency Preparedness. Ensure that appropriate notification is made of off campus staff when necessary. Provide vehicles, equipment and operators for movement of personnel and supplies, assign vehicles as

required to the Emergency Response Team for emergency use. In coordination with the Directors of Building & Grounds and Human Resources, plan EOC setup procedures, including necessary facilities, equipment and all other needs to support 24 hour staffing of emergency response.

Function as EOC manager, including establishment of 8-hour or 12 hour shifts with the required number of personnel needed from each function area per shift. Determine the need for communications, security, as well as the need for housing, feeding and sanitation requirements for EOC staff. Determine the need for and request additional resources. Perform other related duties as may be directed by virtue of the campus emergency.

Campus Police Department: Deputy Police Chief

Notify University administrators of major emergencies.

Responsible for campus emergency warning and evacuation systems. Take immediate action to protect life, property, and to safeguard records as necessary.

Provide traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.

Provide and equip an alternate site for the Emergency Operations Center.

Damage Control: Director of Facilities Mgmnt

Provide equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.

Obtain the assistance of utility companies as required for emergency operation.

Furnish emergency power and lighting systems based on priorities established by the Emergency Response Team.

Survey habitable space and relocate essential services and functions.

Provide facilities for emergency generator fuel during actual emergency or disaster period.

Provide for storage of vital records at an alternate site; coordinate with building and area coordinators for liaison and necessary support.

Public Information: Vice President for University Relations

Serve as the official spokesperson for the University

Establish liaison with the news media for dissemination of information as required by the President.

Establish liaison with local radio and TV services for public announcements.

Arrange for photographic and audio-visual services.

Advise the President or designee of all news concerning the extent of the disaster affecting the campus.

Prepare news releases concerning the emergency.

Respond to media queries and requests with assistance provided by the University relations staff.

Academic Impact: Provost/ Designee

Act as Emergency Response Team member for Academic Affairs.
Notify and keep updated as needed deans and academic department chairs.

Identify and assign Academic Affairs personnel (staff and faculty) to respond to emergency.

Ensure all emergency functions assigned to Academic Affairs during an emergency are coordinated and managed as appropriate.

Ensure that computer and telephone systems have been surveyed and appropriate action taken to maintain or restore these services.

Interface with academic departments, President and Registrar regarding academic issues, such as changing classroom locations, schedules or canceling classes, and the resumption of full or limited academic schedule.

Activate a volunteer mobilization plan for faculty.

Employee Impact: Director of Human Resources/Designee

Ensure that personnel and volunteers time records are prepared and compliance to time policies are met.

Ensure all employees responding to the emergency are identified for the purposes of insurance coverage..

Ensure on-going mechanisms for providing information and/or support to the campus community.

Activate a volunteer mobilization plan for staff and in conjunction with other Emergency Response Team members determine the number of volunteers needed and the skills required.

Activate a phone bank to respond to employee queries and eliminate rumors.

Financial Impact: VP for Financial Affairs/Designee

Act as Emergency Response Team member for finance.

Develop procedures and ensure they are followed for assigning costs in a fashion that allows post-emergency analysis and proper insurance filings for maximum finance recovery.

Identify and sign financial personnel to respond to emergency.

Ensure all emergency functions assigned to Finance during an emergency are coordinated and managed as appropriate, especially the areas of environmental health and safety.

Ensure smooth transition from emergency status to normal status by seeing that financial matters needing attention and follow-up are handled appropriately.

Ensure appropriate records are filed for federal or state emergency disaster assistance.

Advise the Emergency Response team on the current status of supplies and equipment

Recommend facilities available and resources required to offer assistance to the general public and coordinate this response as necessary.

Student Impact: VP for Student Affairs/Designee

Act as Emergency Response Team member for Division of Student Affairs. Notify and keep updated as needed Student Affairs directors. Identify and assign Student Affairs personnel to respond to emergency. Ensure all emergency functions assigned to Student Affairs during an emergency are coordinated and managed as appropriate, such as organizing a student information program, student housing and food services. Coordinate medical/counseling aid for students and others on campus as offered by University resources.

If evacuation of residence halls is initiated or appear to be imminent, coordinate with Student Affairs staff to determine extent of evacuation, number of evacuees requiring food and shelter, and special assistance needed to evacuate individuals with special needs such as individuals who may be ill, have disabilities or are non-English speaking. Recommend facilities available and resources required to offer assistance to students from other institutions. Coordinate this response as necessary. Initiate organization of student volunteer services.

ATTACHMENT 6 – EMERGENCY PROCEDURES DETAILED

Fire

In all cases of fire, campus police must be notified immediately by calling 0 on a University phone. If necessary, the Richmond Fire Department can be reached at 646-5100 or 911. Remember to first dial -9- if calling from a campus phone. Observe the following procedures:

Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information are available through Campus Police.

If a minor fire appears controllable, immediately contact the Richmond Fire Department and Campus Police. Then promptly direct the charge of the fire extinguisher toward the base of the flame. If you are not alone, have one person make the emergency call while another uses the fire extinguisher.

If an emergency exists, activate the building alarm. Caution: In some buildings the alarm rings only inside the building. You must report the fire by phone.

On large fires that do not appear controllable, evacuate all rooms, closing all doors to confine the fire and reduce oxygen. Immediately notify the Richmond Fire Department and Campus Police. Do not lock doors.

When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.

Assist the handicapped in exiting the building. Do not use the elevators during a fire. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken. Residence Life Personnel will take attendance and assist in the accounting of all building occupants.

If requested, assist emergency crews as necessary.

An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business. Do not return to an evacuated building unless told to do so by an authorized University official.

Note: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Do not panic.

Natural Disasters

(Tornado, Hurricane, Winter Storms, Earthquake)

Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm (and sometimes a hurricane) and is produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. Tornado season is generally June through November, although they can occur at any time of year. They tend to occur in the afternoons and evenings.

The best protection during a tornado is in an interior room on the lowest level of a building, preferably a basement. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes; however, one tornado can touch ground several times in different areas. They are most destructive when they are on the ground.

Tornado Watch

A tornado watch means that conditions are favorable for tornado formation. You should remain alert and do the following.

Review actions to take should the situation change to a Tornado Warning, or if a tornado funnel is sighted.

Ensure no physical restrictions exist that would prevent free movement to your nearest safe area (clear any blocked doors, aisles, etc).

Continue normal activities, but be alert to weather outside, and monitor a radio/television or watch the sky for worsening weather conditions.

Do not phone campus police or the campus Operator for information. Keep telephone lines clear for emergency messages.

Tornado Warning

A tornado warning means that a tornado has been sighted. You should do the following:

Take cover. Preferably, proceed to the nearest safe area or shelter. Because of possible electrical failures, you should use the stairs, not the elevator. Remain well clear of windows and other glass. Avoid auditoriums and gymnasiums with large poorly supported roofs.

In multi-story buildings, you should move to the basement or first floor. Inner hallways are usually safe areas. If possible, move to the ground level. If you are in a frame or sheet metal building and weather conditions permit, move to a brick or stone building for added protection.

Hurricane

High winds, flooding and flying debris resulting from hurricanes also can be dangerous killers. While hurricanes typically threaten coastal areas, as a result of recent hurricanes. Virginians are familiar with the damage they can inflict far inland. Hurricanes also spawn tornadoes. A hurricane watch is issued when there is a threat of hurricane conditions within 24-36 hours. A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater or dangerously high water and rough seas) are expected within 24 hours or less. The hurricane season lasts from July through November.

Severe Winter Storms

In Virginia, severe winter storms are most likely to bring ice, strong winds and freezing rain. Such storms can prevent employees and students from reaching campus or cause them to have to leave campus early in order to avoid dangerous circumstances on the highway. Severe winter storms also can cause structural damage and power outages.

The VUU campus is a residential community and needs to remain open at all times. However, occasions may occur when weather-related conditions or other emergency necessitate that the University announce a delayed arrival time, an early dismissal time, or remain open for essential staff only. In all cases, employees must use their best judgment in determining their own safety when traveling to and from home.

A winter storm watch means severe winter weather is possible; **winter storm warning** signals that severe winter weather is expected; **blizzard warning** signals severe weather with sustained winds of at least 35 miles per hour; and a **traveler's advisory** means that conditions may make driving difficult or dangerous.

In some instances during extreme weather or other emergency conditions University Officials may opt to cancel classes. Any decision for closing or to delay opening will be transmitted via local media and the University web site.

Chemical or Radiation Spill

Report immediately any spillage of a hazardous chemical material to campus police at "0" if calling from a campus phone and 257-5600 if calling from any other phone.

Move away from the accident scene and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes and smoke. Observe the following procedures in these circumstances:

When reporting, be specific about the nature of the involved material and exact location. Campus police will contact the necessary specialized authorities and medical personnel.

The key person on site should vacate the affected area and seal it off to prevent further contamination of other areas until the arrival of campus police.

Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give names to campus police. Required first aid and cleanup by specialized authorities should be started at once.

If a building emergency exists, activate the alarm. Caution: In some buildings, the alarm rings only inside the building. You must report the emergency by phone to ensure coverage.

When the building evacuate alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.

Assist the handicapped in exiting the building. Remember that elevators are reserved for handicapped persons to use. Do not use elevators in case of fire. Do not panic.

Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

If required, assist emergency crews as necessary.

An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business.

Do not return to an evacuated building unless told to do so by an authorized University official.

Important: After any evacuation, report to your designated campus area assembly location. Stay there until an accurate headcount is taken. The Building Emergency Coordinator will take attendance and assist in the accounting for all building occupants.

Violent or Criminal Behavior

In an emergency, call: 0

Everyone is asked to help make the campus a safe place by being alert to suspicious situations and promptly reporting them. Campus police are located in Pickford Hall ground floor room G#7 and provide 24 hour help and protection seven days a week on a year-round basis.

The following procedures should be used by faculty, staff and students exposed to violent or criminal behavior.

- i. Nature of the incident
- ii. Location of incident
- iii. Description of person(s) involved
- iv. Description of property involved

If you observe a criminal act, or whenever you observe a suspicious person on campus, immediately notify campus police and report the incident.

Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.

Should gunfire or discharged explosives jeopardize the campus, you should take cover immediately, using all available concealment. After the disturbance, seek emergency first aid if necessary.

What to do if taken hostage:

- i. Be patient. Time is on your side. Avoid drastic action.
- ii. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Do not make mistakes that could hazard your well-being.
- iii. Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
- iv. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- v. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- vi. Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

Utility Failure

In the event of a major utility failure occurring during regular working hours, immediately notify Facilities Management at its office number: 257-5783.

If there is potential danger to building occupants, or if the failure occurs after hours, weekends or holidays, call Campus Police at 0 or 257-5600 who in turn will call Facilities Management.

Follow the standard evacuation procedures if a building emergency exists. Always observe the above procedure whenever the following utility emergencies arise:

Electrical/Light Failure

Keep a flashlight and portable radio available for emergencies.

Elevator Failure

If you are trapped in the elevators, use the emergency phone to notify campus phone. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel), which will signal for help.

Plumbing Failure/Flooding

Cease using all electrical equipment. Notify Facilities Management at 257-5783. If necessary, vacate the area. If after hours, call Campus Police at 0 or 257-5600.

Serious Gas Leak

Cease all operations. Do not switch on lights or any electrical equipment. Remember, electrical arcing can trigger an explosion. Call Campus Police at 0 or 257-5600.

Steam Line Failure

Immediately call Campus Police at 0 or 257-5600. If necessary, vacate the area.

Ventilation Problem

If smoke odors come from the ventilation system, immediately notify Campus Police at 0 or 257-5600. If necessary, cease all operation and vacate the area.

Bomb Threat

Anyone who receives a bomb threat should adhere to the following procedures in the order shown.

Important: Do not touch any suspicious object or potential bomb.

1. The person receiving a threat should remain calm and attempt to obtain much information as possible from the caller by using the check list given on the following page. (please note that this check list can be adapted for any threat).
2. Call Campus Police at 0 or 257-5600, give your name, location, and telephone number. Inform them of the situation, reporting the exact words of the threat including information you may have as to the location of the threat, time of the threat, and time you received the call. Campus Police will handle the evacuation, if necessary, upon their arrival.
3. Do not evacuate the building and do not sound the alarm, but wait for further instruction. Campus Police and other authorities will be responsible for necessary evacuation of buildings or the campus.
4. If you should spot something out of the normal that appears suspicious, report it to Campus Police at 0 or 257-5600. Under no circumstances should you touch, taper with, or move objects that look out of place or confront persons acting suspicious.
5. Immediately cease the use of all wireless transmission equipment (cellular phone, 2-way radio).
6. Record conversation if at all possible.
7. If the building is evacuated, move as far from the building as possible. Keep the street, fire lanes and hydrants and walkways clear to emergency vehicles and crews.
8. Do not return to the building until told to do so by Campus Police personnel.
9. In some cases, it will be necessary for Campus Police personnel to enlist personnel from the affected building to assist in the identification of suspicious packages. Please assist the emergency personnel as much as possible.
10. Bomb threats received by means other than telephone are to be reported to Campus Police at 0 or 257-5600.

Bomb Threat Checklist

Fill out completely, immediately after or during threat

Date _____ Time _____

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____
10. Where are you now? _____

Sex of caller _____ Age _____ Race _____ Length of call _____

Did the caller appear familiar with the premises? _____

Caller's Voice: Circle best description

accent	distinct	lisp
angry	distinguished	loud
calm	excited	slow slurred
clearing throat	ragged nasal	soft
cracking voice	familiar	stutter
crying	If familiar, who did it	raspy
deep breathing	sound like?	rapid
deep voice	laughing	

Background Sounds: Circle applicable sounds

animal sounds	house noises	office machines	motor
booth sounds	local call	PA system	other _____
long distance	static	crockery(dishes)	clear sound
street noise	factory	music	voices

Threat Language: Circle best descriptions

foul	well spoken (English)	taped
incoherent	irrational	maker

Other remarks: _____

Name _____ Position _____ Phone _____

Civil Disturbance or Demonstrations

Campus demonstrations such as marches, meeting, picketing, and rallies must be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration:

Interference with the normal operation of the University.

Prevention of access to office, buildings or other University facilities.

Threat of physical harm to persons or damage to University facilities.

Creation of a situation that may endanger the safety of individuals and/or disrupt the academic environment of the campus.

If any of these conditions exist, campus police should be notified and will be responsible for contacting and informing the President and appropriate vice president. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed.

I. Peaceful, Non-obstructive Demonstrations

- A. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible.
- B. If demonstrators are asked to leave but refuse to leave by regular facility closing time:
 - 1. Arrangement will be made by the Chief of Campus Police to monitor the situation during non-business hours.
 - 2. Determination will be made to treat the violation by regular closing hours as a disruptive demonstration.

II. Non-Violent, Disruptive Demonstrations

- A. In the event that a demonstration limits access to University facilities or interfaces with the operation of the University:
 - 1. Demonstrators will be asked to terminate the disruptive activity by the Vice President of Student Affairs or his/her designee.
 - 2. Key University personnel and student leaders may be asked by the Vice President for Student Affairs to go to the area and persuade the demonstrators to desist.
 - 3. The Vice President for Student Affairs or his/her designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.

4. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion or possible intervention by civil authorities. Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.

**Directive to Immediately Terminate Demonstration
(Identify Self)**

This assembly and the conduct of each participant is seriously disrupting the operations of the University and is in clear violation of the rules of the University. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the University.) (In no event will the Administration of this University accede to demands backed by force.) Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes, I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order including calling the police for assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension or expulsion.

5. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
6. After consultation with the President and Campus Police Chief by the Vice President for Student Affairs, there may be a need for an injunction and intervention of civil authorities. The demonstrators should be so informed if this action is taken. Upon arrival of the civil authorities, the remaining demonstrators will be informed of intention to arrest.

**Directive to Immediately Terminate Demonstration
With the Assistance of Police
(Identify Self)**

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Since you have chosen to remain in violation of the rules and regulations of the University, each of you is hereby suspended, subject to later review. The police will be called in to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

III. Violent, Disruptive Demonstrators

A. In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the President and Vice President for Student Affairs should be contacted immediately.

1. During Business Hours:

- a. In coordination with the Vice President for Student Affairs, Campus Police will assess the situation and inform the President.
- b. If advisable, the Vice President for Student Affairs will alert University Relations to arrange for a photographer to report to an advantageous location for photographing the demonstration.
- c. The President, in consultation with the Campus Police Chief and the Vice President for Student Affairs will determine the possible need for the removal of the demonstrators.
- d. The Campus Police Chief will provide an officer with a radio for communication between University officials and the Campus Police Department as needed.

2. After Business Hours:

- a. Campus Police should be immediately notified of the disturbance.
- b. Campus Police will investigate the disruption and notify the campus Police Chief, and he will notify the Vice President for Student Affairs and University Relations.
- c. The Vice President for Student Affairs will:
 - (1) Report the circumstances to the President.
 - (2) Notify key administrators and, if appropriate, the administrator responsible for the building/area.

Note: The Campus Chief of Police reserves the right to call for police assistance without counsel from others if it is deemed to be of paramount importance to the safety of persons involved.

Medical/Psychological Emergency

The Student Health Center provides treatment of minor injuries and acute illness during scheduled operating hours of 8:30a.m. to 4:30 p.m. Monday-Friday for students. The center may provide this treatment for faculty & staff in emergency situations.

Otherwise, call 0 to request assistance from Richmond Emergency Medical Services (EMS). This connects with the campus police dispatcher who will contact EMS for you. Richmond EMS can be contacted directly in a medical emergency by dialing 9-911 from a campus telephone.

When calling for emergency medical assistance, give the following information:

Nature of medical emergency (type of injury, number of injured)

Location of emergency – building and room number (you may need to be more specific about the building location if you call EMS directly) your name and the phone number from which you are calling if possible, stay on the phone until released by the campus police dispatcher or the 911 dispatcher.

Psychological Crisis

A psychological crisis exists when an individual threatens harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs:

Never try to handle a situation you feel is dangerous on your own.

Notify campus police of the situation by calling “0” or 257-5600. Clearly state that you need immediate assistance, give your name, location and nature of the emergency.

Transportation Accident

Another potential emergency involves transportation accidents. Such incidents might include injury or loss of life resulting from an accident involving a University owned and/or operated motor vehicle, as well as a commercial conveyance carrying University faculty, staff or students.

For such incidents, University officials should be prepared to provide basic directory information about the employees and/or students involved. There also may be a need to respond to how the travel was associated with the faculty/staff member’s employment or a student’s study at VUU.

Family notification should be handled by the vice president of the division in which the individuals work or, in the case of a student, by Student Affairs personnel.

If the vehicle was owned/operated by VUU at the time of the incident, information may be needed about who was operating the vehicle, their training experience, as well as information about the condition and maintenance of the vehicle.

Train Accident/ Derailment on Campus

Perhaps even more threatening is the potential for a train accident/derailment on campus, since commercial trains travel through our campus. Report such an incident to campus police at “0”.

Stay away from the accident – trains often carry hazardous materials that could leak into the atmosphere if a train derails.

Campus Police and Safety will coordinate emergency response from non-University entities such as the Richmond Fire Department, Richmond Emergency Medical Services.

University Relations Issues

The University has two basic guidelines to observe in a crisis situation:

Only authorized spokespersons will meet or talk with the media.

Only factual information is released; no speculation is to be offered.

Additional Procedures

1. All executive and supervisory personnel are notified to report emergencies to the University President and to the Vice President for University Relations.

They should also be reminded not to speak to outsiders, especially to the media, on behalf of the University unless specifically designated to do so by the President, his/her designee or the Vice President for University Relations

2. The President is informed immediately of existing emergencies. Complete details are made available to him/her.
3. The President and Vice President for University Relations and any other person(s) involved shall confer and decide on the appropriate action. Members of the Executive Council may be called upon for advice.
4. All calls from the news media are referred directly to the Office of University Relations at 257-5856.

Attachment 7- Hostile Intruder(s) Emergency Action Plan

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm within a building, we recommend that the following procedures are followed:

- Lock yourself in the room you are in at the time of the threatening activity.
- If a telephone is available, dial 911.
- Don't stay in open hall.
- Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempted to exit.
- Barricade yourself in the room with furniture or anything you can push against the door.
- Lock the window and close blinds and curtains.
- Stay away from windows.
- Turn all lights and audio equipment off.
- Try to stay calm and be as quiet as possible.
- If for some reason you are caught in an open area such as a hallway or lounge type area, you must decide what action to take.
 1. You can try to hide, but make sure it is a well hidden space or you may be found as the intruder moves through the building looking for victims.
 2. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person(s) while in the building. Once outside, don't run in a straight line. Use trees, vehicles or any other object to block you from view as you run. When away from the immediate area of danger, summon help any way you can and warn others.
 3. If the person(s) is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
 4. The last option you have if caught in an open area in the dorm, may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
 5. If you are caught by the intruder and are not going to fight back, follow their directions and don't look the intruder in the eyes.

6. Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

This Emergency Action Plan cannot cover every possible situation that might occur.

Nevertheless, it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is a critical factor in the management of a situation of this manner.

Warning Signs

It must be stressed that if you have had contact with ANY INDIVIDUALS who display the following tendencies, that you contact the police, student affairs officials, a Psychological Services administrator or other university official in a timely manner:

- Threaten harm or talks about killing other students, faculty or staff.
- Constantly starts or participates in fights.
- Loses temper and self-control easily.
- Swears or uses vulgar language most of the time.
- Possesses or draws artwork that depicts graphic images of death or violence.
- Assaults others constantly to include immediate family members.
- Possesses weapons (firearms or edged weapons) or has a preoccupation with them.
- Becomes frustrated easily and converts frustration into uncontrollable physical violence.