

TOWSON UNIVERSITY

Emergency Resource Guide

A Ready Resource for Managing and Responding to Emergency and Crisis Situations

Developed and Distributed by the

Office of the President

&

Office of Public Safety

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TO TOWSON UNIVERSITY COMMUNITY MEMBERS

This guide is a ready resource for managing and responding to emergency and crisis situations. Many of these procedures are adapted from the Towson University Emergency Operations Plan. The guide should be easily accessible in classrooms, lecture halls, offices and other workspaces and used as a ready reference to supplement good judgment and common sense. Please take time to review and become familiar with how to respond to the following incidents.

Faculty and Staff are requested, if safe to do so, to exercise leadership and provide direction for students and visitors during emergency situations.

Additional information on these and other topics can be found on the web site for the Towson University Police Department (TUPD): <http://www.towson.edu/police>.

ALERT SYSTEMS

Towson University utilizes the following alert systems to notify the campus of emergency conditions:

1. External Alert System (Siren & Voice);
2. Internal Voice Emergency Alert System;
3. Voice Over Internet Phone (VOIP) System;
4. E2Campus Text Alerts;
(Go to this site to register <http://fusion.towson.edu/www/police/smartcodeusersignup.cfm>);
5. Net Notify;
6. Social Media (Twitter, Facebook), Radio & Television;
7. TU Homepage;
8. Campus Email.

If you should receive an alert through one or all of these systems;

- Assess the alert, if it applies to your location and follow the instructions provided in the alert
- Isolate yourself from potential danger or threats utilizing this guide.

ALERT SYSTEMS

EMERGENCY/IMPORTANT PHONE NUMBERS

SERVICE NEEDED	ON-CAMPUS PHONE	OFF-CAMPUS PHONE
Ambulance	911	911
Fire	911	911
TUPD	x4-4444	410-704-4444
Environmental Health and Safety (EHS)	x4-2949	410-704-2949
Work Control	4-2481	410-704-2481

EMERGENCY/IMPORTANT PHONE NUMBERS

ACTIVE SHOOTER

If you are involved in a situation where someone has entered the area and started shooting or you hear shooting, the following is a list of actions that are recommended. It should be noted that these types of incidents are unpredictable. The guidelines listed below are recommendations that are based on past experiences; you may have to alter some of these suggestions, depending on the situation.

1. If safe to do so, exit the building immediately.
2. Seek shelter in a safe location and await instructions from Police or University officials
3. Notify anyone you may encounter to exit the building immediately.
4. **Notify TUPD at (410) 704-4444, x4-4444** from a campus phone or utilize the Emergency Blue Light Phone.
5. Give the TUPD Police Communications Officer (PCO) the following information:
 - Your name;
 - Location of the incident (be as specific as possible);
 - Number of shooters (if known);
 - Identification or description of shooter;
 - Number of persons who may be involved;
 - Your location.

If exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office.
2. If safe, allow others to seek refuge with you.
3. Close and lock the door. If the door has no lock, barricade it with items available (desks, chairs, bookshelves etc.).
4. Cover the door windows and turn off the lights.
5. Keep quiet and act as if no one is in the room. Silence cell phones.
6. DO NOT answer the door.
7. If you are in a common area such as a dining hall and you cannot get behind closed doors find some form of **concealment** such as a table, chair or other available item and get under it. If possible, “buddy-up” with someone you know and stay together. If you see police entering the room, make sure both of your hands are empty and visible so they will know you are not a threat to them.

8. **Notify TUPD – 410 –704-4444 or x4-4444** from a campus phone or utilize the Emergency Blue Light Phone and give the PCO the following information:
 - Your name;
 - Your location (be as specific as possible);
 - Number of shooters (if known);
 - Identification or description of shooter;
 - Number of persons who may be involved;
9. Treat the injured. Remember basic first aid – see the **MEDICAL EMERGENCIES** section.
10. If you find yourself in an imminent life threatening situation, use any means to disable, distract or as a last resort attack / disarm the shooter. **DO NOT** remain a stationary target!
11. Wait for Police Officers to assist you out of the building.

Police Response

Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). Officers will move quickly and directly. Early in an incident, officers may not be able to rescue people because their main goal is to get to the shooter(s). Involved persons need to try to remain calm and patient during this time so as not to interfere with police operations. Cooperate with officers who may ask you information concerning the incident. Normally, a rescue team is formed shortly after the first responding officers enter the building. They will be the officers who will search for injured parties and get everyone safely out of the building. Follow all directions given by the officers at the scene, or responding to the scene.

ACTIVE SHOOTER

BOMB THREATS

Upon Receiving A Bomb Threat by Phone:

1. Remain calm.
2. Listen carefully.
3. Do not interrupt the caller:
 - Try to keep the caller talking;
 - Keep the caller on the line as long as possible;
 - Do not anger the caller;
 - Write down exactly what the caller says.
4. Obtain information necessary to complete Bomb Threat Data Reports. These forms can be downloaded from the Towson University Police web site: www.towson.edu/police. Keep a copy of the form at your workstation. Try to determine:
 - Time device is set to detonate;
 - Device location;
 - Description of device;
 - Type of explosive utilized;
 - What will cause the device to detonate;
 - If the caller is responsible for placing the device;
 - Why the device was placed;
 - Name, address, and phone number of caller;
 - Organization represented by the caller;
 - Exact wording of threat;
 - Time and length of call and number call was made to;
 - Age, gender, and voice characteristics of caller; and
 - Background noises in the calls.
5. **Notify TUPD – 410 –704-4444 or x4-4444**
6. Do not erase threats if they are left on voice mail.
7. Notify your supervisor.
8. Use your phone features to capture the last incoming call information:
 - #71 for Towson 704 and 616 exchanges.
 - #69 for Millennium Hall – **IF** you have purchased that phone option.
9. Meet and cooperate with responding University Police personnel.

BOMB THREATS

EARTHQUAKES

During an Earthquake

Drop, Cover and Hold On. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If Indoors

1. **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
4. Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
5. DO NOT use the elevators.
6. Be aware that the electricity may go out and the sprinkler systems or fire alarms may turn on.

If Outdoors

1. Stay there.
2. Move away from buildings, streetlights and utility wires.
3. Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Many of the 120 fatalities from the 1933 Long Beach earthquake occurred when people ran outside of buildings only to be killed by falling debris from collapsing walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a Moving Vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If Trapped Under Debris

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

After an Earthquake

- When the shaking stops, look around to make sure it is safe to move. Then exit the building.
- Expect aftershocks. These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- Help injured or trapped persons. Remember to help your neighbors who may require special assistance such as infants, the elderly, and people with access and functional needs. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
- Listen to a battery-operated radio or television for the latest emergency information.
- Use the telephone only for emergency calls.
- Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relief organizations.
- After it is determined that it's safe to return, your safety should be your primary priority as you begin clean up and recovery.
- Open cabinets cautiously. Beware of objects that can fall off shelves.
- Leave the area if you smell gas or fumes from other chemicals.
- Inspect utilities.
 - If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building and notify Police and/or Facilities Management.
 - If you see sparks or broken or frayed wires, or if you smell hot insulation notify Police and/or Facilities Management
 - If water pipes are damaged, contact Facilities Management and avoid using water from the tap.

EARTHQUAKES

FIRE EMERGENCIES

University buildings will be immediately and totally evacuated whenever building fire alarms are sounding.

If you see or suspect a fire, remain calm and activate fire alarms.

Report fires by phone from safe places outside buildings.

1. Call 911 from any on-campus, off-campus, or cell phone. At the Emergency Blue Light and yellow phones located around campus, press the emergency button to be connected to the University Police who can contact **911** for you, or dial **911** on the keypad to be connected directly to the 911 Center.
2. **Notify TUPD – 410 –704-4444 or x4-4444**
3. Give as much specific information as possible when emergency operators answer. Operators need to be told calls are for Towson University, what is burning – if known, the proper name, floor, and room number or other specific location information. Do not hang up unless it is unsafe or calls are released by emergency operators.
4. Report all fires, even if extinguished or found subsequent to being extinguished.
5. Report all fire alarms, even if they are suspected to be false or accidental.

If safe to do so, shut off all machinery and equipment in work areas.

Evacuate. Do not attempt to fight fires. Close doors and windows if time permits. Leave buildings at once using nearest exits or stairways. Do not use elevators. Close as many doors as possible between you and the fire. Use the backs of your hands to feel doors and doorknobs before opening doors. Do not open if the door or doorknob feels hot.

Crawl if there is smoke.

Use secondary exits if primary exits are blocked.

If you are trapped:

1. Stuff the cracks around doors with towels, lab coats, throw rugs, etc. to keep out as much heat and smoke as possible.
2. Go to window and if there is no smoke or flames outside, open windows at the top. Signal for help by hanging a flag, (i.e., sheet, jacket, etc.), out of the windows.
3. Use available telephones to **notify TUPD – 410 –704-4444 or x4-4444** and let them know your exact location.
4. Do not attempt to jump from multi-story buildings.

Do not re-enter buildings for any reason until fire or police officials say it is safe to do so.

Render reasonable assistance to disabled persons. (See Evacuation Procedures – Disabled Persons.)

Gather at pre-designated assembly areas.

Take roll and report missing or unaccounted for individuals to emergency responders.

Faculty and Staff are not expected to remain inside buildings to inspect and move people to exits, however, it is requested that Faculty and Staff once safely outside, assist by moving people out of exits and away from the building so others can exit safely.

FIRE EMERGENCIES

EVACUATIONS

General Evacuation Procedures

When evacuating your building or work area:

1. Stay calm and do not rush or panic.
2. Safely stop your work.
3. Gather your personal belongings, only if it is safe to do so. (Reminder: take your prescription medications with you if at all possible; it may be hours before you are allowed back into the building).
4. If safe, close your office doors and windows and lock them for security reasons.
5. Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator. Proceed to the designated Emergency Assembly Area unless the evacuation is for a bomb threat. In that case, assemble as directed by emergency responders.
6. Wait for instructions from emergency responders.
7. Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

Evacuation Disabled Individuals

Persons who are either temporarily or permanently disabled to the extent their mobility is impaired are individually responsible for informing their supervisors and Environmental Health and Safety (**410-704-2949 or x4-2949**) of their name, building name, room number, and nature of disability. This information will be placed on a list and given to the Baltimore County Fire Department during emergencies.

Co-workers may assist evacuating disabled persons only if this places them in no personal danger.

Never use elevators.

Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask the individual how to best assist and whether there are any special considerations or items that need to come with the person.

Mobility impaired persons in wheelchairs on non-ground level floors should proceed to nearest enclosed stairwells and wait for the Baltimore County Fire Department to arrive. Someone should stay with the disabled person, if it does not place them in additional danger and someone should meet responding fire fighters to report the location of disabled persons. Follow the instructions for being trapped if you cannot get to an enclosed stairwell.

Visually impaired persons should have a sighted assistant to guide them to safety. Individually inform hearing-impaired persons of the emergency. Do not assume they know what is happening by watching others.

Evacuations – Hazardous Materials Release

If you witness a hazardous material spill, evacuate the spill site and warn others to stay away.

If you are the HAZMAT user:

1. Leave the area of the spill first and go to a safe location nearby.
2. Determine if you have the proper training and protective gear to clean up the spill.
3. If you are able to clean up the spill, follow proper cleanup procedures and use proper personal protection.
4. Manage the generated waste appropriately.
5. Consult your supervisor as necessary.
6. Isolate the spill area to keep everyone away and post signs as necessary.

Individuals recognizing HAZMAT spills that require additional notifications and resources will:

1. Alert all individuals who might be harmed to evacuate the immediate area and to go to a location that will not impede emergency personnel.
2. If safe and appropriate to do so, limit the spread of the material by applying absorbent and shutting doors.
3. **Notify TUPD – 410 –704-4444 or x4-4444** at a safe distance from the hazard to report:
 - a. The nature of the incident, and name of the HAZMAT, if known.
 - b. The exact location.
 - c. Whether or not there are any injuries.
 - d. What symptoms are being exhibited by exposed individuals.
 - e. Any other details that would assist officials in preparing their response.

EVACUATIONS

ELEVATOR FAILURES

1. Persons trapped in elevators should use emergency telephones in elevators to **notify TUPD. If for some reason, the elevator phone call does not go through, use cell phone to call TUPD at 410-704-4444.**
2. Do not attempt to crawl through escape hatches or force elevator doors open. Only trained mechanics, elevator technicians, and fire/rescue personnel are permitted to conduct elevator rescues.

ELEVATOR FAILURES

MEDICAL EMERGENCIES

Basic Medical Emergency Information

1. In the event of a medical emergency keep calm, act immediately.
2. Check the scene for safety. Check the victim for consciousness, breathing, pulse and severe bleeding. Assist victims and remove them from hazards if injuries are minor. Do not move seriously injured victims unless they are in danger of further injury.
3. Notify persons in adjacent areas of potential hazards.
4. Care for life-threatening conditions if you have the proper training. If there is no life threatening conditions, provide first aid if you have the proper training: and
 - Watch for changes in breathing and consciousness;
 - Help the victim rest comfortably;
 - Keep the victim from getting chilled or overheated; and
 - Reassure the victim.
5. Summon medical help. If possible, do not leave victims alone.
 - First, activate the Emergency Medical System by calling 911 from any on-campus, off-campus, or cell phone.
 - Second, **notify TUPD – 410 –704-4444 or x4-4444.**
6. Let the Emergency Medical System and University Police know if the victim:
 - Is unconscious;
 - Has trouble breathing;
 - Has chest pain or pressure;
 - Is bleeding severely;
 - Has pressure or pain in the abdomen that does not go away;
 - Is vomiting or passing blood;
 - Has a seizure;
 - Has a severe headache or slurred speech;
 - Appears to have been poisoned;
 - Has injuries to the head, neck, or back; or
 - Has a possible broken bone(s).
7. Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
8. Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.

MEDICAL EMERGENCIES

SUSPICIOUS LETTERS AND PACKAGES

Anyone receiving mail and packages should regularly, reasonably, and prudently examine those materials before opening them. Characteristics that may cause letters and packages to be treated as suspect are:

1. Letters and packages delivered by someone other than regular carriers;
2. Packages wrapped in string because modern packaging materials have eliminated the need for twine and string;
3. Excess use of securing material, i.e., tape;
4. Packages that are lopsided, heavy sided, or have lumps, bulges, or protrusions;
5. No postage, non-cancelled postage, or excessive postage;
6. Handwritten notes such as: "To Be Opened in the Privacy Of ...", "Confidential", "This is Your Lucky Day";
7. Packages or letters that have no return addresses or nonsensical return addresses;
8. Letters or packages arriving before or after phone calls asking if the items were received;
9. Improper spelling of common names, places, or titles; or
10. Leaks, stains, or protruding wires, foil, string, tape, etc.

If you discover a suspicious letter or package:

1. Stop immediately. Do not open items any further. Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets.
2. Do not shake or empty the contents of any suspicious envelope or package.
3. Place the envelope or package in a plastic bag or some type of container to prevent leakage of contents.
4. If you do not have any container, then cover the envelope or package with something, i.e., clothing, paper, etc.
5. **Notify TUPD – 410-704-4444 or x4-4444.**
6. Isolate the mailing and get people out of the immediate area.
7. Wash your hands with soap and water.
8. Notify your supervisor.
9. If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.
10. Meet and cooperate with responding Police Officers.

If the letter or package has been opened, **notify TUPD – 410-704-4444 or x4-4444** and:

1. Do not try to clean up any powder or substance, but rather cover the spilled contents immediately with anything.
2. Leave the room and close the door, or section off the area to prevent others from entering.
3. Wash your hands with soap and water to prevent spreading any powder or other substance to your face.
4. Notify your supervisor.
5. Remove heavily contaminated clothing as soon as possible and place it in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.
7. Meet and cooperate with responding Police Officers.

SUSPICIOUS LETTERS AND PACKAGES

CRIMINAL ACTIVITY (NON ACTIVE SHOOTER): SHELTER-IN-PLACE

In the event of a criminal or violent act that has been committed at Towson University or in the adjacent areas near the campus, it may become necessary to Shelter-In-Place within campus buildings. When notified by the Towson University Police Department to Shelter-In-Place due to criminal activity, these procedures will be followed:

1. All students, faculty, staff and visitors will immediately seek shelter in the nearest room with a door (locking door if available). Faculty and Staff, if safe to do so, are requested to provide direction and assistance to students and visitors by directing them to a location where they may seek shelter.
2. Close and lock all windows and doors. If door has no lock, barricade with available items (desks, chairs, bookshelves etc.).
3. If possible, cover all interior windows and door windows.
4. Stay away from all doors and windows, move to interior walls and try to remain out of sight of potential threats
5. Turn off all lights.
6. Remain quiet.
7. Do not leave until instructed by law enforcement personnel.
8. Cooperate with law enforcement personnel; show them that you are not a threat by keeping your hands **empty** and **visible** when interacting with them. If possible, "buddy up" with someone you know; this assists law enforcement personnel when they are searching the area.
9. Monitor cell phones registered to receive emergency alert text messages; monitor campus computer for Net Notify emergency messages.
10. Report suspicious persons or activities to **TUPD – 410-704-4444 or x4-4444.**
11. If you are in an open area such as a dining area, seek concealment behind a solid object such as a door, file cabinet or counter area. Remain quiet and wait for law enforcement to arrive and assist you.
12. If outdoors, follow emergency alert messages or directions from law enforcement personnel; stay away from the affected area.

CRIMINAL ACTIVITY (NON ACTIVE SHOOTER): SHELTER-IN-PLACE

WEATHER EMERGENCIES: SHELTER-IN-PLACE

Tornadoes and Severe Storms present a substantial threat to Towson University, especially during the spring and summer seasons.

Tornadoes & Severe Thunderstorms

1. A **tornado watch** means that tornadoes could develop in the designated area;
2. A **tornado warning** means that a tornado has actually been sighted in the area or is indicated by radar.
3. A **severe thunderstorm watch** indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail, and heavy rain.
4. A **severe thunderstorm warning** means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Everyone should pay attention to weather conditions, listen to the radio and television for weather alert information or if you receive an alert from Towson University, seek shelter immediately.

1. Occasionally, tornadoes develop so rapidly that advance warning is not possible.
2. If warnings are issued or if you receive an alert that says “Weather Emergency: Shelter-In-Place”, or if you see threatening weather approaching, seek shelter immediately.
3. If you are outdoors:
 - Seek inside shelter immediately;
 - Do not try to outrun tornadoes in vehicles, but leave them and seek indoor shelter or low spots off the side of roads;
4. Once you get to, or if you are already in a building:
 - Move to safer areas, such as basements;
 - If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture; and
 - Stay away from windows.

Faculty and Staff, if safe to do so, are requested to provide direction and assistance to students and visitors by directing them to a location where they may seek shelter.

WEATHER EMERGENCIES: SHELTER-IN-PLACE