



## **Emergency Resources Guide**

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

Developed and Distributed by the  
Office of the President  
and the  
Towson University Police

(Version 2.0)

# **TO TOWSON UNIVERSITY COMMUNITY MEMBERS**

This guide provides recommended procedures for responding to certain emergencies. Many of these procedures are adapted from the Towson University Crisis Management Plan. This guide should be easily accessible in offices and other workspaces and used as a ready reference to supplement good judgment and common sense.

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

## **EMERGENCY / IMPORTANT PHONE NUMBERS**

<b>Service Needed</b>	<b>On-Campus Phone</b>	<b>Off-Campus Phone</b>
Ambulance	911	911
Fire	911	911
Police (Towson University)	X4-2133	410-704-2133
Environmental Health and Safety	X4-2949	410-704-2949
Work Control	X4-2481	410-704-2481

## **EMERGENCY / IMPORTANT PHONE NUMBERS**

# 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](http://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. Ensure the University Police are notified at **X4-2133**.
  6. Do not erase threats if they are left on voice mail.
  7. Notify your supervisor.
  8. Use your phone features to capture 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**

# 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. Ensure the University Police are notified at **X4-2133**;
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 University Police Officers.

If the letter or package has been opened, call the University Police at **X4-2133** 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 University Police Officers.

## **SUSPICIOUS LETTERS AND PACKAGES**



# CIVIL DISTURBANCES / PROTESTS

The university supports the rights of persons to self-expression, dissent, and to demonstrate provided that demonstrations are lawful, do not disrupt normal university activities, or do not infringe upon the rights of others. Most demonstrations are peaceful. People who are not involved in protests should attempt to carry on business as usual if safe to do so. It is the illegal acts, which may arise during these activities that concern the university.

If protests disrupt normal university activities, result in damage to university buildings or grounds, or threaten the safety of others:

1. Remain calm.
2. Notify the University Police at **X4-2133**.
3. Avoid obstructing or provoking protestors.
4. Notify your supervisor.
5. Alert all persons in the area of the situation.
6. If prudent, lock doors and windows and close blinds to prevent flying glass.
7. If necessary to evacuate, follow the directions of responding University Police.
8. If evacuated, meet at the predetermined evacuation location and wait for additional instructions and information.

## CIVIL DISTURBANCES / PROTESTS

# 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. Call the University Police at **X4-2133**.
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.

Feel doors before opening them. Do not open doors before feeling the doors and doorknobs. Use the backs of your hands to feel doors and doorknobs.

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 windows and if there are no smoke or flames outside, open windows at the top. Signal for help by hanging a flag, i.e., sheet, jacket, etc., out of windows.
3. Use available telephones to call the University Police at **X4-2133** 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.

## **FIRE EMERGENCIES**



# **EVACUATION PROCEDURES – 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 (**X4-2949**) of their names, building names and room numbers, and nature of disabilities. This information will be placed on a list and given to the Baltimore County Fire Department during emergencies. The rescue of disabled persons who are unable to evacuate themselves will be an initial priority for responding fire units.

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.

## **EVACUATION PROCEDURES – DISABLED INDIVIDUALS**



## **EVACUATION PROCEDURES – GENERAL EVACUATION PROCEDURES**

When evacuating your building or work area:

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

**EVACUATION PROCEDURES – GENERAL EVACUATION PROCEDURES**

## **Hazardous Materials – HAZMAT**

HAZMAT incidents may be:

1. Indoor and outdoor fuel spills;
2. Solvent or other chemical spills in shops;
3. Chemical or biological spills in buildings and laboratories;
4. Chemical odors in buildings;
5. Natural gas smells and leaks; or
6. Fires in laboratory or other facility involving highly toxic chemicals, infectious substances or radioactive materials.

**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 the University Police, X4-2133, on a university telephone located 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.

If you suspect or witness a release of a hazardous material to the environment (air, water, ground) call University Police.

## **HAZARDOUS MATERIALS – HAZMATS**

## **INFRASTRUCTURE FAILURES (UTILITIES, ETC.)**

### **Infrastructure failures can involve:**

1. Utilities;
2. Elevators;
3. Fire detection and suppression systems;
4. Heating, ventilation, and air conditioning; or
5. Steam lines.

### **To report infrastructure failures call:**

1. Work Control, X4-2481, M – F during operational hours.
2. University Police non-emergency, X4-2134 during Work Control non-operational hours, weekends, and holidays.

### **Electrical Failures**

1. Turn off equipment to reduce the potential for damage caused by power surges.
2. Evacuate laboratories because of the inability to operate fume hoods.

### **Plumbing Failures / Pipe Ruptures**

1. Buildings will need to be evacuated if water or sewage systems cannot be restored within a reasonable time.
2. Turn off electrical equipment to minimize the potential for electrocutions and equipment damage.

### **Natural Gas Leaks**

1. Open windows, if possible, to increase ventilation and let gas escape.
2. Turn off all possible ignition sources.
3. Do not turn on lights or any electrical equipment.
4. Do not use the phone.
5. Call the University Police and Work Control from phones in areas removed from gas leaks.
6. Activate building alarms if you believe there is potential danger to building occupants.
7. Do not start vehicles within areas of gas leaks.

### **Elevator Failures**

1. Persons trapped in elevators should use emergency telephones in elevators to call the University Police.
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.

### **Fire Detection and Suppression System Impairments**

Report all impairments of fire detection and suppression systems to the University Police.

### **Heating, Ventilation, & Air Condition (HVAC) System Problems**

1. Strange odors or minor smoke odors coming from HVAC systems should be reported to Work Control for initial investigations.
2. Report large amounts of smoke coming from HVAC systems immediately to the University Police.

### **Steam Line Failures**

Individuals must be evacuated from the area of steam line failures in order to protect them from steam burns.

## **INFRASTRUCTURE FAILURES (Utilities, etc.)**

# 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 are 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, call the University Police at X4-2133.
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 possible broken bones.
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.

### **Inhalation Exposure**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Check the scene to make sure it is safe to enter.
3. Remove the victim as quickly as possible to fresh air if it can be done safely.
4. Never enter a confined space to attempt a rescue.
5. Keep the victim at rest and warm.
6. If the patient is unconscious, keep the airway clear.
7. Start rescue breathing if breathing has stopped.
8. Do not leave unconscious victims unattended.

### **Skin Exposure**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Act quickly; corrosive chemicals can damage the skin very rapidly.
3. If only a small area of the skin is exposed, flood promptly with water and wash gently with soap.
4. Go to the nearest emergency shower and flood with large amounts of water for 15 minutes if large areas of the skin are involved.
5. Remove clothing while standing in the shower.
6. If chemicals are splashed on the head, eye protective equipment should be left on until the chemical has been washed away.
7. Do not use chemical neutralizers on the skin.

### **Eye Exposure**

1. Activate the Emergency Medical System by calling 911, then call the University Police , X4-2133.
2. If a chemical is splashed into the eye, go immediately to the nearest eye wash fountain.
3. Spread the eyelid open with the fingers and wash the eye for at least 15 minutes.
4. Flood all surfaces of the eye and the underside of the eyelids with water.
5. If no eye wash station is available, lay the victim on his/her back, turn the head, and pour water into the eye, directing the stream to the side of the head.
6. Do not attempt to remove foreign objects from the eye, cover the eye with a sterile pad and seek medical care immediately.

## **MEDICAL EMERGENCIES**

## **Poisoning**

1. Activate the Emergency Medical System by Calling 911, then call the University Police, X4-2133.
2. Call the Poison Control Center 1-800-222-1222, describe any containers or substances found at scenes, and follow their instructions.
3. Care for shock and monitor breathing while waiting for emergency help.
4. Do not give anything by mouth unless instructed to do so by medical professionals.

## **External Bleeding**

1. Activate the Emergency Medical System by calling 911 if the wound is serious, then call the University Police, X4-2133.
2. Put on a pair of latex or other protective gloves.
3. Cover wound with dressing and press firmly against the wound with your hand.
4. Elevate the wound above the level of the victims heart if the bleeding does not stop and the wound does not involve a broken bone.
5. Apply a pressure bandage snugly over the wound.
6. If bleeding doesn't stop, apply additional dressings, do not remove blood soaked bandages.
7. Squeeze the artery against the bone
8. Remove foreign materials from small cuts and carefully wash with soap and water, apply an antiseptic and bandage.
9. For minor wounds, patients may be transported to the Health Center at their request during those times the Health Center is open. Calls should be placed to the Health Center before transporting patients there to ensure the Health Center is open and the injury can be treated there.

## **Shock**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Victims may go into shock following severe injuries. Shock is life threatening.
3. Signs of shock include extreme paleness, cold and clammy skin, perspiration on the fore-head or hands, weakness, nausea, vomiting, shallow breathing and a weak rapid pulse.
  - Have the victim lie down.
  - Control external bleeding
  - Maintain normal body temperature.
  - If there are no head or neck injuries elevate the legs about 12 inches.
  - Do not give the victim anything to eat or drink.

### **Cryogenic Burns (Supercooled Liquids)**

1. For short contact, immediately flush the area with large quantities of water.
2. For prolonged exposure or if visible tissue damage is apparent, activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.

### **Fractures**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Do not move the patient unless it is necessary to prevent further injury.
3. Splint the body part if the patient must be moved and you can do it without causing more pain.
4. Check for proper circulation before and after splinting.
5. Treat for bleeding and shock.

### **Strains and Sprains**

1. Have the victim sit or lie down and elevate the extremity.
2. Apply ice to the injured area (15-20 minutes every 1 1/2 to 2 hours).
3. Transport to local health care facilities if patients are unable to bear weight or move injured extremities. Patients may be transported to the Health Center at their request during those times the Health Center is open. Otherwise, Activate the Emergency Medical System by calling 911. Then call the University Police, X4-2133.

### **Electrical**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Do not touch victims until they have been removed from electrical circuits.
3. Disconnect the power and cautiously remove the current source with an insulator such as a dry stick or board.
4. Do not use metal or anything that is wet.
5. Check for breathing and pulse, give appropriate supportive care until Emergency Medical System arrives and assumes care of victims.

**MEDICAL EMERGENCIES - Continued**

### **Clothing Fire**

1. Proceed to a safety shower if immediately available.
2. If not, fall to the floor and roll to smother the flames.
3. Fire blankets should only be used as a last resort, because they may hold heat in and increase the severity of burns.
4. Fire extinguishers should not be used on the skin because they can freeze the skin or increase the likelihood of infections.
5. Do not remove clothing that adheres to burnt skin.
6. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.

### **Thermal Burns**

1. Cool the burned area with large amounts of cool water.
2. Cover the burn with a dry, clean dressing.
3. Do not use ointments on a severe burn.
4. Don't apply ice to a burn unless it is very minor.
5. Watch for signs of shock.
6. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133 if there is breathing difficulty, burns covering more than one body part, burns to the head, neck, hands, feet, or genitals, burns resulting from chemicals, explosion, or electricity.
7. For minor thermal burns, patients may be transported to the Health Center at their request during those times the Health Center is open. Calls should be placed to the Health Center before transporting patients there to ensure the Health Center is open and the injury can be treated there.

### **Sudden Illnesses**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Care for life threatening conditions first.
3. Help the victim rest comfortably.
4. Keep the victim from getting chilled or overheated.
5. Reassure the victim.
6. Watch for changes in consciousness and breathing.
7. Do not give anything to eat or drink unless the victim is fully conscious.
8. Place on left side if the victim vomits, is nauseated or is not fully conscious.
9. Position victim on back and elevate legs if no head or spine injury is suspected and the victim has fainted or feels light headed.

**Seizure**

1. Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. Do not hold or restrain the victim or place anything between the teeth.
3. Remove any objects that may cause injury.
4. Cushion the victims head.
5. Place victims on their left side after seizures stop to prevent aspiration in case of vomiting.

**Diabetic Emergency**

1. Diabetics frequently recognize signs of sugar level emergencies and will ask for assistance obtaining sugar. They may appear shaky and clammy. Give them some kind of real sugar, preferably in a liquid form.
2. If the victim doesn't get better in about five minutes, activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
3. If the victim goes unconscious, activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
4. Patients may be transported to the Health Center at their request during those times the Health Center is open. Calls should be placed to the Health Center before transporting patients there to ensure the Health Center is open.

**Heat Exhaustion** is caused by a loss of body fluids and overheating of the body.

1. A victim will have symptoms of normal to high body temperature, cool, moist skin, nausea, headache, dizziness, and weakness.
2. To treat heat exhaustion:
  - Move the victim to a cool area;
  - Remove excessive clothing;
  - Give the victim a cool drink if not feeling nauseous and if fully conscious; and
  - If the victim refuses water, vomits, or starts to lose consciousness, activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.

**MEDICAL EMERGENCIES - Continued**

**Heat Stroke** is a more serious result of heat exposure is caused by a high body temperature. Heat stroke can be **FATAL**.

1. A victim will have symptoms of high body temperature, NO SWEATING, and poor circulation.
2. To treat heat stroke:
  - Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
  - Get the victim out of the heat;
  - Remove the victim's outer clothing; and
  - Apply cool, wet cloths to the skin and/or ice packs to areas such as wrists, armpits, back of neck, back of knees, and abdomen.

### **Hypothermia**

1. In mild cases:
  - Remove any wet clothing from the victim;
  - Wrap the victim in a warm blanket or dry clothing;
  - Give the victim warm non-alcoholic drinks if fully conscious; and
  - If unconscious, activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
2. In moderate and severe cases:
  - Hypothermia: Shivering, numbness, lack of coordination, and lowered body temperature; or
  - Frostbite: Lack of feeling in the affected area, skin appears waxy, and skin is cold to the touch; then
  - Activate the Emergency Medical System by calling 911, then call the University Police, X4-2133.
3. Provide care to the victim:
  - Handle the victim gently;
  - Remove any wet clothing;
  - Wrap the victim in warm blankets or dry clothing;
  - If the victim is fully conscious and not nauseated warm drinks may be given;
  - DO NOT apply a hot water bottle or hot pack; and
  - DO NOT massage the extremities.

# SHELTERING IN PLACE

Sheltering in place means that individuals must seek immediate shelter in buildings or residence halls and remain there until emergency management officials issue additional instructions or declare that emergency conditions have ended.

## Basic Information

1. Sheltering in place is one of several options that are available to emergency management officials in the event of certain emergencies.
2. Sheltering in place is usually intended as a short-term option for limiting the potential exposure of persons to hazards that may be present outdoors. These situations may include, but are not limited to:
  - Hazardous material (HAZMAT) incidents;
  - Weather emergencies; and
  - Chemical, nuclear, or biological incidents caused accidentally or intentionally.

## Notifications

Ways you may be notified to shelter in place include, but are not limited to:

1. Alert sirens (the university is exploring this and other notification devices);
2. Radio or television announcements;
3. Emails;
4. Observing dangerous conditions outdoors; or
5. University or other emergency management officials.

## Additional Actions

1. Close all doors and windows to the outside.
2. Do not use elevators as they may pump air into or out of buildings.
3. Turn off all machinery.
4. If in laboratories, reduce all operations to safe conditions as quickly as possible, pull down sashes on chemical fume hoods, and discontinue laboratory processes that may create hazards if chemical fume hoods, biosafety cabinets, or building ventilations systems were turned off.
5. Limit the use of telephones to that emergency communications will not be hindered by non-essential calls.
6. Tune radios or televisions to Emergency Alert System (EAS) stations for further information
7. University and emergency management officials will control building ventilation systems.
8. Do not go outside or attempt to drive unless you are specifically directed to evacuate.
9. Remain in place until university or emergency management officials tell you it is safe to leave or until information is announced through radio or television broadcasts alerting you that it is safe to do so.

## Emergency Alert System (EAS)

1. All federally licensed broadcast stations and cable systems monitor the national EAS and their state-wide EAS. All participants in the EAS may also initiate their own, localized emergency messages.
2. You can listen to any local radio station or watch any local television station for national or state-wide EAS announcements.
3. You can listen to WTMD 89.7 for national, state-wide, and Towson University specific EAS announcements.

## SHELTERING IN PLACE



## **LOCKDOWN PROCEDURES**

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 lockdown campus buildings. When notified by the Towson University Police Department to lockdown, 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).
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 windows and doors windows.
4. Stay away from all doors and windows and move to interior walls and sit on floor.
5. Turn off all lights.
6. Remain quiet.
7. Do not leave until instructed to by law enforcement personnel.
8. If outdoors, safely seek shelter in the nearest building and follow the above procedures.

## **LOCKDOWN PROCEDURES**



# WEATHER EMERGENCIES

## Summer Storms

1. A **hurricane forecast** means a hurricane (>74 MPH sustained wind speed) exists and may strike the area within 72 hours.
2. A **hurricane watch** means a hurricane may strike the area within 24-36 hours.
3. A **hurricane warning** means that a hurricane is expected within 24 hours or less.
4. A **tropical storm watch** means that a tropical storm (34 – 73 MPH sustained wind speed) exists and may strike the area within 36 hours or less.
5. At **tropical storm warning** means that a tropical storm may strike the area within 24 hours or less.

## Tornados and 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, and seek shelter before severe weather arrives.**

1. Occasionally, tornadoes develop so rapidly that advance warning is not possible.
2. If warnings are issued, or if threatening weather approaches, 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, buildings:
  - 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.

## WEATHER EMERGENCIES

## Winter Storms

1. A **winter storm warning** means severe winter weather is imminent or very likely within 12 hours.
2. A **winter storm watch** means at least four inches of snow in 12 hours, or six inches in 24 hours, or significant ice accumulations are possible within 24-48 hours.
3. A **winter weather advisory** means cold, ice, and snow are expected to cause significant inconvenience and may be hazardous, but probably not life threatening.

The University Police will communicate information about weather emergencies through the university's email system as appropriate and feasible. Additional notification systems are being evaluated for future implementation.

University decisions to cancel or otherwise modify class and work schedules because of emergency weather conditions will be announced through outlets that include, but not limited to:

1. Towson domain email;
2. Towson University's web page;
3. 410-704-2000 or 410-704-NEWS;
4. Baltimore area radio and TV stations: WBAL Radio 11 (1090 AM/97.9 FM), CAO/WXYV (600 AM/103 FM), WLIF (101.9 FM), WBAL-TV (11), WJZ-TV (13) and WMAR-TV (2);
5. Washington area radio and TV stations: WTOP (1500 AM/ 107.7 FM), WMZQ (98.7 FM) and WRC-TV (4); and
6. The Associated Press (AP).

# WORKPLACE VIOLENCE / CRIMINAL BEHAVIOR

## Workplace Violence

Individuals who become violent at work or threaten to become violent have usually displayed behaviors long before they take any action. Individuals prone to workplace violence may:

1. Be chronically disgruntled;
2. Be inflexible;
3. Cause trouble on the job;
4. Frequently changing jobs;
5. Be quick to perceive unfairness or malice in others;
6. Be unwilling to take responsibility for problems – it's always someone else's fault;
7. Often challenging management's requests, either passively or actively;
8. Have a deep sense of entitlement;
9. Have a past history of violent acts or threats;
10. Have complaints that often appear to be of a paranoid nature; i.e., blown out of proportion and taken personally, especially when action was not intended that way;
11. Have recently experienced stressful events;
12. Have access to weapons or fascinations with weapons (They will often mention this to others.);
13. Abuse alcohol or other substances;
14. If there have been allusions to violent acts committed by others and an expression of empathy with those who resort to violence.

## On the Spot Managing of Violence

1. Remain calm.
2. To the extent that you can, try to continue to communicate with the individual calmly and confidently.
3. Call the University Police at X4-2133. If you cannot call, instruct others to call. Report your name and location and information on "who, what, where and when."
4. Do not physically attempt to get the suspects to leave. Do not touch them.
5. If violent behavior is occurring, escape, hide if not already seen, or cover up if injury is likely.
6. Make every possible effort to get others out of the immediate area.
7. Never attempt to disarm or accept weapons from suspects.
8. If weapons are involved, calmly ask suspects to put weapons in neutral locations.
9. Don't argue, threaten, or block suspects' exit.

## Criminal Behavior

Immediately call the University Police at X4-2133 from any on-campus phone and be prepared to report information that may include:

1. Your name and present location;
2. Nature of incidents;
3. Locations of incidents;
4. Descriptions of persons involved;
5. Description of property involved; and
6. Where suspects were last seen and their direction of travel.



# 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 below guidelines are recommendations that are based on past experiences. You may have to alter some of these suggestions, depending on the situation.

1. Exit the building immediately, (only if it is safe to do so).
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. Call TUPD at (410) 704-2133, ext. 42133 from a campus phone or utilize 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. Turn off lights.
5. Keep quiet and act as if no one is in the room. Silence cell phones.
6. DO NOT answer the door.
7. Notify TUPD – 410 –704-2133 or ext. 42133 from a campus 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.
8. Treat the injured. Remember basic first aid – see **MEDICAL EMERGENCIES** section.
9. 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 of officers at the scene or responding to the scene.



## ***Important Phone Numbers***

<b><i>Police Emergency .....</i></b>	<b><i>4-2133</i></b>
<b><i>Fire or Ambulance .....</i></b>	<b><i>911</i></b>
Counseling Center .....	4-2512
Environmental Health & Safety.....	4-2949
Health Center .....	4-2466
Maintenance/Work Control.....	4-2481
Police Non-Emergency.....	4-2134

## ***Important Web Resources***

Towson University Police Department – <http://www.towson.edu/police>

Safety Video – <http://www.towson.edu/safety>

Homeland Security Emergency Preparedness – <http://www.ready.gov>

Federal Emergency Management Agency (FEMA) – <http://www.fema.gov>

Pandemic Flu Plan – <http://www.towson.edu/main/abouttu/emergency-preparedness/PandemicFluPreparednessPlan02-07.pdf>

Policy on Violence and Threats of Violence – <https://inside.towson.edu/general-campus/tupolicies/documents/Threats%20and%20Violence%20Policy.doc>