

UNIVERSITY OF BALTIMORE 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 University of Baltimore Department of Public Safety

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To the University of Baltimore Community:

This guide provides recommended procedures for responding to certain emergencies. Many of these procedures are adapted from the University of Baltimore Crisis Management Plan. This guide should be easily accessible in all offices and other workspaces and should serve as a ready resource.

For more information on these and other topics, visit the UB Department of Public Safety Web site at www.ubalt.edu/publicsafety.

EMERGENCY/IMPORTANT PHONE NUMBERS

	On-Campus Phone	Off-Campus Phone
Ambulance	9-911	911
Fire	9-911	911
UB Department of Public Safety	x5520	410.837.5520
Plant Operations and Facilities Management	x5189	410.837.5189

EMERGENCY/IMPORTANT PHONE NUMBERS

CIVIL DISTURBANCES (PROTESTS)

The University supports individuals' rights to self-expression, dissent and demonstration, provided such demonstration is lawful, does not disrupt normal University activities and does not infringe upon the rights of others. It is incumbent on all members of the University community to act within a framework of reasonableness when exercising their rights or when confronted with lawful dissent.

If the University's normal routine is disrupted, damage to University assets results from a protest or a threat to campus members' safety ensues during a demonstration, take the following steps:

1. Remain calm.
2. Obtain any information necessary to report the incident accurately to the University police.
3. Notify the University police at x5520.
4. Do not obstruct or provoke any protesters.
5. Continue normal University activities so long as it is safe to do so.
6. Alert all persons in the area of the situation.
7. If prudent, lock doors and windows and close blinds to prevent flying glass.
8. Evacuate if necessary.
9. Meet with responding University police personnel.

CIVIL DISTURBANCES (PROTESTS)

BOMB THREATS

Anyone who receives a bomb threat over the phone should take the following steps:

1. Remain calm.
2. Listen carefully.
3. Keep caller on the line as long as possible.
4. Do not anger the caller.
5. Notify the University police at x5520.
6. Do not erase any threats left on voicemail.
7. Notify your immediate supervisor(s).
8. Meet with responding University police personnel.
9. Individuals who receive a bomb threat should attempt to obtain as much information as possible about the threat, such as:
 - time the device is set to detonate

- location of the device
- description of the device
- type of explosive used
- what will cause the device to detonate
- if the caller is responsible for planting the device
- any motives for the device being planted
- caller's name, address and phone number
- caller's organization or affiliation
- caller's age, gender and voice characteristics
- EXACT WORDING OF THE THREAT
- time and length of call, and phone number the caller dialed
- any background noises heard during the call.

BOMB THREATS

FIRE EMERGENCIES

University buildings will be evacuated immediately and completely whenever building fire alarms sound.

In the event of a fire emergency, please take the following steps:

- Remain calm. Activate fire alarms.
- Report fires by phone from a safe place outside of any buildings.
 1. Call 911. Give as much specific information as possible to the 911 emergency operator, such as the fact that the call is regarding the University of Baltimore, the nature of the emergency and a description of what, exactly, is on fire—the proper building name, floor and room number or any other specific location information (if known). Do not hang up unless it is unsafe or unless the emergency operator releases you from the call.
 2. Call the University police at 410.837.5520.
 3. Report all fires, even if they have been extinguished.
 4. Report all fire alarms, even if they are suspected to be false or accidental.

- Shut off all machinery and equipment in work areas, if safe to do so.
- Evacuate; do not attempt to fight the fire yourself. It is the University's policy that employees will not fight fires in any University building. In the event of a fire, everyone must evacuate all buildings immediately.
- Leave the building at once using the nearest exit or stairway; do not use elevators. Close any doors and windows if time permits. Close as many doors as possible between you and the fire; this will help confine the fire.
- Feel any doors before you open them. Do not open a door before feeling it, particularly the door handle. Use the back of your hand to feel the door and the door handle.
- Crawl if there is smoke. If you encounter excessive smoke while evacuating the building, get as low as possible and crawl to the nearest exit.
- Use secondary exits if primary exits are blocked. Once you are outside the building, move to the assembly point as directed by the University police.
- Render reasonable assistance to any disabled individuals.
- Do not re-enter any building for any reason until directed to do so by fire or police officials.
- Take roll: Staff and management personnel should attempt to determine if all of their personnel are present and/or accounted for.

FIRE EMERGENCIES

SUSPICIOUS LETTERS AND PACKAGES

Anyone who normally receives mail, including packages, should routinely examine those materials before opening them. Remember that mail bombs can arrive in the form of letters, books and parcels of varying sizes, shapes and colors. Indicators or characteristics of suspect materials—especially if these materials are unexpected—include:

1. letters and packages delivered by someone other than the regular carriers
2. packages wrapped in string (since modern packaging materials have eliminated the need for twine and string)
3. excess use of securing material such as tape
4. packages that are lopsided or heavy sided, or packages that have lumps, bulges or protrusions
5. packages that arrive without postage or with noncancelled or excessive postage
6. handwritten notes such as “To Be Opened in the Privacy of ...,” “Confidential” or “This is Your Lucky Day”
7. packages or letters that either do not have a return address or have a nonsensical return address
8. letters or packages that arrive before or after phone calls asking if the items were received
9. improper spelling of common names, places or titles on the outside of the package
10. leaks, stains or protruding wire, foil, string, tape, etc. on the outside of the package
11. packages or letters addressed to someone who normally does not receive personal mail at the office
12. packages or letters on which the address or other information is prepared to ensure the sender’s anonymity (i.e., homemade labels, cut-and-paste lettering).

13. mailings that emit a peculiar odor
14. mailings that appear to have been disassembled or re-glued
15. distorted or foreign handwriting
16. noticeable pressure or resistance as contents are removed
17. an asymmetrically or irregularly shaped outer container, or one that has soft spots or bulges
18. wrapping that exhibits previous use, such as traces of glue, mailing labels, return addresses or tape
19. several combinations of tape securing the parcel
20. unprofessionally wrapped parcels labeled “Fragile,” “Handle With Care” or “Rush—Do Not Delay”
21. packages that make a buzzing or ticking sound
22. package contents that make a sloshing sound.

If you discover a suspicious letter or package:

1. Stop immediately; do not open the item any further. Do not move the package or any items within or put them in water or in confined spaces such as desk drawers or filing cabinets.
2. Notify the University police at x5520.
3. Isolate the package by placing it in a plastic bag or by covering it with clothing or paper.
4. Direct people out of the immediate area without allowing them to come into contact with others.
5. Prevent others from entering the room.
6. Make a list of all individuals who had been in the room or who had contact with the parcel.
7. Notify your immediate supervisor(s).
8. Meet with responding University police officers.

SUSPICIOUS LETTERS AND PACKAGES

EVACUATION PROCEDURE

A hasty evacuation can unnecessarily endanger even more lives because of fear and panic, thus exposing personnel to a greater danger. In evacuating any building, you should route individuals through the most public area of the facility, i.e., the corridors, stairwell, etc.

Moving a large number of people under emergency conditions is a hazardous undertaking unless absolute control is maintained. The procedures outlined below should be followed to ensure a safe and efficient evacuation.

Occupants must leave all buildings during an evacuation. Failure to evacuate buildings when required to do so is a violation of University policy as well as local and state regulations.

1. Follow the instructions of staff and emergency personnel.
2. Occupants should be familiar with the locations and uses of the nearest exits in the event of an emergency.
3. Never use an elevator during an evacuation.
4. Keep noise to a minimum; this will allow instructions to be given and heard.
5. Always use handrails and stay to the right in stairwells.
6. Dress for the weather.
7. If possible, close doors behind you as you leave.
8. Ensure disabled occupants are aware of the evacuation and assist with their evacuation if doing so does not place you in personal danger.
9. Once you are outside, go to the exterior assembly area unless directed otherwise by police personnel. Be prepared to be guided to an indoor assembly area.

Do not re-enter the building or work area until advised to do so by police personnel.

EVACUATION PROCEDURE FOR DISABLED INDIVIDUALS

At the beginning of each semester, disabled members of the community are individually responsible for notifying their supervisor(s) and/or professor(s) of their name, building and room number; the extent of their disability; and their potential need for assistance during an evacuation.

Disability Support Services is also responsible for maintaining lists of all physically disabled persons. This list should be updated at least once a semester and made available to the University police and to Plant Operations and Facilities Management.

No efforts will be made to demand or force disabled persons to evacuate during known false alarms or fire drills.

Ask someone with a disability how you can best help before attempting to rescue or provide assistance to that person.

The absolute *first* priority of responding emergency personnel is the evacuation of disabled persons. Emergency personnel are aware of the SAFE REFUGE AREAS on campus.

If a disabled campus member is taking a class or assigned to a work station during an evacuation, the appropriate faculty or staff member should ensure the physically challenged person is escorted to safety, provided it does not place the faculty or staff member in additional danger.

If and when the faculty or staff member must use a stairwell to evacuate a building (this should be a last resort) and is unable to help the physically disabled person down the stairs, the faculty or staff member shall seek a labeled "SAFE REFUGE AREA" at the landing of a designated stairwell. If possible, call the University police and provide the exact location of this safe refuge area. University police officers will check every safe refuge area during fire drills and evacuations.

*******EVACUATION PROCEDURE*******

The faculty or staff member and the physically disabled person must stop at the landing if it does not place them in additional danger and await rescue by police or fire department personnel. Police or fire personnel who are trained and capable of such activities will then evacuate the physically disabled person.

Blind and low-vision individuals

Advise any visually impaired individuals of the nature of the emergency and offer to guide them to safety.

Deaf or hard of hearing individuals

Persons who are either deaf or hard of hearing may not be able to hear emergency alarms; do not assume they understand the nature of the emergency simply because they see other people reacting to the situation. The faculty or staff member should advise such individuals of an emergency (by passing a note, using hand gestures, etc.) and offer to assist them to safety.

SHELTERING IN PLACE

Certain types of incidents may require a practice known as “sheltering in place.” Radiological or chemical attacks; a sudden, violent storm (i.e., a tornado); or violent criminal activity are but a few examples of such incidents. In those types of events, an evacuation to an exterior or other location would place University members in greater danger; therefore, if an order to “shelter in place” is given, the following procedure should be followed:

- Stay inside to protect yourself. In the event of a weather or chemical incident, the safest location within a building is a centrally located room or a basement.
- The area should have few or no windows; if there are any windows, stay as far away from them as possible.
- Block any cracks around doors with anything available (clothing, paper, etc.).
- Prepare a modest emergency kit that contains:
 - candy bars and snacks
 - bottled water
 - a flashlight and batteries
 - plastic bags
 - medications
 - cell phone
 - a radio.
- Turn off fans or any appliances that move air.
- Do not go outside or attempt to drive unless an evacuation order is issued; remain in place until University police officers advise it is safe to do otherwise.

SHELTERING IN PLACE

INFRASTRUCTURE FAILURES

The University responds to and coordinates incidents involving infrastructure failures.

Infrastructure failures can involve:

1. electrical outages
2. plumbing failures/pipe ruptures
3. natural gas leaks
4. telephone outages
5. elevator failures with people trapped inside
6. fire detection and suppression system impairments
7. heating, ventilation and air conditioning (HVAC) outages.

To report infrastructure failures, call:

1. Plant Operations and Facilities Management, x5189, Monday-Friday during operational hours
2. University police, x5520, during nonoperational hours, weekends and holidays.

Electrical failures

Occupants of buildings with electrical failures are requested to turn off all equipment as they leave to reduce the potential for power surges to cause damage when power is restored.

Plumbing failure/pipe ruptures

Building occupants will be instructed to evacuate buildings if water or sewage systems cannot be restored in a reasonable time frame.

Occupants of buildings with plumbing failures or pipe ruptures should turn off all electrical equipment to minimize the potential for equipment damage.

Natural gas leaks

When individuals detect a possible natural gas leak:

- Open windows, if possible, to increase ventilation and let the gas escape.
- Turn off all possible ignition sources.

- Do not switch on lights or any electrical equipment.
- Do not use the phone; this applies to cell phones as well.
- Call the University police and Plant Operations and Facilities Management from phones in areas removed from the gas leak.
- Do not use cell phones in the immediate area of the leak.
- Do not start vehicles in an area in which there is a suspected gas leak.

Telephone outages

Telephone outages can be reported directly to the Office of Technology Services at 410.416.6691 (pager).

Other methods to notify OTS about telephone outages include:

- e-mail
- pay phone
- cell phone
- notification to OTS or to the University police in person.

Elevator failures

Persons trapped in elevators should use emergency telephones to call the University police. Do not attempt to crawl through escape hatches or force elevator doors open.

University police will immediately notify the Baltimore City Fire Department to initiate a rescue. Plant Operations and Facilities Management will also be notified.

Fire detection and suppression impairments

Community members should report all impairments for fire detection and suppression systems to Plant Operations and Facilities Management.

Heating, ventilation and air conditioning (HVAC) system problems

Strange odors or minor smoke odors coming from HVAC systems must be reported to Plant Operations and Facilities Management for initial investigations.

Large amounts of smoke coming from HVAC systems must be reported immediately to the University police.

INFRASTRUCTURE FAILURES

MEDICAL EMERGENCIES

Basic medical emergency information:

- In the event of a medical emergency, keep calm, act immediately and reassure the victim.
- Do not attempt any procedure for which you have not been trained other than basic first aid.
- Do not move seriously injured persons unless they are in danger of further injury.
- Render appropriate first aid to the victim and summon medical help as soon as possible.

Take specific action:

- Call emergency medical personnel (9-911 from on campus; 911 from off campus).
- Call the University police at x5520.

Be prepared to give the following information: what happened, the number of victims, the kind of injury, the exact location of the emergency, what help is being given and your name and phone number.

Do not transport seriously injured persons to the hospital and do not hang up the phone until the dispatcher does so first.

Initial responses and notifications:

Call for an ambulance (911) and notify the University police 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
- has a possible broken bone.

Choking

Procedures for treating an individual who is choking or who has an obstructed airway are taught in CPR classes. You are encouraged to take a class. If you do not know CPR procedures, call 911 immediately.

Shock

1. The victim may go into shock following severe injuries; shock is life-threatening.
2. Signs of shock include extreme paleness, cold and clammy skin, perspiration on the forehead or hands, weakness, nausea, vomiting, shallow breathing and a weak rapid pulse. Caring for shock involves the following steps:
 - Have the victim lie down.
 - Control any external bleeding.
 - Maintain a 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.
 - Call an ambulance.

Strains and sprains

Have the victim sit or lie down and elevate the extremity.

Apply an ice pack to the injured area (15-20 minutes every one and a half to two hours).

Transport the victim to a local health-care facility if that person is unable to bear weight or move the injured extremities.

Seizure

Do not hold or restrain the victim or place anything between the teeth.

Remove any objects that may cause injury.

Cushion the victim's head.

Call 911 if the seizure lasts more than a few minutes or if the victim has multiple seizures.

Place the victim on his left side after the seizure stops to prevent aspiration in case of vomiting.

Diabetic emergency

Give a victim who is shaky, clammy and alert some kind of real sugar, preferably in a liquid form. (i.e., orange juice)

Call 911 if the victim doesn't get better in about five minutes or if that person becomes unconscious.

MEDICAL EMERGENCIES

WEATHER EMERGENCIES

Summer storms

Community members must pay close attention to weather conditions, listen to radio and television reports for weather alert information and seek shelter before severe weather arrives.

A **hurricane forecast** means that a hurricane (> 74 mph sustained wind speed) may strike the area within 72 hours.

A **hurricane watch** means that a hurricane may strike the area within 24-36 hours.

A **hurricane warning** means that a hurricane is expected within 24 hours or less.

A **tropical storm watch** means that a tropical storm (34-73 mph sustained wind speed) may strike the area within 36 hours or less.

A **tropical storm warning** means that a tropical storm may strike the area within 24 hours or less.

Tornadoes and thunderstorms

Tornadoes are violent, local storms with whirling winds that can reach 200-400 mph.

A **tornado watch** means that tornadoes could develop in the designated area.

A **tornado warning** means that a tornado has actually been sighted in the area or is indicated by radar.

A **severe thunderstorm watch** indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail and heavy rain.

A **severe thunderstorm warning** means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Occasionally, tornadoes develop so rapidly that advance warning is not possible.

If warnings are issued or threatening weather approaches:

- Move to a shelters such as a basement.
- If an underground shelter is not available, move to an interior hallways on the lowest floor and get under sturdy pieces of furniture.
- Stay away from windows.
- If you are in an automobile, get out.
- Do not try to outrun tornadoes in an automobile; instead, abandon the vehicle immediately and seek shelter.

Winter storms

A **winter storm warning** means that severe winter weather is either imminent or very likely within 12 hours.

A **winter storm watch** means at least four inches of snow in 12 hours, six inches in 24 hours or possible significant ice accumulations within 24-48 hours.

A **winter weather advisory** means that cold, ice and snow are expected to cause significant inconvenience and may be hazardous, but are probably not life-threatening.

University decisions to cancel or modify class and/or work schedules due to emergency weather conditions will be announced through the following outlets:

Official University closing announcements can be found only via:

- the University weather line (410.837.4201)
- the University Web site
- the University e-mail system
- campus emergency text-message notification.

Closing notifications shall also be posted to the following organizations. Notifications include, but are not limited to:

1. Baltimore-area radio and TV stations: WBAL Radio 11 (1090 AM/ 97.9 FM), WCAO/WXYV (600 AM/103 FM), WLIF (101.9 FM), WCBM (680 AM), WMIX (106.5 FM), WQSR (102.7 FM), WFSI (107.9 FM-Annapolis), WBAL-TV (Channel 11), WJZ-TV (Channel 13), WMAR-TV (Channel 2) and WBFF-FOX TV (Channel 45)
2. Washington, D.C.-area radio and TV stations: WTOP (1500 AM/ 103.5 FM), WGMS (104.1 FM) and WTTG-FOX TV (Channel 5).

The University does not make announcements about individual department or program activities.

1. Departments wishing to communicate cancellation information about specific activities are encouraged to set up their own notification systems, such as recorded telephone messages or “telephone trees.”
2. Off-campus groups having business or events on campus should be informed by their on-campus contacts how cancellation information will be disseminated and should develop their own notification system.

WEATHER EMERGENCIES

WORKPLACE VIOLENCE/CRIMINAL BEHAVIOR

Workplace violence

Individuals who become violent or threaten to become violent at work usually display suspicious behavior long before actually taking any action. Many such individuals have communicated these threats both verbally and in writing. Warning signs that may trigger concerns and prompt action before situations get out of hand include, but are not limited to, individuals who:

1. are chronically disgruntled
2. are inflexible
3. cause trouble on the job
4. are frequently changing jobs
5. are quick to perceive unfairness or malice in others
6. are unwilling to take responsibility for problems and always think it's someone else's fault
7. often challenge management's requests, either passively or actively
8. have 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., they might blow something out of proportion or take something personally when it was not meant to be personal
11. have recently experienced stressful events
12. have access to or fascinations with weapons (They will often mention this to others.)
13. show signs of current alcohol or substance abuse
14. have alluded to violent acts committed by others and/or empathized with those who have resorted to violence.

What to do when an individual displays aggressive intent:

1. Remain calm.
2. To the extent that you can, try to continue to communicate with the suspect calmly and confidently.
3. Call the University police at x5520; if you cannot make this phone call, instruct others to do so. Report your name, location and any “who, what, where and when” information.
4. If necessary, ask the suspicious individual to leave the scene of the confrontation.
5. Do not physically attempt to make the individual leave. Do not make any physical contact.
6. Do not argue with or threaten the individual.
7. Do not block the individual’s exit.

Criminal behavior

All community members are responsible for helping to make the University of Baltimore campus a safe place to live, work and study by being alert to suspicious situations and promptly reporting them to the University police.

Immediately call the University police at x5520 and be prepared to report information that may include:

- the nature of an incident
- the location of an incident
- descriptions of any people involved
- a description of any property involved
- any suspects’ last known location and the direction in which they were headed.

WORKPLACE VIOLENCE/CRIMINAL BEHAVIOR

HAZARDOUS MATERIALS (HAZMAT)

HAZMAT incidents include:

- indoor and outdoor fuel spills
- solvent or other chemical spills in shops
- chemical spills in buildings
- chemical odors in buildings
- natural gas smells and leaks.

If you are the HAZMAT user (Plant Operations and Facilities Management personnel):

1. Leave the area of the spill immediately.
2. Isolate the spill area, keeping everyone away, and post signs as necessary.
3. Advise your supervisor(s) as soon as possible.
4. Determine if you have the proper training and protective gear to clean up the spill.
5. If you are able to clean up the spill, follow all proper procedures using Personal Protection Equipment (PPE).
6. Manage the generated waste according to proper procedures.

Individuals who are able to recognize HAZMAT spills that may require additional notifications and resources will:

1. Alert all individuals who might be harmed by the material to evacuate the immediate area and to withdraw to a location that will not impede emergency personnel.
2. Limit the spread of the material by applying absorbent and shutting doors—if it is safe to do so.
3. Move to a safe distance away from the spill and contact the University police to report:
 - the nature of the incident and the name of the HAZMAT, if known
 - the exact location of the incident
 - whether or not there are any injuries
 - what kind of symptoms any exposed individuals are experiencing
 - any other details that would assist officials in organizing their response.

If you suspect or witness the release of a hazardous material to the environment, call the University police.

HAZARDOUS MATERIALS

VIOLENT CRIMINAL ACTIVITY/SCHOOL INTRUDER

If an individual is actively firing a weapon on campus, a “shelter in place” order will be issued. Unless you are absolutely positive of the shooter’s location, the number of shooters and the likelihood of fleeing and reaching a safe place, escape or evacuation may not be the safest option and may actually place you in greater danger.

University police will respond IMMEDIATELY to the sound of the gunfire.

In the event of gunfire, all members of the UB community must:

- Lock all doors.
- Move away from the windows and close any blinds.
- Block or barricade all doors using whatever materials are available.
- If safe, allow others to seek refuge with you; otherwise, do not open any doors once they have been secured.
- Turn off radios and silence cell phones and any other devices that might flash or make noise to indicate your position.
- Place signs that read “HELP” in exterior windows; use caution, as a shooter who is outside may also view these signs.
- Take position behind any objects that could provide additional protection (desks, file cabinets, etc.).
- Be assured that police are on the way; incidents of this type usually last less than 20 minutes.
- Await the arrival of the University police and remain in your secure area until advised by the University police that it is safe to evacuate.

Active shooter (also see 'SHELTERING IN PLACE')

1. Call the University police IMMEDIATELY at x5520.
2. Begin “shelter-in-place” protocols.
3. Report your EXACT location, the number of people at your location and any injuries.
4. Report any information about any assailants, such as:
 - their EXACT location
 - the number of assailants
 - their race and gender
 - the style and color of their clothing
 - their physical features (height, weight, facial hair, etc.)
 - the types of weapons being used
 - the names of any assailants you might recognize
 - any sounds of gunfire or other noises
5. Remember that the emergency phone number may be overwhelmed, but know that University police are responding to the situation.
6. Once the assailant has been neutralized or at least contained, responders will begin treating the injured and evacuating others.
7. Remain in your secure area until advised to leave by the University police.
8. Please understand that you may be searched, and keep your hands in plain view at all times.
9. You will be escorted from the building by law enforcement personnel and taken to a location for medical care, interviewing, counseling, etc.

Please understand that the emergency phone line (x5520) will likely be overwhelmed. Program the Department of Public Safety's auxiliary emergency line (410.837.5605) into your cell phone for emergency use.