PREFACE

This Emergency Procedures Guide provides the general course of actions for University administrators, faculty, staff and students. While the document does not cover every conceivable situation, it supplies the basic administrative guidelines necessary to cope with most campus emergencies. Campus emergency operations will be conducted within the framework of the University guidelines, and everyone should follow the operational procedures outlined here.

All requests for procedural changes, suggestions, or recommendations should be submitted in writing to the Vice President for Student Affairs for technical review. All changes recommended by the Vice President for Student Affairs will be submitted in writing to the Administrative Council for evaluation, ratification, and adoption.
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Major Emergency Guidelines

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REPORTING EMERGENCIES

Remain Calm  Speak Clearly and Slowly  Don't Hang Up

University Police Department:  
On-Campus (University phone) dial x7911
Off-Campus (Non-University phone) dial (302) 857-7911

When calling, stay calm and carefully explain the problem/situation and location to the police department dispatcher.  **Do not hang up until told to do so.**

INCIDENT COMMAND SYSTEM (ICS)  
NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Homeland Security Presidential Directive No. 5 (HSPD-5) requires federal, state and local law enforcement agencies to adopt standard and uniform procedures for critical incident management. All critical incident management training programs and procedures must comply with National Incident Management System (NIMS) requirements.

Any organization with jurisdictional responsibility that contributes significant resources to an event must be part of a unified command. This includes University law enforcement and key University personnel.

Key University personnel have received training in ICS/NIMS and additional training will continue as required to keep the University compliant with federal regulations.

Delaware State University is committed to complying with HSPD-5 and keeping essential key personnel updated on ICS and NIMS complaint matters.
INCIDENT MANAGEMENT TEAM

The Incident Management Team (IMT) oversees the University’s preparation for any action plan that would effectively sustain critical services to the campus community in the event of a pandemic or other major emergency. It consists of the Incident Commander, appropriate Command Support Staff personnel and General Staff, including the Section Chiefs assigned to the incident. In the context of an Influenza Pandemic, the IMT focuses on preparing for possible incidents and, should they occur, resolving the incident, resuming or sustaining business functions (Continuation of Operations or COOP) in an orderly manner, and addressing critical functions on a priority basis.

Below are the current appointed members of the Incident Management Team.

<table>
<thead>
<tr>
<th>IMT Position</th>
<th>University Position</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Head</td>
<td>President</td>
<td>857-6001</td>
</tr>
<tr>
<td>Successor #1</td>
<td></td>
<td></td>
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<tr>
<td>Successor #2</td>
<td></td>
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</tr>
<tr>
<td>Incident Coordinators</td>
<td>VP Student Affairs</td>
<td>857-6300</td>
</tr>
<tr>
<td></td>
<td>Police Chief</td>
<td>857-7473</td>
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<tr>
<td>Facilities Management Section Chief</td>
<td>Same</td>
<td></td>
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<tr>
<td>Planning Section Chief</td>
<td>Dir. Planning &amp; Construction</td>
<td>857-7144</td>
</tr>
<tr>
<td>Information Technology Chief</td>
<td>CIO</td>
<td>857-7037</td>
</tr>
<tr>
<td>Delegate</td>
<td></td>
<td></td>
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<tr>
<td>Telecom. Manager</td>
<td>Same</td>
<td>857-7009</td>
</tr>
<tr>
<td>Delegate</td>
<td>Network Manager</td>
<td>857-7063</td>
</tr>
<tr>
<td>Finance/Admin. Section Chief</td>
<td>Exec. VP Finance &amp; Univ. Treasurer</td>
<td>857-6200</td>
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<tr>
<td>Delegate</td>
<td></td>
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<tr>
<td>Human Resources Officer</td>
<td>Assoc. VP Human Resources</td>
<td>857-6261</td>
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<tr>
<td>Deputy</td>
<td></td>
<td></td>
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<tr>
<td>University General Counsel</td>
<td>General Counsel</td>
<td>857-7841</td>
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<tr>
<td>Public Relations Head</td>
<td>VP Institutional Advancement</td>
<td>857-6055</td>
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<tr>
<td>News Director</td>
<td>Same</td>
<td>857-6062</td>
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<tr>
<td>Environmental Safety Officer</td>
<td>Safety Risk Manager</td>
<td>857-7095</td>
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<tr>
<td>Campus Police Chief</td>
<td>Police Chief</td>
<td>857-7473</td>
</tr>
<tr>
<td>Police Major</td>
<td>Same</td>
<td>857-7479</td>
</tr>
<tr>
<td>Univ. Housing</td>
<td>Dir. Housing</td>
<td>857-6326</td>
</tr>
</tbody>
</table>
DIRECTION, COORDINATION AND RESPONSIBILITIES

1. President:
The University President, or designee, as campus emergency director is responsible for the overall direction of campus emergency operations. The designees are as listed below.

2. Incident Commanders:
All emergency operations shall be coordinated by the Vice President for Student Affairs, the Campus Police Chief or designees, in cooperation with the University Environmental Safety Officer, and the CIO for Technology. The direct operational control of a campus major emergency or disaster is the sole responsibility of the Incident Coordinators (i.e. Vice President for Student Affairs, Campus Police Chief) or their designees. The coordination of campus incident management teams is the responsibility of the Incident Coordinators who will manage all on-campus emergency functions as appropriate. In the absence of the Incident Coordinators or designees, the Senior On-Duty University Police Officer shall assume operational control of the emergency until relieved.

3. Administrators:
Senior administrators may appoint a specific person as building/facility coordinator for areas under their control. These coordinators will have the following general responsibilities:

   a. Emergency Preparedness
      1. Review the University Emergency Procedures Guide.
      2. Coordinate employee training in emergency techniques such as fire extinguisher usage, basic first aid, CPR, and building evacuation procedures. Contact the University Police and Safety/Risk Manager for assistance.
   b. Emergency Situations
      1. Inform all employees of the emergency condition.
      2. Evaluate the impact the emergency may have on their activity and take appropriate action. This may include ceasing operations and evacuating buildings.
      3. Maintain emergency telephone communications with officials.

4. Department Heads:
Each department head has the responsibility to:

   a. Educate staff concerning University emergency procedures as well as evacuation procedures for his/her building and/or activity.
   b. Inform staff of an emergency and follow emergency instructions on page 6.
c. Check assigned building facility or activity to see if there are any safety hazards.
d. **Important:** Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency and to report to a designated campus assembly area outside the building.
CAMPUS INCIDENT MANAGEMENT TEAM

The Incident Command Post (ICP) will be established at or in the immediate vicinity of the incident site and is the focus for on-scene control of tactical operations. Once designated, the University IT Department is responsible for the set-up and maintenance of the ICP (i.e. communication devices, computers, phones, fax machines, copiers, pens, pencils, markers, white boards etc.).

The Incident Coordinators shall immediately begin contacting all necessary members of the Campus Incident Management Team when a crisis has been declared.

The team consists of the following personnel:

Incident Director: University President or designee
Incident Coordinators: *Vice President for Student Affairs
                     *Campus Police Chief
                     Environmental Health and Safety Coordinator
                     CIO for Technology or Designee

Administrative Incident Coordinator: Provost and VP for Academic Affairs
Damage Control: Executive Director of Facilities
Student Affairs: VP for Student Affairs or designee
Public Information: Director of Public Relations or designee
Institutional Services: Exec. VP for Finance and Univ. Treasurer

The Campus Incident Management Team is responsible for developing, coordinating and implementing an overall campus operation plan.

Team members should be in constant communication with the Incident Command Post.

General responsibilities of the team members are listed below:

1. **Incident Director**: University President or designee.
   a. Overall direction of the University emergency response.
   b. Works with the Vice President for Student Affairs, Campus Police Chief, and others in assessing the emergency and preparing the University's specific response.
   c. Declares the initiation and end, when appropriate, to the campus state of emergency.
2. **Incident Coordinators:** Vice President for Student Affairs, Campus Police Chief, Environmental Health and Safety Coordinator and CIO for Technology.
   a. Coordinates the University emergency response.
   b. Determines the type and magnitude of the emergency and establishes the appropriate Incident Command Post.
   c. Initiates immediate contact with the President and University administration and begins assessment of the University's condition.
   d. Notifies additional University Police and other personnel as necessary to maintain safety and order.
   e. Notifies members of the Incident Management Team and advises them of the nature of the emergency.
   f. Notifies and acts as liaison with an appropriate outside organization such as the DE State Police Dept., Dover Police Dept., Dover Fire Dept., etc.
   g. Ensures that appropriate notification is made to off campus staff when necessary.
   h. Conducts a critique and evaluation of the emergency and the University response once the situation has ended.
   i. Prepares and submits an Incident Report to the President.

3. **Administrative Incident Coordinator:** Provost and VP for Academic Affairs.
   a. Maintains liaison with Incident Coordinator relating to administrative and faculty concerns.
   b. Serves as liaison to the Incident Director or designee.
   c. Serves as liaison to Campus Incident Management Team.

4. **Damage Control:** Executive Director of Facilities.
   a. Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
   b. Provides equipment for emergency generation of power to supply critical areas including the incident command post.
   c. Provides vehicles, equipment and operators for movement of personnel and supplies, assigns vehicles as required to the emergency resource team for emergency use.
   d. Surveys habitable space and relocates essential services and functions.
   e. Provides storage and handling facilities for emergency generator fuel during actual emergency or disaster periods.
   f. Provides for storage of vital records at an alternate site. Coordinates with building and area coordinators for liaison and necessary support.

5. **Student Affairs:** Vice President for Student Affairs or designee.
   a. Maintains liaison with Incident Coordinators relating to student concerns.
   b. Oversees Housing staff and coordinates any necessary procedures in an emergency crisis.
   c. Oversees communications with parents of students and provides appropriate information to them.
   d. Assists in the coordination of the relocation of students, if necessary.
   e. Works in conjunction with and oversees counseling services to students during and/or after a crisis.
6. **Public Information:** Director of Public Relations and/or Director of News Services or designee.
   a. Serves as the official University spokesperson and the central source of information (internally and externally) about the crisis.
   b. Determines what information should be disseminated internally and externally in consultation with the VP for Institutional Advancement and Incident Coordinators.
   c. Provides appropriate information on the crisis to faculty, students, staff and parents.
   d. Initiates contact with the media to provide information and/or public announcements.
   e. Provides updates to the media as new information becomes available.
   f. Monitors all news coverage of the emergency and keeps the President and other appropriate administrators informed.
   g. Works with the Incident Coordinator to set up a news center for media crews, and arranges for 24-hour staffing of the center, if needed.

7. **Institutional Services:** Exec. VP for Finance and Univ. Treasurer.
   a. Assists the operations of the Incident Coordinators for building access and security and student identification as required.
   b. Coordinates with Student Affairs any support of food services.
   c. Assists in the coordination of emergency purchases of goods and services, as appropriate.

8. **Safety Officer:** Environmental Health and Safety Coordinator.
   a. Monitors and assesses safety hazards or unsafe situations.
   b. Develops measures for ensuring personal safety.

**Others as needed, depending on the nature and/or severity of the emergency, for example:**

- Academic Deans
- Vice President for Institutional Advancement
- Director of Housing and Residential Life
- Director of Student Activities
- Events and Residence Life
- Campus Ministry
- Health Services
- Director of Counseling Services
- Director of Athletics
- Director of Food Services
- Electrical Shop
- Plumbing Shop
ON-CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES

On-Campus Assistance

1. University Police Emergency Dispatcher:
   a. While dialing from on-campus telephones, extension x7911.
   b. While dialing from off-campus telephones, 302-857-7911.
   c. Uniformed University Police Officers are on duty twenty-four (24) hours a day.

2. Maintenance Operations: Trouble/Service
   After 5:00 p.m., contact the University Police at extension 7911. Skilled workers are always available from the Facilities Management Department during normal working hours: 8:30 a.m. -5:00 p.m., and on short notice at other times. They are capable of providing the following emergency services and equipment:
   a. Utilities: Repairs to water, gas, electric and sewage systems are of primary concern.
   b. Structures: Repairs to structures and mechanical equipment, including heating and cooling systems.
   c. Equipment: Portable pumps, generators, floodlights, air compressors, tractors, backhoes, forklifts, etc.
   d. Transportation: Sedans, light trucks, dump trucks and tractors.

3. Purchasing Department
   Emergency procurement of materials and services can be arranged in direct support of any contingency via the Vice President for Finance and Administration or his/her designee.

4. Receiving (located at the Facilities Maintenance Building ext. 6275.)
   Receipt of emergency procurement items needed for campus support.

5. IT Department
   Emergency communications and computerized troubleshooting (BoA Building ext. 7028).
## DISASTER RESOURCES - OFF CAMPUS ASSISTANCE

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<tr>
<th>Agency</th>
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<tbody>
<tr>
<td>1. Dover Police Department</td>
<td>302-736-7111</td>
</tr>
<tr>
<td>2. Delaware State Police Headquarters</td>
<td>302-739-5901</td>
</tr>
<tr>
<td>3. Local fire departments and paramedics units</td>
<td>302-736-7168</td>
</tr>
<tr>
<td>4. State law enforcement agencies</td>
<td>302-739-4863</td>
</tr>
<tr>
<td>5. Local ambulance services</td>
<td>302-678-9111</td>
</tr>
<tr>
<td>6. State of Delaware Health Department</td>
<td>302-744-4700</td>
</tr>
<tr>
<td>7. Local hospitals:</td>
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<tr>
<td>Bayhealth Medical Center-Kent General Hospital</td>
<td>302-674-4700</td>
</tr>
<tr>
<td>Christiana Hospital</td>
<td>302-733-1000</td>
</tr>
<tr>
<td>8. The American Red Cross</td>
<td>302-656-6620</td>
</tr>
<tr>
<td>9. Salvation Army</td>
<td>302-472-0700</td>
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<tr>
<td>10. State National Guard</td>
<td>302-326-7100</td>
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<tr>
<td>11. Emergency Services (Bomb Techs)</td>
<td>911</td>
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<tr>
<td>12. Emergency Management Assistance</td>
<td>302-659-3362</td>
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<td></td>
<td>302-744-5400</td>
</tr>
<tr>
<td>13. DNREC Emergency Response and Spill Prevention</td>
<td>302-759-4506</td>
</tr>
<tr>
<td>14. Dover Mayor/Administrative Offices</td>
<td>302-736-7005</td>
</tr>
<tr>
<td>15. State Governor's Office</td>
<td>302-744-4101</td>
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<tr>
<td>Agency</td>
<td>Phone</td>
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<td>-----------------------------------------------------------------------</td>
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<tr>
<td>16. Local Radio and TV Stations</td>
<td>302-674-1410</td>
</tr>
<tr>
<td>17. Comcast Cable</td>
<td>1- 800- 266-</td>
</tr>
<tr>
<td>18. National Weather Service</td>
<td>301-713-0864</td>
</tr>
<tr>
<td>19. DEMA (Delaware Emergency Management Agency)</td>
<td>302-659-3362</td>
</tr>
<tr>
<td>20. Local/Regional Airports: - Dover Air force Base</td>
<td>302-677-3000</td>
</tr>
<tr>
<td>20. Local/Regional Airports: - Del Air Park</td>
<td>302-730-5075</td>
</tr>
<tr>
<td>21. Regional/Local Governmental Council: - Dover City Council</td>
<td>302-736-7006</td>
</tr>
<tr>
<td>21. Regional/Local Governmental Council: - Delaware Air/River Bay Authority</td>
<td>302-735-5519</td>
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ADMINISTRATIVE EMERGENCY NOTIFICATION SYSTEM

The University Police Department is the focal point for two-way transmission of official emergency telephone communications to University administrators.

Each University administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under his/her direction.

The officer on duty will notify the Vice President for Student Affairs and the Campus Police Chief of any campus emergency. The Incident Coordinators will initiate the notification system by calling the following University administrators as appropriate:

1. University President
2. Vice President for Student Affairs
3. Provost and Vice President for Academic Affairs
4. Exec. Vice President for Finance and Univ. Treasurer (Information Technology)
5. Vice President for Institutional Advancement
6. Safety/Risk Manager
7. Director of Public Relations
CAMPUS WIDE EMERGENCY NOTIFICATION SYSTEM

In the event of an incident/accident on campus or the adjacent surrounding area that has the immediate potential to jeopardize the health and safety of the entire campus community, the following emergency notification methods and procedures must be initiated. These procedures are designed to quickly notify the greatest number of individuals possible and provide the necessary instructions and directions required to address the emergency as quickly as possible.

Procedures
1. To report an emergency of this nature, dial x7911 using a University phone and off campus dial 302-857-7911.
   a. Report your exact location.
   b. Report the location of the immediate threat.
   c. Report the number of people at your location.
   d. Report any injuries.
   e. Report any available details regarding the immediate threat.

2. The police dispatcher will immediately notify police personnel of the incident and direct them to the scene. Police:
   a. Will attempt to immediately engage any immediate threat.
   b. Evacuate any victims.
   c. Facilitate follow up medical care.
   d. Investigate the incident.

3. The police dispatcher will contact the Chief of Police or highest ranking officer on duty and the Vice President for Student Affairs to advise him/her of the incident.

4. The Chief of Police or the highest ranking officer and the Vice President for Student Affairs will assess the potential impact of the incident on the University and determine if the campus wide notification system should be engaged.

5. The University Police or Vice President for Student Affairs will attempt to notify other members of the President’s Executive Staff (all other vice presidents) and advice of the situation.

6. Depending on the nature of the incident or immediate threat, one or more of the following notification procedures may take place:
a. The University Police Department will notify local and state law enforcement for assistance if necessary.
b. The University Police Department or Vice President for Student Affairs will issue an emergency text message (the language of which must be approved via the Public Relations Office as appropriate) to all subscribers with accurate information regarding the emergency including instructions and directions.
c. The Vice President for Student Affairs may also authorize the Public Relations Director to issue an emergency e-mail with the same information to the entire campus community. The Director of Public Relations may also be directed to e-mail faculty and administrative staff of the emergency with instructions and directions.
d. The Vice President for Student Affairs may also authorize the Public Relations Director to notify all students on the current e-mail system of the emergency with instructions and directions.
e. If safe to do so, the hall director in a residential building with a public address system will (under the direction of the Vice President for Student Affairs) make an announcement of the emergency.
f. The University Police Department will notify the campus Child Development Center of the emergency with instructions and directions.
g. When practical, the administrative emergency phone tree will be initiated.
h. The Director of Public Relations will be notified to update the University Website with pertinent emergency notification information and to provide updated information and instructions.
i. The Director of Public Relations will notify local media outlets regarding the campus emergency and seek their assistance in providing instructions and directions to potential visitors.
j. The University Police will assign a police officer or employee to utilize a mobile public address system to alert the campus community of the emergency situation and provide specific instructions and directions.

7. Wait for official instructions or updates via the emergency notification system declaring an end to the emergency (as per the University President or designee).
CAMPUS VISITORS NOTIFICATION IN THE EVENT OF AN EMERGENCY

Understanding the difficulty in reaching every individual on campus in the event of an emergency, Delaware State University is committed to notifying as many visitors and guests as possible of a campus emergency.

Utilizing the current technology available, the following methods will be used to make such notifications and to provide instructions and directions to campus visitors.

Procedures
1. Any University individual or office coordinating, sponsoring or holding an event on campus that would include visitors, attendees, patrons, spectators, guests or the general public, will provide the following information to the group prior to the start of the event:
   a. The following language is suggested to address this matter:
      “Welcome to Delaware State University. In an effort to ensure everyone’s safety, please take notice of the emergency exits located at the (point out locations). To report an emergency, please dial 302-857-7911. In the event of a campus emergency, please follow the instructions of the University Police Department or University officials at this event.”

2. The University Police will assign a police officer or other police personnel to utilize a mobile public address system to alert the campus community of the emergency situation in outdoor areas and provide specific instructions and directions.

3. The Vice President for Student Affairs will notify the Director of Public Relations to update the Official University Website regarding the emergency and to provide updated information and instructions.
   a. The Director of Public Relations will notify local media outlets regarding the campus emergency, and seek their assistance in providing instructions and directions to potential visitors.

4. The Environmental Health and Safety Officer will update the University’s Weather Hotline with emergency information, instructions and directions. The Hotline can be reached by calling 302-857-7669.
EMERGENCY CAMPUS ACCESS RESTRICTION

Lockdown: The term “ACCESS RESTRICTION” is defined as an emergency course of action or protocol, ordered by a University official with command authority, to contain a problem or incident within the area of its origin by controlling the movement of people.

ACCESS RESTRICTION may be issued as a result of any extraordinary event that will or has the potential to jeopardize the campus community. The major reasons for initiating a lockdown:
1. Facilitate a speedy police or emergency services response.
2. Contain a threat to the campus community.
3. Prevent additional casualties.
4. Minimize injury or loss of life.

Procedures
During ACCESS RESTRICTION, proper procedures for the campus community may include:
1. Following the instructions of any emergency notification communication.
2. Securing yourself and others in the immediate area.
3. Locking and barricading doors if possible.
4. Turning off the lights.
5. Closing blinds and staying away from windows.
6. Remaining calm, quiet and out of sight.
7. Taking cover behind or under any solid objects or items that can provide protection.
8. Silencing all cell phones or other potential noises in the immediate area.
9. Placing a sign in an exterior window (if you feel it is safe to do so) identifying any injuries within your secure area.
10. Using x7911 on a University phone or 302-857-7911 on any other phone to report any emergency or potential threats you are aware of.
11. Waiting for official instructions or updates via the emergency notification system declaring an end to the emergency before un-securing the area.
PUBLIC RELATIONS

Call the University Police if you need assistance at 302-857-6290.

On-Campus Emergencies: Dial: x7911
Off-Campus Emergencies: Dial: 911

The University has four (4) basic guidelines to observe in crisis situations:
1. Only authorized spokespersons (generally the Director of News Services or designee) will meet or talk with the media.
2. The Director of News Services or designee is responsible for coordinating all communications (internal and external) related to a crisis in consultation with the Vice President for Institutional Advancement and Incident Coordinators.
3. Only factual information is released – no speculation is to be offered.
4. Contact information of DSU’s Office of Public Relations should be disseminated to the community at ext. 6062.

Other Guidelines:
1. All personnel should report emergencies to immediate supervisor. They should also be reminded not to speak to outsiders, especially the media, on behalf of the University.
2. The President and other top administrators are to be informed immediately of any emergency. They will then confer and decide on appropriate action.
3. All calls from the media should be referred directly to the Director of News Services at 302-857-6062.
CRITICAL INCIDENT COMMUNICATION PLAN

INSTITUTIONAL ADVANCEMENT/PUBLIC RELATIONS

Policy
In the event of a campus emergency, it is essential that an effective communications plan be put into effect to disseminate accurate information and ensure that inquiries are referred to appropriate sources. As stated in DSU's Critical Incident Plan, Emergency Procedures Guide, all policy decisions will be made by the Campus Incident Management Team and communicated through the chain of command.

Once a decision is made or changed, the Director of Public Relations will be the central source of information. All outside inquiries, including all calls from the media, should be directed to the University News Services Office, 302-857-6062.

As a public university, DSU must be sensitive to the public's (therefore the media's) right to know. Individuals (faculty, staff, and students) have a right to privacy, but Delaware State University is a public institution.

Procedures
1. If Public Relations cannot handle the volume of incoming calls, the University switchboard may be asked to refer calls to other numbers which will be staffed by Public Relations and Institutional Advancement personnel. Additional staff may be needed to handle the increased volume of switchboard calls.

2. The Public Relations Office will be staffed on a 24-hour basis, if necessary, to provide the following centralized communications functions:

   a. University Public Relations will be the official contact with the University Police Department and will determine what information should be disseminated internally and externally (as directed and approved by the President or his/her designee).
   b. University Public Relations will monitor the media for any developments and will inform appropriate administrators.
   c. University Public Relations will be the official source of information for all University departments. To avoid the spread of rumors, all University personnel should refrain from commenting or passing on information unless confirmed by University Relations.
3. Communication by the Office of Public Relations with internal and external audiences should be as swift and as complete as possible.

4. As soon as the essential facts of a crisis or emergency can be determined (who, what, when, where), appropriate information will be released. Only factual information will be released – no speculation. Technical, complex information will be reduced to simple lay terms.

5. Where possible, faculty, staff and students will be addressed first, beginning with those closest to the occurrence. Parents will be contacted to allay fears or concerns and to provide specific information about their students.

6. Depending on the nature or severity of the crisis, it may be necessary to establish a news center and/or parent’s center. University Public Relations will be responsible for the establishment of a news center. This will be coordinated with the Vice President for Student Affairs, the Chief Information Officer (CIO) and the Chief of Police.

   If the Vice President for Student Affairs deems it appropriate, the Media Center may be combined with the general emergency command post. Multiple telephone lines and electrical outlets may be needed. Should the crisis involve large numbers of students, Public Relations and the Vice President of Student Affairs will be responsible for establishing a parent’s center (coordinated with the officials mentioned above) to provide a continual flow of information to parents. The Public Relations Office will coordinate all communications to parents.

7. When the crisis is over, the Director of Public Relations will participate in a post-crisis critique and evaluation with other emergency team members. The Director of Public Relations will provide a written report to the President assessing the public relations handling of the crisis.
MEDICAL AND FIRST AID

Call the University Police If You Need Assistance:

- **ON-CAMPUS PHONES DIAL:** x7911
- **OFF-CAMPUS PHONES DIAL:** 911

1. If serious injury or illness occurs on campus, immediately dial extension x4444. Give your name and describe the nature and severity of the medical problem and campus location of the victim.

2. In case of minor injury or illness, provide first aid care if trained. Use only sterile first aid materials.

3. In case of serious injury or illness, Trained Emergency Medical Services or Red Cross Personnel should activate basic life support measures as outlined in their training.

4. Every office should have a person trained in first aid and CPR. An 8-hour course covering both is available through the local American Red Cross, and may be set up through the Environmental Health and Safety Office at 857-7095. Employees need to be informed as to who is certified to perform First Aid and CPR in their respective units.

   a. Only Red Cross or Emergency Medical Services Trained personnel should provide first aid treatment (i.e.: first aid, CPR).

   b. AED’s (Automated External Defibrillators) are located in the Sports Center, the Wellness and Recreation Center, and the Environmental Health and Safety Office.
GENERAL EMERGENCY GUIDELINES

*In Case of an Emergency

Reporting Chain

Report emergency by calling Public Safety at x7911.

Chief of Police (Harry Downes) or highest ranking available will make a determination as to whether Fire Department, Emergency Medical Services and/or outside law enforcement assistance are needed.

Public Safety will contact Exec. Director of Facilities (Casey Jones or contact Karen Fair or Chuck Jackson) and Risk Manager (Al Tunnel or contact Adalberto Ortiz-Silva).

Chief of Police will Contact VP for Student Affairs (Kemal Atkins) and Risk Manager will contact Exec. VP for Finance & Treasurer (Amir Mohammadi) and Dir. of ERM (Adalberto Ortiz-Silva)

Executive VP for Finance & Treasurer and VP for Student Affairs will contact President Williams.

Exec. VP for Finance and Treasurer will contact VP, Dean or Director from affected area so that emergency contingency plans by area affected can be initiated by affected area including service providers, vendors and contractors.

Risk Manager will contact Insurance Broker (Conner Strong) for the University and General Counsel (Thomas Preston) as soon as possible.

For All Emergencies, Dial: x7911 (on campus phones) 911 (off campus phones)

Report Immediately: Call at the first indication of a problem. Do not delay reporting for any reason other than removing yourself or others to a safe place. If you cannot place a call yourself, delegate at least two (2) other people to contact the University Police Department. Do not hang up until told to do so.
Severe Weather Emergencies: Information will be released from the Environmental Health and Safety Office concerning pending severe weather conditions.

Evacuations: Quickly walk to the nearest exit and report to designated areas as directed. Assist individuals with disabilities. Do not return until authorized.

Civil Disturbance or Demonstration: Call University Police at x7911. Avoid the location of the event. Follow directives issued by the University Police.

Chemical or Radiation Emergencies: Vacate the area immediately and contact University Police at x7911 or 857-7911. Be specific regarding the nature of the material involved. Environmental Health and Safety personnel will be contacted to assess the scope of the situation. If contaminated, avoid contact with others.

Bomb Threats: Attempt to keep the caller on the line and gather information using the bomb threat checklist (see page 52). If possible call or have someone call x7911. Notify a supervisor immediately. Never touch a suspicious item. The decision to evacuate will be made by University Police.

Fire: Activate the nearest fire alarm. Get yourself and others out of the building. Quickly walk to the nearest exit and stand clear of the building. Report to your designated campus assembly point as directed by University Police or the Environmental Health and Safety Officer. Assist individuals with disabilities. Do not return until authorized.

Utility Failure: Notify University Police at x7911. Do not use any electrical equipment or touch any light switches. Notify a supervisor.

Violent or Criminal Behavior: Contact University Police at x7911 and give an accurate description of the location, event, suspect, weapons and injuries. Avoid contact with the assailant. Take immediate cover if gunfire is heard.

Hostage Situation: IF YOU OBSERVE A HOSTAGE SITUATION TAKING PLACE: Contact University Police at x7911.
IF YOU ARE THE HOSTAGE: Be patient, cooperative and observant. Speak only when spoken to. Try to rest. Wait for Police instructions.

Explosion or Aircraft Crash: Take cover immediately. If in a building, activate the fire alarm and evacuate. Contact University Police at x7911.

Psychological Crisis: Contact University Police at x7911 for an immediate threat or an emergency. Never try to handle any situation you feel is dangerous. Contact an immediate supervisor or the Vice President for Student Affairs.

Workplace Violence: Contact University Police at x7911 for an immediate threat or an emergency. Always notify a supervisor.
**Medical Issues:** Contact University Police at x7911 and report the location and nature of the medical emergency. Provide first aid if trained.

**REMEMBER:**

- Remain Calm;
- Report Immediately;
- Speak Clearly and Slowly;
- Give Exact Location of the Emergency and
- State the Nature of the Problem.

**Special Situations**

1. If it is determined that it is an Occupational Health or Safety issue that can be handled with University staff, a scope of work will be created, risk assessment will be done and equipment required to complete task safely will be provided. If problem cannot be handled by DSU personnel, Risk Manager will contact outside contractor on file with current Certificate of Insurance naming DSU as additionally insured. Scope of work and risk assessment will be developed and reviewed by appropriate University representatives and contractor before work can begin. A DSU representative must be present while work is being completed.

2. If it is determined that it is a facilities issue that can be handled with University staff, a scope of work will be created, risk assessment will be done and equipment required to complete task safely will be provided. If it is determined that it is a facilities issue that requires outside contractor assistance, the Exec. Director of Facilities will contact outside contractor on file with current Certificate of Insurance naming DSU as additionally insured. Scope of work will be developed and reviewed by appropriate University representatives and contractor before work can begin. A DSU representative must be present while work is being completed.

3. Emergency purchase procedure will be followed at all times.
MAJOR EMERGENCY GUIDELINES

1. **Purpose**
   The basic emergency procedures outlined in this guide are designed to protect lives and property. Whenever an emergency affecting the campus reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES, the President, or designee may declare a state of emergency and these contingency guidelines will be implemented. Since an emergency, may be sudden and without warning, these procedures are designed to be flexible.

2. **Scope**
   These procedures apply to all University personnel and buildings and grounds, owned and operated by Delaware State University.

3. **Types of Emergencies**
   a. Medical and First Aid (epidemic poisoning)
   b. Severe weather – hurricane/tornado/earthquake, etc.
   c. Civil disturbances or demonstrations
   d. Chemical or radiation spill
   e. Bomb threat
   f. Fire
   g. Utility failure
   h. Violent or criminal behavior
   i. Active shooter
   j. Hostage situations
   k. Explosion, downed aircraft (crash) on campus
   l. Psychological crisis
   m. Workplace violence

   In addition there are sections on how to report all emergencies, building evacuations, and first aid instructions.

4. **Definitions of an Emergency**
   The University President or designee serves as the overall Incident Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining appropriate responses:
   a. **Minor Emergency:** Any incident, potential or actual, which will not seriously affect the overall functional capacity of the University. Report immediately to the University Police Department at extension x7911.
b. **Major Emergency:** Any incident, potential or actual, which may affect an entire building or buildings, and which will disrupt the overall operations of the University. Outside emergency services will probably be required to supplement campus support services. Major policy considerations and decisions will usually be required from the Emergency Director or designee. Report to the University Police Department at extension x7911.

c. **Disaster:** Any event or occurrence which has seriously impaired or halted the operations of the University. In some cases, there may be mass personnel casualties and severe property damage. A coordinated effort of all campus-wide resources will be required and outside emergency services will be essential. In all cases of disaster, an Incident Command Center will be established and the appropriate operational plans will be executed. Report to the University Police Department at extension 7911.

In addition, any incident which has the potential for adverse publicity for the University should be promptly reported to the Director of Public Relations via the Vice President for Student Affairs.

5. **Considerations**
This plan is based on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

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

b. The succession of events in an emergency is not predictable. Published support and operational plans will serve only as a guide and checklist and may require field modification.

c. Disasters may affect residents in the Dover and/or surrounding regions. Therefore, city and state services may not be available or may be delayed.

d. A major emergency may be declared if information indicates that such a condition is developing or is probable.

e. State declared emergencies or disasters will be addressed in accordance with the Incident Command System (ICS)/National Incident Management System (NIMS) guidelines.
Declaration of Campus State of Emergency

The authority to declare a campus state of emergency rests with the University President or designee.

When an emergency is declared, major, minor or disaster, the University Police Department and Vice President for Student Affairs immediately shall place in effect the appropriate procedures to address the emergency.

Once a **Campus State of Emergency** has been declared, only registered students, faculty, and staff are authorized to be on campus. Those who cannot present proper identification will be asked to leave the campus unless it is determined that it is not safe to do so by University Officials. Unauthorized persons remaining on campus may be subject to arrest.

In addition, only those faculty and staff members who have been assigned emergency resource team duties, or issued an emergency pass by the University Police Department or Vice President for Student Affairs will be allowed to enter the immediate disaster site.

**Essential Personnel (Who May be Called Upon):**

**Finance and Administration**  
- Environmental Health and Safety  
- Executive Director of Facilities  
- Environmental Safety Coordinator  
- Facilities: All personnel on all shifts  
- Director of Auxiliary Services  

**Human Resources**  
- Associate Vice President of Human Resources

**Academic Affairs**  
- Provost, Library (any 2):

**Athletics**  
- Director of Athletics, Equipment Manager (in case of long term crisis situations), Assistant to the Athletic Director, Sports Information Director

**Student Affairs**  
- Vice President for Student Affairs, Director of Housing and Residential Life, Director of Health Services, Director of Student Activities;  
- Public Safety: All sworn personnel, dispatchers  
- Associate Director of Residential Education, Hall Directors, Director of Counseling Services and other staff, International Student Affairs Director, Director of Events, Director of Wellness and Recreation Center

**Public Relations**  
- Director of Public Relations and/or Director of News Services
INCIDENT COMMAND POST

When a major emergency or disaster occurs or is imminent, the Vice President for Student Affairs, the University Police Chief, the Environmental Health and Safety Officer, and the Vice President for Finance and Administration will be responsible for setting up and staffing an appropriate Incident Command Post.

Field Incident Command Post
If the emergency involves only one (1) building or a small part of the campus, a University Police vehicle is to be placed as near to the emergency scene as is reasonably possible. If this site is unavailable, the Vice President for Student Affairs or University Chief of Police is to select an alternate location. At least one uniformed officer is to staff the command post at all times until the emergency ends. A small office with a desk, chairs, and a telephone may also be required near the scene.

Field Incident Command Post equipment will include (at minimum):

a. Barricades, barrier tape, and signs for the scene
b. Four (4) portable radios
c. Cellular telephone
d. Campus and local telephone directories to include yellow pages
e. Updated campus housing rosters
f. General office essentials (pens, pencils, paper, markers, etc.)
g. Appropriate emergency lighting
h. Public address system
i. Laptop computer (with wireless internet access and other pertinent technology).
j. Television access
k. Personal Protection Equipment

General Incident Command Post
If the emergency involves a large part of the campus, the command post is to be set up in the Administration Building. If this site is unavailable, the Vice President for Student Affairs, or the University Chief of Police is to select an alternate location. At least one uniformed officer is to staff the command post at all times until the emergency situation ends. Most equipment required will be same as that for the Field Incident Command Post. The area should be large enough to comfortably hold up to ten (10) emergency staff members.
**Staging Area**
The Vice President for Student Affairs or the University Chief of Police may establish a staging area to accommodate auxiliary personnel, equipment, news media and other outside and local agencies assisting operations of the on-site incident resource team. A conference room with facilities for emergency teams or media crews, designed to accommodate multiple telephone and/or electrical outlets may be desirable.
WEATHER EVENT
EMERGENCY PROTOCOL

The intent of this document is to clearly define the procedures and protocol for snow and/ or ice events or other weather events that would present the possibility of a delay in the opening of the campus that would cause the delay or cancellation of the workday, classes or events. This procedure and protocol makes every attempt to clearly define areas of responsibility, accountability and authority for making any decision that would cause the delay or cancellation of the workday, classes or scheduled events.

Since the campus is a residential campus every effort will be made to have the campus ready for business and classes at the normally scheduled times. It shall be the sole responsibility of the Facilities Management Department to provide adequate staff and contractors necessary to make the campus safe from hazards for resident students and the arrival of other students, faculty, staff and visitors.

A. PENDING WEATHER EVENT

1. Upon the possibility of a pending weather event, including snow, ice or other weather conditions, it shall be the sole responsibility of the Executive Director of Facilities to notify the appropriate staff and contractors to be prepared to mobilize for the event.
2. The Executive Director of Facilities shall notify the Exec. Vice President for Finance and Univ. Treasurer and the Safety/Risk Manager of said conditions and the call to prepare to mobilize.
3. The Safety/Risk Manager shall notify the Vice President for Student Affairs of said preparations.
4. The Exec. Vice President for Finance and Univ. Treasurer shall notify the President and Provost of such preparations.
5. The Safety and Risk Manager shall call a meeting that shall include the Executive Director of Facilities, the Department of Public Safety, the University Events Coordinator, and other appropriate managers and staff for the purpose of establishing an emergency response plan for the pending weather event.

B. MOBILIZATION

1. It shall be the sole responsibility of the Executive Director of Facilities to notify appropriate staff and contractor(s) of the time and place of the mobilization.
2. The Safety/Risk Manager shall notify the Exec. Vice President for Finance and Univ. Treasurer and the Vice President of Student Affairs of the mobilization and emergency response plan.

3. The Exec. Vice President for Finance and Univ. Treasurer shall notify the President and Provost of said mobilization and response plan.

C. NOTIFICATION OF DELAY OR CANCELLATION

1. When conditions warrant the delay or cancellation of the workday, classes and events the Executive Director of Facilities, in consultation with staff, contractors and the Safety/Risk Manager, the Department of Public Safety and the University Events Coordinator, shall make a recommendation to the Exec. Vice President for Finance and Univ. Treasurer who shall notify the President and the Administrative Council.

2. The Exec. Vice President for Finance and Univ. Treasurer shall notify the President, Provost of the recommendation and determination.

3. The President/Provost shall make the final decision of the delay or cancellation of the workday, classes and events.

4. The Exec. Vice President for Finance and Univ. Treasurer shall notify the Vice President of Institutional Advancement of the delay or cancellation of the workday, classes and events.

5. The Vice President for Institutional Advancement shall ensure that the appropriate and proper notification is communicated to students, staff, faculty and the appropriate news media.

D. STATE OF EMERGENCY DECLARATION

In the event that the Governor of the State of Delaware declares a State of Emergency, the University shall comply with such declaration. The Notification of Delay or Cancellation sequence as outlined in Section C. above shall be applied for the notification of the appropriate University officials, students, staff and faculty.
SEVERE WEATHER EMERGENCIES

Natural disasters can create emergency conditions which vary widely in scope, urgency, and in degree of damage and destruction. Upon receipt of early warning information the University Police dispatcher will notify on-duty police personnel and will notify the Vice President for Student Affairs and the University Chief of Police. After the initial evaluation has been made, other members of the Campus Incident Management Team will be notified.

As a severe weather condition approaches the Dover, Delaware region, frequent updates will be received by the University Police Department. This updated information will be transmitted to essential University personnel to allow the maximum amount of time to prepare and make decisions affecting the operation of the University. All hurricanes will be tracked and their positions plotted on a hurricane plotting map which will provide information as to the storm’s latitude, longitude, wind speeds, as well as the direction and speed of the storm. The map will be kept in the University Police Department unless a command center is established.

The Campus Incident Management Team will make every reasonable effort to secure and safeguard University property, but safeguarding of life will be the overriding consideration.

General storm related definitions:

**Tropical Disturbance**: A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more.

**Tropical Depression**: Rotary circulation at the surface and the highest constant wind speed is 38 miles per hour.

**Tropical Storm**: Distinct rotary circulation, constant wind speed ranges from 39 to 73 mph.

**Hurricane**: Pronounced rotary circulation, constant wind speed of 74 mph or more.

**Storm Warnings**: May be issued when winds of 55 to 73 mph are expected.

**Hurricane Watch**: Issued for a coastal area when there is a threat of hurricane conditions within 24 to 36 hours.

**Hurricane Warning**: Issued when hurricane conditions are expected in a specified coastal area in 24 hours or less. Hurricane conditions include winds of 74 mph or more and/or dangerously
high tides and waves. Action for the protection of life and property should begin immediately when the warning is issued.

**Flash Flood Watch**: Issued when a flash flood is possible in the area; stay alert.

**Flash Flood Warning**: Issued when a flash flood is imminent; take necessary precautions immediately.

**Tornado Watch**: Issued when tornadoes are expected to develop.

**Tornado Warning**: Issued when a tornado has actually been sighted. Danger signs include thunder, lightning, heavy rains, strong winds, hail, a "roaring" noise and a dark, spinning "funnel" from the sky to the ground.

**Winter Storm Watch**: Issued when winter weather conditions may affect the area (freezing rain, sleet, or heavy snow) may occur separately or in combination.

**Winter Storm Warning**: Severe winter weather is imminent.

**Heavy Snow Warning**: A snowfall of at least 4 inches in 12 hours or 6 inches in 24 hours is expected.

**Blizzard**: Considerable falling and/or blowing snow and sustained winds of at least 35 mph expected to last for several hours.

**General Guidelines for Action:**

1. When a "watch" is issued:
   a. Be alert to the latest weather updates issued by the University’s Safety/Risk Manager.
   b. University vehicles should be fully fueled.
   c. Residence hall directors and R/A staff should be placed on alert and instructed in what their role will be in disseminating information to resident students and in taking precautionary measures.
   d. Off-duty emergency personnel should be put on alert and advised that their services may be required.
   e. Food service should be placed on alert so they may begin to plan for meals of cold food should the campus lose power.
   f. Facilities maintenance personnel should periodically inventory necessary items and equipment (fuel reserve, chain saws, batteries, flashlights, plywood, masking tape, etc.). Personnel should plan to begin taping or boarding large windows to prevent shattering. Secure loose material outdoors.
   g. Health Services should be placed on alert so they may inventory medical supplies.
   h. ITS and Telecommunications staff should be put on alert and begin to plan for 24 hour switchboard coverage.
   i. Central Receiving should inventory necessary items and remain available for dispensing those items upon request.
2. When a "warning" is issued:
   a. All plans begun during "watch" stage are to be implemented.
   b. Members of Campus Incident Management Team are to be notified.
   c. Students and staff are to be instructed:
      1. Close and lock windows.
      2. Curtains and shades should be fully drawn.
      3. Remain indoors and seek shelter:
         a. Interior hallway on lowest floor is best location.
         b. Avoid auditoriums, gymnasium, and other structures with wide, free-span roofs if
            the warning regards a tornado.
   4. Stock up on supply of fresh water.
   5. Restrict telephone use to emergencies.
   6. Report any injury or hazardous condition to the University Police Department.

3. Earthquake (tremors)
   a. **Remain calm.** If indoors, seek refuge in a doorway or under desks or tables. Stay away
      from shelves, glass windows, and heavy equipment. If outdoors, move quickly away
      from buildings, utility poles and other structures. Remember, utility lines should always
      be treated as if they are "hot" or energized.

4. Tornado

**Tornado Watch has been issued in an area near building:**
- Monitor Emergency Alert Stations (see Media/ Emergency Alert Stations section) on battery-
  operated radio or NOAA Weather Stations (National Weather Service, Weather Channel).
- Bring all persons inside building(s).
- Close windows and blinds.
- Review location of safe areas. Tornado safe areas are in basements, in an inner room on the
  lowest floor, in hallways, and away from windows and large rooms.

**Tornado Warning has been issued or tornado has been spotted in nearby area:**
- Move employees and guests to safe areas, away from windows and large rooms.
- Contact Facilities Management at x6231 to shut off gas.
- Seek shelter in a basement or other below-ground evacuation locations. In a multistory
  building, seek shelter in an interior hallway or a lower floor.
- Stay away from outside walls, exterior doors and glass windows or partitions.
- If you are in a vehicle, seek shelter in a nearby, well-built structure. If you cannot find shelter
  nearby, seek out a ditch or ravine, which can offer some protection. Lay prone, face down,
  with your hands covering your head.
Supervisors should account for employees and guests.

Ensure that all persons are under sturdy furniture and use arms to protect head.

Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.

If building has been damaged, assemble crisis team to assess damage, administer first aid and order evacuation, if necessary.

5. Hurricane

A HURRICANE WATCH issued for your part of the coast indicates the possibility that you could experience coastal storm or hurricane conditions within 36 hours. This watch should trigger the University’s disaster plan, and protective measures should be initiated—especially those actions that require extra time such as securing motor vehicles, machinery, equipment, as well as facilities. Objects that are outside should be brought inside whenever possible since they can become deadly flying objects upon the arrival of a hurricane/storm. University Facilities, Dining Services, Housing, Public Safety and Health Services should begin preparations to continue providing services (to the extent possible) during a hurricane/storm.

A COASTAL FLOOD WARNING issued for your part of the coast indicates that moderate or severe coastal flooding is occurring, is imminent, or is expected within the next 12 hours.

A HURRICANE WARNING is issued when sustained winds of at least 74 mph are expected within 24 hours. Once this warning has been issued, your family should be in the process of completing protective actions and deciding the safest location to be during the storm.

Listen to Your Emergency Alert System (EAS)

Radio Stations:
New Castle County: WSTW (93.7 FM); WDEL (1150 AM)
Kent County: WDSD (92.9 FM); WDOV (1410 AM)
Sussex County: WZBH (93.5 FM); WSSR (900 AM)
Statewide Traffic Information: WTMC (1380 AM)

For More Information:
Delaware Emergency Management Agency (DEMA)
302-659-3362; in-state toll free: 877-729-3362
www.state.de.us/dema

Local Emergency Management Offices
New Castle County: 302-573-2855
Kent County: 302-736-2222
Sussex County: 302-855-7801
Wilmington: 302-571-4430

6. All departments:
a. All file folders should be put in the proper file drawers and all file drawers closed and locked when possible.
b. All documents, papers and work in process should be placed in desk drawers and desk should be locked when possible.
c. All personal computers, desk-top calculators, typewriters, and other office equipment will be unplugged, covered and moved away from windows.
d. Windows are to be left closed, locked and shades or curtains fully drawn.
e. Provide for security of undeposited checks and any cash on hand.

Severe Weather Closings or Late Openings

**Emergencies Due to Extreme Weather and Other Factors may result in the University closing or opening at a later time.** Inclement weather, a natural or man-made disaster, the outbreak of pandemic illnesses and/or any other unforeseen circumstances may disrupt the administrative/academic operations at Delaware State University. Its severity and duration may vary. A decision to close or delay the opening of administrative offices/academic units and functions due to an emergency shall be made by the President of the University or his/her designee.

Academic and Administrative Unit heads must establish an emergency contingency plan to address the needs of on-going research projects at DSU during an emergency/closure. The University Essential Employee Policy will go into effect in order to ensure that the basic functions of the University go uninterrupted.
EVACUATION PROCEDURES

1. Building Evacuation
   a. Building evacuations will occur, when an alarm sounds and/or upon notification by the University Police or building coordinator(s).
   b. When the building evacuation alarm sounds, leave by the nearest marked exit and alert others to do the same.
   c. Assist the handicapped in exiting the building!*
   d. Do not use elevators.
   e. Once outside, proceed to a clear area that is at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
   f. Do not return to an evacuated building unless told to do so by a University official.

   IMPORTANT: After any evacuation, report to your designated campus assembly point as directed by the University Police. Stay there until an accurate HEADCOUNT is taken. The University Police may assist in the accounting for all building occupants if staff is available. DO NOT LEAVE CAMPUS UNTIL THIS IS DONE.

* Some of the basics of evacuating disabled persons include:

1. Develop buddy systems between able and disabled employees in order to share the responsibility for assisting them across a broader group than just a single Fire Warden.
2. NEVER try to forcibly move a disabled person if you are not trained. Severe injury to you and the disabled person can result.
3. ASK a disabled person how you can assist them. They are the best experts on their condition and limitations and can provide the best information on how you can help without hurting.
4. NEVER try to forcibly lead a blind or visually impaired person. Ask them if they would like to take hold of your arm or shoulder and have you lead them. If you do, it is important to clearly communicate verbal warnings of debris and obstacles in your path as well as distances.
5. ALWAYS make sure your emergency or evacuation plan for disabled persons includes procedures for casual visitors in addition to staff. Casual visitors can include customers, clients, visiting co-workers from other locations or any disabled person who is not routinely familiar with your facility and its layout.
6. COMMUNICATE! In many emergency situations vital instructions are relayed via a building’s public address system. Those instructions may include special information to use alternate exits, to shelter in place or to assembling in a certain area. Make sure these aural instructions are shared with the deaf or hearing impaired. If you do not know sign language then keep pen and paper handy so instructions can be communicated to them.

7. NEVER attempt to evacuate disabled persons via an elevator. While most modern fire alarm systems today will automatically shut down a building’s elevator system, this may not be the case in every building. In some cases, a building’s emergency plan may in fact designate an elevator lobby area as the Disabled Marshalling Area (DMA). In some scenarios fire-responder fire/rescue personnel may override the elevator cut-off to evacuate the disabled but only after making a professional assessment that the danger (usually fire) does not threaten that particular elevator shaft. Only a trained professional first responder can make this determination.

2. Campus Evacuation
   a. Evacuation of all or part of the campus grounds will be announced by the Campus Police Department.
   b. All persons (students, faculty, staff and visitors) are to immediately vacate the site in question and relocate to another part of the campus grounds as directed.
   c. University Police will carry out the evacuation of the entire campus, if necessary, with the assistance of other emergency personnel.
CIVIL DISTURBANCE OR DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists:

- INTERFERENCE with the normal operations of the University.
- PREVENTION of access to office, buildings or other University facilities.
- THREAT of physical harm to persons or damage to University facilities.

If any of these conditions exist, University Police and the Vice President for Student Affairs should be notified and will be responsible for contacting and informing the President and University officials. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

1. **Peaceful, Non-Obstructive Demonstrations**
   Generally, demonstrations of this kind should not be interrupted. Efforts should be made to conduct University business as normally as possible.

2. **Non-Violent, Disruptive Demonstrations**
   If a demonstration blocks access to University facilities or interferes with the operation of the University:
   a. The Vice President for Student Affairs or designee will ask the demonstrators to discontinue the disruptive activity.
   b. If the demonstrators persist in the disruptive activity, they will be told that failure to discontinue the specified action by a certain time may result in disciplinary action. This could include suspension or expulsion or possible intervention by civil authorities (see Attachment A, page 45). Except in extreme emergencies the President will be consulted before such disciplinary actions are taken.
   c. It may be important to positively identify demonstrators for future disciplinary action.
   d. The Vice President for Student Affairs will consult with the President and the Campus Police Chief to determine whether civil authorities will be needed.
   e. The demonstrators should be informed if the University Police are going to intervene. Upon arrival the University Police will warn demonstrators of intention to arrest (see Attachment B, page 46).
   f. Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media inquiries about the disturbance/demonstration.

3. **Violent, Disruptive Demonstration**
In the event that a violent demonstration in which injury to persons or damage to property occurs or appears imminent, the University President and Vice President for Student Affairs will be notified:

**During Business Hours**

a. In coordination with the Vice President for Student Affairs, University Police will contact the appropriate personnel and mutual aid as needed.
b. If advisable, the Vice President for Student Affairs will contact a photographer to report to an appropriate location for photographing the demonstrators.
c. The President, in consultation with the Vice President for Student Affairs and the Campus Police Chief, will determine the possible need for an injunction.
d. University Police will provide all coordination of communications for the administration and any assisting agencies.

**After Business Hours**

a. University Police should be immediately notified of the disturbance.
b. University Police will investigate the disruption and report to the University Police Chief and Vice President for Student Affairs.
c. The Vice President for Student Affairs will:
   1. Report the circumstances to the President.
   2. Notify key administrators and if appropriate the administrator responsible for the building area.
   3. Notify University Public Relations.
   4. Assure a photographer has been obtained to document the incident.

NOTE: The University Police Chief reserves the right to request mutual-aid assistance and departmental emergency activation without counsel from administration, if the situation is deemed to be a serious threat to the safety of persons involved.

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media inquiries about the disturbance/demonstration.
ATTACHMENT A
Directive to Immediately Terminate Demonstration

(Identify Self)

This assembly and the conduct of each participant are seriously disrupting the operations of the University and are in clear violation of the rule of the University. You have previously been called upon to disperse and terminate this demonstration. Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order - including calling for police intervention. Any student who continues to participate in this demonstration is subject to possible arrest and may also be subject to suspension.
ATTACHMENT B
Directive to Immediately Terminate Demonstration with Police Intervention.

(Identify Self)

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of the University each of you is hereby suspended, subject to later review.

The Police will now disperse this assembly. Those who fail to leave immediately will be subject to arrest.
CHEMICAL OR RADIATION SPILLS

Very Important: If you come in contact with the spilled material, immediately remove any contaminated clothing and flush all areas of contact with copious amounts of water, with the exception of chemicals that react with water.

1. Any spillage of a hazardous chemical or radioactive material should be reported immediately to the University Police Department at x7911. University Police will be responsible for contacting the Local Fire Department and the Environmental Health and Safety Coordinator.

2. When reporting, be specific about the nature of the involved material and exact location. (University Police will contact the necessary specialized authorities and medical personnel).

3. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of the University Police.

4. Anyone who may be contaminated by the spill should avoid physical contact with others. Remain in the vicinity and give your name to the University Police. Required first aid and cleanup by specialized authorities should be started at once.

5. If a fire or toxic emergency exists, activate the building Fire Alarm.

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

7. ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.

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

9. If requested, assist emergency crews as necessary.

10. An Incident Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

11. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a designated University official.

IMPORTANT: After any evacuation, report to your designated University area assembly point. Stay there until an accurate HEADCOUNT is taken. The Incident Coordinator(s) will take attendance and assist in the accounting for all building occupants.

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media that inquires about the situation.
HAZARDOUS ODORS OR LEAKS

Report Any **ODOR or Hazardous Gas Leak** on campus to the University Police Department at **x7911 or 302-857-7911 off campus** and be prepared to provide the following information:

1. Your name  
2. Building name  
3. Nature of the incident  
4. Floor or area affected  
5. Room number  
6. Type of incident  
7. The name of the chemical or gas if known

**Suspicious Odors or Leaks**
If you detect any suspicious odors, including natural gas, dial **x7911** or **302-857-7911 off campus** and report it to the University Police.

**IN THE EVENT OF GAS LEAKS OR VISIBLE FIRE FROM GAS CYLINDERS OR PIPING:**
Call University Police on-campus at **x4444 or 302-857-7911 off-campus**.

Be prepared to do the following:
- Follow the Police dispatcher’s instructions.
- If it is an explosive gas (i.e., natural gas), DO NOT use or activate items that can generate a spark in the general vicinity. Light switches, fire alarm pull stations, phones, elevators, etc., are all sources that can initiate a spark.
- Confine any fire or fumes (close off any doors to the affected area). This will help limit the impact of the leak or fire.
- Notify others in the immediate vicinity, if you can do so safely and evacuate the area and move to designated safe area at least 500 feet away from affected building.
BOMB THREATS

1. Reporting A Bomb Threat (or related type of threat)

Anyone receiving a bomb threat call or written bomb threat should immediately notify:

- University Police x/7911 or 302-857-7911
- Immediate Supervisor

Anyone receiving a bomb threat call should attempt to keep the caller on the line as long as possible, asking the questions listed on the bomb threat checklist (page 52) and recording the answers and other data called for.

Additionally, anyone receiving a bomb threat or any threat should follow these steps:

- When the caller hangs up, the person receiving the call should not hang up. They should wait to get a dial tone then dial ###1. This will assist the Telecommunications Office/Verizon to trace the origin of the call.
- Call Public Safety at x7911 on campus.
- Contact the Vice President for Student Affairs at x6300.

2. University Police

The senior police officer on duty shall be responsible for:

a. Assessing the credibility of the threat and taking immediate necessary action.
b. Contacting Local Fire Department by dialing 911.
c. Notifying the Campus Police Chief and Vice President for Student Affairs.
d. Notifying the Executive Director of Facilities and Planning.
e. Staffing the control point (normally the University Police Department).
f. Directing the search.
g. Limiting access to buildings under search to authorized persons only.
h. Assisting in the search coordination of the building with:
   - Maintenance
   - Housing Staff
   - Administrative Personnel
   - Instructional Personnel
   - Other Staff
   - Outside Assistance Teams: Police, Fire, etc.
i. Screening calls from search teams and maintaining records of areas searched.
j. Proper safeguarding and protection of suspicious objects until the arrival of bomb disposal personnel.

3. **Chief of Police and Vice President for Student Affairs**
   The University Police Chief and the Vice President for Student Affairs will be responsible for:
   a. Assuming tactical command of bomb search operations, advising the President of each step in the process.
   b. Notifying the President's Office.
   c. Contacting Campus Police Department x7911.
   d. Contacting State Police Emergency Services Unit at 911 if a device or suspicious object is found.
   e. Contacting additional police staff if needed.
   f. Contacting University Public Relations.

4. **General Safety Considerations**
   a. A bomb or incendiary device can take almost any form and can be initiated in a wide variety of ways. Therefore, under **NO CIRCUMSTANCES** should a suspicious object be touched or removed. People should be removed away from the bomb, not vice versa.
   b. Communication in any area where a bomb may be present will be by telephone to prevent detonation by radio frequency.
   c. During the evacuation phase, doors and windows should be opened to dissipate the energy of a potential explosion.
   d. In the event of an explosion, all follow-up activity will be taken with great caution for the possible existence of a secondary device.

5. **Facilities Management (On as needed basis)**
   Facilities Management shall be responsible for:
   a. Supplying additional lighting if needed.
   b. Shutting down utilities as needed.

6. **Housing (On as needed basis)**
   Housing shall assist:
   a. In searches of housing areas.
   b. Controlling access to buildings under search.

7. **Faculty (On as needed basis)**
   Faculty conducting a class will be alerted to the existence of a bomb threat by a prepared note (page 53). The instructor will then proceed with class, moving about and conducting a visual search of the room, being alert for any strange or suspicious object(s) and report such items to the University Police. This procedure will be presented to current and future faculty members by the Division of Academic Affairs.
8. **Other DSU Personnel (On as needed basis)**
Upon being informed of a bomb threat, exiting employees shall conduct a visual search of their immediate areas, being alert for any strange or suspicious object(s) and report such items to the University Police.

This procedure will be presented to current and future employees by the appropriate deans, directors and other supervisors.

9. **Evacuation**
The decision to evacuate a building will be made by the President or senior available administrator. The President's decision will be made in light of several factors, among them:

   a. the recommendation of the Campus Police Chief and/or Vice President for Student Affairs;
   b. the credibility of the bomb threat;
   c. the recent history of bomb threats;
   d. the current social/political climate, and
   e. general public safety considerations.

   If evacuation is chosen, an announcement (in cooperation with IT as appropriate) will be made in each area stating that “there is a potentially serious electrical problem in the building and that the building must be closed.” Occupants will be asked to proceed to the nearest exit, taking their personal belongings with them (if appropriate). Appropriate personnel will be posted if deviation from standard exit routes is necessary. Personnel conducting the evacuation should behave in a calm and assured manner so as not to promote panic.

10. **Assembly Points**
    If groups of people need to be relocated temporarily, the parlors in the MLK Student Center and the University Gymnasium may be used as the assembly points.

**Suspicious Packages and Letters**
Suspicious characteristics to look for include:

   - An unusual or unknown place of origin.
   - No return address.
   - An excessive amount of postage.
   - Abnormal or unusual size.
   - Oily stain on the package.
   - Wires or strings protruding from or attached to an item.
   - Incorrect spelling on a package label.
   - Differing return address and postmark.
   - Peculiar odor (many explosives smell like shoe polish or almonds).
   - Unusual weight.
   - Uneven balance or shape.
   - Springiness in the top, bottom, or sides.

**Things You Must NOT Do**

   - Never touch or move a suspicious package or letter.
   - Never cut tape, strings or other wrappings on a suspicious package.
Never immerse a suspicious letter or package in water.

**Bomb Threat Check List**
(Please keep this near your telephone)

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

**Exact Wording of the Threat:**

Sex of caller: _______ Race: _____________

Age: _______ Length of call: _____________

Number at which call is received: ___________

Time: _______ Date: ________________

**Caller’s Voice:**

___ Calm
___ Angry
___ Excited
___ Slow
___ Rapid
___ Soft
___ Loud
___ Laughter
___ Crying

___ Nasal
___ Stutter
___ Lisp
___ Raspy
___ Deep
___ Ragged
___ Clearing throat
___ Deep breathing
___ Cracking voice

___ Normal
___ Distinct
___ Slurred
___ Disguised
___ Distinct
___ Accent
___ Slurred
___ Familiar

If voice is familiar, who did it sound like?

___ Street noises ___ Factory
___ Crockery ___ machinery
___ Voices ___ Clear
___ PA System ___ Static
___ Music ___ Local
___ House noises ___ Long distance
___ Motor ___ Other
___ Office ___ machinery

**Background Sounds:**

___ Well spoken ___ Incoherent
___ Foul ___ Taped
___ Irrational ___ Message read by threat maker

**Threat Language:**

___ Normal ___ Disguised
___ Distinct ___ Accent
___ Slurred ___ Familiar

**Remarks:**

Report call immediately to Campus Police at x4444. Do not hang up the phone after the call. Wait to hear a dial tone and then dial ###1.

Phone Number: _______________________

Date: ________________

Name: _______________________

Position: _______________________

Phone Number: _______________________

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SAMPLE STATEMENT TO FACULTY DURING LOW-CREDIBILITY BOMB SEARCH

PLEASE READ CAREFULLY

THERE IS A LOW-CREDIBILITY BOMB THREAT, PLEASE CONTINUE TO CONDUCT YOUR CLASS, MOVING ABOUT THE ROOM AND BEING ALERT FOR ANY STRANGE, OUT-OF-PLACE OR SUSPICIOUS OBJECTS.

IF YOU SEE ANYTHING SUSPICIOUS, DO NOT TOUCH IT. DISMISS YOUR CLASS, ASKING THE STUDENTS TO REMOVE THEIR PERSONAL BELONGINGS. LEAVE DOORS AND WINDOWS OPEN. GET TO ASSIGNED SAFE AREA (AT LEAST 500 FEET AWAY FROM BUILDING) AND NOTIFY THE UNIVERSITY POLICE OF WHAT YOU HAVE OBSERVED.

IF YOU ARE NOT COMFORTABLE HELPING IN THIS PROCESS, YOU MAY DISMISS YOUR CLASS AND LEAVE THE BUILDING.

Thank You,

DSU Department of Public Safety
FIRE EMERGENCY

In an Emergency:  
From campus phones dial:  x7911  
From off campus phones dial:  302-857-7911 or 911

1. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information is available through the Environmental Health and Safety Office.

2. If a minor fire appears controllable, **immediately** contact the fire department and University Police. Then promptly direct the charge of a fire extinguisher toward the base of the flame with a sweeping motion.

3. If an emergency exists, activate the building alarm. The alarm will directly report the fire to the fire department.

4. On large fires that do not appear controllable, **immediately** pull the fire alarm. Then evacuate all rooms, closing all doors and windows to confine the fire and reduce oxygen - **Do Not Lock Doors!**

5. When the building evacuation alarm is sounded, walk quickly to the nearest marked exit and alert others to do the same.

6. **Assist The Handicapped In Exiting The Building! Do Not Use The Elevators During A Fire.** Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

7. Once outside, move to a clear area at least 500 feet away from the affected building as directed by the University Police and/or Local Fire Department. Keep streets, fire lanes, fire hydrants, and walkways clear for emergency vehicles and crews.

8. If requested, assist Emergency Crews as necessary.

9. An Incident Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

10. **Do not return to an evacuated building** unless told to do so by a designated University Official.

**NOTE:** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window; stay near the floor where the air will be less toxic. Shout at intervals to alert emergency crews of your location. **Do Not Panic!**
IMPORTANT: After an evacuation, report to your designated campus area assembly point. Stay there until an accurate HEADCOUNT is taken. The Incident Coordinators will take attendance and assist in the accounting for all building occupants.

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him to deal with any media inquiries about the situation.
UTILITY FAILURE

1. In the event of a major utility failure occurring during regular working hours (8:30 a.m. through 5:00 p.m., Monday through Friday), immediately notify the University Police at x7911 and Facilities Management at x6231.

2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or on holidays, notify University Police.

3. If an emergency exists, activate the building fire alarm.

4. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists.

5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE.**

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

7. If requested, assist Emergency Crews as necessary.

8. An Incident Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a designated University official.

**Additional Information and Procedures:**
Always observe steps "1" and "2" above whenever the following utility emergencies arise:

**Electrical/Light Failure:** Emergency lighting systems should provide sufficient illumination to exit buildings in an orderly manner.

**Elevator Failure:** If you are trapped in the elevator, use the emergency phone to directly notify University Police. If the elevator does not have an emergency phone, turn on the emergency alarm to signal for help. Both are located on the elevator’s front panel.

**Plumbing Failure/Flooding:** Cease using all electrical equipment. Notify University Police. If necessary, vacate the area.

**Gas Leak:** Cease all operations. **DO NOT SWITCH ON/OFF LIGHTS OR ANY ELECTRICAL EQUIPMENT.** Remember electrical arcing can trigger an explosion! Notify University Police AT A PHONE AWAY FROM THE GAS LEAK AREA!

**Steam Line Failure:** Immediately notify the University Police (x7911) or Facilities (x6231). If necessary, vacate the area.
**Ventilation Problem:** If smoke odors come from the ventilation system, immediately notify the University Police (x7911) or Facilities (x6231). If necessary, cease all operations and vacate the area.

**Emergency Shutdown Procedures:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Appropriate Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>GAS:</td>
<td>Locate main Gas Meter outside building</td>
</tr>
<tr>
<td></td>
<td>Shut off gas valve</td>
</tr>
<tr>
<td></td>
<td>Isolate supply</td>
</tr>
<tr>
<td></td>
<td>Evaluate situation further</td>
</tr>
<tr>
<td>ELECTRICAL:</td>
<td>Locate Main Electrical Breaker Switch</td>
</tr>
<tr>
<td></td>
<td>Shut off Breaker</td>
</tr>
<tr>
<td></td>
<td>Evaluate situation further</td>
</tr>
<tr>
<td>WATER:</td>
<td>Locate Main Water Supply</td>
</tr>
<tr>
<td></td>
<td>Shut off water supply valve</td>
</tr>
<tr>
<td></td>
<td>Evaluate situation</td>
</tr>
<tr>
<td>OTHER:</td>
<td>Assess Overall Master Plan</td>
</tr>
</tbody>
</table>
VIOLENT OR CRIMINAL BEHAVIOR

In an Emergency, call x7911.

The Campus Police Department is located in the Public Safety Building. They provide you with 24 hour help and protection. This service is provided seven (7) days a week on a year round basis.

In an Emergency:
From campus phones dial x7911
From off campus phones dial 302-857-7911 or 911

1. Everyone is asked to assist in making the campus a safer place by being alert to suspicious individuals and situations and promptly reporting them. Avoid Risks.

2. If you are a victim or a witness to any on campus offense, or if you observe a suspicious person on campus, promptly notify University Police and report the incident, including the following:
   a. nature of the incident;
   b. location of the incident;
   c. description of person(s) involved and
   d. description of property involved.

3. Assist the University Police Officers when they arrive by supplying them with all additional information and ask others to cooperate.

4. Should gunfire or discharged explosives create a hazard on campus, you should take cover immediately. After the disturbance, seek emergency first aid if necessary.

5. Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media that inquiries about the situation.
ACTIVE SHOOTER EMERGENCY

In an Emergency:
From campus phones dial x7911
From off campus phones dial 302-857-7911 or 911

When a suspect(s) barricades himself/herself in a particular location, moves about within a building, or in an outdoor situation where a suspect(s) is actively discharging a firearm at campus community members and/or randomly firing into an area where it is reasonably expected that persons could be struck by the suspect(s) fire. These situations leave little or no time for individuals to react and require first arriving law enforcement units to take immediate action to end the danger.

Procedures
1. If it is possible to do so safely, exit the building immediately when you become aware of an incident by moving away from the path of danger or sounds of gunfire and take the following steps:
   a. Evacuate to a safe area away from danger and take protective cover until emergency responders arrive.
   b. Call 302-857-7911 and provide the following information:
      (a) Your name
      (b) Location of the incident (be specific)
      (c) Number of suspects
      (d) Description of suspects
      (e) Your exact location
      (f) Any injuries to anyone
   c. Individuals not immediately impacted by the situation are to take protective cover and stay away from windows and doors until notified otherwise.

2. If you are directly involved in the incident and exiting your residence hall (or any other building) is not possible, the following actions are recommended:
   a. Go immediately to your room or the nearest room.
      (a) Close and lock the door
      (b) Turn off the lights
      (c) Seek protective cover
      (d) Stay away from doors and windows
      (e) KEEP QUIET and act as if no one is in the room
      (f) Do not answer the door
b. **Call 302-857-7911** and provide the following information if it is safe to do so:
   (a) Your name  
   (b) Location of the incident (be specific)  
   (c) Number of suspects  
   (d) Description of suspects  
   (e) Your exact location  
   (f) Any injuries to anyone

c. Wait for Police to assist you out of the building.

In the event of an active shooter on campus, the University Police Department policy is to immediately attempt to make contact with and stop the shooter. The responding officer’s priorities are to:

- Stop the Active Shooter;  
- Rescue Victims;  
- Provide Medical Assistance and  
- Investigate.

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media inquiries about the situation.
HOSTAGE SITUATIONS

1. What To Do If Taken Hostage:
   a. Be patient. Time is on your side. Avoid drastic actions.
   b. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is in a highly emotional state of mind. Don't make mistakes which could harm your well being.
   c. Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
   d. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
   e. Be observant. You may be released or may escape. The personal safety of others may depend on your memory.
   f. Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications are needed by anyone, say so. Captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

2. If you are in a building where a hostage taking has occurred:
   a. If you are able to leave the area or the building without placing yourself in danger, take the closest exit and go to the nearest phone and call the Campus Police Department at x7911 or at 302-857-7911.
   b. If you are unable to leave the area of the building without placing yourself in danger, go to the nearest unused office, lock and barricade the door and phone Campus Police Department at x7911 or 302-857-7911.
   c. State clearly that you need immediate assistance. If you are not in immediate danger, don’t hang up until told to do so. Give your name, location, the nature of the problem and the people or area it involves.

3. After the hostage taking emergency has ended:
   a. Write down mental notes.
   b. Provide the names of witnesses to the police if possible.
   c. Get medical attention for anyone injured.
   d. Utilize the services of Critical Incident Stress professionals (e.g., Counseling).

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media inquiries about the situation.
EXPLOSION, AIRCRAFT DOWN (CRASH) ON-CAMPUS

In the event a mishap occurs such as an explosion or a downed aircraft (crash) on campus, take the following action:

1. Immediately take available cover anywhere that will provide protection against falling glass or debris. Then EVACUATE the building immediately.
2. After the initial effects of the explosion and/or fire, activate the building alarm if safe to do so and evacuate the building. CAUTION: If the alarm fails to go off, report the emergency by telephone if safe to do so once you have left the building.
3. When possible, notify the University Police Department. Give your name and describe the location and nature of the emergency.
4. If the building evacuation alarm is sounded or when told to leave by University officials, walk quickly to the nearest marked exit and ask others to do the same.
5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC!**
6. Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your area assembly points.
7. If requested, assist Emergency Crews as necessary.
8. An Incident Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
9. Campus roads will be closed to routine traffic as needed to allow access for emergency operations.
10. Area of incident will be cordoned off and secured by University Police to allow for emergency operations and to secure scene until appropriate investigations are completed.
11. Spectators are to be kept well clear of the area. The possibility of secondary explosions may exist.
12. The public should be advised not to touch items of debris found after the event. They should be instructed to notify the University Police of the location.
13. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a University official.

**IMPORTANT:** After any evacuation, report to your designated campus area assembly point. Stay there until an accurate HEADCOUNT is taken. The Incident Coordinators will take attendance and assist in the accounting for all building occupants.

Public Relations, specifically, the Director of News Services, should be kept in the information loop to enable him/her to deal with any media inquiries about the situation.
PSYCHOLOGICAL EMERGENCY/CRISIS

A psychological emergency is: a situation where there is an imminent risk of harm. It requires immediate response. It includes, but is not limited to: risk of suicide; risk of physical harm to others; states of serious impaired judgment in which an individual is endangered (e.g., self-injury or mutilation); and situations of risk to defenseless victims (e.g., sexual assault, or abuse).

A psychological crisis is: a situation when an individual is not threatening harm - but is experiencing acute disruption of psychological balance - and there is evidence of distress and functional impairment (e.g., extreme grief, moderate/severe anxiety and/or depression).

PSYCHOLOGICAL EMERGENCY PROCEDURES

Student/Faculty/Staff Action:
1. Never try to handle a situation you feel is dangerous on your own.
2. Notify the University Police Department of the situation, dial x7911.
3. Clearly state that you need immediate assistance, give your name, your location and the area involved.

University Police Action:
1. If the student has made a suicide attempt or gesture, call emergency services (911) immediately.
2. If the student has not made an attempt, but is having ideas, thinking and talking about committing suicide, call the DSU On-call Counselor (see on-call listing maintained at dispatch). Dial x4444 for the after-hours on-call counselor.
3. If the On-call Counselor cannot be reached, call the Delaware Crisis Intervention Service (Mobile Crisis) at 1-800-345-6785.
4. If none of the above can be reached contact Dover Behavioral Health System (DBHS) at (302) 741-0140. DBHS is a 24-hour, 7-Day per week facility. However, students must have medical insurance to be treated. DBHS is located at: 725 Horsepond Road, Dover, DE 19901
5. For students with medical insurance: Arrange transportation to DBHS.
6. For students without medical insurance: Arrange transportation to the Kent General Hospital Emergency Room.

**PSYCHOLOGICAL CRISIS PROCEDURES**

If the student is not threatening suicide but is experiencing extreme emotional distress (such as: grief, anxiety, or depression), ask them to call one of the numbers below:

- DSU Counseling Office (Mon-Fri, 8:30-4:30) 302-857-7381
- DSU On-call Counselor (after hours) x7911 or 302-857-6290
- Delaware CONTACT Lifeline 1-800-262-9800
- Dover Behavioral Health System (DBHS) 302-741-0140
- Delaware Crisis Intervention Service (DCIS) 1-800-345-6785
VIOLENCE IN THE WORKPLACE PREVENTION POLICY

The State of Delaware adopts a statewide zero tolerance policy for workplace violence. Therefore, except as may be required as a condition of employment:

1. No employee shall bring into any University site any weapon or dangerous instrument as defined herein.

2. No employee shall use, attempt to use, or threaten to use any such weapon or dangerous instrument at the University.

3. No employee shall cause or threaten to cause death or physical injury to any individual at the University.

Weapon means any firearm, including a BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife), including a switchblade or other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon.

Dangerous instrument means any instrument, article, or substance that, under the circumstances, is capable of causing death or serious physical injury.

Any weapon or dangerous instrument found at the University will be confiscated, and there is no reasonable expectation of privacy with respect to such items in the workplace.

Violation of the above reasonable work rules shall subject the employee to disciplinary action up to and including discharge.

Any employee who fears for their immediate personal safety or for the immediate safety of others should call the University Police Department at x7911.

Contact your supervisor for non-emergency situations.
Warning Signs of Potentially Violent Individuals

There is no exact method to predict when a person will become violent. One or more of these warning signs may be displayed before a person becomes violent but does not necessarily indicate that an individual will become violent. A display of these signs should trigger concern as they are usually exhibited by people experiencing problems:

- Irrational beliefs and ideas
- New or increased source of stress at home or work
- Verbal, nonverbal or written threats or intimidation
- Inability to take criticism
- Fascination with weaponry and/or acts of violence
- Feelings of being victimized
- Expressions of a plan to hurt himself or others
- Intoxication from alcohol or other substances
- Externalization of blame
- Expressions of hopelessness or heightened anxiety
- Unreciprocated romantic obsession
- Productivity and/or attendance problems
- Taking up much of supervisor’s time with behavior or performance problems
- Violence towards inanimate objects
- Fear reaction among co-workers/clients
- Stealing or sabotaging projects or equipment
- Drastic change in belief systems
- Lack of concern for the safety of others
- Displays of unwarranted anger

Recognizing Inappropriate Behavior

Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked, it can escalate to higher levels. Employees who exhibit the following behaviors should be reported and disciplined in accordance with University policy:

1. Unwelcome name-calling, obscene language, and other abusive behavior.
2. Intimidation through direct or veiled verbal threats.
3. Throwing objects in the workplace due to anger regardless of the size or type of object being thrown or whether a person is the target of a thrown object.
4. Physically touching another employee in an intimidating, malicious, or sexually harassing manner that includes such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing.
Personal Conduct to Help Minimize Escalation
When Confronted With a Violent Individual

DO

- Project calmness: move and speak slowly, quietly and confidently.
- Be an empathetic listener: encourage the person to talk and listen patiently.
- Focus your attention on the other person to let them know you are interested in what they have to say.
- Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.
- Acknowledge the person’s feeling. Indicate that you can see he/she is upset.
- Ask for small, specific favors such as asking the person to move to a quieter area.
- Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- Be reassuring and point out choices. Break big problems into smaller, more manageable problems.
- Accept criticism in a positive way. When a complaint might be true, use statements like, “You’re probably right” or “It was my fault.” If the criticism seems unwarranted, ask clarifying questions.
- Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.
- Arrange yourself so that a visitor cannot block your access to an exit.

DO NOT

- Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, and robotic behavior, going strictly by the rules or giving the run-around.
- Reject all of a client’s demands from the start.
• Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.

• Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.

• Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.

• Criticize or act impatiently toward the agitated individual.

• Attempt to bargain with a threatening individual.

• Try to make the situation seem less serious than it is.

• Make false statements or promises you cannot keep.

• Try to impart a lot of technical or complicated information when emotions are high.

• Take sides or agree with distortions.

• Invade the individual’s personal space. Make sure there is a space of 3’ to 6’ between you and the person.