

EMERGENCY PROCEDURES GUIDE



MARQUETTE
UNIVERSITY

Be The Difference.

EMERGENCY PROCEDURES GUIDE

This guide provides a quick reference for responding to emergencies on campus.

Please take a few moments to review this material and become familiar with what you should do for yourself and others in an emergency. Please remember that Marquette's Department of Public Safety responds to all campus emergencies.

The university maintains a Critical Incident Management Plan to address large-scale emergency situations, and various committees and departments have knowledge and training to manage crisis situations that may occur in the campus area.

Recipients of this guide should become familiar with its contents, and all new employees should be provided a copy during orientation. Additional copies of this guide are available from the Office of Environmental Health and Safety and the Office of Risk Management.

In some sections of the guide, informational blanks have been provided and should be filled in immediately. Once the blanks are filled in and the procedures have been reviewed, the guide should be kept in a readily accessible location, preferably near your telephone.

This document is not meant to cover every emergency situation that may arise. If you are unsure of what you need to do in your building, please contact the Department of Public Safety at 288-6800

Take note of any safety signs and evacuation routes that may be posted in buildings. In the event of an emergency, follow the instructions of supervisors and members of the crisis response teams.

PHONE NUMBERS

In ALL emergencies, dial 288-1911 for Public Safety emergency response.

NOTE: *Dialing 9-911 on a campus phone will connect you with the Milwaukee Police and Fire Emergency Management System. These agencies are not familiar with the specific campus layout. Dialing the Public Safety emergency line, 288-1911 (on campus x8-1911) will allow Public Safety officers to respond immediately; the Public Safety Department will call 911 for EMS activation and response coordination.*

The following numbers are provided for routine calls and non-emergency situations. Use of these numbers will provide a prompt response from the responsible department and keep the necessary lines free for emergencies. All calls to Public Safety are voice and TTY capable.

Department of Public Safety	288-6800	voice/TTY
Information Technology Help Desk.....	288-7799	
Facilities Services	288-7043	
Residence Life Facilities Staff.....	288-7208	
Environmental Health and Safety Concerns.....	288-8411	
Risk Management/Liability or Claim information.....	288-1552	



PERSONS WITH DISABILITIES:

Individuals with a disability should follow the same procedures. If you have questions or need further information, please call Public Safety at 288-6800.

Intro

Phone Numbers

CRIMINAL ACTIVITY or SUSPICIOUS ACTIVITY

On or Off Campus

If you observe a crime in progress or you observe behavior that you suspect is criminal, immediately notify the Department of Public Safety (x8-1911 or 288-1911 off campus). Please be prepared to provide as much of the following information as possible:

- WHAT is happening?
 - Are weapons involved?
- WHERE is it occurring?
- WHO is involved?
 - How many people are involved?
 - Describe, if possible, the height, hair color, facial features and clothing of those involved.
 - Describe the vehicles involved, if any, including: vehicle description (model, color, year) and license plate number.
- If vehicles are involved, WHERE are they headed? Cite direction.
- Has anyone been injured?

Do not approach or attempt to apprehend the person(s) involved. If possible, stay on the phone with the Public Safety dispatcher until officers arrive on the scene. You can provide additional information as it becomes available or as the situation changes.

SUSPICIOUS PACKAGE

If a suspicious package is received, notify Public Safety immediately at x8-1911 or 288-1911 off campus.

Tips for identifying suspicious packages:

- No return address
- Insufficient postage
- The addressee is not familiar with the name or address of the sender
- The addressee is not expecting a package
- Return address and postmark are not in the same geographic area
- Grease stains or discolored paper
- Strange odors
- Foreign Mail, Air Mail, or Special Delivery
- Restrictive markings such as confidential, personal, etc.
- Excessive postage
- Incorrect titles
- Titles but no names
- Misspelling common words
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or foil
- Excessive securing material such as masking tape or string
- Visual distractions
i.e.: brightly colored wrapping paper, bows, etc.

You can download a poster about suspicious packages to post in your office mailroom by going to: <http://www.fbi.gov/pressrel/pressrel01/mail3.pdf>.

BOMB THREATS

In most cases, bomb threats will be received by telephone. The person who receives the call should remain calm and obtain as much of the following information as possible. **Contact Public Safety immediately x8-1911.** You can do this by passing a note or attracting the attention of another staff member to make the call.

BOMB THREAT WORKSHEET

Note exact wording of the threat: _____

Date and time of the call: _____

Ask and record the answers to the following questions:

1. When will the bomb explode? _____
2. Where is the bomb? _____
3. Which building is it in? _____
4. Who is this? _____
5. What kind of bomb is it? _____
6. What does it look like? _____
7. Why are you doing this? _____

Note the following while on the line with the caller:

1. Background noise: traffic, music, voices
2. Caller's voice:

<input type="checkbox"/> calm	<input type="checkbox"/> loud	<input type="checkbox"/> nasal	<input type="checkbox"/> cracking
<input type="checkbox"/> angry	<input type="checkbox"/> profane	<input type="checkbox"/> stutter	<input type="checkbox"/> accent
<input type="checkbox"/> excited	<input type="checkbox"/> laughing	<input type="checkbox"/> lisp	<input type="checkbox"/> disguised
<input type="checkbox"/> slow	<input type="checkbox"/> sobbing	<input type="checkbox"/> incoherent	<input type="checkbox"/> male
<input type="checkbox"/> rapid	<input type="checkbox"/> distinct	<input type="checkbox"/> raspy	<input type="checkbox"/> female
<input type="checkbox"/> soft	<input type="checkbox"/> slurred	<input type="checkbox"/> deep	<input type="checkbox"/> familiar*

*If the voice was familiar, whom did it sound like? _____

Bomb Threats (continued)

The Public Safety Department will contact the Milwaukee Police Department and may ask persons familiar with the area to assist in identifying what should and should not be in the vicinity.

If a suspicious package or object is located, **DO NOT TOUCH IT**. Immediately notify Public Safety at x8-1911.

If a bomb threat is received via written communication, immediately notify Public Safety at x8-1911 (288-1911 off campus). Do not handle the communication more than is absolutely necessary and turn the document over to the responding officers. Try to determine the following information:

- Who found it?
- Who else was present?
- Where was it found or how was it delivered?
- When was it found or delivered?
- Who touched it?
- Have previous threats been received?

Bomb Threats

MEDICAL EMERGENCIES

1. Do not move a seriously injured person unless he/she is in a life-threatening situation.

NOTE: *If the victim must be moved, support the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless you are absolutely sure it is safe to do so.*

2. Call Public Safety immediately at x8-1911 (288-1911 off campus). Be prepared to give the following information:

- Where is the emergency?
- What happened?
- Information about the victim's condition
- Number of victims
- What is currently being done?

DO NOT hang up until instructed to do so by the dispatcher.

3. Stay with the victim until help arrives.

4. Perform rescue breathing and/or CPR to your level of training.

5. Stop severe bleeding with direct pressure.

6. Keep the victim warm.

7. Persons in your area who are trained in CPR should be listed below:

8. A first aid kit is located at _____
(enter location here)

Remember Universal Precautions: Protect yourself from blood and body fluids exposure.

FIRE

1. Upon discovering a fire, explosion or smoke in the building, activate the fire alarm system by pulling the nearest fire alarm.
2. Call Public Safety at x8-1911 (288-1911 off campus) and be prepared to provide:
 - Building name
 - Location of fire/smoke
 - Type of incident (chemicals present, ect.)
3. Do not use elevators during a fire emergency.
4. When a fire alarm sounds, evacuation is required. Walk, do not run, to the nearest stairway exit and proceed to the ground level. If a stairway contains smoke, use an alternate stairway exit. If possible, close doors and windows as you leave. ***The alarm may not sound continuously in your building.*** If the alarm stops, continue the evacuation and keep others from entering.
5. After exiting move at least 100 feet from the building, leaving the drives and walkways open for emergency personnel. Do not return to the building until directed to do so by Public Safety officers or fire department personnel. Persons with disabilities who are unable to move away from the building should request assistance from emergency personnel.
6. Notify firefighters on the scene if you suspect someone may be trapped inside the building.
7. Public Safety officers will work with the responding fire department personnel to provide access to any affected areas.
8. Report potential hazards or refer fire prevention questions to Marquette's Office of Environmental Health and Safety at x8-8411 (288-8411 off campus).

NOTE: Only trained personnel should use fire extinguishers. Your safety is more important than property damage. Individuals should leave the area and allow trained emergency personnel to extinguish fires.

CHEMICAL SPILLS (IMMEDIATE DANGER)

1. Activate the building's fire alarm system. If you have 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.***
2. Call Public Safety at x8-1911 (288-1911 off campus) and be prepared to:
 - Identify yourself and the nature of the emergency.
 - Identify the exact location of the emergency.
 - Identify any injuries or symptoms involved.
 - Identify all hazardous materials involved.
3. Evacuate the building and leave clear access for responding emergency personnel. Keep all persons exposed to any chemicals together to be medically cleared by responding personnel. No exposed persons should leave the area unless directed to a triage/decontamination area by Public Safety officers, police or fire department personnel.

Do not return to the area until instructed to do so by police or fire department personnel. Persons with disabilities should move at least 100 feet from the building and request assistance from emergency personnel if needed.
4. Obtain assistance for those injured or exposed (safety shower, medical attention, etc.). Areas of bodily contact should be rinsed for 15 minutes with copious amounts of water.
5. For situations that threaten fire or explosion, or spills in which hazardous vapors are present:
 - Evacuate the area and tell others to evacuate.
 - Close, but do not lock, doors behind you to isolate the area.
 - If you have time to do so safely, close fume hood sashes and post a sign to warn others not to enter the area.
 - Be available to advise emergency personnel when they arrive. *Someone responsible for the room or building should be present to provide details of the incident.*

CHEMICAL SPILLS (NOT IMMEDIATELY DANGEROUS TO LIFE OR HEALTH)

1. Attempt to confine the spill as much as possible **only if you have been trained and are thoroughly familiar with the hazards of the spilled chemical.** If you have contact with the spilled materials, immediately remove all contaminated clothing and flush all areas of bodily contact with copious amounts of water.

Chemical Spills (continued)

2. Call Public Safety at x8-1911 (288-1911 off campus) and be prepared to:
 - Identify yourself and the nature of the emergency.
 - Identify the exact location of the emergency.
 - Identify any injuries or symptoms involved and the identity of any hazardous materials involved if you know them.
3. Continue to rinse areas of bodily contact with copious amounts of water for 15 minutes.

HAZARDOUS ODORS OR LEAKS

REPORT ANY ODOR OR HAZARDOUS GAS LEAK TO THE DEPARTMENT OF PUBLIC SAFETY

Call Public Safety at x8-1911 (288-1911 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 x8-1911 (288-1911 off campus) and report it to Public Safety.

IN THE EVENT OF GAS LEAKS OR VISIBLE FIRE FROM GAS CYLINDERS OR PIPING:

Evacuate the area and call Public Safety at x8-1911 (288-1911 off campus).

Be prepared to do the following:

- Follow the Public Safety 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.

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Chemical Spills

Hazardous Odors or Leaks

Hazardous Odors or Leaks (continued)

EVACUATION:

- If it is necessary to evacuate the building, activate the building's fire alarm and leave the building. **NOTE:** *DO NOT activate the fire alarm if it is an explosive gas such as natural gas.*
- If it is an explosive gas, such as natural gas, exit lower or upper floors via the stairwell. Do not use an elevator.
- Notify others in the immediate vicinity and tell them to evacuate.
- Upon exiting the building, move a safe distance from the building (at least 100 feet away). Persons with disabilities should move as far as possible from the building and request assistance if needed.
- Remain upwind of any fumes.
- Leave adequate room for police and other emergency responders.
- Do not return to the building until it is cleared by Public Safety, police or fire department personnel.
- If you have information about the source of the odor or leak, report in person to any Public Safety, police or fire department personnel at the scene.



PERSONS WITH DISABILITIES

Individuals with a disability that prevents them from evacuating an affected floor or the building should go to an Area of Rescue (AOR). **DO NOT** go to an AOR close to the leak. If you cannot get to an AOR or if there is no AOR in your building, please follow the guidelines listed below.

- If you cannot exit the building without assistance, a staff person or a student should assist you in getting to a safe place. If this is not possible, call Public Safety immediately at x8-1911 (288-1911 off campus) and advise them of your location and follow their instructions.
- Proceed to a safe place away from the incident, such as a room near stairs.
- Go to a room with a phone and a window, if possible.
- Note the room number.
- Close the door.
- Call x8-1911 (288-1911 off campus). A Public Safety dispatcher will verify/confirm the room number.
- If there is no phone, close the door and go to the window.

The person assisting persons with disabilities should inform emergency personnel that a person with a disability is in the room.

UTILITY FAILURES

Report any utility failure to Public Safety at x8-6800 (288-6800 off campus). Facilities Services will be contacted.

Be prepared to provide the following information:

1. Your name
2. Phone number where you can be reached
3. Building name
4. Nature of the incident
5. Floor(s) or area affected
6. Room number

ELECTRICAL FAILURE

- Facilities Services personnel will assess the situation and determine the appropriate course of action.
- In the event of a significant power failure, the building's emergency generator will provide limited electricity to crucial areas of the building, inclusive of emergency lighting.
- Turn off all electrical equipment, including computers. Do not turn any electrical equipment on without the approval of your supervisor or the facility manager.
- Buildings with battery-powered emergency lighting will have a limited amount of emergency lighting. Evacuate the building when the emergency lighting comes on. This is especially important if there is limited or no natural lighting available along your exit path. DO NOT re-enter the building until all power has been restored.
- Be mindful that elevators will not function in a power failure. Use the stairs when evacuating the building.
- If you are trapped in an elevator, use the elevator's emergency phone to call Public Safety. If there is no emergency phone in the elevator, activate the elevator's emergency alarm button.

STEAM LEAKS

- If the steam leak is inside a building, evacuate the area and close the door behind you. Steam can cause severe burns and displace oxygen. Moisture from steam can conduct electricity.
- A steam leak may cause the building's fire alarm to sound. Evacuate the building immediately.

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Utility Failures (continued)

WATER LEAKS/FLOODING

- In the event of water leaks, try to contain the leakage in a container to minimize damage or safety hazards. If it is a significant water leak, avoid the areas where water has accumulated, and wait for help. Water makes an excellent conductor of electricity; thus, electric shock is a strong possibility.
- Immediately cease use of all electrical equipment.



PERSONS WITH DISABILITIES

In cases of a steam leak, exit the building immediately. You may use the elevators, but **DO NOT** travel past the location of the leak.

If you cannot determine if it is steam or smoke, go to an Area of Rescue (AOR). If there is no AOR in your building, please follow the guidelines listed below:

- If you cannot exit the building without assistance, a staff person or a student should assist you in getting to a safe place. If this is not possible, call Public Safety at x8-1911 and request assistance.
- Proceed to a safe place away from the incident, such as a room near stairs.
- Go to a room with a phone and a window.
- Note the room number.
- Close the door.
- Call x8-1911 (288-1911 off campus). A Public Safety dispatcher will verify/confirm the room number.
- If there is no phone, close the door and go to the window.

Anyone assisting persons with disabilities should inform emergency personnel of the person's location.

TORNADO OR SEVERE THUNDERSTORM

Familiarize yourself with the location of the nearest emergency shelter. Check with your facility manager or supervisor for the location of emergency shelters on campus.

Severe Thunderstorm Watch

This means conditions are right for a severe thunderstorm. You should continue with normal activities, but monitor the situation.

Severe Thunderstorm Warning

This means severe thunderstorms are occurring. Be prepared to move to a place of shelter if threatening weather approaches.

- Remain indoors and away from windows until the severe storm passes. If large hail begins to fall, seek immediate shelter.
- Report any injuries and damage to Public Safety by dialing x8-1911 (288-1911 off campus).
- Be prepared to give the following information:
 1. Your name
 2. Building name
 3. Type of injury or damage
 4. The location of any injured person(s) or building damage
 5. Room number you are calling from

Tornado Watch

This means conditions are right for a tornado. You should continue with normal activities, but monitor the situation.

Tornado Warning

This means that a tornado has been identified in the area. The emergency siren will sound a steady tone for three minutes or longer if there is danger in the immediate area.

Do the following:

- **SEEK IMMEDIATE SHELTER.** When warning sirens sound, seek shelter, preferably in a basement or below-ground evacuation location. In a multi-story building, seek shelter in an interior hallway or a lower floor.
- Stay away from outside walls, exterior doors and glass windows or partitions. **Do not open windows.**
- Basements and interior hallways or rooms on lower floors offer shelter.
- 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.

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Severe Weather (continued)

- After the all clear has been issued, leave damaged buildings, if it is safe to do so. Elevators may not work in damaged buildings.
- If you are surrounded by debris, be aware that removing some of it can cause other debris to shift. If it is not safe or possible to leave the area, stay there until assistance arrives.
- Do not attempt to return to a building unless directed to do so by Public Safety. Do not attempt to turn on or off any utilities.
- Report all injuries and damage to Public Safety at x8-1911 (288-1911 off campus).
- Be prepared to give the following information:
 1. Your name
 2. Building name
 3. Type of injury or damage
 4. The location of any injured person(s) or building damage
 5. Room number you are calling from



PERSONS WITH DISABILITIES

Individuals with a disability should follow the same procedures as noted above. If you have questions or need further information, please call Public Safety at x8-6800 (288-6800 off campus) for non-emergency inquiries or x8-1911 (288-1911 off campus) for emergencies.

CIVIL PROTESTS

Protests are a protected form of free speech when the people involved are on public property, such as the sidewalks, the protest does not disrupt the flow of pedestrian traffic or access to campus buildings. All protests or demonstrations are subject to review to protect the rights and safety of others and to prevent damage to property.

Notify Public Safety at x8-6800 (288-6800) of any protest or persons assembling so officers can monitor the situation and work with university officials responsible for implementing the campus demonstration protocol.

CAMPUS DEMONSTRATION PROTOCOL

In most cases, campus protests such as marches, meetings, picketing and rallies are peaceful. A protest should not be disrupted unless one or more of the following conditions exists:

1. Disruption of the normal operations of the university;
2. Obstructing access to offices, buildings, or other university facilities;
3. Threat of physical harm to persons or damage to university facilities; and/or
4. Unauthorized entry into or occupation of any university room, building, or area of the campus or any unauthorized or improper use of any university property, equipment, or facilities.

If there is any threat of physical harm or property damage, call Public Safety at x8-1911 (288-1911 off campus).

INFECTIOUS DISEASE

Notify Public Safety at x8-6800 (288-6800 off campus) if you have or have been in contact with someone who has an infectious disease. Public Safety will promptly notify Student Health Service and other offices as appropriate.

Policies specific to each infectious disease (including, but not limited to, tuberculosis, meningitis, mumps, pertussis, varicella, influenza and pandemic influenza, SARS, food borne illness) are in place.

Any infectious disease outbreak requires a coordinated response between the university and the Milwaukee Health Department. The health department will direct the university response, including case isolation and treatment, student and staff notification, screening, access to clinical care and follow-up investigation.

WEAPON ON CAMPUS

If you observe a suspicious person with a firearm or other weapon, whether actively shooting or not, call 911 and contact the Department of Public Safety immediately at x8-1911 or 288-1911 from off campus. Be prepared to provide information about the location and description of the suspicious individual, as well as the type of weapon.

If someone is actively shooting, quickly assess the situation and consider one of the following options:

- **Escape:** Can you get out of the building and away from the shooter? If taking this option, remember that there might be more than one shooter. Once you get to an exterior door, assess the scene outside before going through the door. Once you do exit, keep running until you are well away from the building, and try to get behind some type of cover (something that will offer protection from bullets).
- **Hide in place:** Are you somewhere where you can possibly hide from the shooter and wait until law enforcement personnel rescue you? This may involve locking yourself in a classroom, closet or office. Try to find a room that does not have glass in the door. If the door does have glass, stay out of sight of someone looking in. Lock the door; if that is not possible, barricade the door with furniture to keep an intruder out.
- **DO NOT ATTEMPT TO CONFRONT ANYONE WITH A WEAPON.**

When Department of Public Safety, Milwaukee Police Department or other law enforcement personnel arrive on the scene, follow their instructions exactly. Remember that in these situations, the responding police officers do not know who the shooter(s) are, and they do not know who you are. They have to take certain precautions for everyone's safety. If the shooter is still active, be prepared to have the officers leave you where you are. The officers' first concern is to make contact with the shooter(s) and prevent that person from causing any more harm.

Provide officers with any information you have on the situation, such as description of the shooter, last place you saw them, direction of travel, location of injured/hiding people, or anything else pertinent.

**PUBLIC SAFETY
EMERGENCY PROCEDURES**

In an
EMERGENCY
call
8-1911

Advise Public Safety of the situation
and follow the guidelines in this publication.

In
non-emergency situations
call
8-6800

**For more information about
emergency procedures, contact Public Safety
at 288-6800 (x8-6800 on campus).
For comments and suggestions regarding
this guide, call 288-1463.**



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