

Millersville University
SEIZE THE OPPORTUNITY

Emergency Response Guide

A Quick Use Guide To The
Millersville University Emergency Operations Plan

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Note: Throughout the guide book you are asked to dial 911 or 3-911 in an emergency. Dialing 911 will take you to the Lancaster County Emergency Dispatcher. Dialing 3-911 will take you to the Millersville University Emergency Dispatcher. You may dial “9” (for an outside phone line) before dialing 911 (9-911) and you will be connected to the Lancaster County 911 Dispatcher.

Introduction

Millersville University has a detailed Emergency Operations Plan (EOP) designed to prepare the campus for an emergency including specific procedures to follow in the event of a campus emergency or disaster. This Quick Use Guide is designed as a summary of the emergency information found in the EOP.

Keep this manual in an easily accessible area so you have it when it is needed. Building Coordinators should keep the manual in the Building Coordinator Kit (storage bag).

Please become familiar with the information contained inside the guide. In the event of an emergency, the guide is designed to serve as a quick reference for effective action.

The guide is also available at the Millersville University Environmental Health & Safety website at www.millersville.edu. Please bookmark the page for future reference.

If you have any questions about the guide, please contact Environmental Health and Safety at 872-3017 or 872-3715.

The Millersville University Police are available seven days a week, and 24 hours a day to respond to emergencies that may occur on the Millersville University campus.

Emergency Phone Numbers

Fire-Police-Ambulance-Medical Emergency

911 or 3-911

Non-emergency Medical Care –
Health Services at Witmer Building

872-3250

Millersville University Police

872-3433

Millersville University Facilities

872-3282 or 872-3275

Millersville University Environmental Health and Safety

872-3017 or 872-3715

Emergency Definitions

Level I Emergency – A minor emergency, small enough in scope and size that it can be managed using University resources.

Level II Emergency – A major emergency or disaster, capable of inflicting significant damage to the University and/or the Millersville area and large enough in scope and size that additional resources will be needed to respond.

Incident Command Structure (ICS) – The Millersville University ICS uses a detailed chain-of-command to coordinate and manage the emergency operations, to work with other emergency responders, and to bring specific resources to bear to the scene of the emergency.

Emergency Response Team (ERT) – The University has a team of skilled and experienced individuals who work together to assist the Incident Commander, and coordinate emergency response efforts. Each member of the ERT brings their own area of expertise to the effort of managing the emergency as it unfolds.

Emergency Director – President

Emergency Coordinator – Chief of University Police

Liaison Officer – University Police officer at the scene

Safety Officer – Director of Environmental Health & Safety

Communications Officer – Director of Communications

Damage Control – Director of Facilities Operations

Medical Services – Director of Health Services

Housing – Director of Housing & Residential Programs

Food Services – Director of Food Services

Information Technology – Director of Communications and Network Systems

Counseling – MU Center for Counseling

Building Coordinators – University employees who volunteer to be the point of contact and disseminate emergency information to others in the building.

Anthrax/Suspicious Packages and Envelopes

What to do if you receive a suspicious letter or package

- Do not walk around with the letter/package.
- Do not merely discard the letter/package.
- Do not open, smell, or taste any substance, i.e., powder.
- Do not shake or empty the envelope.
- Isolate the envelope or package by placing it on a table and inverting a trash can on top of the letter/package.
- Do not evacuate the entire work area.
- Call University Police at 3-911.
- Tell the emergency responder what you have received and what you have done with it.
- Indicate whether or not the item contains any visible powder and if any powder was released from the item.
- Do not allow anyone to leave the office that may have touched the item.
- Keep a list of everyone who was in the area with you when you received the item.
- When the University Police and/or the EHS Department arrive, they will provide further instructions on what to do.

The vast majority of suspicious packages and letters thought to contain a biological agent are found to be either hoaxes, or contain non-harmful substances (or no substance at all).

Some characteristics of suspicious packages and letters include the following:

- No return address
- Excessive postage
- Misspelled words
- Protruding wires
- Strange odor
- Oily stains, discoloration on wrapper
- Excessive tape or string

Bomb Threat

If you receive a bomb threat phone call:

- Use the checklist on the following page to obtain as much information as possible. Give this list to the police when they arrive.
- Call University Police at 3-911 and give them your name, location, and phone number.
- Inform the dispatcher of the situation including any information you may have as to the location of the bomb, time it is set to explode, and the time you received the call.
- Inform your supervisor or department head.
- University Police will determine if the building needs to be evacuated, or other measures need to be taken.

Bomb threats usually occur by telephone. The vast majority of bomb threats turn out to be hoaxes.

If you observe a potential bomb or suspicious object on campus, do the following:

- Do not handle the object.
- Call University Police at 3-911.
- Do not pull the fire alarm to evacuate the building. Instead, inform your supervisor or department head and spread the word to people in your building. The police, when they arrive, will assist in evacuating the building.
- Leave the building, move a safe distance away (300 feet or more) and remain there until instructed to return to the building.

Bomb Threat Report Form (Check List)

Time call received: _____

Exact words of person placing call: _____

Young/ Middle Age/Old

Male/Female

Tone of Voice _____

Accent _____

Background noise _____

Is voice familiar? Yes /No If so, who did it sound like? _____

Questions to ask:

When is bomb going to explode?

Where is the bomb right now?

What kind of a bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Information for the Police

Your name: _____

Building/Room: _____

Department: _____

Telephone no.: _____

Building Coordinators

Building Coordinators are volunteers who help coordinate emergency activities at their buildings.

Each campus building has a primary and back up Building Coordinator. The role of the Building Coordinator is to be the primary source for distributing emergency information to occupants of that building in the event of an emergency, and to work with the Emergency Response Team (ERT) and other emergency responders to share information and coordinate emergency activities. Also, if they chose, the Building Coordinator is the leader in evacuating buildings during emergencies.

The Building Coordinator should pass along emergency information to those at the building who may not have an information source (such as a cell phone, computer, or phone) and did not receive information through the campus Emergency Notification System. The Building Coordinator can also pass along emergency information to building occupants via word of mouth, from emergency responders, if the Campus Emergency Notification System is down due to a power failure.

Each Building Coordinator will have a supply of campus evacuation maps to hand out to the occupants of their building in the event there is a campus evacuation and there are people who do not know how to evacuate the campus. The map indicates common roads leading out of the Millersville Borough area, and the Lancaster County area. This is part of the “Emergency Evacuations – Campus Evacuations” protocol.

During a building evacuation, the Building Coordinator should try to make sure people in the building leave the building quickly and do so via the nearest exit, then move a safe distance away from the building. It is encouraged that each building (department) develop a meeting place, at least 100 feet away from the building, where they can all congregate and conduct a head count for every fire drill or actual evacuation. The Building Coordinator can help lead this evacuation and head count, if they so chose.

Building Coordinators will receive initial and refresher training in how to conduct building evacuations, campus evacuations, and other emergency response techniques, and how to interface with the Emergency Response Team and emergency responders in the event of an emergency at the building.

Chemical or Radiation Spill

What to do – Chemical Spill

- Leave the area if the spill cannot be contained or if it presents an immediate threat to life or health.
- Close the room/lab door, keep others from entering the area.
- If it is a small spill; notify others in surrounding rooms/labs. If it is a large spill or a highly hazardous substance; activate the building alarm to evacuate the building.
- Call the University Police at 3-911.
- Provide the dispatcher with as much information as possible (where the spill occurred, the chemical name, the quantity spilled, etc.).
- If you are injured or have become contaminated, inform the dispatcher and remain at the building to await medical assistance and decontamination.
- If there is a fire or if you have spilled a highly flammable material (such as acetone, carbon disulfide, ether, etc.) activate the fire alarm to evacuate the building.
- Remain at the building to provide additional information to the emergency responders when they arrive.

What to do – Radiation Spill

- Contain and control the spill as much as possible.
- Move a safe distance away from the spill.
- Close the room/lab door, keep others from entering the area.
- Monday - Friday, 8 a.m. - 4:30 p.m., contact the Radiation Safety Officer (RSO) at 872-3715. On any other day/time call University Police at 3-911. They will contact the RSO.
- Provide the dispatcher with as much information as possible (where the spill occurred, radioactive material spilled, quantity spilled, etc.)
- Remain at the building to provide additional information to the RSO.

Housekeeper, Facility Employee, Police Safety Procedures

- If it is safe to do so, shut down the building's Heating Ventilation and Air-Conditioning (HVAC) system to prevent the spread of airborne chemicals.
- University staff should not attempt to clean up a hazardous material leak, release, or spill without the proper training and equipment.
- Police officers must take special precautions not to enter unsafe areas as part of search and discovery or rescue efforts.

Communicable Disease (Meningitis, SARS, etc.)

In the event of an outbreak of a Communicable Disease

- Stay alert – watch for TV or radio announcements, emails, voice mails, and other communications on what measures you should take to help prevent exposure and minimize the spread of the disease.
- Follow the recommendations of the health experts.
- If mass immunizations and/or the dispensing of medications is required, follow directions and guidance to receive immunizations, anti-viral medications, or other medications to help minimize the impact and severity of the disease and limit transmission.
- If ordered – follow guidelines for the limitation of travel to foreign countries or other off-campus locations.
- Follow other public health measures that may need to be implemented.

For information on Bird Flu see “Pandemic Flu.”

Evacuation Procedures - Building Evacuations

- If you see a fire, or other emergency requiring people to leave the building immediately, activate the building alarm.
- Do not delay your exit to look for keys, coats or personal belongings. Seconds count – get out right away.
- When you hear the building alarm, walk quickly to the nearest marked exit.
- Know the location of the nearest fire exit and have an alternate exit pathway identified if your primary exit is blocked by smoke or flame.
- When evacuating rooms, close the door to confine the fire and reduce oxygen; but do not lock the door behind you.
- If possible, assist individuals with disabilities in exiting the building.
- Do not use the elevator.
- Once outside, move a safe distance away from the building (at least 300 feet); do not block emergency responders as they enter the building.
- Do not return to an evacuated building until the all clear sign is provided by the Fire Chief, a Police Officer, the EHS Director, or other official.
- If your building has established a designated assembly point, go there and stay at the assembly point until a head count is taken.

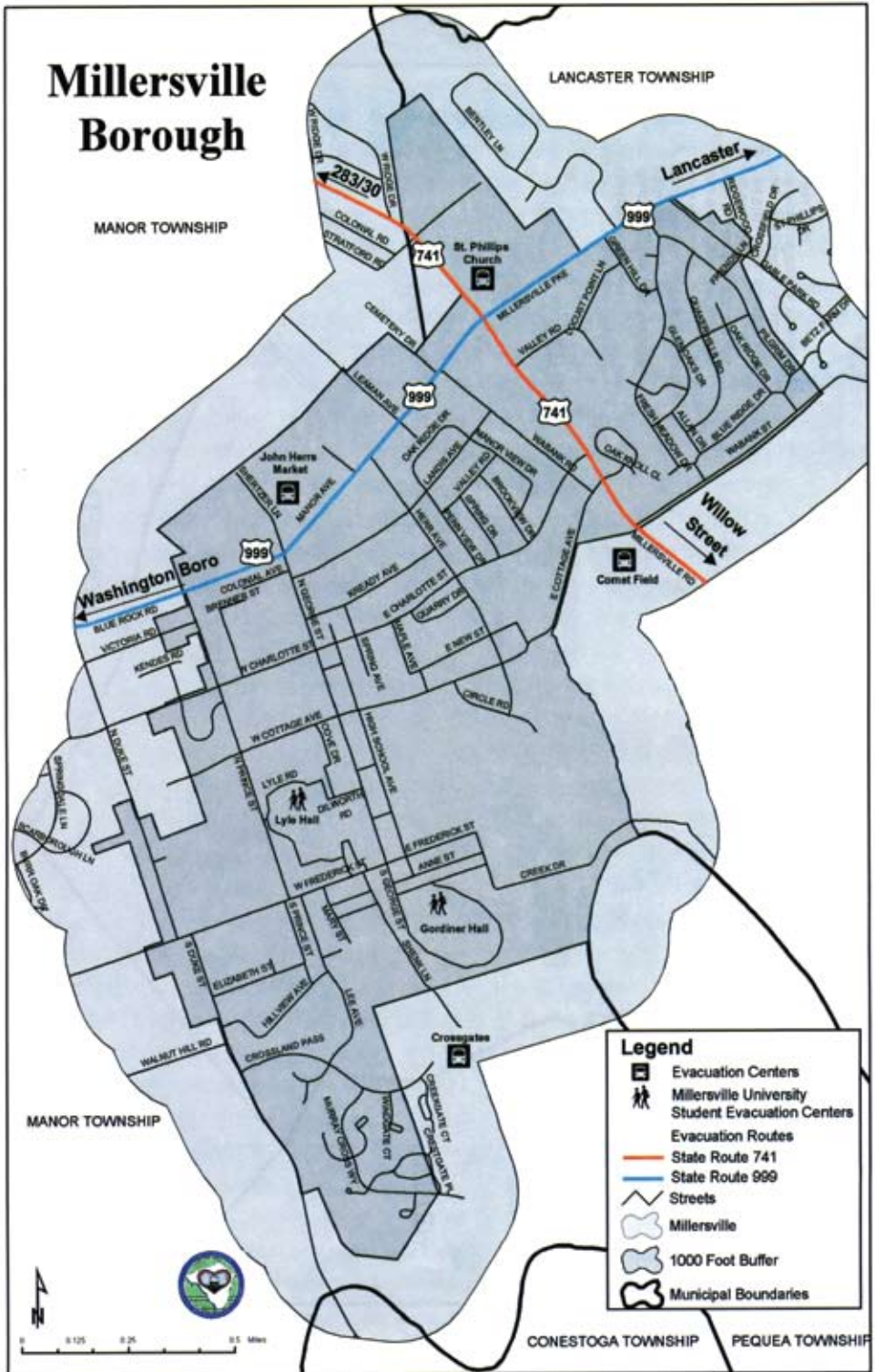
Evacuation Procedures – Campus Evacuation

If the entire campus needs to be evacuated do the following:

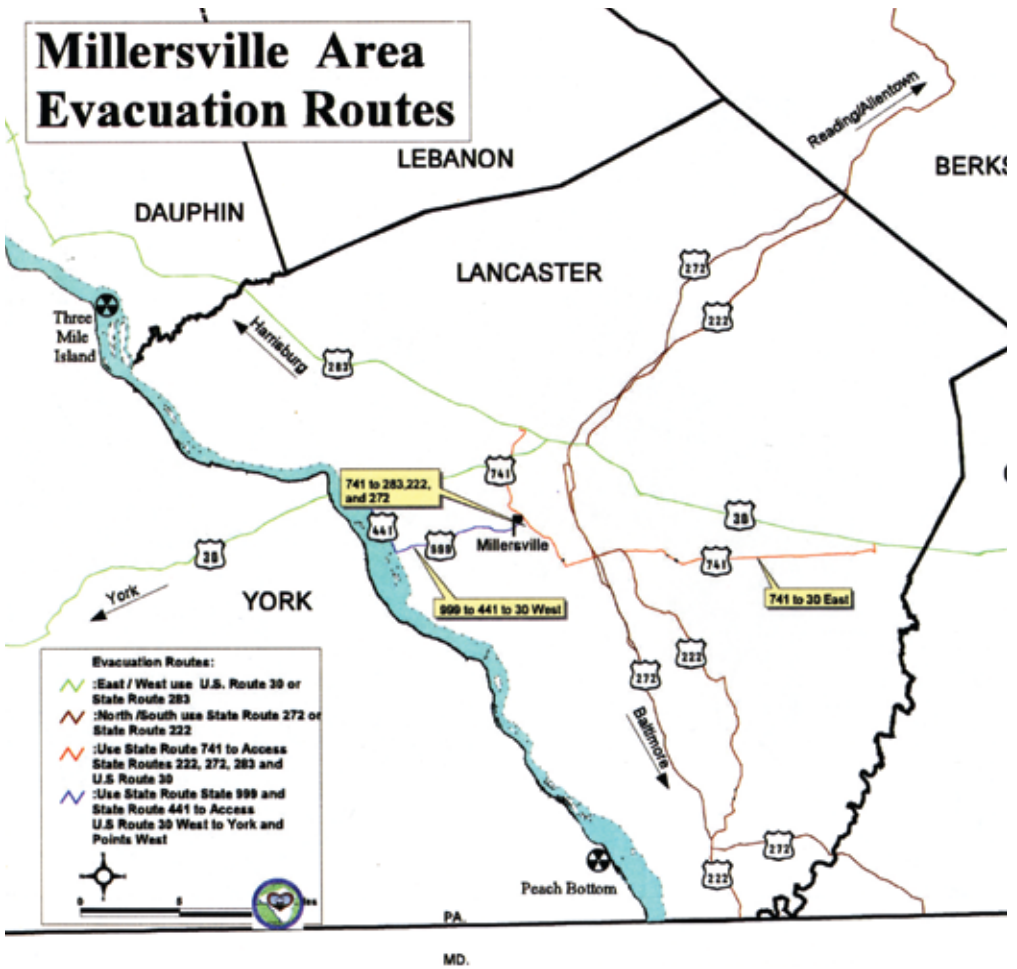
- Listen for the emergency warning siren.
- Check your cell phone text message, email, voice mail, campus radio and TV, listen for your office phone or with your Building Coordinator for information.
- Return to your resident hall, or the academic/administrative building where you work to await further instructions.
- Follow the instructions to leave the Millersville University and Millersville/Lancaster area or other emergency instructions.
- If an evacuation site is designated, you will be informed. If not, each person should have a predetermined location to go to. Plan ahead with your family, coworkers, and friends to have a meeting place identified outside the Lancaster area.
- If you are unsure how to get out of the Millersville area, use the **Campus Evacuation Map** (located on the following pages).
- In the event of a nuclear power plant incident, use the map to follow the color-coded evacuation route out of Millersville that will take you away from the Three Mile Island or the Peach Bottom nuclear plants.
- Building Coordinators will have additional evacuation maps to hand out at each building. **A copy of the map can be found in this guide book.** Posters of the evacuation map are also displayed in prominent locations around campus.
- The plan assumes most students and employees will have some means of transportation to evacuate, either on their own, or by riding with a friend or coworker.
- However, if you need transportation, there will be bus pick-up sites located at the Gordinier and Lyle dining hall parking lots.
- There are also four bus pick-up locations in Millersville at Comet Field, St. Phillips Church, John Herr's Market, and Crossgates. These bus pick-up sites are designated on the **Campus Evacuation Map**.

University Police officers and the Emergency Response Team members, as well as other essential personnel, will remain on-campus to coordinate the evacuation with other local and emergency responders.

Campus Evacuation Map – Millersville Borough



Campus Evacuation Map – Lancaster County



Emergency Notification System

As of the date of this Emergency Response Guide, Millersville University is in the process of researching and implementing a series of technologies which will interface and integrate into a campus-wide emergency notification system.

In the event of a campus emergency this emergency notification system will be activated to quickly alert as many campus constituents as possible that an emergency is unfolding somewhere on or near campus, and get critical information to them through a series of technologies such as text messaging, campus email, reverse 911 phone messages (voice messages broadcast through campus phones), etc.

The initiating technology to alert campus constituents that there is an emergency and to check their information source (i.e., text message on their cell phone, personal computer email, listen for a reverse 911 phone message, etc.) will be a siren system.

The siren system is designed to be heard outdoors, everywhere on campus and will also be heard indoors in many of the buildings. However the siren will not be loud enough to be heard inside all campus buildings. Current plans call for retrofitting the buildings with indoor speakers so the siren can be heard inside all of the buildings.

The siren has been designed to sound completely different from the Millersville Borough Volunteer Fire Department siren. Training will be conducted before the emergency notification system is activated. There will be an annual drill so that you will know the tone of the emergency notification siren.

No emergency notification system is 100% perfect and can reach everyone on a campus as large and diverse as ours. The goal is to get the information to as many people as accurately and as quickly as possible so they know what to do in an emergency.

Procedure

If you hear the emergency notification siren, a significant emergency is unfolding, somewhere on or near campus and you need to stop what you are doing and go get the information you need and then act on that information as directed.

Once you hear the siren, you should check what ever information source you are comfortable using, or have closest at hand. The emergency notification system will broadcast to your information source:

- What the emergency is
- Where the emergency is located
- What you should do
- Where to go for additional information

If you do not have access to any of these information sources, chances are you will be close to someone who does (a fellow student or coworker, a Building Coordinator, a campus police officer or other authority figure, etc.) and they can tell you what is taking place and what you should do.

Please remember to assist those with disabilities and share emergency notification information with them if appropriate.

Evacuation Procedures – Persons with Disabilities

People who are mobile

- Persons who can evacuate with little or no assistance should be directed to the nearest exit.
- People with visual disabilities will hear the sirens warning them that they need to evacuate. Do not assume that a visually impaired individual needs assistance; ask them if they need help finding their way out of the building.
- People with a hearing impairment will see the strobe lights indicating the alarm has activated and they need to evacuate the building.

People who are not mobile or are trapped on upper floors of buildings

- Persons with significant mobility impairments should be directed to an elevator and they should go to the lowest floor of the building and evacuate.
- However, when the fire alarm activates, the building elevators will disengage. The person should then be directed to a stair tower.
- In the stair tower, evacuation and rescue will be provided by emergency responders such as the Millersville Fire Department.
- If another person can wait with the person who is mobility-impaired, in the stair tower, until rescuers arrive, that is helpful.
- It is imperative that someone communicate to the arriving rescue personnel. The location of all people with disabilities in the building and their exact location.
- Firefighters and emergency personnel will prioritize these areas for rescue operations. In ideal situations, one or more people exit the building and find the emergency responders to communicate this information, while another individual waits with the mobility impaired person in the stair tower.
- If an immediate evacuation is necessary, the person with a mobility disability may not be able to wait for rescue by emergency responders. In this situation, it is best to ask the person with a disability how best to aid them and effect the evacuation. Some persons may need to be carried, while others may need assistance walking. This should always be a last resort when an immediate threat is determined to be present.
- Persons with disabilities, especially mobility disabilities, like all students and employees, need to be familiar with the location of primary and back-up exit pathways, elevators, stair towers, etc.
- Some people with disabilities, especially students, make prior arrangements to have friends come and assist them if they are on the top floors of our buildings, in the event of a fire or emergency. This practice is encouraged.

Explosion, Aircraft Down (Crash) on Campus

In the event of an explosion or downed aircraft (crash) on campus, take the following action:

- Immediately take cover under tables, desks or other objects, that will give protection against flying glass or debris.
- After the effects of the explosion and/or fire have subsided and you can do so safely, pull the fire alarm, get out of the building, and from a safe location call 911 or 3-911.
- Give your name and describe the location and nature of the emergency.
- Evacuate the building and move to a safe location (**see Building Evacuation Procedures**).
- Determine as accurate a head count as possible, once outside.
- Building Coordinators or other parties at the building should stand by to notify emergency response agencies of the situation at the building and the head count.

Fire

In the event of a fire, activate the building alarm, evacuate the building, and notify emergency personnel by dialing 3-911, or 911.

Fire evacuation procedures

- If you see a fire or other emergency requiring people to leave the building immediately, activate the building alarm.
- Do not delay your exit to look for keys, coats or personal belongings. Seconds count – get out right away.
- When you hear the building alarm, walk quickly to the nearest marked exit.
- Know the location of the nearest fire exit and have an alternate exit pathway identified if your primary exit is blocked by smoke or flame.
- When evacuating rooms, close the door to confine the fire and reduce oxygen; but do not lock the door behind you.
- If possible, assist individuals with disabilities in exiting the building.
- Do not use the elevator.
- Once outside, move a safe distance away from the building (at least 300 feet); do not block emergency responders as they enter the building.
- Do not return to an evacuated building until the all clear sign is provided by the Fire Chief, a Police Officer, the EHS Director, or other official.
- If your building has established a designated assembly point, go there and stay at the assembly point until a head count is taken.

What to do if you are trapped in a room

- Feel the door and doorknob. If hot, do not open the door.
- If the door and doorknob are not hot, open the door a crack. If you see large amounts of smoke, close the door. If you feel it is safe, crawl out underneath the smoke to the nearest exit. Stay low to the floor, underneath the smoke.
- If not, stay in the room and place a wet towel or cloth underneath the door to try to stop some of the smoke from entering the room. Stay low to the floor.
- 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.

Medical Emergencies

The individual who responds to a scene where someone has been seriously injured should:

- Dial 3-911 or 911.
- Do not attempt to move the person.
- Give your name; describe the nature and severity of the medical problem and the campus location of the victim.
- Follow the instructions provided to you by the professional on the phone.
- Stay with the victim. Enlist help from others.
- Stay on the line to continue to provide information regarding the victim. Don't hang up until told to.
- Render appropriate first aid for which you have been trained.
- Do not unnecessarily expose yourself to hazards including fire, electricity, chemicals, or bodily fluids, while rendering aid.

Examples of serious medical emergencies include, but are not limited to: significant bleeding, amputations, head, neck, or back injuries, heart attack, stroke, heat stroke, seizure, hypothermia, choking, compound fractures, diabetic shock, asthmatic reactions, etc.

The individual who responds to the scene where someone has suffered a minor injury or illness should do the following:

- If in doubt about the severity of the injury or illness, dial 3-911 or 911.
- Otherwise, if immediate treatment is required, call Health Services (the Witmer Building) at 872-3250.
- The injured person should see their family physician or go to a local hospital for care. Help the person obtain transportation to the Infirmary or their doctor/local hospital, if necessary.

Examples of minor (non life threatening) injury or illness include, but are not limited to: sprains, strains, bruises, minor cuts without excessive bleeding, abrasions, paper cuts, etc.

If the injury is work-related, contact your supervisor or department head and complete the necessary injury forms. Forms must be sent to Human Resources within 24 hours of the injury being reported to the supervisor.

Natural Disasters

NOTE: There is a separate procedure for tornado emergencies.

Blizzard/Snow Emergency

- In a blizzard, remain in your car for shelter or get indoors if possible.
- Avoid prolonged exposure to cold and wind.
- Wear multiple layers of clothing to avoid exposure and frostbite.
- Avoid travel in blizzard or ice conditions.
- Listen for campus closing announcements on the radio and TV.
- Check Millersville homepage for updates.

Earthquake

- Get out of the building or move to an interior building space, preferably a hallway, archway, or other interior space that may provide some shelter from falling debris.
- Get underneath a sturdy table or desk for shelter.
- Move away from windows and flying glass.

Flood

- If you are outdoors move to high ground or get indoors and to an upper floor of a building.
- Do not attempt to cross fast moving water.
- If you are in a motor vehicle do not attempt to cross flooded roads – even water several inches deep can pick up and move a car or truck.
- If you are indoors move to the upper floor of the building. Stay out of flooded rooms, basements, areas – watch for electrical hazards.

Hurricane

- Stay alert for hurricane warnings and follow guidance for protecting yourself from high winds, heavy rains, and flooding. Stay indoors and away from building windows.

Lightning

- Watch for weather alerts of approaching severe storms, especially in the summer and early autumn months. Those responsible for outdoor activities must closely monitor weather conditions.
- If you are trapped outdoors in an electrical storm, lay low to the ground, preferably in a culvert or low lying area. Avoid trees. Get indoors if possible.

Nuclear Power Plant Incident

In the event of an attack on one of the local nuclear power plants, or a leak of radioactive material from the nuclear power plants, do the following:

- Stay alert – tune to local radio, TV, the internet, watch campus email, voice mail, TV and radio for guidance as to what to do.
- If it is mandated by federal, state, or local emergency officials, evacuate the campus and Millersville area (**see Campus Evacuation and Evacuation Maps**).
- Follow the evacuation procedures – focus on moving away from the location of the nuclear power plant incident.
- Have a pre-arranged meeting location identified for your friends and family
- If you can not self evacuate from the campus or Millersville area, use the public transportation provided in the MU Evacuation Procedure.
- If emergency officials mandate the distribution of medications (such as potassium iodide pills) watch for information on where to go to receive these medications.
- Watch for public announcements concerning the status of university operations.

Millersville University is located approximately 50 miles from two nuclear power plants. Three Mile Island is located to our north, and Peach Bottom, is to our south.

Pandemic Flu Outbreak (Bird Flu)

Consistent with the World Health Organization (WHO) Pandemic Response Alert Phases, MU will implement the following actions based on the following response levels:

Pre-Level 1 – No or very limited human-to-human transmission. - The campus will operate as usual but there will be ongoing planning and monitoring.

Level 1 – First cases of efficient human-to-human transmission internationally- Campus open, business as usual, enhanced planning. - At Level 1, the incident response team will meet on a regular basis to fine-tune all plans for responding to the impending pandemic. All campus operations will continue as usual but there will be increased communication with health agencies.

Point of Distribution (POD) Site - Somewhere between level 1 and Level 2 a POD site may be set up on campus (possibly at the Student Memorial Center or other large campus building) for the distribution of anti-viral medicines and vaccines as coordinated through state and federal health agencies. These medications are designated for MU students and employees. You will be notified where and when to go to the POD site for the medications if a POD site is activated.

Level 2 – First verified case in North America AND one or more triggering events. Implement social distancing measures; cancel classes and other scheduled activities; prepare for closing. - At Level 2, social distancing measures will be implemented, including the cancellation of classes and other scheduled activities. All emergency response units will implement their planned response procedures. Administrative departments, student service units and all academic programs will begin to shut down.

Individuals will be responsible for leaving campus on their own and buses will be available for those who can not self evacuate (see “Evacuation Procedures – Campus Evacuations” for more details).

Level 3 - Within 1 – 5 days of declaring Level 2 and depending on national and local conditions, all residence halls will close; most administrative offices and academic buildings will close. - At Level three, efforts will rapidly proceed to shut down all university residence halls. Services will continue at the student health center health services and the counseling center as needed but will decrease as students leave campus. All administrative and academic support units will be shut down and until the campus reopens.

Level 4 - As soon as practical following Level 3 – Campus closed; all facilities closed except skeletal services at the health center/ health services, or other essential buildings, if needed. The campus will be closed. Only essential employees will be allowed on campus.

Recovery Level - Recovery level once pandemic is under control – Campus to re-open

Psychological Crisis

If you observe students or employees who you feel may be in need of care due to a psychological crisis

- Never try to handle a psychological crisis on your own if you feel the situation is dangerous.
- Notify the University Police Department of the situation, dial (3-911) or contact the Millersville University Center for Counseling and Human Development (ext. 3122), Health Services at Witmer Building (872-3250) Lancaster Crisis Intervention (394-2631 or 1-800-SUICIDE.)
- Clearly state that you need immediate assistance; give your name, your location and the area involved. Describe what is taking place and any information that may be helpful. Remain on the line with the dispatcher until you are instructed to hang up. Follow the dispatcher's instructions.
- If you feel you are threatened or in danger, contact the police from a safe location. Emergency call boxes are located on campus for this purpose, or use a cell phone or a campus phone in a safe location.
- If necessary, the campus police will contact the University Counseling Center or other mental health care professionals for assistance.

Definition: A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or the person could be a hospital walkaway. Examples may include students with serious psychological problems, such as severe emotional or psychotic episodes, abuse of drugs and alcohol, and/or attempted suicide.

Search & Rescue (Building Collapse)

If you see a building that has collapsed and people are trapped inside:

- Dial 3-911 or 911. Tell the dispatcher that there has been a structural (building) collapse and assistance is needed immediately. Stay on the line to provide as much information as possible.
- Assist others in moving people as far away from the building as possible.
- Help to treat the injured if you have the appropriate level of training and experience. If not, stay with the victim to provide comfort and wait for medical professionals to arrive.
- Do not try to enter the building to rescue others.
- Stay at the scene to provide emergency responders with as much information about the emergency as possible.
- Emergency responders will coordinate search and rescue efforts with the Millersville Fire Department team and other responding agencies.
- Facilities will provide any necessary equipment and manpower to aid in the rescue and extraction efforts, under the coordination and guidance of the Millersville Fire Department Collapse and Rescue team.

Shelter in Place

If your building needs to be evacuated and you need to move to another building:

- Follow the directions provided by the University Police, Emergency Response Team member, Building Coordinator, fire department officials, or other emergency official.
- Move quickly in a safe and orderly fashion to the evacuation shelter.
- Remain at the shelter until you are told you may return to your building, or that you may leave.

Evacuation to a facility located on campus

If a campus building needs to be evacuated, temporary shelter can be obtained at the following on-campus buildings:

Building and Area	Shelter Capacity
Pucillo Gymnasium	873
Brooks Gymnasium	630
SMC Gymnasium (Fitness Area)	764
SMC Multipurpose Room	577
Burrowes Recreation Room	230
Lenhardt Recreation Room	230

Or, if these evacuation shelters are not available, or already used, Millersville University has agreements with the Penn Manor School District and Millersville Borough to use other off-campus sites for temporary shelters. On campus shelters will be used first.

Campus Police officers, the Emergency Coordinator, members of the Emergency Response Team, or the Building Coordinator, will announce that the building is being evacuated and where to go for temporary shelter. All persons (students and staff) are to immediately evacuate the area in question and relocate to the temporary shelter as directed.

If possible, ahead of the evacuation, food, water, cots, internet access, and other amenities will be set up before the evacuees arrive. If not, these services and supplies will be brought to the shelter.

University Police will provide security for the evacuees at the temporary shelter location. Only authorized people may enter the temporary shelter.

Terrorism

In the event of a terrorist attack

- Stay alert – look to your campus voice mail, email, campus radio, TV, public radio or TV, the internet, the Millerville homepage or other means of communication for directives on what to do.
- Follow the directives that are provided as quickly and as safely as you can.
- Be prepared: have a supply of necessary emergency materials on hand as recommended by the Department of Homeland Security.
- Make a plan: know where you will go if you have to leave the area and where you will meet your family and friends.
- Stay informed. Know more about the potential emergencies that could happen where you live and the appropriate way to respond to them. Know about the emergency plans in your area and how they work.
- For more information visit www.ready.gov.

Tornado

- Because there is so little advance notice, quick decision making and fast actions are needed to get to an interior building location on the lowest floor of the building you are in.
- All students and employees should remain indoors, away from windows and doors, and move into the center of the building, on the lowest possible floor, preferably in a hallway or small interior room.
- Stay away from exterior walls and windows. Basements are preferred for shelter, and are an option in residence halls but not academic and administration buildings. Academic and administration building residents should go to the first floor hallway for their shelter area.
- If possible, move out of gymnasiums, auditoriums, multipurpose rooms and other areas with large, free-span areas and non-supported ceilings.
- If you are outdoors and see an approaching storm/tornado, get indoors immediately. Do not get into a car or try to outrun a tornado. Your safest location is indoors.
- If you are caught outside, seek out a ditch, a culvert, or other low-lying depression in the ground and lie flat, shielding your head with your arms.
- University Police and the Emergency Response Team will attempt to contact students and employees in residence halls, and academic and administration buildings, via phone, email, public address (PA) system or in person using Building Coordinators.
- Be aware, there is typically less than 10 minutes of advance notice before a tornado strikes. The first indication you may have of an approaching tornado may be a weather alert on the internet, radio, TV, or weather radio, not a communication from the police or the ERT or Building Coordinator.

Though very rare for the Millersville/Lancaster area, tornadoes can occur, especially in the months of June – September.

A Tornado Watch is the forecast of the possibility of a tornado in a large area (150-200 miles). Normal activities should continue but closely monitor weather radio, internet, TV.

A Tornado Warning means that a tornado has been detected and could be approaching.

Utility Failure

Use the following procedures to respond to specific utility failures

Electrical/Light Failure

- All buildings are equipped with emergency generators to provide emergency lighting to hallways and areas of public egress so that you can find your way out of a dark building. Call 3-911.

Elevator Failure:

- If you are trapped in the elevator, use the emergency phone or a cell phone to notify University Police at 3-911.
- If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel), which will signal for help.

Plumbing Failure/Flooding:

- Call 3-911. To avoid electrical hazard, do not enter a flooded area.

Gas Leak:

- Cease all operations and evacuate building. Do not activate electrical equipment and extinguish any open flames. From a safe location call 3-911.

Ventilation Problem

- If you see smoke coming from the ventilation system, call 3-911.

General

- For non-emergency utility problems during regular working hours (8 a.m. through 4:30 p.m., Monday through Friday), immediately notify Facilities Management at 872-3275 or 872-3282.
- If the utility failure occurs after regular working hours, call 3-911.
- In the event of a utility failure that jeopardizes the health and safety of building occupants (example – a natural gas leak), it may be necessary to evacuate the building. Follow the **Building Evacuation** procedures in this guide.

Violent Criminal Behavior – Crime In Progress

If violent criminal behavior is underway, or if you are the victim of a crime, promptly notify University Police at 3-911 or 911 as soon as possible to report the incident. Provide the police with the following information:

- Nature of the incident.
- Location of the incident.
- Description of persons involved.
- Description of property involved.
- Are any weapons involved?

In the event of a physical attack on your person or that of a friend or family member, try to remain passive; defend yourself or others if necessary to protect human life. Submission may be the only viable option. Resort to physical force only if absolutely necessary to save lives.

As soon as possible and when you feel safe call 3-911 or 911.

While the police are on route, try to remain calm, render any assistance you are qualified to perform. Be alert and observant. Details about the crime and the perpetrators can help police apprehend the criminal and help to protect others. Try to recall, and provide the responding police officer with information such as:

- Sex, Age, Race, Height, Weight, Hair.
- Clothing (shoes, shirt, pants, jacket, hat, gloves, etc.).
- Weapon (knife, gun, mace, other).
- Glasses, scars, tattoos, other discerning markings.
- Type, year, make, model, license plate number.

What To Do With a Violent Intruder in Your Office/Room

If a person enters your room or office and begins to act out in a violent or potential dangerous and threatening manner, take these following steps:

- If you have one, activate the silent panic alarm button to notify police.
- Have a friend or coworker contact police from another room or area
- Try to avoid being alone with the intruder, leave yourself a way to escape if possible. Move the conversation/argument to a more public area where others can see/hear you and possibly call for the police and render aid. Do not enter a room alone with the intruder.
- Offices should work out “code words” or signs they can use to say to coworkers letting them know you need help and they should call the police.

What to Do If You Are Taken Hostage

- Be patient. Time is on your side. Avoid drastic action.
- The initial few minutes are the most dangerous.
- Follow instructions, be alert and stay alive.
- The captor is emotionally unbalanced. Don't make mistakes, which could hazard your well-being.
- 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.
- Try to rest. Avoid speculating. Be patient, wait.
- Comply with instructions as best you can.
- Avoid arguments; Expect the unexpected.
- Be observant. You may be released or have an opportunity to escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone.
- Attempt to establish rapport with the captor.
- If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

Remember, most people do not act out without earlier, showing indications of violent behavior. If you have someone in your area who is showing signs of "acting out," which are early warning signs of future violent behavior, report this to your supervisor and/or the police right away.

Examples of "acting out" behavior which a person may exhibit before they act violently include:

- Verbal, physical, or psychological intimidation.
- Sexual or other forms of harassment.
- Outbursts, swearing, throwing objects.
- Frequent arguments with coworkers.
- Verbalizes threats of harm.
- Suspected on-the-job use of drugs or alcohol.
- Refuses to cooperate with supervisor and coworkers.
- Belligent to customers, students, others.
- Deliberately damages property, steals property for revenge.
- Refuses to obey policies and procedures.
- Sees themselves as a victim.

What to Do in the Event of an Active Shooter

- At the first sound of anything resembling gunshots, take cover, and be ready to secure the barrier between you and the possible perpetrator.
- If you encounter the perpetrator one on one, anything that saves your life and the life of others is the right thing to do.
- Attempt countermeasures only if you are convinced that your life is in immediate danger.
- Speaking quietly and reassuringly may not work on someone who is determined to bring vengeance and destruction on other human beings, but it is still generally worth trying.
- Do nothing to provoke the perpetrator.
- Follow the directions of the responding police officers to the letter.
- The primary goal of responding officers will be to neutralize the threat in as timely a manner as possible.
- Evacuation and first aid will only come when the area is safe.

Millersville University

SEIZE THE OPPORTUNITY

Emergency Phone Numbers

Fire-Police-Ambulance-Medical Emergency

911 or 3-911

Non-Emergency Medical Care – Health Services in Witmer Building

872-3250

Millersville University Police

872-3433

Millersville University Facilities

872-3282 or 872-3275

Millersville University Environmental Health and Safety

872-3017 or 872-3715

Add these safety numbers to your cell phone address list.