

EMERGENCY PROCEDURES GUIDE



EMERGENCY SECURITY PHONE NUMBERS

New Castle:	(302) 325-3333
Wilson Graduate Center:	(302) 420-8378
Middletown:	(302) 293-7001
Dover:	(302) 233-3400
Brandywine:	(302) 293-7427
Athletic Complex:	(302) 293-7029



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The Wilmington University Emergency Procedures Guide was designed by the Wilmington University Department of University Safety to serve as a reference for incidents that may occur on or near university sites. In the event of an emergency, instructors and staff members should comply with the suggested guidelines unless prevailing circumstances prevent such actions or they are otherwise directed by University Safety, Fire or Police personnel.

Table of Contents:

Active Shooter 1-2

Assaults, Fights, and Student Unrest 3

Bomb Threat 4

Responsibility of Person Receiving Bomb Threat 5

Earthquake 6-7

Explosion 8

Fire / Smoke 9

Hazardous Material 10

Hostage 11

Injury (Minor, Serious, Lethal) 12

Intruder (Violent, Passive) 13

Lock Down Procedures 14

Suicide, Attempted Suicide 15

Weapons on Campus 16

Weather 17

Observation Sheet 18



GENERAL RESPONSIBILITIES

- » **REMAIN CALM** – Students will panic if you panic.
- » Verify information.
- » Call 911 (if necessary or if a delay in reporting may cause further injury or damage).
- » Call Department of University Safety.
- » Render first aid.
- » Warn students if advised to do so.
- » Lock classroom doors, unless evacuation orders are issued.
- » Account for all students. If evacuation is required, take the class roster.
- » Assist special needs students.
- » Stay with students during an evacuation and at the evacuation points.
- » When feasible, take all personal belongings prior to evacuation.
- » Keep detailed notes of the event in this book (back page).
- » Refer all media inquiries to University Safety personnel.

Instructors: In the event of an emergency requiring evacuation, take this book (Emergency Procedures Guide) with you. The back cover of the book is designed to assist with identifying staff, faculty, and adjunct personnel.



ACTIVE SHOOTER

This event is unpredictable and evolves quickly.

How to respond when an active shooter is in your vicinity:

- » Evacuate.
 - Keep your hands visible.
 - Leave your belongings behind.
 - Have an escape route and plan in mind.
- » Hide.
 - Silence your cell phone and/or pager.
 - Hide in an area out of the shooter's view.
 - Block entry to your hiding place and lock the doors.
- » Take Action,
as a last resort and only when your life is in imminent danger.
 - Attempt to incapacitate the shooter.
 - Act with physical aggression and throw items at the active shooter.



ACTIVE SHOOTER CONTINUED...

Call 911 when it is safe to do so.

- » When an active shooter is in your vicinity:
 - Do not stop to ask questions.
 - Remain calm and follow instructions.
 - Put down any items in your hands and keep them visible.
 - Avoid quick movements toward officers.

Information

- » Provide to Law Enforcement or 911 Operator:
 - Number and types of weapons.
 - Location and number of potential victims.
 - Location, number and description of active shooter(s).



ASSAULTS, FIGHTS, AND STUDENT UNREST

- » Call 911 if there is an injury, or if a weapon is observed.
- » Provide your location, type of problem, and description of parties involved.
- » Lock classroom down and take cover.
- » Notify the Department of University Safety to get assistance.
- » Verbally attempt to restore order.
- » Keep students in classroom, if the incident is taking place outside of the classroom.
- » Do not allow students outside the classroom until an “all clear” has been received from police or University Safety personnel.
- » Any “threatening confrontations” must be reported and documented immediately.
- » Document your observations.



BOMB THREAT

- » Notify University Safety.
- » The Assistant Vice President of University Safety or his designee may order the evacuation of all persons inside the building(s).
- » The Assistant Vice President of University Safety or his designee will report the incident to the police.
- » If an evacuation is ordered, take all personal belongings with you.
- » Stay off the cell phone.
- » If a suspicious item is found, note the location, do not touch or change the environment around it (lights, motion) and report it.
- » Instructors should account for all students.
- » No one may re-enter until an "all clear" is declared by police and University Safety personnel.

RESPONSIBILITY OF PERSON RECEIVING THE CALL

Bomb Threat Checklist

Exact time of call:

Person receiving the call:

Exact words of caller:

Questions to Ask

1. When is bomb going to explode?
2. Where is the bomb?
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. Where are you calling from?
9. What is your address?
10. What is your name?

Callers Voice (circle)

Calm

Slow

Crying

Slurred

Stutter

Deep

Loud

Broken

Giggling

Accent

Angry

Rapid

Stressed

Nasal

Lisp

Excited

Disguised

Sincere

Squeaky

Normal

If the voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Telephone number call received at:



EARTHQUAKE

What to Do During an Earthquake

Minimize your movements. If you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

» If Indoors:

- DROP to the ground, take COVER by getting under a sturdy table or other piece of furniture, and HOLD ON until the shaking stops.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- **DO NOT use the elevators.**



EARTHQUAKE CONTINUED...

» If Outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops.
- If in a moving vehicle stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

» If Trapped Under Debris:

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.



EXPLOSION

- » Call 911 and notify University Safety.
- » Report your observations (smoke, fire, injuries etc.).
- » Provide first aid.
- » Injured students may not be able to hear after the incident, you must calm them, and give slow instructions using your hands.
- » If it is safe evacuate away from the sound / source of the explosion.
- » Once you are outside, stay away from trash containers, receptacles, and strange vehicles. A second device could be planted at those locations.



FIRE / SMOKE

- » Call 911 and notify University Safety. Provide as much detail as you can.
- » Hang a coat / shirt / scarf out the window if you cannot exit the room that you are in. Use additional clothing to stuff under the door to stop smoke from entering.
- » Evacuate students to nearest outside assembly point.
- » Follow normal drill route. Follow alternate route if normal route is too dangerous.
- » In extreme incidents windows may be used as exit points.
- » Close doors behind you. Do not lock doors.
- » Instruct students to stay low if smoke conditions are present.
- » Instructors should take the class roster and proceed to the designated assembly point.
- » Do not re-enter the building until receiving an “all clear” from emergency personnel.
- » Do not remove vehicles or leave the complex unless told to do so. Mass vehicular evacuation will cause traffic issues and hamper fire service response.



HAZARDOUS MATERIAL

- » Call 911 and report the incident if people are becoming ill or unconscious.
- » Person discovering the incident will notify University Safety and take immediate action to assure the safety of students.
- » Evacuate the facility, and seek fresh air.
- » Close windows, and cover air vents if possible.
- » Follow directions provided by first responders.

Remember that some chemicals that are lethal are odorless and colorless. This should be taken into consideration when deciding if a room should be entered to perform rescue functions.



HOSTAGE

- » Call 911 and notify University Safety.
- » Obtain a detail clothing and physical description of the suspect.
- » Weapon? Description:

IF BEING HELD HOSTAGE:

- » Follow the instruction of the hostage taker.
- » Try not to panic.
- » Calm students if they are present.
- » Treat the hostage taker as normally as possible.
- » Be respectful.
- » Ask permission to speak and do not argue or make suggestions.
- » Avoid eye contact.
- » If police make entry, it will be swift and very loud. Take cover and lay on the floor with your hands to the sides of your face.



INJURY (MINOR, SERIOUS, LETHAL)

- » Call 911 and notify University Safety.
- » Know location of first aid kit and AED.
- » Post a staff or faculty member outside so they may direct EMS personnel to the injured person.
- » Provide first aid to the injured person.
- » Obtain medical information / history.
- » Attempt to isolate the person.
- » Do not move the person unless absolutely necessary.
- » If you do have to move a person, use extreme caution they may have a skeletal or spinal injury.
- » Do not leave person unattended.
- » Check for medical alert necklace, bracelet, etc. (diabetic, seizures).
- » Direct witnesses of the incident to University Safety.
- » Limit access to the location of the injured person. This may be a crime scene.



INTRUDER (VIOLENT / PASSIVE)

Violent:

- » Call 911 if there is an immediate threat and notify University Safety.
 - Person armed with a weapon
 - Person yelling threats
 - Person that is damaging school property
- » Lockdown the classroom.
 - Turn lights off
 - Silence phones
 - Turn desk / tables on side

Passive:

- » Notify University Safety.
- » Approach the person with another faculty member, only if the person is passive.
- » Identify yourself and ask for student I.D.
- » Ask the intruder the purpose of the visit.
- » If the intruders purpose is not legitimate, ask them to leave.
- » Provide University Safety a detailed description of the person, and location where he or she was last observed.
- » University Safety should make sure the person exits school property, and note the description of the vehicle and tag number.



LOCKDOWN PROCEDURES

If a lockdown is ordered, please perform the following functions.

Alert 1 (Full lockdown):

- » Move all persons from the hallways into a classroom.
- » Close and secure classroom door and turn off the lights.
- » Instruct students to silence cell phones.
- » Advise students that the University is in lockdown status.
- » Keep students away from doors and windows.
- » Close all blinds, drapes, etc.
- » Minimize student's exposure to the hallways. Students may need to gather in the blind spot of the classroom – extreme corner in some cases.
- » Turn desks and tables on their sides and advise the students to assume a position behind them.
- » Keep students calm and address them in a calm voice.
- » Note attendance, including persons who are not part of your class.
- » During a lock-down no one is permitted to enter or exit the classroom with the exception of police / fire /EMS, University Safety or administrative personnel.
- » Lockdown concludes only with notification from University Safety or law enforcement.
- » At the end of the incident members will prepare a report if requested by the Assistant Vice President of University Safety.

Alert 2 Lockdown:

- » Close and lock the classroom doors, make sure all students are accounted for.
- » Try to clear all common areas in the proximately of your class.
- » Wait for further instructions or "ALL CLEAR" from University Safety.



SUICIDE, ATTEMPTED SUICIDE

Attempted:

- » **If the person is unconscious:** Call 911, administer first aid, and notify University Safety. Move any weapon to a safe location. Use extreme caution with firearms.
- » **If the person is conscious and unarmed:** Try to calm the person. Direct someone to call 911 and University Safety. Post a person outside who can direct emergency personnel to the scene.
- » Keep a safe distance, and make every attempt to clear the room of students.

Conscious armed with a weapon:

- » Call 911 and University Safety. Move away from the person.
- » Keep other students away.
- » Secure the area until police and EMS arrive.



WEAPONS ON CAMPUS

Weapon observed / displayed / or implied:

A weapon can be a gun, knife, blunt instrument, potential explosive material, or any device that may cause physical injury or death.

- » Call 911 and notify University Safety if the weapon is displayed or used in a threatening manner.
- » Wait for University Safety and brief them. Do not approach the student.
- » Supply University Safety the name of the student, or person if known.
- » Describe where the weapon is located.
- » Advise if the weapon is currently being displayed, used, or threatened.

If the suspect threatens you with a weapon, do not try to disarm them. Back away with your hands up and remain calm. Ask the person not to harm you; this simple request has triggered some assailants not to use the weapon.



WEATHER

Tornados, hurricanes, flash flooding, severe thunderstorms with frequent sky to ground lightening, and earthquakes, have occurred in this area. Many times severe weather events offer very short notice.

- » If time permits, evacuate to the designated assembly points.
- » When in doubt keep the students housed (shelter in place), stay away from the windows, and assume a tucked position under a desk, table, or in a doorway.
- » Wait for instructions.



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