



CRISIS MANAGEMENT PLAN

Building a Crisis Response for our Community

ACKNOWLEDGEMENTS

This manual is prepared for personnel and student leaders at the University of Maryland Eastern Shore. Sources for this manual have been adapted from the crisis manuals of St. Lawrence University (1995) and Dr. John Kubinski's (1987) manual for Albion College Counseling Services Crisis Intervention manual, and the University of South Carolina's Columbia Campus Emergency Management Plan (2001). Revision planning and enhancement was completed in 2001-02 by members of the Crisis Management Team (CMT) at the University of Maryland Eastern Shore and updated in 2007 and in 2008. Special thanks are given to the current Crisis Management Team, and those who served on the original Crisis Management Team.

CRISIS MANAGEMENT TEAM

| | |
|---|--------|
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| Vice President for Academic Affairs | x6508 |
| Vice President for Institutional Advancement | x6676 |
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| Director of Cooperative Extension | x6206 |
| General Manager of the Richard A. Henson Center | x8100 |
| Director of Athletics | x6496 |
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| Director of Farm Operations | x6631 |
| Director of Dining Services | x6675 |
| Disabilities Coordinator | x6461 |
| Manager of Environmental Services | x6652 |
| Director of Public Safety | x6589 |
| Director of Counseling Services | x6451 |
| Director of Auxiliary Enterprise | x6253 |
| Director of Student Health Services | x6597 |
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INTRODUCTION

The University of Maryland Eastern Shore Crisis Response Plan identifies natural and man-made emergencies or crises that may impact the campus community. It details the response procedures that campus officials should follow in case of an emergency.

All departments within the UMES campus community should become familiar with this plan. As appropriate, they should formulate their own action plans or emergency operations checklist to complement this plan, and submit a copy to the UMES Crisis Management Committee for review and approval. The University's Safety Officer will seek assistance as necessary from the Crisis Management Committee in evaluating the appropriateness of plans submitted for review and approval. The Department of Public Safety will maintain a copy of all plans approved.

Campus emergency operations will be conducted within the framework of the University guidelines. Any exception to these procedures will be conducted by, or with the approval of the University administrators directing and/or coordinating the emergency operations.

Advance planning for the eventuality of a crisis will accomplish two objectives for the University of Maryland Eastern Shore:

- it may uncover potential crises and thus, help the university avoid them;
- it provides a plan or blueprint for action when a crisis does occur.

In addition, a well-conceived and executed plan for crisis management not only does more to prevent the loss of valuable goodwill from our constituencies; but also can serve as a valuable means of increasing goodwill. What constitutes a crisis? There are two kinds: an emergency and a non-emergency.

An emergency crisis is defined as any event that places the employees of the University of Maryland Eastern Shore, its students, or its property in direct physical jeopardy.

A non-emergency crisis is any event with unexpected consequences that may adversely affect the image of the university, yet poses no immediate physical threat to people or property.

PURPOSE

The basic emergency procedures outlined in this guide are to protect life and property through effective use of University resources, and to provide for the physical and emotional well being of the members of our campus community during and immediately following an emergency.

This document describes an integrated plan for responding to a University emergency. Whenever an emergency affecting the University reaches proportions that cannot be handled by routine measures, the President, or his designee, may declare a state of emergency and implement the Emergency Management Plan. It is recognized that the specific actions implemented will be dependent on the nature and severity of the situation. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

SCOPE AND STATISTICS FOR UNIVERSITY OF MARYLAND EASTERN SHORE

The University of Maryland Eastern Shore is an institution of higher learning approved by the State of Maryland and fully accredited by the Middle States Association of Colleges and Schools. The UMES campus covers 706 acres in rural Princess Anne, Maryland. There are 82 buildings on the campus, covering 1,582,884 square feet. Campus enrollment exceeds 3,400 students. Approximately, 850 individuals work on the UMES campus. UMES is identified by the State of Maryland as a “Small Quantity Generator.” A certified Hazardous Materials Disposals contractor transports all hazardous materials from the campus. There is no environmental impact on the surrounding community. UMES has an excellent safety record (no fatalities).

TYPES OF EMERGENCIES

University of Maryland Eastern Shore is at risk from various emergencies and/or hazards. The following list identifies those that would pose the greatest need for a response:

- Fire
- Natural disaster
- Chemical or radiation spill
- Violent or criminal behavior
- Utility failure
- Bomb
- Civil disturbances or demonstrations
- Medical/Psychological (epidemic, poisoning, threats of harm to self, others)
- Public relations issues (athletics, budgetary issues, student safety issues, management issues)
- Transportation accident (accident involving vehicles; accident involving commercial conveyance carrying University personnel; private/corporate aircraft crash, train derailment on campus)

THE PLAN FOR CRISIS COMMUNICATION

All unit heads of the University of Maryland Eastern Shore will have a copy of this written plan to handle communications in crisis situations.

This crisis plan covers two types of events:

Emergencies are any situation that causes or threatens to cause loss of life or physical property, or threatens the general safety and welfare of individuals working in or around UMES. (e.g. fires, explosions, accidents, vehicular mishaps, or severe weather)

Non-emergencies - any unforeseen situation that threatens the reputation or stature of UMES that pose legal ramifications and that do not pose direct physical threat to either employees or property at the university (e.g. public disclosures of scandal or malfeasance by officials, certain resignations of officials).

Both types of events make news. The University of Maryland Eastern Shore is a public institution. Media, government regulatory bodies, and the state’s taxpayer have a legal right to know the facts of these events as they emerge.

The UMES policy in crisis situations is to provide disclosure of all factual information as quickly as possible, with regard for individual privacy and legal responsibility.

The following plan is a specific blueprint for the UMES Administration and Staff. It provides a procedural guide as well as contact information for key campus individuals in time of crisis.

UMES PUBLIC RELATIONS POLICY STATEMENT

The policy of the University of Maryland Eastern Shore is to respond quickly, accurately, and fully to all legitimate requests for information about any crisis that affects the university, its employees, its students, and its public image with full regard for individual privacy and legal responsibility.

CAMPUS EMERGENCY MANAGEMENT

The Office of Public Relations at the University of Maryland Eastern Shore is designated as the lead unit to coordinate and disseminate critical information about any crisis situation that may adversely affect the University. In this capacity, the Coordinator of Public Relations functions as the principal spokesperson for the University. From time to time the President may designate an alternate to the Coordinator of Public Relations as the spokesperson in certain situations or in tandem with the Office of Public Relations. This will not be the usual procedure, however, the Office of Public Relations should be the first point of contact. That office will advise others if someone else with specific in depth knowledge of a particular area has been designated to respond. It is our policy that the designated spokespersons will be fully available (round-the-clock, if necessary) to all UMES constituencies for the duration of the crisis and immediately thereafter. The Office of Public Relations will also maintain a list of priority contacts in the media for crisis situations. The Director of IT will ensure web page access to the Coordinator of Public Relations.

PUBLIC RELATIONS RESPONSIBILITIES

In any emergency, a limited number of individuals are authorized to speak officially on behalf of the University of Maryland Eastern Shore. The following individuals are authorized to serve as spokespersons for the duration of an emergency; no other employees may disseminate information about the emergency to the media unless they are authorized to do so by the President or designee. All employees will refer questions about the emergency to the Office of Public Relations.

Authorized Spokesperson:

Coordinator of Public Relations

Work # 410-651-6669

University President

Work # 410-651-6102/6349

Vice President of Administrative Affairs

Work # 410-651-6229

Vice President of Student Affairs

Work # 410-651-6687

Per 12/16/08 Meeting

PRESIDENT

The University President, or his/her designee, is responsible for the overall direction of campus emergency operations in the declaration of an emergency.

ADMINISTRATORS, DEANS AND DEPARTMENT HEADS

Administrators, deans and department heads, where appropriate, should prepare and submit for review and approval by the Crisis Management Committee, in consultation with the University's attorney, an emergency response plan that addresses the unique characteristics of their units within the context of this umbrella plan.

These campus officials are responsible for conducting campus wide drills and should insure that building evacuation information be distributed to all employees with follow- up discussions, on-the-job training or explanation as required. Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation procedures. At the beginning of every term, the emergency alert system will be tested via siren, text, and email.

FACULTY AND STAFF SUPERVISORS

Each faculty and staff supervisor should educate their students and/or employees concerning University procedures as well as evacuation procedures for their building and/or areas. They should evaluate, survey and estimate their assigned building facility or area in order to determine the impact a fire or earthquake could have on it. Report all safety hazards to the Safety Office, and promptly submit work orders to reduce hazards and to minimize accidents.

EMERGENCY PROCEDURES

In Case of Emergency

In case of emergency call 6590

Evacuate your work area and the building, if necessary.

If you are unsure that the situation is an emergency, you should call 6590 and report the situation

When calling, remain calm and carefully explain the problem and location to the dispatcher. Do not hang up until told to do so.

In Case of Other, Non-Emergency Crises:

Refer all inquiries to the Office of Public Relations at 6669 or 7580

If you are unsure that the inquiry constitutes an existing, growing, or future crisis, refer the inquiry to the Office of Public Relations

The Bottom Line:

- It's better to alert *someone* quickly than not at all.
- It's better to alert too *many people* than not enough.

SPOKESPERSON BRIEFING

Spokesperson will:

- Ensure that media receive timely, factual information

Provide single, consistent source of information to media

Minimize contradictory information to media

Minimize contradictory information from UMES

Provide perspective to emergency events and technical information and explanations to media

UMES President and immediate staff will:

- Completely and thoroughly inform spokesperson during all phases of emergency.

INTERNAL ALERT

*Call UMES Campus Police 410-651-3300 or campus extension 6590

Coordinator of Public Relations Work # 410-651-6669

Vice President of Administrative Affairs Work # 410-651-6229

EXTERNAL ALERT (Emergency Help)

| | |
|--|---|
| Fire Department | Dial “911” in all emergencies |
| Ambulance | Dial “911” in all emergencies |
| UMES Campus Police Department | 410-651-3300 or 410-651-6590 (Director of Public Safety) |
| UMES Physical Plant | 410-651-6650 (Director of Physical Plant) |
| Maryland State Police | 410-651-3101 |
| Maryland Poison Center | 1-800-492-2414 |
| Princess Anne Police Department | 410-651-1822 |

EMERGENCY COMMUNICATIONS HEADQUARTERS

A minimum of two and as many as three separate areas may be required to establish an Emergency Communications Headquarters

For UMES Staff (Phone: 410-651-6669 or 410-651-6387)

UMES key Administrators' Headquarters will be located in the President's Conference Room in the J.T. Williams Administrative Building. The 24-hour operations headquarters will be the Department of Public Safety building; alternate: Physical Plant. The Office of Public Relations Headquarters will be the Performing Arts Center (PAC). The various headquarters locations are to provide sufficient space for campus leadership to develop strategies, decide on courses of action, clear messages and prepare statements to the media, brief spokespersons, and answer media calls. The staff coordinator for this room will be responsible for providing a laptop computer, telephone, and photocopy services.

STAFF COORDINATOR FOR ROOM SETUP, ACCESS, AND SERVICES:

| <u>Name</u> | <u>Office #</u> |
|-------------|-----------------|
|-------------|-----------------|

| | |
|---------------------------------|------|
| Coordinator of Public Relations | 7580 |
|---------------------------------|------|

For On-Site Media

Media Headquarters will be located in the Performing Arts Center. Written materials (e.g. news releases, updates on the emergency) will be provided here to credentialed members of the media. The staff coordinator, or designee, will be responsible for providing access to a telephone and two laptops.

FOR FAMILIES, FRIENDS OF VICTIMS

If the emergency involves injuries or fatalities, the lobby of the Henson Center or other assigned space will be used for family and friends of victims. It will be sequestered and off-limits to all media. The staff coordinator for this site will be responsible for providing to family and friends information as it develops regarding the condition of emergency victims and other assistance as needed.

PERSONAL INJURY/DEATH COMMUNICATION POLICY

- 1 The UMES Office of Public Relations and its assigned spokespersons are the only parties authorized to release the names of injured or deceased persons.
- 2 The names of injured or deceased persons will not be released until after next-of-kin are notified.
- 3 After notification of next-of-kin, the Office of Public Relations and its assigned spokespersons will immediately release names of injured or deceased persons.
- 4 All inquiries, regardless of their source, about the safety or condition of employees after an emergency at this site will be referred immediately to the Office of Public Relations.

EMERGENCY MATERIALS

NEWS RELEASE

Include:

- Nature of the emergency
- Where, when it happened
- UMES's official response to the emergency
- Measures taken to contain it
- Physical extent of the emergency (number employees injured or deceased, property damaged)
- Plans to return to normal operation
- After families have been notified, names of injured and/or deceased
- Names and phone numbers of persons to contact for more information

Do NOT Include:

- Speculation of any kind
- Attempts to fix blame for the emergency
- Identification of a specific cause of the emergency
- Monetary estimates of damage

BACKGROUND STATEMENT

Include:

- Brief factual summary of events
- Guidelines for employees' discussion of event with external audiences
- Name of contact in Office of Public Relations for more information

NEWS CONFERENCES

News conferences should be used only in those situations in which the information to be disseminated is significant and must be communicated quickly and efficiently to a large number of people at the same time. In severe emergencies that are protracted, result in large numbers victims or fatalities, or deceased, or involve massive property damage, it may be necessary to conduct news conferences as frequently as every hour.

Include:

- Coordinator of Public Relations, designated spokesperson, other UMES staff depending upon the nature of the emergency.
- Media Kit-including news release(s), fact sheet(s), copies of statements by speakers at news conference, biographical information of speakers.
- Media List and follow-up distribution of media kit to those who did not attend news conference.

POST-EMERGENCY FOLLOW-UP

Responsibility for communication with key audiences does not end with the crisis. It may be necessary to update those audiences for days, weeks, even months after a crisis, depending upon its severity.

Per 12/16/08 Meeting

Media:

- Communication updated on progress toward restoration to normal operations.

Employees, Immediate Community:

- Distribute to home addresses at least one news update (from the president) on progress toward restoration of normal operations.

Evaluation:

- As soon as possible after the event, assess the plan, how it was implemented, the outcomes, and make recommendations to revise the plan accordingly, if appropriate.

The success of this plan necessitates that the University maintain a constant state of readiness to assure the efficient and orderly transition from routine activities to those associated with emergency situations. This is accomplished through a carefully planned and a continuous program of training, drills, and exercises.

TRAINING OBJECTIVES

- To respond effectively to the actual occurrence of an emergency.
- To provide for recovery in the aftermath of any emergency involving extensive damage or other debilitating influence on the normal pattern of life within the University community.
- To validate plans and assure preparedness.

EMERGENCY PROCEDURES DETAILED:

MEDICAL/PSYCHOLOGICAL EMERGENCIES

MEDICAL EMERGENCIES

Student Health Services Staff can provide medical assistance. In case of emergency call 6590 to request assistance from Emergency Medical Services (EMS) and University Police. Contact the Residence Life Staff immediately if incident occurs in residential area, if the individual(s) is an on-campus resident.

Care

- Administer first aid if needed (open airway, control bleeding).
- Contact University Police to call ambulance, if needed
- Have available student's medication or health forms that provide necessary information to emergency medical staff.
- Attend to emotional needs of the individual(s). Offer reassurance and keep person informed of help being provided.
- Provide the individual(s) space from others who may add confusion and unnecessary stress.
- Attend to concern of students in the hall or close friends if needed.
- Residence Life or Health Services Staff notifies emergency contact persons by request or in a life-threatening emergency.

When calling for emergency medical assistance, give the following information:

- nature of medical emergency (type of injury, number of injured)
- location of emergency – building and room number (you may need to be more specific about the building location if you call EMS directly)
- your name and the phone number from which you are calling.
- if possible, stay on the phone until released by campus police dispatcher or the 911- dispatcher.

If students were hospitalized, Residence Life Staff or Health Services Staff contacts Vice President for Student Affairs or other significant persons by request.

When student is taken to the hospital contact Campus Police and Student Health Services. In life threatening emergencies, student may contact 911 or 6590. Area Director should be notified if victim is an on-campus student. Coordinator of Commuter Student Services should be notified if individual is a commuter student.

If an emergency occurs in a residence area contact Residence Life Staff first unless there is a life threatening emergency and contact University Police at 6590 or 911. Residence Life Staff contacts Director of Residence Life Staff and emergency contact persons for life threatening emergencies. Department staff contacts Vice Presidents for Student Affairs, and Administrative Affairs if needed.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual threatens harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs:

Never try to handle a situation you feel is dangerous on your own. Use a calm and rational approach: tell the person who you are, and attempt to engage the person in very basic conversation. Move to a quiet area out of public eye when possible if you sense no danger to yourself.

Notify Residence Life Staff. In extreme emergencies, call the University Police immediately for emergency placement. Clearly state that you need immediate assistance, give your name, location and the nature of the emergency.

Following a major emergency or disaster, it may be necessary to provide significant psychological counseling intervention for faculty, staff and students in order to overcome the lingering emotional trauma associated with such an event.

Residence life or other professional staff consults with the Counselor On Call to plan nature of follow-up with individual.

Response to friends and members in hall: inform them that the person is receiving appropriated help. Normalize the situation. Be alert to information that may add to knowledge about precipitating events, and communicate them to the Counselor On Call.

Residence Life/Professional Staff notifies the following:

- On-Call Counselor
- Director of Residence Life
- Student Health Services if not contacted earlier

Contact Coordinator of Commuter Services, if the person is a commuter student.

ALCHOL AND DRUG ABUSE

An **ALCOHOL AND DRUG ABUSE** crisis results from ingesting substances haphazardly or beyond an individual's normal ability to cope with the ingested amount or the consequence.

The immediate response is to utilize health services if possible. Before approaching or touching the person, identify yourself to the individual and explain what you intend to do. Talk calmly in a non-challenging manner and orient individual to time, place, and condition if needed. Try to find out **WHAT** the individual(s) has consumed and **HOW MUCH**, including whether alcohol was mixed with other drugs (prescription medication or illegal drugs). Contact the Residence Life Staff if incident occurs in residence area or if an individual(s) is an on-campus resident. Contact University Police and Health Services.

Monitor respiration. If unconscious, try to maintain an open airway if necessary until help arrives. If convulsing, **DO NOT** attempt to put any object in the mouth and **DO NOT RESTRAIN**. People who are under the influence of alcohol/drugs can be irrational and /or dangerous. **NEVER PUT YOURSELF AT PHYSICAL RISK.**

Drugs (including alcohol) overdose can be rapidly fatal. Call campus police to request an ambulance if a person is:

- Poorly responding to stimuli
- Unconscious (no response to stimuli)
- Having difficulty breathing or irregular breathing
- Out of control and a potential danger to self or others
- If you aren't sure about the physical well-being of the person

Utilize Student Health Services if possible. Make certain someone stays with individual(s). If the individual(s) wishes to lie down, have person lie on his /her side to avoid asphyxiation. If asleep, wake individual every 15 minutes to check responsiveness. If becoming less responsive, seek medical attention. Don't give the person aspirin, caffeine or any other drugs. Don't try to keep the person awake, or attempt to give them a cold shower. Don't attempt to physically restrain the individual(s).

Contact individual(s) the next day (in hall, home, or hospital). This expresses concern for person's immediate welfare. Try to explore the extent of individual's quantity of substance use. Concrete information about circumstances and history surrounding substance use are both important. Residence Life Staff seeks follow up and assessment with person in hall and provides notification to Health Services. Referral to Counseling Services is appropriate by professional staff if assessment indicated previous or frequent substance use or an isolated case of severe substance abuse.

When student is taken to hospital, do the following:

- Contact Residence Life Staff first if incident occurs in residence hall.
- Area Director/Graduate Assistant contacts immediate family and notifies Director of Residence Life.
- Contact Student Health Services. (If after office hours and not life threatening, Area Director/Graduate Assistant contacts Health Services next business day).
- Contact Commuter Student Services Coordinator if incident involves commuter students.
- Student Health Services and Area Director make follow-up with University Police as necessary.
- Follow-up is made by Residence Life and Student Health Services Staff to address person's concerns while in hospital care.

LOSS: DEATH OR TERMINAL ILLNESS OF FRIEND, FELLOW STUDENT, OR RELATIVE, FAMILY TRAGEDY, OR LOSS OF SECURE ENVIRONMENT

LOSS is the personal realization that something bad has happened or is going to happen. Losses can be operant in different dimensions such as the physical, psychological, emotional, and spiritual. For example, a perceived loss could be characterized by the suffering that accompanies separation, dissolution, deprivation, failure, and the death of a loved one.

The immediate response is to assess and determine the emotional state of the person. Feelings frequently associated with loss or deaths include: shock, anger, helplessness, fear and guilt. When feelings become so intense that the person is out of control, contact help.

Remain with the person and actively listen especially for the person's feelings. Supporting the person at this time is most important. Help the person identify a concrete plan for the immediate future. What will he/she do in the next few hours and for the remainder of the day? Has the person contacted professors and the Vice President for Student Affairs Office to be excused from classes?

When in doubt about a student's ability to function effectively, socially or academically, contact Residence Life Staff. Residence Life Staff will contact the Counselor On Call if needed. Respond to friends and members in the residence hall. Let them know it is normal for a person suffering loss to be emotionally unsteady or volatile. **Friends can best help by** allowing the student time before expecting a "return to normal." Follow-up with the student upon his or her return to campus. Inquire about the student's emotional well being and academic performance. Area Director/Graduate Assistant makes follow-up and referral to Counseling Services with student as needed.

Notification: Include the Residence Life Staff if the individual is an on-campus resident and the Coordinator of Commuter Student Services if the person is a commuter student and situation develops while student is on campus. Residence Life Staff are available to assist and provide needed support.

When notified, the Counselor On Call will contact as appropriate:

- Director of Residence Life
- Area Director notifies Residence Life Hall Staff
- Vice President for Administrative Affairs
- Vice President for Students Affairs
- University Police (as needed)
- Director of Health Services (as needed)
- Commuter Services
- Other affiliated areas

ASSAULT AND/OR BATTERY

ASSAULT is an unlawful attempt or threat to harm another person. **BATTERY** is any willful and lawful use of force or violence upon another person

Immediate response is to utilize health service if possible. Assess the situation and determine whether physical or emotional needs are first priority. If there is any evidence of medical emergency, follow procedures for **MEDICAL EMERGENCY**. Issues of legal action will come later. Even if no medical emergency exists, emotional impact can be severe.

Even if no medical need is apparent, encourage victim to seek medical attention. This is especially true if there has been any blow to the head. Allow the individual the opportunity to express feelings of anger, fear, etc. Gradually help student attain realistic assessment of what actually occurred and what precautions if any, need to be taken.

Reported cases are referred to the Director of Residence Life for decision on further judicial proceedings. University Police should be contacted. Victim can choose whether or not to file personal charges with local authorities.

Take steps to try to insure safety. Contact Residence Life Staff if not previously contacted. If there is a threat of safety, have victim spend the night in a safe environment, in the residence hall or with friends.

If students were hospitalized, Residence Life Staff or Health Services Staff contacts the Vice President for Student Affairs, Coordinator of Commuter Student Services if necessary or other significant persons by request. Residence Life Staff or Student Health Services Staff attend to victim's concerns while in hospital care.

If student is taken to hospital, notify Residence Life Staff, Student Health Services and Campus Police. Contact Area Director/Graduate Assistant who will contact Director of Residence Life for life threatening emergencies, immediate family, as needed, hall staff and residents. If persons involved are commuter students, contact the Coordinator of Commuter Student Services.

RAPE/SEXUAL ASSAULT

RAPE AND SEXUAL ASSAULT are crimes of violence. **SEXUAL ASSAULT** occurs when one person forces or coerces another person into sexual contact. **RAPE** is sexual intercourse without consent. If the victim is unable or does not consent to sexual intercourse this is **RAPE** as defined by law.

Immediate response is to assess and determine whether physical or emotional needs are the first priority. If there is any evidence of medical emergency, follow the procedure for medical emergency. Issues of legal action will come later.

Inform the victim that options exist (e.g., whom to contact for assistance). Gently encourage the victim to make choices in order to regain some sense of control for example, "Is there someone special you would like me to call to be with you?" Even if no medical emergency exists, emotional impact can be severe, and care for the person is essential. Encourage the victim to call **Life Crisis** for an advocate. **The number is 1-800-422-0009**. Another option is to contact the Counselor on call.

The victim should be encouraged to go to the hospital before any attempts to clean herself/himself. It's best not to shower, douche or change clothing because this can destroy physical evidence that the victim may need at a later date. Suggest that the victim take a change of clothing to the hospital with him/her.

Explain the purpose of the hospital procedures, which are to treat injuries, prevent pregnancy, prevent STDs and to gather legal evidence that the victim may need later. Standard procedures will be followed at the hospital, including contacting the police. The victim can choose whether or not he/she will speak to the police.

Communicate that help is available and the victim need not be alone. **Do not attempt to hug or even touch the victim's hand.** Remind the victim that in addition to campus support staff, Life Crisis has a 24-hour hotline with trained advocates available to assist victims of sexual assault. Encouraging the victim to make a choice about who to contact is helpful.

Initial feelings often include: shock, fear, anxiety, guilt anger, and disbelief. Subsequent feeling often include: guilt, helplessness, isolation (feeling different), and anxiety about friends and/or family reaction.

Reporting to the police is always the victim's choice, although it should be encouraged. Failure to involve the police limits the victim's choices. If the victim is agreeable to having the police contacted, call University Police and specifically request a police officer that is the opposite gender of the alleged perpetrator.

University Police will question the victim to establish facts and if possible, apprehend the suspect. Police or an advocate from Life Crisis can best explain legal options to the victim with more accurate information about likely consequences of legal options. Several legal options exist. If the victim refuses to consider criminal charges inform him/her about the options of a civil suit, which provides another legal avenue for proposed remedies. He/she does not need to make a decision immediately, but does need to act in a way to provide the most options available.

If a student refuses to go to the hospital or the police, encourage him/her to seek other help for example: Residence Life professional staff, Life Crisis, Counselor On Call, or Student Health Services.

Follow-up with the victim to express caring which is helpful. Depending on the number of people who know of the incident, a meeting with the hall or group of concerned friends may be helpful. Address fears for personal safety and frustration of feeling helpless. **Referral to Life Crisis,** Counseling Services or Student Health Services if not done earlier.

If not notified earlier, Residence Life professional staff should be contacted, who notifies the Coordinator of Counseling Services, Coordinator of Commuter Student Services (if needed), Chief of University Police and Director of Health Services. **The name of the victim should not be revealed to University Police without permission of the victim.**

ACTIVE SHOOTER /HOSTILE INTRUDER PROTOCOL

An active shooter can be described as suspect activity that causes death and/or serious bodily injury through the use of a firearm. It is a dynamic situation that usually evolves rapidly, and demands immediate deployment of law enforcement resources to terminate the life-threatening situation. Immediate deployment will involve the first offices on the scene taking aggressive action to find and stop the killing. The goal is to contain and isolate the individual with the gun, and the safe release of any hostage(s).

If an active shooter enters a class or office:

If it is possible to do so safely, exit the building immediately when you become aware of an incident, moving away from the immediate path of danger, and take the following steps:

1. Notify anyone you may encounter to exit the building immediately.
2. Evacuate to a safe area away from the danger, and take protective cover. Stay there until assistance arrives.
3. If possible Call 911 and the UMES Public Safety Department at 410-651-3000, providing the dispatcher with the following information: (If you cannot speak, leave the line open so police can hear what is going on.)
 - a. Your name
 - b. Location of the incident (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter(s)
 - e. Number of persons who may be involved
 - f. Your exact location
 - g. Injuries to anyone, if known
4. Individuals not immediately impacted by the situation are to take protective cover, staying away from windows and doors until notified otherwise.

If you are directly involved in an incident and exiting the building is not possible, the following actions are recommended:

- 1 Go to the nearest room or office.
- 2 Close and lock the door.
- 3 Turn off the lights
- 4 Seek protective cover.
- 5 Keep quiet and act as if no one is in the room.
- 6 Do not answer the door.
7. Notify 911 and UMES Public Safety if it is safe to do so, providing each dispatcher with the following information:
 - a. Your name
 - b. Your location (be as specific as possible)
 - c. Number of shooters (if known)
 - d. Identification or description of shooter
 - e. Number of persons who may be involved
 - f. Injuries if known
8. Wait for police or security to assist you out of the building.

The Maryland State Police (State Team) Tactical Team is trained and equipped to respond to an emergency incident of this nature. During the initial phase of the incident, the MSP along with UMES representatives will evaluate the situation to determine the best course of action for the safety of the UMES community.

DEFINITIONS:

- A. **BARRICADE SITUATION:** Incident in which armed or possibly armed subject(s) are in an environment or situation which prevents reasonably safe access or approach by law enforcement officers and poses an immediate or continuing threat to officers or others.

- B. **HOSTAGE SITUATION:** Incident in which a barricaded subject(s) has one or more persons in his/her immediate control that are held against their will or are incapable or unwilling to escape.
- C. **ACTIVE SHOOTER SITUATION:** Incident in which there is the intentional random or systematic shooting of multiple victims in which the shooters' intent is to continue the spree until stopped by law enforcement or suicide.

ATTACHMENT 1

FIRE

In all cases of fire, campus police must be notified immediately by calling (410) 651-3300 or 651-6595. If necessary, the Fire Department can be reached by 911. Remember to first dial -9- if calling from a campus phone. Observe the following procedures:

- Know the location of fire extinguishers, where fire exists, and alarm systems in your area and know how to use them. Training and information is available through Campus Police and the Campus Safety Officer. If a minor fire appears controllable, immediately contact the Fire Department and campus police. Then promptly direct the charge of the fire extinguisher toward the base of the flame. If you are not alone, have one person make the emergency call while another uses the fire extinguisher.
- If an emergency exists, activate the building alarm. Caution: In some buildings, the alarm may ring only inside the building. You must report the fire by phone.
- On large fires that do not appear controllable, evacuate all rooms closing all doors to confine the fire and reduce oxygen and immediately notify the Fire Department and campus police. Do not lock doors.
- When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- 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.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken. The Emergency Building Coordinator will take attendance and assist in the accounting of all building occupants.
- If requested, assist emergency crews as necessary.
- An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business.
- Do not return to an evacuated building unless told to do so by an authorized 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 regular intervals to alert emergency crews of your location. Do not panic.

ATTACHMENT 2: NATURAL DISASTERS

(Tornado, Hurricane, Winter Storms, Earthquake)

TORNADO

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm (and sometimes a hurricane) and is produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. Tornado season is generally March through August, although they can occur at any time of year. They tend to occur in the afternoons and evenings.

The best protection during a tornado is in an interior room on the lowest level of a building, preferably a basement. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes, however, one tornado can touch ground several times in different areas they are most destructive when they touch ground.

TORNADO WATCH

A tornado watch means that conditions are favorable for tornado formation. You should remain alert and do the following:

Review actions to take should the situation change to a Tornado Warning, or if a tornado funnel is sighted.

Ensure no physical restrictions exist that would prevent free movement to your nearest safe area (clear any blocked doors, aisles, etc).

Continue normal activities, but be alert to weather outside, and monitor a radio/television or watch the sky for worsening weather conditions.

Do not phone campus police or the campus operator for information. Keep telephone lines clear for emergency messages.

TORNADO WARNING

A tornado warning means that a tornado has been sighted. You should do the following:

- Take cover. Preferably, proceed to the nearest safe area or shelter. Because of possible electrical failures, you should use the stairs, not the elevator. Remain well clear of windows and other glass. Avoid auditoriums and gymnasiums with large poorly supported roofs.
- In multi-story buildings, you should move to the basement or first floor. Inner hallways are usually safe areas. If possible, move to the ground level. If you are in a frame or sheet metal building and weather conditions permit, move to a brick or stone building for added protection.

HURRICANE

High winds, flooding and flying debris resulting from hurricanes also can be dangerous killers. Hurricanes also spawn tornadoes. A hurricane watch is issued when there is a threat of hurricane conditions within 24-36 hours. A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater, or dangerously high water and rough seas) are expected within 24 hours or less. The hurricane season lasts from June through November.

SEVERE WINTER STORMS

In Maryland, severe winter storms are most likely to bring ice, strong winds and freezing rain. Such storms can prevent

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employees and students from reaching campus or cause them to have to leave campus early in order to avoid dangerous circumstances on the highway. Severe winter storms also can cause structural damage and power outages.

The University of Maryland Eastern Shore campus is a residential community and needs to remain open at all times. However, occasions may occur when weather-related conditions or other emergency necessitate that the University announce a delayed arrival time, an early dismissal time, or remain open for essential staff only. In all cases, employees must use their best judgment in determining their own safety when traveling to and from home.

A **winter storm watch** means severe winter weather is possible; **winter storm warning** signals that severe winter weather is expected; **blizzard warning** signals severe weather with sustained winds of at least 35 miles per hour; and a **travelers advisory** means that conditions may make driving difficult or dangerous.

The Governor/Chancellor/President has sole authority to excuse University employees from reporting to work during extreme weather or other emergency conditions. In some instances, the President may opt to cancel classes although the University's administrative offices may remain open. Employees are expected to report for work.

Any decision for losing or to delay opening will be transmitted from the President or designee to Public Relations Office for public broadcast.

Refer to the University's Hazardous Weather and Emergency Leave Policy for additional information.

EARTHQUAKE

- 1 During an earthquake, remain calm and quickly follow the steps outlined below.
- 2 If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- 3 If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized. Know your assembly locations.
- 4 If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- 5 After the initial shock, evaluate the situation and if emergency help is necessary call campus police at 410651-3300 or 6590 if on campus, or 911 if off campus. Protect yourself at all times and be prepared for after shock.
- 6 Damaged facilities should be reported to the Campus Police Office and the Physical Plant.
Note: gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.
- 7 If an emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. You must report the emergency by phone to campus police at 410-651-3300 or 6590.
- 8 When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.
- 9 Assist the handicapped in existing the building. Remember that elevators are reserved for the handicapped to use. Do not use elevators in case of earthquake or fire. Do not panic.
- 10 Once outside, move to a clear area at least 500 feet away from the affected buildings. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- 11 If requested, assist emergency crews as necessary.
- 12 An Emergency Operations Center (EOC) or Emergency Command Post (ECP) may be set up near the site of the emergency. Keep clear of such areas unless you have official business.
- 13 Do not return to an evacuated building unless told to do so by an authorized University official.

ATTACHMENT 3: CHEMICAL OR RADIATION SPILL

Report immediately any spillage of a hazardous chemical or radioactive material to campus police at 3300 or 6590.

Move away from the accident scene and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes and smoke. Observe the following procedures in these circumstances:

- When reporting, be specific about the nature of the involved material and exact location. Campus police will contact the necessary specialized authorities and medical personnel.
- 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 campus police and personnel from Health and Safety Programs.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give names to campus police. Required first aid and cleanup by specialized authorities should be started at once.
- If a building emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. You must report the emergency by phone to ensure coverage.
- When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- Assist the handicapped in exiting the building. Remember that elevators are reserved for handicapped persons to use. Do not use elevators in case of fire. Do not panic.
- Once outside, move to a clear area at least 500 feet away from the affected buildings. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business.
- Do not return to an evacuated building unless told to do so by an authorized University official.

Important: After any evacuation, report to your designated campus area assembly location. Stay there until an accurate headcount is taken. The Building Emergency Coordinator will take attendance and assist in the accounting for all building occupants.

ATTACHMENT 4: VIOLENT OR CRIMINAL BEHAVIOR

In an emergency, call: 9-911

Everyone is asked to help make the campus a safe place by being alert to suspicious situations and promptly reporting them.

Faculty, staff and students exposed to violent or criminal behavior, should use the following procedures:

- If you are a victim or a witness to any on-campus offense, **avoid risks!**
- Promptly notify campus police at (410) 651-3300 or 6590 as soon as possible and report the incident including the following:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
- If you observe a criminal act, or whenever you observe a suspicious person on campus, immediately notify campus police and report the incident.
- Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
- Should gunfire or discharged explosives jeopardize the campus, you should take cover immediately, using all available concealment. After the disturbance, seek emergency first aid if necessary.

What to do if taken hostage:

- 1 Be patient. Time is on your side. Avoid drastic action.
- 2 The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Do not make mistakes that could hazard your well being.
- 3 Do not speak unless spoken to and then only when necessary. Do not 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.
- 4 Try to rest. Avoid speculating. Comply with instructions as best you can, avoid arguments. Expect the unexpected.
- 5 Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- 6 Be prepared to answer the police on the phone. Be patient, wait. 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.

ATTACHMENT 5: UTILITY FAILURE

In the event of a major utility failure occurring during regular working hours, immediately notify the Physical Plant Office at 410-651-6650.

If there is potential danger to building occupants, or if the failure occurs after hours, weekends or holidays, call the Physical Plant Office at 6650 or campus police at (410) 651-3300 or 6590.

Follow the standard evacuation procedures if a building emergency exists. Always observe the above procedures whenever the following utility emergencies arise:

Electrical/Light Failure At present, campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight and portable radios available for emergencies.

Elevator Failure If you are trapped in the elevators, use the emergency phone to notify campus police. 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 Cease using all electrical equipment. Notify Emergency Maintenance at 6140. If necessary, vacate the area. If after 5 p.m., call campus police at (410) 651-3300 or 6590.

Serious Gas Leak Cease all operations. Do not switch on lights or any electrical equipment. Remember, electrical arcing can trigger an explosion. Call campus police at (410) 651-3300 or 6590 and the Physical Plant Office at 6650.

Steam Line Failure Immediately call campus police at (410) 651-3300 or 6590 or the Physical Plant Office at 6650. If necessary, vacate the area.

Ventilation Problem If smoke odors come from the ventilation system, immediately notify campus police at (410) 651-3300 or 6590 or the Physical Plant at 6650. If necessary, cease all operations and vacate the area.

ATTACHMENT 6: BOMB THREAT

Anyone who receives a bomb threat should adhere to the following procedures in the order shown.

Important: Do not touch any suspicious object or potential bomb.

1. The person receiving a threat should remain calm and attempt to obtain as much information as possible from the caller by using the following checklist. (Please note that this checklist can be adapted for any threat.)
2. Call campus police at (410) 651-3300 or -6590, give your name, location, and telephone number. Inform them of the situation; reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call. Campus police will handle the evacuation if necessary upon their arrival.
3. Do not evacuate the building and do not sound the alarm; but wait for further instructions. UMES Campus Police and other authorities will be responsible for necessary evacuations of buildings on the campus.
4. If you should spot something out of the normal that appears suspicious, report it to campus police at (410) 651-3300 or 6590. Under no circumstances should you touch, tamper with, or move objects out of normal or confront persons acting suspicious.
5. Immediately cease the use of all wireless transmission equipment (cellular phones, 2-way radios).
6. Record the conversation if at all possible.
7. If the building is evacuated, move as far from the building as possible. Keep the street, fire lanes and hydrants, and walkways clear for emergency vehicles and crews.
8. Do not return to the building until told to do so by campus police or the Director of Public Safety personnel.
9. In some cases, it will be necessary for campus police to enlist personnel from the affected building to assist in the identification of suspicious packages. Please assist the emergency personnel as much as possible.
10. Bomb threats received by means other than telephone are to be reported to campus police at (410) 651-3300 or 6590.

Bomb Threat Checklist

Fill out completely, immediately after or during threat

Date _____ Time _____ am/pm

Questions to ask:

- 1 When is the 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?
- 10 Where are you now?

Sex of caller _____ Age _____ Race _____ Length of call _____

local call _____ long distance _____

Did the caller appear familiar with the premises? Y or N (circle one)

Callers Voice: Circle best description(s):

| | | | | | |
|---------|----------------|------------|-----------------|----------------|-------|
| accent | distinct lisp | angry | distinguished | loud | calm |
| excited | slow | slurred | clearing throat | ragged | nasal |
| soft | cracking | rapid | stutter | crying | |
| raspy | deep breathing | deep voice | laughing | voice familiar | |

If familiar, whom did it sound like?

Background Sounds: Circle applicable sounds

| | | | | |
|---------------|-------------------|-----------------|--------------|----------------|
| animal sounds | house noises | office machines | motor | booth sounds |
| PA system | crockery (dishes) | static | street noise | factory noises |
| music | voices | other _____ | | |

Threat Language: Circle best descriptions

| | | | |
|------------|-----------------------|-------|------------------------------|
| foul | well spoken (English) | taped | message read by threat maker |
| incoherent | irrational | | |

Other remarks: _____

Name _____ Position _____ Phone _____

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ATTACHMENT 7: CIVIL DISTURBANCE OR DEMONSTRATIONS

Campus demonstrations such as marches, meetings, picketing, and rallies must be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration:

- Interference with the normal operation of the University.
- Prevention of access to office, buildings or other University facilities.
- Threat of physical harm to persons or damage to University facilities.
- Creation of a situation that may endanger the safety of individuals and/or disrupt the academic environment of the campus.

If any of these conditions exist, campus police should be notified and will be responsible for contacting and informing the President and appropriate Vice Presidents. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

I. Peaceful, Non-Obstructive Demonstrations

- A. Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible.
- B. If demonstrators are asked to leave but refuse to leave by regular facility closing time:
 1. Arrangement will be made by the Director of Public Safety to monitor the situation during non-business hours, or
 2. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

II. Non-Violent, Disruptive Demonstrations

- A. In the event that a demonstration limits access to University facilities or interferes with the operation of the University:
 1. Demonstrators will be asked to terminate the disruptive activity by Administrative Affairs.
 2. Key University personnel and student leaders may be asked by the Vice Presidents for Administrative Affairs and Student Affairs to go to the area and persuade the demonstrators to desist.
 3. The Vice President for Administrative Affairs or his designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.
 4. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion or possible intervention by civil authorities. Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.

Directive to Immediately Terminate Demonstration (Identify Self)

This assembly and the conduct of each participant is seriously disrupting the operations of the University and is in clear violation of the rules of the University. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the University.) (In no event will the Administration of this University accede to demands backed by force) 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 Regents, take whatever measures are necessary to restore order including use of the police for assistance. Any individual who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension or expulsion and/or termination.

1. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.

2. After consultation with the President, Vice President for Student Affairs and Director of Public Safety by the Vice President for Administrative Affairs, there may be a need for an injunction and intervention of civil authorities. The demonstrators should be so informed if this action is taken. Upon arrival of the civil authorities the remaining demonstrators will be warned of the intention to arrest.

Directive to Immediately Terminate Demonstration With the Assistance of Police (Identify Self)

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures 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 be called in to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

III. Violent, Disruptive Demonstrators

A. In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the President and the Vice President for Administrative Affairs should be contacted immediately.

1. During Business Hours:

(a) In coordination with the Vice President for Administrative Affairs, campus police will assess the situation and inform the President and the Vice President for Student Affairs.

(b) If advisable, the Vice President for Administrative Affairs will alert the Director of Public Safety to arrange for a photographer to report to an advantageous location for photographing the demonstrators.

(c) The President, in consultation with the Director of Public Safety, the Vice President for Administrative Affairs and the Vice President for Student Affairs, will determine the possible need for the removal of the demonstrators.

(d) Campus Police will provide an officer with a radio for communication between University officials and the campus police department as needed.

2. After Business Hours:

(a) Campus police should be immediately notified of the disturbance.

(b) Campus police will investigate the disruption and report and notify the Director of Public Safety, the Vice President for Administrative Affairs, and the Coordinator of Public Relations.

(c) The Vice President for Administrative Affairs will:

Report the circumstances to the President and the Vice President for Student Affairs.

Notify key administrators and, if appropriate, the administrator responsible for the building/area.

Law Enforcement Action as a Result of a Demonstration

If it is determined by the University leadership that Law Enforcement action is required which may result in arrest, the Director of Public Safety/Chief of Police will announce the intent to disperse, move and/or arrest those not following the order to cease and desist or disperse.

ATTACHMENT 8: TERRORISM

Preparing for the Unexpected

Terrorism refers to the political use of violence or intimidation. Devastating acts, such as terrorist attacks (bombings, explosions, chemical/biological attacks, mass destruction, etc.) may raise uncertainty about what might happen next, increasing stress levels. Nevertheless, there are things you can do in preparation for the unexpected in order to reduce stress levels now and in the event of an emergency.

What could happen as a result of a terrorist attack?

The following things can happen after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure. Therefore, employees need to update information about any medical needs you may have and on how to contact your designated beneficiaries.
- Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
- Health and mental resources in the affected communities can be strained or even overwhelmed.
- Extensive media coverage, strong public fears and international implications and consequences can continue for extended time periods.
- Workplaces and schools may be closed, and there may be restrictions on domestic and international travel.
- You and your co-workers or family may have to evacuate an area, avoiding roads blocked for your safety.
- Cellular phone systems will go out due to the overloading of the system and the resultant crash of the network
- Regular phones may be disrupted and the state emergency may result in 1/3 of your region's lines being turned off for periods of time so that the system doesn't overload. This is similar to rotating blackouts, only on the phone lines.
- Gas stations may be ordered to shut down in terrorist situations.
- Stores can not process credit card/ATM transactions in situations of power failure
- Clean up may take several months.

SUGGESTIONS FOR EARLY PREPARATION

- Ensure that you frequently refuel your vehicles and that they are always full with gasoline.
- Always carry cash and lower dollar bills; stash some cash in a secret spot in the car you use most often.
- Keep enough freshly bottled water on hand for one week. Municipal water systems may be at risk.
- Have your pantry stocked with one week's supply of simple foods that doesn't require cooking.
- Have a portable emergency kit in a large duffel bag obtaining the above items, should you ever need to be evacuated.
- You should include a week's supply of the following essential items in the duffel bag:
 - Medicines
 - Toilet paper
 - Toothbrushes and Toothpaste
 - Hand sanitizer,
 - Water/food
 - Flashlights
 - Portable radios
 - Plenty of batteries
 - Pen and paper
 - Whistle
 - Rope
 - Duct tape

- Blankets
- General toiletries
- Anything else you think you need for one week

All the above items can fit into one large duffel bag for a regular sized family.

- Make sure you have the appropriate carriers for your pets and plan for extra water and food for them. It is a good idea to buy a small bag of food for them and store it with that emergency duffel bag.
- Also, store leashes/collars, and extra water.

EVACUATION

(refer to page__ for detailed evacuation plan specifically for UMES campus)

If local authorities ask you to leave your home or workplace, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or television and follow the instructions of local emergency officials and keep these simple tips in mind:

- Wear long-sleeved shirts, long pants and sturdy shoes so you can be as protected as much as possible.
- Take your disaster supplies kit.
- Lock your home if at your place of residence.
- Utilize travel routes specified by local authorities – don't use shortcuts because certain areas may be impassable or dangerous.

Listen to local authorities. Your local authorities will provide you with the most accurate information specific to an event in your area. Staying tuned to local radio and television, and following their instructions is your safest choice.

If you're sure you have time:

- Call your family contact to tell them where you are going and when you expect to arrive.
- Plan to take your pets with you; do not leave them behind. In emergency situations, they know something is wrong and get scared easily and may try to run away. Because pets are not permitted in public shelters, follow your plan to go to a relative or friend's home, or find a "pet-friendly" hotel.
- Shut off water and electricity before leaving, if instructed to do so. Leave natural gas service ON unless local officials advise you otherwise. You may need gas for heating and cooking, and only a professional can restore gas service in your home once it's been turned off. In a disaster situation it could take weeks for a professional to respond.
- Stay away from downed power lines.

Shelter in place

If local officials advise you to "shelter in place," what they mean is for you to remain inside your home or office and protect yourself there. Close and lock all windows and exterior doors. Turn off all fans, heating and air conditioning systems. Close the fireplace damper. Get your disaster supplies kit, and make sure the radio is working. Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. Using duct tape, seal all cracks around the door and any vents into the room. Stay listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Positive steps to take

Another useful preparation includes learning some basic first aid. To enroll in a first aid and CPR course, contact your local

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American Red Cross chapter. In an emergency situation, you need to tend to your own well-being first and then consider first aid for others immediately around you, including possibly assisting injured people to evacuate a building if necessary.

People who may have come into contact with a biological or chemical agent may need to go through a decontamination procedure and receive medical attention. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself and your family. As emergency services will likely be overwhelmed, only call 911 about life-threatening emergencies.

GUIDELINES FOR LOCKDOWN AND SHELTERING IN PLACE

Campus lockdown/Sheltering in place is one of several response options available in the event of a campus emergency. Lockdown/Sheltering in place means persons will remain in a building until emergency management officials issue additional instructions or declare that the emergency condition has ended. It is a short-term option for limiting the potential exposure of persons to hazards that may be present in the outdoor environment.

The Lockdown/Shelter in Place Coordinator will be the current building manager or designee for each university building. They have been trained to take certain actions and maintain communication with the university emergency command center for the duration of the emergency condition.

University Police personnel will be directed to seal off campus entrances to prevent ingress and egress of pedestrian and vehicular traffic to the main campus except for responding emergency personnel.

Persons in university buildings should take the following actions when the UMES Crisis Management Committee issues advice to lockdown the campus and/or shelter in place.

- 1 Shut windows and exterior doors. Remain in the building and await further instructions from the building manager or other emergency management officials. Limit your use of the telephone so that emergency communications will not be hindered by non-essential communications.
- 2 If in a laboratory, reduce all operations to a safe condition as quickly as possible. This might include terminating chemical reactions or processes; disposing of hazardous chemicals that are in use; securing radioactive materials; and putting away cultures and potentially infectious materials. The sash on chemical fume hoods should be pulled down to the fully closed position. Discontinue any laboratory process that might create a hazard if chemical fume hoods, bio-safety cabinets, or building ventilation were turned off.
- 2 Do not use elevators. The movement of elevators pumps significant amounts of air in and out of a building.
- 3 Do not seal off rooms or corridors with plastic or tape. The emergency management officials will centrally control building ventilation to minimize the risk of exposure of occupants to hazardous materials.
- 4 Building occupants should monitor updates posted to the UMES Campus Emergency web page at <http://www.umes.edu>. This same information can be obtained by dialing the campus emergency phone number at 410-651-6590, continuing to monitor emergency broadcast alert text messages for registered HawkTalk cell phone users, and listening to the campus radio station 91.3 WESM. If electronic communication has been disrupted, building managers will have up-to-date information on the emergency condition via their preplanned communication network or telephone tree.

FIRST AID PRIMER

Control Bleeding

- Cover the wound with a dressing, and press firmly against the wound (direct pressure).
- Elevate the injured area above the level of the heart if you do not suspect that the victim has a broken bone.
- Cover the dressing with a roller bandage.
- If the bleeding does not stop:
 - Apply additional dressings and bandages.
 - Use a pressure point to squeeze the artery against the bone.
- Provide care for shock

Care for Shock

- Keep the victim from getting chilled or overheated.
- Elevate the legs about 12 inches (if broken bones are not suspected).
- Do not give food or drink to the victim.

Tend Burns

- Stop the burning by cooling the burn with large amounts of water.
- Cover the burn with dry, clean dressings or cloth.

Care for Injuries to Muscles, Bones and Joints

- Rest the injured part.
- Apply ice or cold packs to control swelling and reduce pain.
- Avoid any movement or activity that causes pain.
- If you must move the victim because the scene is becoming unsafe, try to immobilize the injured part to keep it from moving.

Be Aware of Biological/Radiological Exposure

- Listen to local radio and television reports for the most accurate information from responsible governmental and medical authorities on what's happening and what actions you will need to take.

Reduce Any Care Risks

The risk of getting a disease while giving first aid is extremely rare. However, to reduce the risk even further:

- Avoid direct contact with blood and other body fluids.
- Use protective equipment, such as disposable gloves and breathing barriers.
- Thoroughly wash your hands with soap and water immediately after giving care.