

# EMERGENCY RESPONSE HANDBOOK



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This manual is intended for faculty and staff members at SOU. It is designed to address possible emergency conditions that may arise at this institution. Recipients of this manual should become familiar with its contents. In the event of an emergency, it will serve as a quick reference for effective action. It should be kept in an easily accessible location at all times, preferably near a telephone. New employees should be made aware of these procedures as part of the orientation program.

If you have questions or comments, contact:

SOU Department of Campus Public Safety at 541-552-6258 (2-6258)

Craig Morris  
Vice President Finance and Administration

## EMERGENCY TELEPHONE NUMBERS

### Campus Public Safety (CPS)

Fire/Police/Medical . . . . . 911

CPS Emergency Line . . . . . 541-552-6911 (2-6911)

CPS Non-emergency . . . . . 541-552-6258 (2-6258)

Business Hours: Monday through Friday, 8:00 am to 5:00 pm

After 5:00 pm, weekends and holidays . . . . . 541-552-6911 (2-6911)

Environmental Health and Safety (EHS). . . . . 541-552-6881 (2-6881)

Business Hours: Monday through Friday, 8:00 am to 5:00 pm

Visit the following web sites for important information and guidelines for emergency responses:

[www.sou.edu/security](http://www.sou.edu/security)

[www.sou.edu/EmergencyPreparedness](http://www.sou.edu/EmergencyPreparedness)

### Other Important numbers (dial 9 to reach off campus):

Medford Campus . . . . . 541-552-8100 (2-8100)

Mental Health Crisis Center . . . . . 541-774-8201/ 1-888-363-8755

Poison Center . . . . . 1-800-222-1222

Student Access Center . . . . . 541-552-6213 (2-6213)

Student Affairs . . . . . 541-552-6221 (2-6221)

Student Disability Services . . . . . 541-552-6213 (2-6213)

Student Health and Wellness Center . . . . . 541-552-6136 (2-6136)

SOU Information Telephone . . . . . 541-552-7672 (2-7672)

Women's Resource Center . . . . . 541-552-6216 (2-6216)

### Hospital Emergency Departments:

Ashland Community Hospital . . . . . 541-201-4100

Providence Medford Medical . . . . . 541-732-6400

Rogue Valley Medical Center . . . . . 541-789-7100

**HELP LINE (24 HOUR LINE) . . . . . 541-779-HELP**

# Armed Intruder

## Guidelines

In general, how you respond to these situations will be dictated by the specific circumstances of the encounter. If you find yourself in this situation, remain calm and CALL 911, as soon as possible. It is critical to remain calm and think clearly. No one can predict what actions are most appropriate for every situation that might occur. This procedure is merely a framework; you will need to adjust according to the exact circumstances you are facing. The objective is to have the intruder think there is no one in your area and to make it as difficult as possible to gain access.

## Notification

Learning of such an incident can occur in several ways, including hearing gunshots, being notified through SOU Alert, or being told by another member of the campus community. If you hear a sound that could be gunshots, assume they are gunshots and begin lockdown procedures—DO NOT wait for notification from the University. A SOU Alert will be sent as soon as Campus Public Safety is notified of a possible Armed Intruder.

## Armed Intruder in or near your building:

- Try to warn others to take immediate shelter.
- Go to a room that can be locked or barricaded.
- Lock and barricade doors or windows, turn off lights, close the blinds.
- Have ONE person CALL 911 and provide the following:
  - “This is the Southern Oregon University (give your location) and we have an Armed Intruder on campus.”
  - If you were able to see the offender(s), give a description of the person’s sex, race, clothing, type of weapon(s), location last seen, direction of travel, and identity—if known.
  - If you have observed any suspicious devices (i.e. bombs), provide the location seen and a description.
  - If you heard any explosions, provide a description and location.
  - Switch cells to vibrate, turn off other devices that emit sound.
  - Keep yourself out of sight; take adequate cover/protection behind objects that will stop a bullet: concrete walls, thick desks, filing cabinets, etc.
  - If the fire alarm sounds, ignore it unless you can physically detect the signs of fire. An intruder may pull an alarm to flush people out into the open.
  - Depending on circumstances, you may want to consider exiting ground floor windows as safely and quietly as possible.
  - Wait until a uniformed police officer or a University official known to you provides an “all clear.” This may take some time.
  - Unfamiliar voices may be an Armed Intruder trying to lure you from safety. Do not respond to voice commands until you can verify with certainty that they are being

issued by a police officer or University official. An SOU Alert will be sent to advise the situation is “all clear.”

## Armed Intruder in the room you are in:

- Try to hide or escape.
- If unable to escape, assume prone position (play dead) or
- Fight to overpower assailant by throwing items, attack with furniture, or swarm as a group.
- If the Armed Intruder(s) leaves the area, barricade the room and call 911.

## Armed Intruder in an outside area:

- Move away from the Armed Intruder or the sounds of gunshot(s) and/or explosion(s).
- Look for appropriate locations for cover / protection; brick walls, retaining walls, large trees, parked vehicles, or any other object that may stop bullet penetration.
- If you think you can make it out of the area, do so. If you decide to run, do not run in a straight line. Attempt to keep objects (trees, vehicles, trash cans, etc.) between you and the hostile person. When away from immediate area of danger, summon help and warn others.
- CALL 911 and provide the information listed in the first guideline.

## What to do if taken hostage:

- Be patient. Time is on your side. Avoid drastic action.
- The first 45 minutes are the most dangerous. Be alert and follow instructions.
- Don’t speak unless spoken to and then only when necessary.
- Avoid arguments or appearing hostile. Treat the captor with respect. If you can, establish rapport with the captor. It is probable that the captor(s) do not want to hurt anyone. If medications, first aid, or restroom privileges are needed by anyone, say so.
- Try to rest. Avoid speculating. Expect the unexpected.
- Be observant; you may be released or escape. You can help others with your observations.
- Be prepared to speak with law enforcement personnel on the phone.

## What to expect from responding police officers

In order to stop the shooting as quickly as possible, police officers responding to an Armed Intruder are trained to proceed immediately to the area in which shots were last heard. The first responding officers may be in teams. They may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and helmets or other tactical gear. The officers may be armed with rifles, shotguns, or handguns. The first officers to arrive will NOT stop to aid injured people. The first responding officers will be focusing on stopping the Armed Intruder and creating a safe environment for medical assistance to be brought in to aid the injured. Remember that once you have escaped to a safer location, the entire area is still a crime scene. Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.

# Bomb Threats

## Bomb threats usually occur by telephone. The person receiving the call should do the following:

- Remain calm and attempt to obtain as much information as possible from the caller (see question checklist below). Write down the exact words used in the threat while they are still fresh in your memory.
- Call 2-6911 or 911. Give your name, location, and telephone number. Inform the dispatcher of the situation including any information you may have. After you call 911, inform your administrator of the call.
- If instructed to evacuate, move a safe distance away from the building or behind barriers. If severe weather conditions exist, you may move to another building that is a safe distance away. Wait for further instructions given by SOU Alert or by police officials. Do not re-enter the building until instructed to do so.

## Bomb Threat Checklist

Obtain as much of the following information as possible while talking to the caller. Fill out immediately after the bomb threat.

- What is your name? \_\_\_\_\_
- Where is the bomb located? \_\_\_\_\_
- What time is it set to go off? \_\_\_\_\_
- What does the bomb look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will cause it to explode? \_\_\_\_\_
- Did you place the bomb? \_\_\_\_\_
- Why did you place the bomb? \_\_\_\_\_

Gender of caller:  Male  Female  Unknown

Age:  Teenager  Young Adult  Middle Age  Elderly

### Caller's Voice:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Accent: _____   | <input type="checkbox"/> Familiar        | <input type="checkbox"/> Recited Message          |
| <input type="checkbox"/> Angry/Foul      | <input type="checkbox"/> Heavy Breathing | <input type="checkbox"/> Slow                     |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Irrational      | <input type="checkbox"/> Soft                     |
| <input type="checkbox"/> Crackling Voice | <input type="checkbox"/> Laughing        | <input type="checkbox"/> Speech Impediment        |
| <input type="checkbox"/> Deep Breathing  | <input type="checkbox"/> Loud            | <input type="checkbox"/> Taped Message            |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Normal          | <input type="checkbox"/> Well Spoken (Articulate) |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Ragged          | <input type="checkbox"/> Other                    |

### Background Sounds:

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> Animal Noises     | <input type="checkbox"/> Music            | <input type="checkbox"/> Voices       |
| <input type="checkbox"/> Clear             | <input type="checkbox"/> Office Equipment | <input type="checkbox"/> Other        |
| <input type="checkbox"/> Factory Equipment | <input type="checkbox"/> PA System        | <input type="checkbox"/> House Noises |
| <input type="checkbox"/> Phone Booth       | <input type="checkbox"/> Motor            | <input type="checkbox"/> Static       |

Length of call \_\_\_\_\_

Number at which threat was received \_\_\_\_\_

Additional remarks \_\_\_\_\_  
\_\_\_\_\_

## Crime in Progress

### Robbery

In the event of a robbery, do not resist. Do not attempt to apprehend or interfere with the criminal except for the purpose of self-protection. If you observe a crime or are a victim, report it immediately by calling 911 and giving the following information:

- Location of the incident
- Description of the person (clothing and physical features)
- Observations about the person's direction of travel and means of travel (i.e., on foot, vehicle type)

**Until the authorities arrive, stay calm and write down as much of the following information about the assailant(s) that you can remember:**

- Height, weight, sex, and approximate age
- Skin, hair and eye color
- Facial hair and hair length
- Tattoos, piercings, scars, or moles
- Clothing type and color
- Special clothing such as hat, coat, jacket, gloves
- Vehicle description
  - Make
  - Color
  - License number
  - Direction of travel
- Any other items for identification, such as unusual voice or noticeable accent

### Civil Disturbance

A civil disturbance may occur on SOU's campus. In the event of civil disturbance:

- Avoid the area of the disturbance.
- Do not interfere with person(s) creating the disturbance or with law enforcement authorities on the scene.
- If the disturbance is outside, stay away from doors and windows
- Monitor SOU Alert and campus email for further direction.

## Crime Prevention Tips

- Remember to lock your office, residence hall room, and/or vehicle whenever you leave.
- Avoid walking or jogging in poorly lighted areas at night.
- Do not wear headphones while walking or jogging at night.
- If walking at night and carrying a cell phone, keep it where it is easy to reach.
- When walking at night, be prepared by having your keys and a whistle ready. Quickly use your keys to get into your vehicle or place of residence and use the whistle to attract attention, if necessary.
- Keep a record of all credit card numbers and serial numbers of all personal property. Take pictures of your valuables and engrave your driver's license number into them.
- Avoid leaving keys in vehicle ignition or leaving valuables on the seat. Lock all valuables (cell phones, laptop) in the trunk, if possible.
- Be alert and observant. Physical characteristics of a suspicious person or assailant can greatly assist the authorities in the apprehension.
- Carry your handbag close to your body. Keep it zipped or fastened closed.

## Earthquake

If a major earthquake occurs, the University should be prepared to provide its own resources for 72 - 96 hours. The greatest dangers during an emergency are from falling debris, fire, broken glass, and/or down electrical lines.

### During an earthquake, immediately DROP, COVER, and HOLD

- DROP to the ground
- Take COVER by getting under a sturdy desk or table
- HOLD ON to it until the shaking stops

### Indoors:

- Stay away from windows and objects that could fall on you.
- Take cover under a desk or sturdy table.
- Hold the leg of the table or desk so it does not slide away from you.
- Drop to your knees, get into a fetal position, close your eyes, and cross your arms over the back of your head.
- Stay inside until the shaking stops.
- Do not use elevators.

### Outdoors:

- Stay in an open area away from trees, buildings, walls, and power lines.
- Do not enter buildings.
- Drop to your knees, close your eyes, and cross your arms over the back of your head.
- In a moving vehicle, come to a stop and stay in the vehicle until the shaking stops. After the shaking stops, continue driving cautiously and avoiding ramps and bridges.

### After the shaking stops:

- Evacuate the building to a clear outside area. Do not use the elevator.
- Be prepared for aftershocks. They can be frequent and be stronger than the first quake.
- If there are injured, call 911 immediately. Avoid using phones, except for emergencies.
- Assist with evacuating people with disabilities or special needs.
- Campus Public Safety will provide instructions for immediate actions by using SOU Alert and bullhorns.
- Help injured or trapped people. Give first aid where appropriate. Do not move the seriously injured unless they are in immediate danger of further injury.

## Emergency Preparedness

SOU and the City of Ashland are actively involved in ongoing disaster planning and training. University faculty and staff are viewed as leaders by students, especially during an emergency, and must be prepared to provide leadership in emergencies. It is important for faculty and staff to be knowledgeable about this plan, to know the appropriate responses to emergency operations, and to understand building evacuation procedures for areas where they work and teach.

### SOU Alert

In addition to being knowledgeable of emergency procedures on campus, staff and faculty also need to update and maintain their notification information in SOU Alert. To update and customize information, please go to [www.sou.edu/emergencypreparedness](http://www.sou.edu/emergencypreparedness) and follow the instructions.

### Information during an Emergency

#### Isolated to SOU campus:

If the emergency is isolated to the campus, information will be sent via email and/or SOU Alert.

#### City/countywide:

In the event of an emergency, up-to-date information will be provided for the public by the city or county in one or more of the following ways (depending on the situation):

- 1700 AM – Ashland’s Emergency Radio Frequency
- Local Television Channels
- KOBI YV 5 Medford ([www.localnewscomesfirst.com](http://www.localnewscomesfirst.com))
- KTVL News 10 ([www.ktv.com](http://www.ktv.com))
- KDRV Newswatch 12 ([KDRV.com](http://KDRV.com))
- KMOV Fox26 ([www.fox26medford.com](http://www.fox26medford.com))
- Radio Stations
- KCMX Newstalk AM 880
- KMED Newstalk AM 1440
- Jackson County Emergency Center Hotline: 541-776-7338
- City of Ashland web site: [www.ashland.org](http://www.ashland.org)
- Wildfire Information Line: 541-552-2490

SOU is committed to providing up-to-date correct information. As we receive communication from the Public Information offices, we will distribute this to our campus community. This may be done via SOU Alert and posted on the SOU web site.

## Evacuation

An emergency may require partial or complete evacuation of SOU. Situations that may lead to an evacuation include building fire, earthquake (after shaking stops), or a wild fire near the campus.

### General guidelines for building fire:

- Remain calm and treat every alarm as real.
- Gather class or co-workers and follow exit signs. If nearest exit is filled with smoke, go to an alternate exit and evacuate immediately.
- Report any individuals who are still in building to the building manager, Campus Public Safety, police, or fire personnel.
- Do not re-enter building until permitted by emergency personnel.

### General guidelines for earthquake:

- After the shaking stops, briefly assess those around you for any injuries that may require aid in mobility.
- Gather personnel belongings including car keys, wallet, and driver's license.
- Remain calm, gather class or co-workers and follow exit signs. If nearest exit is blocked, use alternate exit.
- Report any individuals who are still in building to building manager, Campus Public Safety, police, or fire personnel.
- Gather in open area away from large trees and power lines.
- Await further instructions via SOU Alert.
- Do not re-enter building until notified to do so by university officials. Buildings will require evaluation after an earthquake.

### General guidelines of impending wildfire:

- Gather personnel belongings including car keys, wallet, and driver's license.
- Exit building, assisting students or co-workers.
- Individuals without immediate transportation will be directed to walk to a safe location (in most situations this will be the McNeal Pavilion).
- Calmly follow evacuating routes as directed by emergency officials.
- Monitor SOU Alert.

## Evacuation for People with Disabilities

Advanced planning is the most important factor in emergency safety for people with disabilities. Discuss plans with employees or students upon hire or at the start of each term. During an emergency, do not use elevators unless authorized to do so by police or fire personnel. Elevators can fail during a fire or a major earthquake. If possible, evacuate people with disabilities after an evacuation is ordered .

### For Visually Impaired Persons

- Explain the nature of the emergency to the individual.
- Offer to guide the individual to the quickest and safest exit.
- Ask if you may guide the individual by his/her elbow.
- Describe to the individual his/her location and advise him/her of any obstacles.
- Proceed to the assembly point, reorient the individual and ask if further assistance is required.
- Ask another person to continue to stay with them.

### For Hearing Impaired Persons

- Obtain the individual's attention by turning the lights switch on and off, touching their shoulder, or making eye contact.
- Write a note to the individual explaining the nature of the emergency, safest emergency exit, and where they should evacuate to.
- Offer to assist the individual to the quickest and safest exit including emergency exits.
- Proceed to the assembly point, and ask if further assistance is required.
- Ask another person to continue to stay with them.

### For Mobility Impaired Persons

- Assist the wheelchair occupants who are located on the first floor out of the building to the assembly point.
- If the person is not on the ground floor, move the wheelchair occupant or individual with mobility impairment to the nearest and safest emergency exit corridor on the stairway or landing. If possible, ask another faculty member or employee to stay with the individual.
- Advise fire department personnel of the location of the disabled individual who needs to be evacuated and tell them if their wheelchair is manual or electric.

## Fire

Upon discovering a fire, immediately sound the building fire alarm and alert other occupants.

The nearest fire alarm pull is located at \_\_\_\_\_

The nearest fire extinguisher is located at \_\_\_\_\_

- Call 911 and give your name and the location of the fire
- Evacuate the building immediately if the fire is large, very smoky, or spreading rapidly. Inform others in the building who may not have responded to the alarm. If time and safety permits, take your personal belongings (keys, wallet, medicine, outerwear). Leave immediately using exit stairways (not elevators) and close doors behind you as go. Evacuate to at least 300 feet from the building and keep away from emergency personnel.
- Do not return to the building until instructed to do so by authorized personnel. Do not walk through or stand in a smoke cloud.
- Tell authorities if you suspect someone may be trapped inside the building.

### If you are trapped in a room:

- Place a wetted cloth material around or under the door to prevent smoke from entering the room.
- Close as many doors as possible between you and the fire. Be prepared to signal to someone outside.

### If you are caught in smoke:

- Drop to your hands and knees. Crawl toward an exit.
- Stay low, as smoke rises to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through your nose and use a filter such as a shirt or towel.

### Using a fire extinguisher:

If you have been trained and it is safe to do so, you may fight small, contained fires with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting.

Fire extinguisher instructions:

**P** – PULL safety pin from handle

**A** – AIM at the base of the fire.

**S** – SQUEEZE the trigger handle.

**S** – SWEEP from side to side at the base of the fire.

## Hazardous Gas Leaks or Material Spills (Flammable, toxic, corrosive, oxygen, cryogenic)

Only trained and authorized personnel are permitted to respond to hazardous materials incidents. Suspected gas leaks or suspicious odors should also be reported to the Department of Environmental Health and Safety: 541-552-6881 (2-6881).

### Hazardous Gas Leaks

#### If a leak in a gas cylinder occurs, the following steps should be taken:

- Confine the fumes or fire by shutting the room door.
- Sound the building fire alarm to begin evacuation.
- Call 911 and provide information about the leak (location, type of gas leaking, injuries).
- Evacuate to a safe area at least 300 feet away from the building.
- Do not return to the building until instructed to do so by authorities.

### Hazardous Spills

- Remove yourself from the area and keep others away.
- Do not walk into or touch any of the spilled substance.
- Avoid inhaling gases, fumes, and smoke. Cover your mouth with a cloth while leaving the area.
- Stay away from accident victims until the hazardous material has been identified.
- Try to stay uphill and upwind of the accident.
- Call 911 immediately; provide information about the spill (location, injuries, type of chemicals, and amount of spill).
- Leave the immediate area, but remain nearby to direct emergency personnel to the contaminated area. Advise others to stay out of the immediate area. Assist with obtaining information about the material. Provide Material Safety Data Sheet (MSDS), or any information regarding the name of chemical and its usage.

## Serious Injury

- **The nearest first aid kit is located at:** \_\_\_\_\_
- Do not move a seriously injured person unless the situation is life threatening.
- Call 541-552-6911 (2-6911) or 911. Give your name, location, and telephone number. Give as much information as possible regarding the nature of the injury or illness and whether or not the patient is conscious.
- If possible, send someone out to wait for emergency personnel. Remain with the patient until emergency personnel arrive.
- Provide necessary first aid, and keep the patient as calm and comfortable as possible. There is always a first aid kit in the building manager's office.
- If patient is having seizures, try to prevent injury by moving furniture out of way. When the seizure finishes, roll the individual onto his/her side. Be aware that they most likely will remain unconscious, may have wet themselves, and may have snoring type breathing.
- If you notice any medical identification jewelry, bring this to the attention of the responding emergency provider.
- Protect yourself from bloodborne pathogens (human blood and body fluids). If you think you have been exposed, contact Campus Public Safety at 541-552-6911 (2-6911) or Environmental Health and Safety at 541-552-6881 (2-6881).

## Severe Weather

Severe weather conditions can occur suddenly. Severe weather in this area may include accumulations of snow and ice, heavy rains, and/or high winds.

### Personal Safety

#### *Snow and ice*

If possible, walk only on paths that have been cleared or sanded. Wear appropriate footwear that provides traction when walking. Stay clear of sagging or downed power lines. Heavy snow and ice may cause tree limbs to fall, therefore avoid areas with heavy concentrations of trees. Use extreme caution when driving.

#### *Heavy rains and flooding*

In the case of extensive roof or window leaks or imminent flooding of ground areas, unplug electrical devices and secure all equipment by moving or covering it. Take appropriate actions to secure vital records and chemicals.

#### *High winds*

If possible, remain inside the building away from windows. When outside, avoid areas with heavy concentration of trees. Stay clear of sagging or downed power lines.

#### *Wildfires*

Quickly spreading grass and wild land fires are a serious threat to the campus. When a warning is sent to evacuate due to a nearing fire, immediately leave.

## Reporting Hazards

Emergency situations that require immediate action and response are reported to the Department of Campus Public Safety 541-552-6911 (2-6911). Other hazardous conditions that pose a danger to individuals or to campus property should be reported to Facilities Management and Planning 541-552-6231 (2-6231) during the hours of 8:00 a.m. and 5 p.m. or the Department of Campus Public Safety 541-552-6911 (2-6911) at all other times.

## Suspicious Mail

### What makes a piece of mail suspicious?

- It is sent to you from someone with whom you have had a negative encounter.
- It is handwritten and has no return address (or does not appear legitimate).
- It is lopsided, greasy, or lumpy in appearance.
- It is sealed with excessive amounts of tape.
- It is marked with unnecessarily restrictive endorsements such as “Personal” or “Confidential.”
- It has excessive postage.

### What should I do with a suspicious piece of mail?

- Do not handle a letter or package that you suspect is contaminated or dangerous.
- Do not shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Call Campus Public Safety at 541-552-6911 (2-6911).

### If you have opened your mail and discovered suspicious objects or materials (threatening letters, explosive devices, powdery substances):

- Put the pieces of mail down. Do not show it to others.
- If the pieces of mail contain a suspicious powdery substance, cover the object gently with something to prevent air or wind from dispersing it further.
- Alert others and secure the area.
- Call 541-552-6911 (2-6911) or 911 to report what you have found.
- Wash your hands thoroughly with soap and water.




# SUSPICIOUS MAIL ALERT

## If you receive a suspicious letter or package:



**Letter Callouts:**

- No return address
- Restrictive Markings
- PERSONAL!
- CHIEF EXECUTIVE OFFICER
- 222 N. HARVIE ST.
- PHILADELPHIA, PA 20565
- Possibly mailed from a foreign country
- Excessive postage
- Misspelled words
- Addressed to title only
- Incorrect title
- Badly typed or written

**Package Callouts:**

- Oily stains, discolorations, or crystallization on wrapper
- DO NOT X RAY TAPE ENCLOSED
- Operations Manager 5032 D 1st Annapolis, MD
- Excessive postage
- Misspelled words
- Addressed to title only
- Incorrect title
- Badly typed or written
- Lopsided or uneven
- Strange odor
- Excessive tape or string
- Rigid or bulky

**1** Handle with care. Don't shake or bump.    **2** Isolate it immediately    **3** Don't open, smell, touch or taste.    **4** Treat it as suspect. Call local law enforcement authorities

### If a parcel is open and/or a threat is identified . . .

<p><b>For a Bomb:</b>                  Evacuate Immediately                  Call Police                  Contact Postal Inspectors                  Call Local Fire Department/HAZMAT Unit</p>	<p><b>For Radiological:</b>                  Limit Exposure - Don't Handle                  Evacuate Area                  Shield Yourself from Object                  Call Police                  Contact Postal Inspectors                  Call Local Fire Department/HAZMAT Unit</p>	<p><b>For Biological or Chemical:</b>                  Isolate - Don't Handle                  Evacuate Immediate Area                  Wash Your Hands With Soap and Warm Water                  Call Police                  Contact Postal Inspectors                  Call Local Fire Department/HAZMAT Unit</p>
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## Threatening and Violent Behavior

Threats may be statements of intention or expressions of strong emotion, and can be indirect or direct, verbal or nonverbal. For example, a nonverbal threat can be shaking a fist and pounding a desk. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office, or they may be direct statements of the intention to harm, such as “I am coming to get you.”

These situations are complex; it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that University employees treat every threat or display of hate as serious and potentially harmful and report it.

Most people who commit violent acts exhibit warning signs. It is important that any behaviors or words that imply a threat are taken seriously, and the appropriate people are notified to assess the risk and to plan interventions.

If a threat is immediate, if possible, leave the situation. Call the Campus Public Safety (26911 or 911).

### **In the event of an angry or hostile customer, coworker, or student:**

- Stay calm.
- Listen attentively.
- Maintain eye contact.
- Be courteous, patient, and respectful.

### **If shouting, swearing, and threatening continues:**

- Signal a coworker or supervisor (have a prearranged code or alarm system for example, “call Todd,” or “Todd called, can someone call him back?”).
- Try not to make any calls yourself.
- Have someone call Campus Public Safety 541-552-6911 (2-6911) or the police.

### **If someone is threatening you with a gun, knife, or other weapon:**

- Stay calm.
- Quietly signal for help using an alarm or code system.
- Maintain eye contact.
- Stall for time.
- Keep talking, but follow instructions from the person who has the weapon.
- Don’t risk harm to yourself.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

### **If the threat is not immediate:**

#### **Consult appropriate resources for help in assessing the level of danger, determining a suitable intervention, and choosing appropriate safety measures.**

- An incident that involves an employee should be reported by calling the Office of Human Resources 541-552-6511 (2-6511), and faculty members should consult the Executive Vice President for Academic Affairs 541-552-6114 (2-6114).
- An incident that involves a student, should be reported by calling the Dean of Students 541-552-6223 (2-6223) or coordinator of Student Conduct 541-552-6222 (2-6222).

#### **If, after the consultation, it is determined that the threat is serious the following steps are to be taken:**

- If there is immediate danger, call the Department of Campus Public Safety 541-552-6911 (2-6911 or 911).
- Advise your administrator of the incident, the results of the consultation, and the action plan.
- The administrator should inform the appropriate Vice President, who determines if the President should be notified.
- Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? Give the names of any witnesses.

#### **If, after consultation, it is determined that the threat is not serious and is unlikely to result in danger to any member of the University community, the following steps are to be taken:**

- Inform your administrator of the incident, the results of the consultation, and action plan.
- In consultation with your Administrator, determine who will convey to the individual that it is not acceptable to make such threats.



**BE PREPARED.  
HAVE A PLAN  
BEFORE  
A DISASTER OR  
EMERGENCY  
STRIKES.**

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