EMERGENCY

Response Guidelines
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INTRODUCTION

Emergencies and disasters are unpredictable and strike without warning. This is why Robert Morris University has implemented, organized, and trained employees for effective emergency action. Failure to train employees for emergency preparation in advance could result in death and injury to personnel, loss or damage to property, equipment, and the overall productivity of our institution.

This manual contains quick reference information and procedures on how to report an emergency and, in case of an emergency, what to do, who will assist you, and what help will come from building and professional emergency units in such emergencies.

CAMPUS HOURS

- Due to security measures, be familiar with the normal hours of operation for each campus. An emergency contact spreadsheet should be given to any employee with the responsibility of contacting the respective Managers, Directors, and/or Operations at each campus.
- When an employee has to work past closing hours, prior approval by the Campus Director and the Office of Operations has to be given.
EMERGENCY ALERT SYSTEMS

- Robert Morris University is equipped with a **mass notification system** for use in case of emergency. This system is able to send voice, texts, and/or email messages to thousands of students, staff, and faculty instantly which may be institutional or campus specific.
- Keep your information current, especially cell phone numbers.
- Do NOT opt out of receiving these messages.

Integrated Public Alert and Warning System

- **IPAWS** is a modernization and integration of the nation's existing and future alert and warning systems, technologies, and infrastructure.
- **IPAWS' EAS** is the message dissemination pathway that sends warnings via broadcast, cable, satellite, and wireline services.

Emergency Alert System

- **EAS** is a national public warning system that requires broadcasters, satellite digital audio service and direct broadcast satellite providers, cable television systems, and wireless cable systems to provide the President with a communications capability to address the American people within 10 minutes during a national emergency.
- The President has sole responsibility for determining when the national-level EAS will be activated. FEMA is responsible for national-level EAS tests and exercises.
- **EAS** is also used when all other means of alerting the public are unavailable, providing an added layer of resiliency to the suite of available emergency communication tools.

National Oceanic Atmospheric Agency

**NOAA Weather Radio** (NWR) is a nationwide network of radio stations broadcasting continuous weather information from the nearest National Weather Service office.

- **NWR** broadcasts official warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week.
- It also broadcasts alerts of non-weather emergencies such as national security, natural, environmental, and public safety through the Emergency Alert System.
EMERGENCY EVACUATION

A situation other than a fire may arise that will cause the evacuation of the building, i.e. flood, power-outage, etc. The following procedures are to be followed in case of such an event.

All occupants of any RMU facility/building are expected to be aware of the following:

- Two paths of egress from there area of occupancy leading to lit exits.
- *Area of rescue* on their occupancy floors
- Sound of the fire alarm
- Evacuation procedures

Evacuation Procedures

1. Leave the building once the alarm sounds or if you are instructed to do so by authorized personnel. Please notify others on your way out. *All occupants (students, staff, faculty, and visitors) must evacuate.*

2. If time permits occupants should secure their workstation and take only the most important items from their office or classroom (such as purses, attaché cases, coats).

3. Close all doors after the last person is out but **do not lock** it.

4. Walk quickly to the nearest safe exit.

5. **Do not use elevators** unless authorized personnel tell you to do so.

6. All self-identified people with disabilities, employees with short term disabilities and visitors with disabilities, are to go to the designated areas of rescue if prior assistance was not arranged. *The area of rescue is located on each floor just inside the stairwell landings.*

7. Security and/or Operations personnel will be on hand to direct and assist with the evacuation. All occupants need to stay calm, quiet and follow the directions that may be given verbally or through a possible public address system.

8. Do not re-enter the building until authorized personnel give the “all clear” signal.

9. Move away from the building to your assigned **rally point**.

10. Report any missing or trapped persons to authorized emergency personnel.

*See emergency evacuation floor plans located on the inside of each classroom door or at the front of each office area for the best possible route of escape and the predetermined rally point. Even if you were not in the building when it was evacuated, go to your evacuation “rally point” so you will be accounted for.*
Continued.

Directors and/or Managers

1. Inform and train personnel in emergency procedures.
2. Appoint a set of back-ups to replace Director/Manager in the event of their absence.
3. Safely evacuate department personnel out the nearest exit and away from building; director or manager should always be the last person to leave the department, ensuring staff is evacuated.
4. Pre-plan the handling of mentally handicapped and/or physically disabled personnel during evacuation.
5. Have the department report to a predetermined rally point posted at the front of each office.
6. If someone from your department is not accounted for, notify the Fire Department immediately.

Instructors*

1. Inform students about all emergency evacuation procedures.
2. Safely evacuate students out the nearest exit and away from the building. The instructor should be the last person to exit the classroom, ensuring all students have been evacuated.
3. Pre-plan the handling of mentally handicapped and/or physically disabled students during evacuation.
4. Have your class report to the predetermined rally point posted on the emergency evacuation floor plans located on the back of each classroom door.
5. Perform a headcount of students upon reaching the predetermined rally point.
6. If a student from your class is not accounted for, notify the Fire Department immediately.

*All instructors are required to fill out a building evacuation form at the beginning of every quarter. These forms will be kept on file in the Office of Operations and can be found on Blackboard - Forms - Operations.
Methods for Evacuating Individuals with Limited Mobility

A cooperative effort is necessary in every situation to achieve a safe stairwell evacuation.

During an evacuation, individuals with restricted mobility should go to the nearest stairwell and seek assistance in entering the stairwell. Pre-planning is very important.

Pack Strap Carry

If persons are of slight stature, carry them in the arms or evacuate with a pack strap carry (first picture to the right). The helper kneels at the front of the wheelchair and places the person’s arms up and over the helper’s shoulders; the helper then leans forward before slowly raising to full standing position.

Basic Swing Carry

If two helpers are needed, use a basic swing carry method (second picture in the middle). Helpers position themselves next to the wheelchair and grasp each other’s upper arm or shoulder. The assisted party places their arms firmly around each helper’s neck. Both helpers lean forward, placing their free arms under the individual’s legs and firmly grasp each other’s’ wrists. Both helpers lift, using legs, and then carefully step forward.

Carry Method

If the stairwell is too narrow for this type of carry, use the carry method (third picture below). Place the person on the stairwell landing; one helper lifts at the legs, under the knees, while the other grabs under the shoulders with fingers locked across the individual’s chest. Helpers, with back erect, lift together, rising slowly to standing position using leg muscles.
FIRE OR A SUSPECTED FIRE

1. Call RMU security and/ or 9-911 – immediately upon:
   • Seeing even a wisp of unexplained smoke.
   • Smelling smoke.
   • Seeing a fire of any size.

2. Tell them “This is Robert Morris University, (address….)”

3. State the nature of the emergency and your location in the University, i.e. office, classroom, or department.

4. After you call the RMU security and/ or Fire Department:
   • If instructed by the Fire Department or by using your best judgment, pull the fire alarm and evacuate all persons from the building.
   • Please remain calm. By remaining calm and giving orders with confidence, you will help facilitate any necessary evacuation.

Evacuation Procedures for a Fire

1. Pull the alarm to notify students and personnel of evacuation. Once a fire alarm sounds, a complete evacuation of the building is required.

2. If you can assist in controlling the fire without endangering yourself or others, take action with an available fire extinguisher. If you cannot control the fire, leave the area immediately. Never delay evacuation to locate personal items.

3. If possible, never allow the fire to come between you and the exit. Close doors behind you to help contain the fire.

4. The evacuation should always be downward via the stairwells and never the elevators.

5. Upon leaving your area, check to make sure everyone has left the area.

6. To keep smoke from entering stairwells, the stairwell doors should never be left or propped open.

7. Evacuate as quickly as possible but in an orderly manner. Once outside, proceed to the predetermined rally point.

8. Return to the building only when given an “all clear” by the school’s building administrator, security guard, and/or safety personnel.
Cont.

If Trapped by a Fire

1. It is vital that you remain calm to ensure correct action is taken.
2. If there is smoke blocking your door or first way out, use your second way out.
3. Smoke is toxic. If you must escape through smoke, get low and go under the smoke to your way out.
4. Before opening a door, feel the doorknob and door. If either is hot, leave the door closed and use your second way out.
5. If there is smoke coming around the door, leave the door closed and use your second way out.
6. If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
7. If you can’t get to someone needing assistance, leave the area and call 911 or tell first responders right away.
8. If you can’t get out, close the door and cover vents and cracks around doors with cloth or tape to keep smoke out. Call 9-911 and say where you are and signal for help at the window with a light-colored cloth or a flashlight.

Stop, Drop, and Roll

- If your clothes catch fire, **stop, drop, and roll** – stop immediately, drop to the ground, and cover your face with your hands. Roll over and over or back and forth until the fire is out.
- If you or someone else cannot stop, drop, and roll. Smother the flames with a blanket or towel. Use cool water to treat the burn immediately for 3 to 5 minutes. Cover with a clean, dry cloth. Get medical help right away by calling 9-911 or the fire department.
Cont.

To Extinguish a Small Fire Only

If there is a small fire, use common sense whether to use a fire extinguisher before calling 9-911. Do not hesitate or delay in making the call!

1. Ask for assistance when attempting to extinguish the fire by using the portable fire extinguisher, but only if you feel you are capable of handling the task.
2. Instructions for proper usage are printed directly on the extinguisher. Even though extinguishers come in a number of shapes and sizes, all operate in a similar manner.
3. Familiarize yourself with all fire extinguisher locations and directions for their use.
4. When using an extinguisher, always keep your back to the door to allow for a quick escape, never allowing the fire to come between you and the exit.
5. Fight a small contained fire only (i.e. waste basket or paper fire).
6. At least one fire extinguisher can be located on each floor near the stairwell exits.
7. Use the P.A.S.S. method to extinguish a fire. Follow the illustration below:
Classes of Fire

All fire extinguishers are CLASS A, B, C, D, and K. The fire extinguishers located at every RMU facility will extinguish any A, B, and/or C fire. D fires consist of metals like magnesium and potassium. K fires consist of cooking oils and fat, there is a special extinguishing unit for fires that occur in any of our culinary kitchens. The chart below are the classes of fire:

If the fire becomes too large to handle — get out!

What You Can Do to Prevent Fires

- Do not allow accumulation of trash or waste material in your area, help to prevent against the fire triangle.
- Throwing trash, empty boxes, or other packaging materials in the stairwells or corridors is against Fire Department regulations and local ordinances!
- The cleaning service normally removes rubbish and waste from each suite in the evening. For special pick-ups, please contact the Office of Operations to make arrangements.
- Keep materials and trash away from any heat source

Be helpful by keeping your area free of hazards!
ELEVATOR EMERGENCY

Elevators are one of the safest modes of traveling up and down a building. However, on occasion they do malfunction due to their sophisticated controls.

In the event of an elevator mishap:

- Open the telephone panel.
- Pick up the phone; it will immediately ring the Fire Department and/or the front desk of the building.
  - Give your name.
  - Give the floor level, if possible.
  - Give the elevator car number, if possible.
- Remain calm
- Do not try to force the elevator door open.
- Follow instructions until help arrives.

LOCKDOWN PROCEDURES

A situation may arise that will dictate a lockdown or shelter in place of any RMU facility, i.e. natural disaster, technological and accidental hazard, and/or terrorist hazard. The following steps will take place:

1. Lockdown will be announced by security and/or executive level personnel.
2. Bring people inside.
3. Lock exterior doors.
4. Clear hallways, restrooms, and other rooms that cannot be secured.
5. Pull shades and/or blinds, keep everyone away from windows.
6. Control all movement, but continue with classes.
7. All clear will be given by security and/or executive level personnel.
ACTIVE SHOOTER – HOW TO RESPOND

Profile of an Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

How to Respond When an Active Shooter is in Your Vicinity

Quickly determine the most reasonable way to protect your own life. Remember that students and visitors are likely to follow the lead of employees and managers during an active shooter situation. You have three options:

Option 1 – RUN - If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe

Option 2 – HIDE - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter’s view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).

• Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

• Lock the door
• Blockade the door with heavy furniture

If the active shooter is nearby:

• Lock the door
• Silence your cell phone and/or pager
• Turn off any source of noise (i.e., radios, televisions)
• Hide behind large items (i.e., cabinets, desks)
• Remain quiet

If evacuation and hiding out are not possible:

• Remain calm
• Dial 911, if possible, to alert police to the active shooter’s location
• If you cannot speak, leave the line open and allow the dispatcher to listen.

Option 3 – FIGHT - As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

• Acting as aggressively as possible against him/her
• Throwing items and improvising weapons
• Yelling
• Committing to your actions

How to Respond When Law Enforcement Arrives:

Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

• Officers usually arrive in teams of four (4)
• Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
• Officers may be armed with rifles, shotguns, handguns
• Officers may use pepper spray or tear gas to control the situation.
• Officers may shout commands, and may push individuals to the ground for their safety.
How to react when law enforcement arrives:

- Remain calm, and follow officers’ instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Robert Morris University’s Plan…

If an active shooter or threat is recognized, RMU will notify students, faculty, staff, and visitors by:

- Ringing all classroom phones
- Sending mass emails and texts
- Ringing all reception desks
- Activating notification systems on each floor with lights and messages

Once notifications are received:

- Lock classrooms and shut off lights
- Barricade doors with furniture
- Hide along back walls of room away from door/window sight

If located in an open space, follow the directions of Mangers or Campus Directors for safe passage.
SHELTERING IN PLACE

Whether we are at home, work or elsewhere, there may be situations when it's simply best to stay where we are and avoid any uncertainty outside.

There may be circumstances when staying put and creating a barrier between ourselves and potentially contaminated air outside, a process known as "sealing the room," is a matter of survival.

We will use common sense and available information to assess the situation and determine if there is immediate danger. If we see large amounts of debris in the air, or if local authorities say the air is badly contaminated, we may want to take this kind of action.

The process used to seal the room or area is considered a temporary protective measure to create a barrier between ourselves and potentially contaminated air outside. It is a type of sheltering in place that requires preplanning. Security and/ or executive personnel will make this call, below is an example of a room that has been prepared to shelter in place.
NATURAL DISASTERS

Natural disasters such as flood, fire, earthquake, tornado and windstorm affect thousands of people every year. Recognizing an impending hazard and knowing what to do to protect ourselves and our family will help us take effective steps to prepare beforehand and aid recovery after the event.

Some of the things we can do to prepare for the unexpected, such as assembling emergency supplies and developing emergency plans, are the same for all types of hazards. However, each emergency is unique and knowing the actions to take for each threat will impact the specific decisions and preparations you make. By learning about these specific threats, we are preparing ourselves to react in an emergency.

The following disasters though not common in the city, still occur in our region and can happen in our area at any moment.

EARTHQUAKES

Know the Terms - familiarize yourself with these terms to help identify an earthquake hazard:

1. Aftershock - An earthquake of similar or lesser intensity that follows the main earthquake.
2. Earthquake - A sudden slipping or movement of a portion of the earth’s crust, accompanied and followed by a series of vibrations.
3. Epicenter - The place on the earth’s surface directly above the point on the fault where the earthquake rupture began. Once fault slippage begins, it expands along the fault during the earthquake and can extend hundreds of miles before stopping.
4. Fault - The fracture across which displacement has occurred during an earthquake. The slippage may range from less than an inch to more than 10 yards in a severe earthquake.
5. Magnitude - The amount of energy released during an earthquake, which is computed from the amplitude of the seismic waves. A magnitude of 7.0 on the Richter Scale indicates an extremely strong earthquake. Each whole number on the scale represents an increase of about 30 times more energy released than the previous whole number represents. Therefore, an earthquake measuring 6.0 is about 30 times more powerful than one measuring 5.0.
6. Seismic Waves - Vibrations that travel outward from the earthquake fault at speeds of several miles per second. Although fault slippage directly under a structure can cause considerable damage, the vibrations of seismic waves cause most of the destruction during earthquakes.
During an Earthquake

Drop, cover, and hold on. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If you are inside during an earthquake -

1. **Drop** to the ground; take **cover** by getting under a sturdy table or other piece of furniture; and **hold on** until the shaking stops. If there isn’t a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
4. Stay inside until the shaking stops and it is safe to go outside. Do not exit the building during the shaking. *Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.*
5. **DO NOT** use the elevators.
6. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If you are outside during an earthquake -

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

After an Earthquake

1. When the shaking stops, look around to make sure it is safe to move, then exit the building.
2. Expect aftershocks, these secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
3. Help injured or trapped persons. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.
4. Look for and extinguish small fires. Fire is the most common hazard after an earthquake.
5. Listen to a battery-operated radio or television for the latest emergency information.
6. Use the telephone only for emergency calls.
7. Stay away from damaged areas. Stay away unless your assistance has been specifically requested by police, fire, or relief organizations. Return home only when authorities say it is safe.

8. Be careful when driving after an earthquake and anticipate traffic light outages.

9. After it is determined that it's safe to return, your safety should be your primary priority as you begin clean up and recovery.

10. Open cabinets cautiously; beware of objects that can fall off shelves.

11. Leave the area if you smell gas or fumes from other chemicals.

If Trapped Under Debris -

1. Use a flashlight, if possible, to signal your location to rescuers.
2. Do not light a match.
3. Do not move about or kick up dust.
4. Cover your mouth with a handkerchief or clothing.
5. Tap on a pipe or wall so rescuers can locate you.
6. Shout only as a last resort because shouting can cause you to inhale dangerous amounts of dust.
EXTREME HEAT

Heat kills by pushing the human body beyond its limits. In extreme heat and high humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.

Most heat disorders occur because the victim has been overexposed to heat or has over-exercised for his or her age and physical condition. Older adults, young children and those who are sick or overweight are more likely to succumb to extreme heat.

Conditions that can induce heat-related illnesses include stagnant atmospheric conditions and poor air quality. Consequently, people living in urban areas may be at greater risk from the effects of a prolonged heat wave than those living in rural areas. Also, asphalt and concrete store heat longer and gradually release heat at night, which can produce higher nighttime temperatures known as the "urban heat island effect."

A heat wave is an extended period of extreme heat, and is often accompanied by high humidity. These conditions can be dangerous and even life-threatening for humans who don't take the proper precautions.

Know the Terms - Familiarize yourself with these terms to help identify an extreme heat hazard:

1. Heat Wave - Prolonged period of excessive heat, often combined with excessive humidity.
2. Heat Index - A number in degrees Fahrenheit (F) that tells how hot it feels when relative humidity is added to the air temperature. Exposure to full sunshine can increase the heat index by 15 degrees.
3. Heat Cramps - Muscular pains and spasms due to heavy exertion. Although heat cramps are the least severe, they are often the first signal that the body is having trouble with the heat.
4. Heat Exhaustion - Typically occurs when people exercise heavily or work in a hot, humid place where body fluids are lost through heavy sweating. Blood flow to the skin increases, causing blood flow to decrease to the vital organs. This results in a form of mild shock. If not treated, the victim's condition will worsen. Body temperature will keep rising and the victim may suffer heat stroke.
5. Heat Stroke - A life-threatening condition. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly.
7. Excessive Heat Watch - Conditions are favorable for an excessive heat event to meet or exceed local Excessive Heat Warning criteria in the next 24 to 72 hours.
8. Excessive Heat Warning - Heat Index values are forecast to meet or exceed locally defined warning criteria for at least 2 days (daytime highs=105-110° Fahrenheit).
9. Heat Advisory - Heat Index values are forecast to meet locally defined advisory criteria for 1 to 2 days (daytime highs=100-105° Fahrenheit).
During Extreme Heat

What you should do if the weather is extremely hot:

- Listen to NOAA Weather Radio for critical updates from the National Weather Service (NWS).
- Never leave children or pets alone in closed vehicles.
- Stay indoors as much as possible and limit exposure to the sun.
- Stay on the lowest floor out of the sunshine if air conditioning is not available.
- Postpone outdoor games and activities.
- Consider spending the warmest part of the day in public buildings such as libraries, schools, movie theaters, shopping malls, and other community facilities. Circulating air can cool the body by increasing the perspiration rate of evaporation.
- Eat well-balanced, light, and regular meals. Avoid using salt tablets unless directed to do so by a physician.
- Drink plenty of water; even if you do not feel thirsty. Avoid drinks with caffeine. Persons who have epilepsy or heart, kidney, or liver disease; are on fluid-restricted diets; or have a problem with fluid retention should consult a doctor before increasing liquid intake.
- Limit intake of alcoholic beverages.
- Dress in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible. Avoid dark colors because they absorb the sun’s rays.
- Protect face and head by wearing a wide-brimmed hat.
- Avoid strenuous work during the warmest part of the day. Use a buddy system when working in extreme heat, and take frequent breaks.
- Check on family, friends, and neighbors who do not have air conditioning and who spend much of their time alone.
- Avoid extreme temperature changes.
- Check on your animals frequently to ensure that they are not suffering from the heat. Go to a designated public shelter if your home loses power during periods of extreme heat. Text SHELTER + your ZIP code to 43362 (4FEMA) to find the nearest shelter in your area (example: shelter 12345).

FLOODS

Floods are one of the most common hazards in the United States, however not all floods are alike. Some floods develop slowly, while others such as flash floods, can develop in just a few minutes and without visible signs of rain. It can also occur when rainfall or snowmelt exceeds the capacity of underground pipes, or the capacity of streets and drains designed to carry flood water away from urban areas.
Flash Floods - Flash floods are the #1 weather-related killer in the U.S. since they can roll boulders, tear out trees, and destroy buildings and bridges. A flash flood is a rapid flooding of low-lying areas in less than six hours, which is caused by intense rainfall from a thunderstorm or several thunderstorms. Flash floods can also occur from the collapse of a man-made structure or ice dam.

If a flood happens in our area, stay calm, do not go outside, move to higher floors and listen for instructions.

**Know the Terms** - familiarize yourself with these terms to help identify a flood hazard:

1. **Flood Watch** - Flooding is possible. Tune in to NOAA Weather Radio, commercial radio or television for information.
2. **Flash Flood Watch** - Flash flooding is possible. Be prepared to move to higher ground; listen to NOAA Weather Radio, commercial radio or television for information.
3. **Flood Warning** - Flooding is occurring or will occur soon; if advised to evacuate, do so immediately.
4. **Flash Flood Warning** - A flash flood is occurring; seek higher ground on foot immediately.

**After a Flood**

Although floodwaters may be down in some areas, many dangers still exist:

1. Avoid moving water.
2. Stay away from damaged areas unless your assistance has been specifically requested by police, fire, or relief organization.
3. Emergency workers will be assisting people in flooded areas. You can help them by staying off the roads and out of the way.
4. Additional flooding or flash floods can occur. Listen for local warnings and information. If your car stalls in rapidly rising waters, get out immediately and climb to higher ground.
5. Return home only when authorities indicate it is safe.
6. Roads may still be closed because they have been damaged or are covered by water. Barricades have been placed for your protection. If you come upon a barricade or a flooded road, go another way.
7. If you must walk or drive in areas that have been flooded.
   a. Stay on firm ground. Moving water only 6 inches deep can sweep you off your feet. Standing water may be electrically charged from underground or downed power lines.
   b. Flooding may have caused familiar places to change. Floodwaters often erode roads and walkways. Flood debris may hide animals and broken bottles, and it's also slippery.
8. Be aware of areas where floodwaters have receded. Roads may have weakened and could collapse under the weight of a car.
THUNDERSTORMS AND LIGHTING

All thunderstorms are dangerous. Every thunderstorm produces lightning. Other associated dangers of thunderstorms include tornadoes, strong winds, hail and flash flooding.

Know the Terms - familiarize yourself with these terms to help identify a thunderstorm hazard:

- Severe Thunderstorm Watch - Tells you when and where severe thunderstorms are likely to occur. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio or television for information.
- Severe Thunderstorm Warning - Issued when severe weather has been reported by spotters or indicated by radar. Warnings indicate imminent danger to life and property to those in the path of the storm.

During Thunderstorms and Lighting

- Avoid contact with corded phones and devices including those plugged into electric for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
- Avoid contact with electrical equipment or cords. Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
- Stay away from windows and doors, and anything metal.

TORNADOES

Tornadoes are nature’s most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds.

A public warning can be broadcast over the radio, TV, or with the emergency warning sirens when there is a tornado warning in effect.

Know the Terms - Familiarize yourself with these terms to help identify a tornado hazard:

- Tornado Watch - Tornadoes are possible. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio or television for information.
- Tornado Warning - A tornado has been sighted or indicated by weather radar. Take shelter immediately.

During a Tornado

If a tornado warning has been issued and you are inside -

- Go to a pre-designated area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as
possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck.

- In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
- Do not use the elevators.
- If requested, assist persons with disabilities to the safest area on the same floor.
- Do not leave the shelter area until after the storm is over and the all clear is given.

If a tornado warning has been issued and you are outside -

- Look for a nearby safe structure in which to take shelter
- If you are not in a sturdy building, there is no single research-based recommendation for what last-resort action to take because many factors can affect your decision.

Possible Actions Include -

- Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter. If your vehicle is hit by flying debris while you are driving, pull over and park.
- Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat or other cushion if possible.
- Lie in an area noticeably lower than the level of the roadway away from trees; such as a ditch and cover your head with your arms and a blanket, coat or other cushion if possible.

In All Situations -

- Do not get under an overpass or bridge. You are safer in a low, flat location.
- Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.
- Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

After a Tornado

Injury may result from the direct impact of a tornado or it may occur afterward when people walk among debris and enter damaged buildings. Because tornadoes often damage power lines, gas lines or electrical systems, there is a risk of fire, electrocution or an explosion. Protecting ourselves and our community requires promptly treating any injuries suffered during the storm and using extreme care to avoid further hazards.

General Safety Precautions -

- Be careful when entering any structure that has been damaged.
- Be aware of hazards from exposed nails and broken glass.
- Do not touch downed power lines or objects in contact with downed lines.
WINTER STORMS AND EXTREME COLD

While the danger from winter weather varies across the country, nearly all Americans, regardless of where they live, are likely to face some type of severe winter weather at some point in their lives. Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.

One of the primary concerns is the winter weather's ability to knock out heat, power and communications services to your home or office, sometimes for days at a time. Heavy snowfall and extreme cold can immobilize an entire region.

Know the Terms - familiarize yourself with these terms to help identify winter storms and extreme cold:

1. Freezing Rain - Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and power lines.
2. Sleet - Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.
3. Wind Chill- Wind-chill is the temperature it “feels like” when you are outside.
4. Winter Weather Advisory - Winter weather conditions are expected to cause significant inconveniences and may be hazardous.
5. Winter Storm Watch - A winter storm is possible in your area. Tune in to NOAA Weather Radio, commercial radio, or television for more information. A winter storm watch is issued 12 to 36 hours in advance of a potential severe storm.
6. Blizzard Warning - Sustained winds or frequent gusts to 35 miles per hour or greater and considerable amounts of falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of three hours or longer.
7. Frost/Freeze Warning - Below freezing temperatures are expected.

During Winter Storms and Extreme Cold

1. Stay indoors during the storm.
2. Walk carefully on snowy, icy, walkways.
4. Watch for signs of frostbite. These include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose.
5. Watch for signs of hypothermia. These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion.
6. Drive only if it is absolutely necessary. If you must drive: travel in the day; don’t travel alone; keep others informed of your schedule; stay on main roads and avoid back road shortcuts.
7. Let someone know your destination, your route, and when you expect to arrive. If your car gets stuck along the way, help can be sent along your predetermined route.

If a blizzard traps you in the car -

1. Pull off the highway. Turn on hazard lights and hang a distress flag from the radio antenna or window.
2. Remain in your vehicle where rescuers are most likely to find you. Do not set out on foot unless you can see a building close by where you know you can take shelter. Be careful; distances are distorted by blowing snow. A building may seem close, but be too far to walk to in deep snow.
3. Run the engine and heater about 10 minutes each hour to keep warm. When the engine is running, open a downwind window slightly for ventilation and periodically clear snow from the exhaust pipe. This will protect you from possible carbon monoxide poisoning.
4. Exercise to maintain body heat, but avoid overexertion. In extreme cold, use road maps, seat covers, and floor mats for insulation. Huddle with passengers and use your coat for a blanket.
5. Take turns sleeping. One person should be awake at all times to look for rescue crews.
6. If possible, eat regularly and drink ample fluids to avoid dehydration, but avoid caffeine and alcohol.
7. Be careful not to waste battery power. Balance electrical energy needs - the use of lights, heat, and radio - with supply.
8. Turn on the inside light at night so work crews or rescuers can see you.
9. If stranded in a remote area, stomp large block letters in an open area spelling out HELP or SOS and line with rocks or tree limbs to attract the attention of rescue personnel who may be surveying the area by airplane.
10. Leave the car and proceed on foot - if necessary - once the blizzard passes.

After a Winter Storm and Extreme Cold

- Continue to protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers, stay indoors, if possible.

TECHNOLOGICAL AND ACCIDENTAL HAZARDS

Technological & Accidental Hazards include hazards such as nuclear power plant failures and hazardous materials incidents. Usually, little or no warning precedes these disasters.

Unfortunately, the number of potential accidental disasters is escalating due to the increased number of new substances and the opportunities for human error while using these materials.
BLACK OUT OR POWER OUTAGE
The biggest Blackout in U.S. history occurred on August 14, 2003, leaving roughly 50 million people without power. Blackouts and power outages can happen anywhere, and to anyone, so being prepared is important.

During a Blackout or Power Outage
- RMU is equipped with flashlights, lanterns, and other emergency supplies to help keep safe during a blackout or power outage.
- RMU has taken steps to remain cool if it is hot outside or warm if it is cold outside.
- Stay in your area and wait for instructions, do not attempt to leave or travel on your own.

HAZARDOUS MATERIAL INCIDENT
Chemicals are found everywhere. They purify drinking water, increase crop production and simplify household chores. But chemicals also can be hazardous to humans or the environment if used or released improperly. Hazards can occur during production, storage, transportation, use or disposal.

Hazardous materials in various forms can cause death, serious injury, long-lasting health effects and damage to buildings, homes and other property. Many products containing hazardous chemicals are used and stored routinely. These products are also shipped daily on the nation's highways, railroads, waterways and pipelines.

Chemical manufacturers are one source of hazardous materials, but there are many others, including service stations, hospitals and hazardous materials waste sites.

Varying quantities of hazardous materials are manufactured, used or stored at an estimated 4.5 million facilities in the United States—from major industrial plants to local dry cleaning establishments or gardening supply stores.

Hazardous materials come in the form of explosives, flammable and combustible substances, poisons and radioactive materials. These substances are most often released as a result of transportation accidents or because of chemical accidents in plants.

During a Known Inside and/ or Outside Hazardous Material Incident
RMU security and safety personnel will listen to local radio or television stations for detailed information and instructions. Stay calm and be prepared to evacuate, lockdown and/ or shelter in place.

CHEMICAL AND/ OR INFECTIOUS MATERIAL INCIDENT
Chemicals and infectious material are dealt with every day in RMU facilities and classrooms. Although, all safety precautions are taken to ensure the safety of students, staff, and faculty, accidents can and will happen.
Examples of chemical and infectious material are: cleaners such as bleach or blood and other bodily fluids.

During a Chemical and/ or Infectious Material Incident
Get out of the area immediately if there is a danger of fire or explosion. Call security and/or operations immediately to assist in securing and clean-up of area.

If any part of your body comes in contact with any type of chemical and/or potentially infectious materials immediately flood the exposed area with water and clean any wound with soap and water or a skin disinfectant, if available. Report this immediately to security and/or operations and seek medical attention. The pictures below are examples of known chemical and hazardous material warning labels:

**EXPLOSIONS**

Chemicals, leaking gas, faulty boilers, or falling construction equipment are some possible causes of life-threatening explosions.

**During an Explosion**

1. Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways. As you exit from the building, be especially watchful of falling debris.

2. Leave the building as quickly as possible. Crawl low if there is smoke. Do not stop to retrieve personal possessions or make phone calls.

3. Do not use elevators.

4. Check for fire and other hazards.

5. Once you are out, do not stand in front of windows, glass doors or other potentially hazardous areas.

6. Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.
EMERGENCY RESPONSE GUIDE

If Trapped Under Debris –

1. Use a flashlight, if possible, to signal your location to rescuers.
2. Do not light a match.
3. Do not move about or kick up dust.
4. Cover your mouth with a handkerchief or clothing.
5. Tap on a pipe or wall so rescuers can locate you.
6. Shout only as a last resort because shouting can cause you to inhale dangerous amounts of dust.

TERRORISTS HAZARDS

Throughout human history, there have been many threats to the security of nations. These threats have brought about large-scale losses of life, the destruction of property, widespread illness and injury, the displacement of large numbers of people and devastating economic loss.

Recent technological advances and ongoing political unrest are components of the increased risk to national security. Some of the known terrorists’ hazards are: biological Threats, Chemical threats, Cyber Attacks, Explosions, nuclear Blast and Radiological Dispersion Devices (RDD).

For more detail information on terrorist hazards, go to www.ready.gov/terrorist-hazards

During a Known Terrorist Hazard

RMU security and safety personnel will listen to local radio or television stations for detailed information and instructions. Stay calm and be prepared to evacuate, lockdown and/ or shelter in place.
BOMB THREAT GUIDANCE

These guidelines are designed to help respond to a bomb threat in an orderly and controlled manner.

Phoned Threat

- Remain Calm & DO NOT HANG UP.
- If possible, signal other staff members to listen & notify RMU security and/or authorities as soon as possible.
- If the phone has a display, copy the number and/or letters on the window display.
- Write down the exact wording of the threat.
- Keep the caller on for as long as possible, gather as much information as possible.
- Record, if possible
- Fill out the Bomb Threat Checklist, located at the end of this booklet immediately
- Be available for interviews with RMU security and law enforcement.

Verbal Threat

- If the perpetrator leaves, note which direction they went.
- Notify RMU security and/or authorities.
- Write down the threat exactly as it was communicated.
- Note the description of the person who made the threat:
  - Name (if known)
  - Race
  - Gender
  - Type/Color of clothing
  - Body size (height/weight)
  - Hair & eye color
  - Distinguishing features
  - Voice (loud, deep, accent, etc.)

Written Threat

- Handle the document as little as possible.
- Notify RMU security and/or authorities.
- Rewrite the threat exactly as is on another sheet of paper note the following:
  - Date/time/location document was found
  - Any situations or conditions surrounding the discovery/delivery
  - Full names of any personnel who saw the threat
  - Secure the original threat; DO NOT alter the item in any way
  - If small/removable, place in a bag or envelope
  - If large/stationary, secure the location
E-mailed Threat

- Leave the message open on the computer
- Notify RMU security and/or authorities.
- Print, photograph, or copy the message and subject line, note the date and time.

Suspicious Item

A suspicious item is defined as any item (e.g., package, vehicle) identified as potentially containing explosives, an IED, or other hazardous material that requires bomb technician diagnostic skills and specialized equipment for further evaluate. Suspicious indicators are based upon the prevailing and/or communicated threat, placement and proximity of the item to people and valuable assets, and more tangible aspects to include, but not limited to; unexplainable wires or electronics, other visible bomb-like components, unusual sounds, vapors, mists, or odors.

If Suspicious Item is Found

- DO NOT touch, tamper with, and/or move the item
- Immediately report item to RMU security and/or authorities.
- Be prepared to evacuate

ACCIDENT AND/OR MEDICAL EMERGENCY

In the event of an accident or medical emergency to an employee, student, or visitor on RMU property, determine the severity of the injury, and if a qualified or knowledgeable individual is available, administer the appropriate first aid (First Aid, CPR and/or AED).

Portable AEDs (automated external defibrillator) are available at each campus, one per building and/or floor. Anyone can use an AED, but we recommend that trained security and personnel perform the task, if available. AEDs strengthen the chain of survival. They can restore a normal heart rhythm in sudden cardiac arrest victims. For each minute that passes without defibrillation, a person’s chance of survival decreases by 7-10 percent. AEDs save lives!

In the Event of an Accident and/or Medical Emergency
1. Dial 9-911 unless on the Chicago campus, then inform security immediately. Provide the following detailed information:
   - Name
   - Floor and location (classroom number or department)
   - Any details available of the accident or illness.
   - Injured or ill persons’ name, if known.

2. Do not attempt to render any first aid before assistance arrives if you are not qualified to do so.

3. Do not attempt to move an injured or ill person, unless immediate safety is threatened. Otherwise, make him or her as comfortable as possible.

4. Attempt to obtain the following information from the ill or injured person:
   - Name, if not known
   - Description of symptoms
   - Allergies
   - Medications
   - Major Medical History (heart condition, asthma, diabetes, etc.)

5. Have someone meet the emergency unit in the lobby of the building and have an elevator reserved for a quicker response.

6. Remain at the scene after emergency personnel arrive to provide any necessary information. A parent, guardian, or family member will be notified of all details, if necessary.

7. Planning for such emergencies includes being trained in emergency First Aid, CPR and AED.

8. At branch campuses, the Campus Director is responsible for completing an incident report and having it sent to the Office of Operations in Chicago. At the Chicago Campus, Security is responsible for completing the incident report.

INFLUENZA, EPIDEMIC, AND PANDEMIC

What is influenza (also called flu)? The flu is a contagious respiratory illness caused by influenza viruses that infect the nose, throat, and lungs. It can cause mild to severe illness, and at times can lead to death. The best way to prevent the flu is by getting a flu vaccine each year.

Signs and Symptoms of Flu

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
• Muscle or body aches
• Headaches
• Fatigue (very tired)
• Some people may have vomiting and diarrhea, though this is more common in children than adults.

How Flu Spreads

Most experts believe that flu viruses spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are nearby. Less often, a person might also get flu by touching a surface or object that has flu virus on it and then touching their own mouth, eyes or possibly their nose.

An epidemic occurs when a disease affects a greater number of people than usual for the locality or that spreads to areas not usually associated with the disease. A pandemic is an epidemic of world-wide proportions.

We can prepare for an influenza pandemic now. We should know both the magnitude of what can happen during a pandemic outbreak and what actions we can take to help lessen the impact of an influenza pandemic on us and our community.

Limit the Spread of Germs and Prevent Infection

• Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
• If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
• Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
• Washing your hands often will help protect you from germs.
• Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
WORKPLACE VIOLENCE AWARENESS

Workplace Violence is often thought of as a physical attack. But it may also include threats, intimidation, and other disruptive behavior, oral or written statements, and gestures or expressions that communicate a direct or indirect threat of physical harm.

The following information may be helpful in detecting or anticipating workplace violence and help with creating a safe, healthier workplace for everyone.

Types of Workplace Violence

Workplace Violence falls into four broad categories:

- Type 1: Violence by criminals
- Type 2: Violence by customers
- Type 3: Violence by employees
- Type 4: Violence by related parties

Violence by Criminals - Type 1 includes violent acts by criminals who have no other connection with the workplace, but enter to commit robbery or another crime.

Violence by Customers - Type 2 includes violence directed at employees by customers, clients, patients, students, inmates, or any others for whom an organization provides services.

Such violence can be very unpredictable. It may be triggered by an argument, anger at the quality of service, denial of service, delays, or some other precipitating event.

Violence by Employees – Type 3 consists of acts committed by a present or former employee. Such violence may be directed against coworkers, supervisors, or managers.

Although violence by employees is very rare, the pressures, long hours, and working conditions of deployments may increase stress and interfere with an individual’s ability to cope.

Violence by Related Parties - Type 4 includes violence committed in the workplace by someone who doesn’t work there, but has a personal relationship with an employee—for example, an abusive spouse or domestic partner.

Warning Signs

This section deals with the different warning signs of violence, and the immediate steps you may need to take as a result.

Observing Behavior and Warning Signs - Often, people's behaviors may be indicators of potential workplace violence. Common indicators include intimidating behavior, such as argumentative exchanges, making direct or indirect threats, and sabotaging or stealing equipment.
In some extreme situations, you may witness sharp spikes of anger, while other warning signs may be directed inwards. You should be concerned if someone becomes very depressed or withdrawn.

**Behavior and Warning Signs** - Regardless of the type of workplace violence, the chances for prevention improve with increased awareness of potential warning signs and rapid response to a potential problem.

No one can predict human behavior, and there is no specific “profile” of a potentially dangerous individual. However, studies indicate that incidents of violence are usually preceded by patterns of behavior or other activities that may serve as warning signs.

While there are no fail-safe measures to ensure that violence will never occur, early action and intervention can serve to defuse a potentially dangerous situation and minimize the risk of violence.

**Warning Sign Levels** - Warning signs of violent behavior may be classified into three levels.

Not everyone exhibiting warning signs will become violent. However, no warning sign should be completely ignored. Any one or combination of warning signs, at any level, may indicate a potentially violent situation.

**Level 1** – Intimidation - the person exhibits intimidating behaviors that are:

- Discourteous/disrespectful,
- Uncooperative, and/or
- Verbally abusive.

Employee Responses - In Level 1 situations, the employee should:

- Observe and document the behavior in question.
- Report his or her concerns to the supervisor to seek help in assessing and responding to the situation.

**Level 2** – Escalation - the person escalates the situation. For example, he or she may:

1. Argue with customers, vendors, coworkers, or management.
2. Refuse to obey agency policies or procedures.
3. Sabotage equipment or steal property for revenge.
4. Verbalize wishes to hurt coworkers or management.
5. Stalk, harass, or show undue focus on another person.
6. Make direct or indirect threats to coworkers or management (in person, in writing, by phone).
7. Views him or herself as victimized by management (me against them) and talk about “getting even.”
Employee Responses - When faced with Level 2 warning signs, the employee should:

- Call RMU security or 9-911, if necessary.
- Secure the safety of self and others, if necessary.
- Immediately contact your supervisor.
- Document the observed behavior in question.

Level 3 - Further Escalation - Level 3 usually results in some form of emergency response. In such cases, the person displays intense anger resulting in:

- Suicidal threats.
- Physical fights or assaults of coworker(s) or manager(s).
- Damage or destruction of property.
- Concealment or use of a weapon to harm others.
- Display of extreme rage or physically aggressive acts, throwing or striking objects, shaking fists, verbally cursing at others, pounding on desks, punching walls, or angrily jumping up and down.

Employee Responses

Any individual observing violent or threatening behavior that poses an immediate danger to persons or property is expected to:

- Call RMU security and/or 9-911 immediately
- Secure your personal safety first - leave the area if safety is at risk.
- Remain calm and contact your supervisor.
- Contact other people who may be in danger. Keep emergency numbers for employees up to date and accessible.
- Cooperate with law enforcement personnel when they have responded to the situation. Be prepared to provide a description of the violent or threatening individual, details of what was observed, and the exact location of the incident.

Prevention of Workplace Violence

This section deals with ways to help prevent Workplace Violence before it can ever occur.

Environment - The best prevention strategy is to maintain an environment that minimizes negative feelings, such as isolation, resentment, and hostility among employees.

Although no workplace can be perceived as perfect by every employee, management can help create a professional, healthy, and caring work environment. Some steps that management takes include:
• Promoting sincere, open, and timely communication among staff and faculty.
• Offer opportunities for professional development.
• Foster a family-friendly work environment.
• Maintain mechanisms for complaints and concerns and allow them to be expressed in a nonjudgmental forum that includes timely feedback to the initiator.
• Promote “quality of life” issues such as pleasant facilities and job satisfaction.
• Maintain impartial and consistent discipline for employees who exhibit improper conduct and poor performance.

Security - RMU uses a variety of security measures to help ensure a secure environment. Maintaining a secure and physically safe workplace is part of any good strategy for preventing workplace violence. The measures used depend on the resources available in the area, but can include:

• Employee photo identification badges.
• Onsite security
• Other appropriate security measures (i.e., turnstiles).

Employees should notify RMU security or police about suspicious or unauthorized individuals on RMU property.

Support Services - There are many avenues and types of support services available for employees to prevent workplace violence. Some forms of prevention include training, stress management programs, and enhanced communication by management with other employees, security personnel, stress managers and health professionals.
HELPFUL PHONE NUMBERS

Arlington Heights Campus

Fire and Police (emergency only) ................................................................. 8-911
Arlington Heights Police Department (non-emergency) ..........................(847) 368-5300
Arlington Heights Fire Department (non-emergency) ..............................(847) 368-5450

Other Important Numbers

Northwest Center Against Sexual Assault .............................................(888) 802-8890
Northwest Center for Suicide/Crisis Intervention ...................................(847) 806-6526
Illinois Department of Human Resources ..............................................(800) 843-6154

Chicago Campus

Emergency Numbers

Fire and Police (emergency only) ................................................................. 9-911
Non-Emergency .........................................................................................311
Chicago Police Department .......................................................................(312) 744-4000
Chicago Fire Department ...........................................................................(312) 744-2961

Other Important Numbers

Counseling Service ....................................................................................(312) 755-7000
Rape Crisis Hotline ..................................................................................(888) 293-2080
Violence Prevention Crisis Hotline .......................................................(800) 603-HELP
YWCA Loop Women’s Services .................................................................(312) 372-HELP
Illinois Department of Human Resources ..............................................(800) 843-6154
Vice President of Student Affairs ............................................................(312) 935-2002
Student Services/Affairs .........................................................................(312) 935-2020
LoPata Resource Center ..........................................................................(312) 935-4855

DuPage Campus

Emergency Numbers

Fire and Police (emergency only) ................................................................. 9-911
Aurora Police Department ........................................................................(630) 859-1700
Aurora Fire Department – Central Station ................................................(630) 844-3635
Other Important Numbers

Kim Otto, Counseling Service (students allowed 5 free sessions) ............................................. (312) 217-1802
Social Service & Welfare Organizations .................................................................................. (630) 844-2662
Illinois Department of Human Resources .............................................................................. (800) 843-6154
Sexual Assault Services ......................................................................................................... (630) 790-6600
Rape Crisis Hotline ................................................................................................................ (630) 971-3927
Suicide Prevention Service & Counseling ........................................................................... (630) 966-9393
YWCA of Aurora ..................................................................................................................... (630) 256-4520

Elgin Campus

Emergency Numbers

Fire and Police (emergency only) ........................................................................................... 9-911
Elgin Police Department (non-emergency) ......................................................................... (847) 289-2700
Elgin Fire Department (non-emergency) ............................................................................ (847) 931-6175 of (847) 931-6637

Other Important Numbers

Counseling Service (students allowed 5 free sessions) ......................................................... (312) 755-7000
Illinois Department of Human Resources .............................................................................. (800) 843-6154
Rape Information & Counseling Services ........................................................................... (847) 697-2380
Suicide Prevention Crisis Intervention ................................................................................ (847) 695-8686

Lake County Campus

Emergency Numbers

Fire and Police (emergency only) ........................................................................................... 9-911
Waukegan Police Department .............................................................................................. (847) 360-9000
Waukegan Fire Department ................................................................................................. (847) 249-5410

Other Important Numbers

Rape Crisis Hotline ................................................................................................................ (888) 293-2080
Illinois Department of Human Resources .............................................................................. (800) 843-6154
YWCA of Lake County .......................................................................................................... (847) 662-4247
Orland Park Campus

**Emergency Numbers**

Fire and Police (emergency only) ................................................................. 9-911  
Orland Park Police Department .................................................................(708) 349-4111  
Orland Park Fire Department .................................................................(708) 349-4111  

**Other Important Numbers**

Kim Otto, Counseling Service (students allowed 5 free sessions) ...............(312) 217-1802  
Crisis Center for South Suburbia Hotline ...............................................(708) 429-7233  
South Suburbia Rape Crisis Hotline .........................................................(708) 748-5672  
Illinois Department of Human Resources ...............................................(800) 843-6154  

Peoria Campus

**Emergency Numbers**

Fire and Police (emergency only) ................................................................. 9-911  
Peoria Police Department .................................................................(309) 686-3359  
Peoria Fire Department .................................................................(309) 494-8700  

**Other Important Numbers**

Sharon Nagai-Phelps, Counseling Service (students allowed 5 free sessions).........(217) 899-5321  
Rape Crisis Center .............................................................................(309) 827-4005  
YWCA of Peoria .................................................................................(309) 674-1167  
Social Services ....................................................................................(309) 686-8700  
Illinois Department of Human Resources ...............................................(800) 843-6154  

Schaumburg Campus

**Emergency Numbers**

Fire and Police (emergency only) ................................................................. 9-911  
Schaumburg Police Department .................................................................(847) 882-3586  
Schaumburg Fire Department .................................................................(847) 885-6300  

**Other Important Numbers**

Counseling Service (students allowed 5 free sessions)..............................(847) 524-1505  
Rape Information & Counseling Services ...............................................(847) 524-1505  
Suicide Prevention Crisis Intervention .....................................................(800) 273-8255  
Illinois Department of Human Resources ...............................................(800) 843-6154  

FOR AN EMERGENCY - DIAL 9-911 ON A LANDLINE
Springfield Campus

Emergency Numbers

Fire and Police (emergency only) ................................................................. 9-911
Springfield Police & Fire Department ...........................................................(217) 789-2186

Other Important Numbers

Heidi Atkins, Counseling Service (students allowed 5 free sessions) ............ (217) 483-7104
Rape Information & Counseling Services ..................................................... (217) 753-8081
Suicide Prevention Crisis Intervention ......................................................... (217) 525-1789
Illinois Department of Human Resources ...................................................(800) 843-6154

RMU Emergency Closing Information

To find out if classes have been canceled due to an emergency or bad weather, tune into the following radio and/or TV stations for updates:

RADIO: AM 720, WGN & AM 78 WBBM
TV: CBS 2, NBC 5, ABC 7, WGN 9, FOX News, and CLTV

Online: www.emergencyclosings.com (search for name and city or phone number)

You may also contact the individual campus to verify this information:

Arlington Heights (847)718-6700
Chicago Campus (312) 935-4100
Dupage Campus (630) 375-8100
Elgin Campus (847) 622-5900
Lake County Campus (847) 578-6030
Orland Park Campus (708) 226-5333
Peoria Campus (309) 636-8600
Schaumburg Campus (847) 969-4073
Springfield Campus (217) 726-1613
**EMERGENCY RESPONSE GUIDE**

FOR AN EMERGENCY - DIAL 9-911 ON A LANDLINE

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**TELEPHONE BOMB THREAT REPORT FORM**

INSTRUCTIONS: Be calm. Be courteous. Listen. Do not interrupt the caller. Notify Supervisor / Police officer of the situation by prearranged signal while caller is on the line.

<table>
<thead>
<tr>
<th>Today's Date ___ / ___ / ___</th>
</tr>
</thead>
</table>

**Information on call**

<table>
<thead>
<tr>
<th>Date of call:</th>
<th>Time of call:</th>
<th>Duration of call:</th>
<th>Phone number called:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>(                     )</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of person receiving the call:</th>
<th>Phone number to call for follow up:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(                                   )</td>
</tr>
</tbody>
</table>

**Questions for caller** (Try to ask these questions and document responses)

<table>
<thead>
<tr>
<th>When will the bomb explode?</th>
<th>What kind of bomb is it?</th>
<th>What will cause the bomb to explode?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Where is the bomb located?</th>
<th>What does the bomb look like?</th>
<th>Did you place the bomb?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Why did you place the bomb?</th>
<th>Where are you now?</th>
<th>What is your name?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Document exact wording of threat:

---

**Information on caller:**

<table>
<thead>
<tr>
<th>Gender of caller:</th>
<th>Approximate age of caller:</th>
<th>Does the voice sound familiar:</th>
<th>If yes, who does it sound like?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description of caller:** (Check all that apply)

<table>
<thead>
<tr>
<th>Voice</th>
<th>Speech</th>
<th>Language</th>
<th>Behavior</th>
<th>Background Noise</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Distorted</td>
<td></td>
<td>Foreign</td>
<td>Angry</td>
<td>Quiet</td>
</tr>
<tr>
<td>Hoarse</td>
<td></td>
<td></td>
<td>Blaming</td>
<td>Restaurant</td>
</tr>
<tr>
<td>Loud</td>
<td></td>
<td></td>
<td>Calm</td>
<td>Static</td>
</tr>
<tr>
<td>Muffled</td>
<td></td>
<td>Intelligible</td>
<td>Crying</td>
<td>Birds</td>
</tr>
<tr>
<td>Nasal</td>
<td></td>
<td></td>
<td>Fearful</td>
<td>Street Noise</td>
</tr>
<tr>
<td>Pitch-High</td>
<td></td>
<td>Slang</td>
<td>Clearing Throat</td>
<td>Gymnasium</td>
</tr>
<tr>
<td>Pitch-Med</td>
<td></td>
<td>Taped/Recorded</td>
<td>Crying</td>
<td>Machinery</td>
</tr>
<tr>
<td>Pitch-Low</td>
<td></td>
<td>Stuttered</td>
<td>Intoxicated</td>
<td>Televion</td>
</tr>
<tr>
<td>Pleasant</td>
<td></td>
<td>Uneducated</td>
<td>Lauging</td>
<td>Train</td>
</tr>
<tr>
<td>Other:</td>
<td></td>
<td>Unintelligible</td>
<td>Nervous</td>
<td>Typing</td>
</tr>
<tr>
<td>Raspy</td>
<td></td>
<td>If Accented, Describe:</td>
<td>Self-Righteous</td>
<td>Other</td>
</tr>
<tr>
<td>Smooth</td>
<td></td>
<td>If Foreign, Describe:</td>
<td>Other</td>
<td>PA System</td>
</tr>
<tr>
<td>Soft</td>
<td></td>
<td>Describe:</td>
<td></td>
<td>Other</td>
</tr>
<tr>
<td>Squeaky</td>
<td></td>
<td>Describe:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unclear</td>
<td></td>
<td>Describe:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td>Describe:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>