

Cheyney University of Pennsylvania



Emergency Response Quick Reference Guide

This guide is to assist faculty, staff and students in responding to a variety of emergency situations, which they may encounter at Cheyney University (CU) while working, attending classes or events, or living on campus.

**Quick
Reference
Guide for
Emergencies**

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Quick Reference Guide for Emergencies

Please become familiar with the contents of this guide. In the event of an emergency, it is designed to serve as a quick reference for effective action. New employees and students should be made aware of this guide during orientation. If there are any questions or comments regarding this guide, please contact Cheyney Police at 610-399-2405.

In order to protect yourself and others, each CU faculty, staff and student should know what to do in an emergency. Your response to any incident must focus on minimizing injury and loss of life. Do not jeopardize your safety or the safety of others to protect the physical assets of the University.

Cheyney University Police	(610) 399-2405
Fire	(610) 399-2405
County Police/Ambulance	9-911

Declaration of a Campus State of Emergency (EOP Section 1.7.4.A)

The authority to declare a campus state of emergency rests with the President or his/her designee as follows:

During the period of any campus major emergency, the Cheyney Police Department shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain facilities. Cheyney Police shall immediately consult with the President or designee, regarding the emergency and the possible need for a declaration of a campus state of emergency.

Emergency Evacuation of Persons with Disabilities: Persons with disabilities or persons who provide assistance to persons with disabilities should contact Cheyney Police and Residence to discuss building evacuation procedures. Preparedness is critical and should include emergency evacuation routes, refuge locations and/or individuals to provide assistance in times of emergency.

CAMPUS RESPONSIBILITY DURING AN EMERGENCY OR DISASTER:

Emergency Administrative Director (EAD): (VP of Finance and Administration) — (610) 399-2222

The EAD assumes overall direction during an emergency and is responsible for employing the guidelines within the Emergency Operations Plan.

Emergency Response Coordinator (ERC): (Chief of Police) — (610) 399-2405

As the ERC, the Chief of Police is responsible for overall coordination of the university's response to an emergency.

Crisis Management Coordination Team (CMCT):

The CMCT will provide advice and/or assistance to the ERC during any emergency or disaster. This team consists of all the Vice Presidents at the University

Media Relations: (Public Relations-(610) 399-2121)

The Office of Public Relations will coordinate media relations and act as the link between the University and the public.

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Notification of Campus Emergency Response Team (CERT): The ERC notifies the members of the Campus Emergency Response Team (CERT). This team consists of all the Building Managers.

SPECIFIC EMERGENCY RESPONSE GUIDELINES

I. Reporting Incidents, Emergencies, or Disasters (EOP Section 3.2)

1. From a safe location, report all emergencies to the Cheyney Police at (610) 399-2405
2. Only in an emergency in which the Cheyney Police CANNOT be reached, Dial: 9-911, the Delaware County or Chester County Control Center (DCCC/CCCC).
3. When calling, stay calm and carefully explain the problem and location to the officer.

II. Emergency Evacuations (EOP Section 3.3)

The main assembly areas in case of any emergency are:

- Cope Hall
- Ada Georges Dining Center
- Marcus Foster

Building Evacuation

1. When building evacuation alarm sounds and/or upon notification by Cheyney Police or Building Manager/Coordinator during an emergency, leave by the nearest marked exit or in accordance with the posted evacuation plan and alert others to do the same.
2. Stay Calm. Do not panic
3. If safe to do so, assist the disabled in exiting the building.
4. Once outside, proceed to a clear area that is at least 500 feet away from the affected building.
5. **DO NOT** return to an evacuated building unless told to do so by Cheyney Police.

Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced by Media Relations/Telecommunications.
2. All persons (students and employees) are to immediately vacate the area in question and relocate to another location as directed.

III. Biological, Chemical, or Radiation Incident (EOP Section 3.4)

1. If an emergency exists, activate the building fire alarm and report the emergency from a safe location to the Cheyney Police at (610) 399-2405.
2. Immediately report any spillage of a hazardous chemical or radioactive material to the Cheyney Police at (610) 399-2405 and the University Health and Safety Manager at (610) 399- 2449.
3. When reporting, be specific about the nature of the involved material and the exact location.
4. Anyone contaminated by the spill should seek required first aid and cleanup from specialized authorities at once. The contaminated individual(s) should avoid contact with others as much as possible, remain in vicinity and give their names to police.
5. The key person on site should vacate the affected area at once, and seal it off to prevent further contamination of other areas until the arrival of police or safety personnel.

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IV. Bomb Threat (EOP Section 3.5)

1. Bomb threats usually occur by telephone
2. The person receiving the BOMB THREAT call should remain calm, be firm, speak quietly and attempt to obtain as much of the following information as possible from the caller:

<ul style="list-style-type: none">• Gender• Age• Accent• Background noise• Time of call	<ul style="list-style-type: none">• Exact location of device<ul style="list-style-type: none">- name of building- what floor- what part of building	<ul style="list-style-type: none">• Type of device• Detonation time• Description of package
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3. Call the Cheyney Police at (610) 399-2405 and provide all the information you have obtained to the police, along with your name and location.

V. Civil Disturbance, Strikes or Demonstrations (EOP Section 3.6)

Peaceful and Non-Obstructive Demonstrations

1. Peaceful and non-obstructive demonstrations will not be disrupted unless one or more of the following conditions exists as a result of the demonstration:
 - Interference with the normal operations of the University
 - Prevention of access to offices, buildings or other University facilities.
 - Threat of physical harm to persons or damage to University facilities
2. If any of the above conditions exist, call the Cheyney Police at (610)399-2405

Non-Violent Disruptive Demonstrations

1. Non-violent disruptive demonstrators will be asked to terminate the disruptive activity by one of CU's vice president or his/her designee.
2. If demonstrators persist in the disruptive activity, they will be informed that continuing the disruptive activity could result in suspension, disciplinary actions and/or possible arrest.
3. Efforts should be made to secure positive identification of demonstrators in violation of the termination request, including photographs.

Violent Disruptive Demonstrations

In the event of a violent demonstration, the CU President and appropriate Vice-president or their designee will be notified.

DURING BUSINESS HOURS

1. The appropriate Vice-president will notify the Cheyney Police .
2. Cheyney Police will contact the Pennsylvania State Police and the CU Director of Public Relations.
3. The President, in consultation with the appropriate Vice President and the Chief of Police, will determine the possible need for an injunction
4. Cheyney Police will provide an officer with a radio for communication between the university and the State Police as needed.

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AFTER BUSINESS HOURS

1. Cheyney Police should be notified immediately of the disturbance.
2. Cheyney Police will investigate the disruption and notify the Chief of Police and the VP of Student Affairs.
3. The VP of Finance and Administration will:
 - Report the circumstances to the President
 - Notify key administrators and, if appropriate, the administrator responsible for the building area.
 - Notify the university director of public relations or his/her designee.
 - If necessary, the president or the provost, or their designees, will call for police assistance.

VI. Terrorism (EOP Section 3.7)

If you suspect a credible terrorist threat exists based on your own observations or conversations that you have overheard, contact the Cheyney Police at (610) 399-2405 or the local office of the FBI in Philadelphia, Pennsylvania at (215) 418-4000

The following are examples of items that should be considered a potentially legitimate threat. This list is NOT meant to be all-inclusive.

1. An individual(s) makes a specific threat regarding a weapon of mass destruction "WMD" (says they have a device with a contaminate that they intend to, or have, disperse (d) into the area or into food/water being consumed.)
2. An individual(s) in an area intentionally disperses something into the air using a mechanical device (with or without any communication or threat)
3. A package or other article is discovered that has specific wording or other identification on it: identification of bomb or contaminate within; has threats or threatening wording on it; hate, or anti-American sentiments on it (e.g., Anthrax, explosives "WMD", "you will die . . .," etc.). An abandoned package is discovered that is ticking or leaking a suspicious substance.
4. People in an area begin to complain of similar symptoms that have come on them suddenly (may be a potential chemical assault or accidental release of chemical irritant).
5. Telephoned threat of a chemical or biological assault. [This should be handled the same as a bomb threat and will not constitute an immediate evacuation of the building – follow bomb threat procedures and call Cheyney Police – unless other indicators are present as well (i.e., coincides with one or more of the other conditions previously identified.)

Take precautions when traveling. Be aware of conspicuous or unusual behavior. Do not accept packages from strangers. Do not leave luggage unattended. Unusual behavior, suspicious packages, and strange devices should be promptly reported to the Cheyney Police at (610) 399-2405.

VII. Violent or Criminal Behavior (EOP Section 3.8)

WITNESS TO CRIMINAL OR VIOLENT BEHAVIOR

If you are a victim or a witness to any on-campus offense:

1. AVOID RISKS!
2. Promptly notify Cheyney Police at (610) 399-2405 and report the incident, including the following information:
 - Nature of the incident
 - Location of the incident

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- Description of person(s) involved.
- Description of property involved.

HOSTAGE SITUATION

If taken hostage:

1. Be patient
2. Avoid drastic action and don't be a hero
3. Follow instructions, be alert and stay alive.
4. Don't talk down to the captor(s)
5. Try to rest. Comply with instructions as best you can.
6. Be observant.
7. Be prepared to answer the police on the phone.

VIII. Explosion or Aircraft Down (Crash) on Campus (EOP Section 3.9)

1. Immediately take cover under tables, desks and other objects that will give protection against falling glass or debris.
2. After the effects of the explosion and/or fire have subsided, notify the Cheyney Police Department at (610) 399-2405. Give your name and describe the location and nature of the emergency.

IX. Fire (EOP Section 3.10)

Know the location of fire extinguishers, fire exits, and alarm systems in your area.

In case of fire in a building:

1. Activate the building fire alarm
2. Immediately notify Cheyney Police by phone at (610) 399-2405.
3. If fire is confined to a small area, attempt to extinguish it using the proper fire extinguisher. If it is not extinguished within thirty (30) seconds, stop further attempt and immediately evacuate the building.
4. Evacuate all rooms, closing all doors to confine the fire.
5. Stay near the floor where the air is less toxic.

When building fire alarm is sounded:

1. Walk quickly to the nearest marked exit and alert others to do the same.
2. Assist the disabled in exiting the building
3. Once outside, move to a clear area that is at least 500 feet away from the affected building.
4. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by Cheyney Police.

X. Earthquake (EOP Section 3.11)

Remain calm and quickly follow the steps outlined below.

1. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines, as they may be energized. Know your assembly points.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.

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4. Evaluate the situation and, if emergency help is necessary, call the Cheyney Police at (610) 399-2405.
5. Damaged facilities should be reported to Cheyney Police and the Physical Plant Department.

XI. Floods (EOP Section 3.12)

If flooding occurs, or the conditions exist that could cause flooding to occur, observe the following:

1. Listen to the radio or watch television weather broadcasts to keep apprised of weather watches or warnings.
2. Listen to National Weather Service/National Oceanic and Atmospheric Administration (NOAA) radio broadcasts if a weather radio is available.
3. Go online to track the storm and be aware of weather alerts/warnings at <http://www.nws.noaa.gov/nwr>
4. If a flood watch or warning occurs for the area you are in, move to higher ground immediately. Do not delay if a warning is posted.
5. If you are in a campus building that begins to flood notify Cheyney Police immediately at ext. 2405 or (610) 399-2405 on a cell phone.
6. Then leave the building for a facility that is not flooding.
7. When traveling do not drive through flooded roadways.
8. If a vehicle stalls in water, leave the vehicle immediately and move to higher ground.
9. Be extra cautious when driving at night, for it is more difficult to recognize flood signs, or the depth of water.
10. During heavy rains or flood alerts, etc., do not park a vehicle near any streams, rivers, or flash flood areas.
11. If caught outdoors, climb to a high ground and stay there.
12. Do not walk through or drink flood water.
13. If told to evacuate, do so immediately.
14. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by Cheyney Police.

XII. Inclement Weather (EOP Section 3.13)

CU and its off-campus locations will remain open in all but the most extreme circumstances.

Cancellation of classes does not imply that the university is closed. Any class cancellations will apply to all university locations unless otherwise specified. Faculty members will be required to make up time for canceled classes.

During hazardous weather conditions, students, faculty, and staff are urged to use their discretion in deciding whether they can safely commute to work or classes.

Any change to normal university operation will be announced as early as possible through the media. E2 Campus Alert System and local video display terminals. Also, the Cheyney University Information number (610-399-2198) will be updated with the following messages:

"Cheyney University will be closed from _____ to _____ (day/time)."
(Essential employees report at regular time).

or

"Cheyney University is delaying opening until _____ (time)."
(Essential employees report at regular time).

or

"Cheyney University is canceling classes from _____ to _____ (day/time)."
(All employees report).

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To determine whether the university has canceled classes and activities, students, faculty and staff should:

1. Listen to radio/television stations in the area. (KYW News & 1210 AM Radio, WCAU & NBC Television)
2. Dial the University's weather notification number, 610-399-2198.
3. Sign-up and receive alert messages on E2 Alert System

The university will be closed when the Governor declares a state-wide State of Emergency. The university will abide by that directive and further instructions will be provided at that time. The Cheyney Police and other appropriate offices will be notified.

XIII. Medical Emergency (EOP Section 3.14)

1. If serious injury or illness occurs on campus, immediately dial ext. 2405 or (610) 399-2405. Give your name, describe the nature and severity of the medical problem, and give the campus location of the victim.
2. In case of minor injury or illness, provide first aid care. Use only sterile first aid materials.
3. In case of serious injury or illness, **ONLY certified or appropriately trained personnel** should quickly perform the following steps:
 1. Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
 2. Ask the victim, "Are you okay?" and "What is wrong?" If necessary, provide warmth to the victim
 3. Check victim's breathing and begin mouth-to-mouth resuscitation (CPR), if necessary. Send someone to get help or call 911.
 4. Control serious bleeding by direct pressure on the wound.
 5. Continue to assist the victim until help arrives.
 6. Look for emergency medical I.D., question witness (es) and give all information to the paramedics.

XIV. Psychological Emergency (EOP Section 3.15)

A psychological emergency exists when an individual's behavior is inappropriate and/or out of control to the extent that they may be a danger to themselves or others. If a psychological emergency occurs:

1. Never try to handle a situation you believe is dangerous without appropriately trained assistance.
2. Notify Cheyney Police of the situation at ext. 2405 or (610) 399-2405 on a cell phone.
3. When contacting the Cheyney Police state the following:
 - Clearly state that you need IMMEDIATE ASSISTANCE.
 - Give your name.
 - Your location.
 - The area involved.

XV. Student Death, Serious Injury or Illness (EOP Section 3.16)

In the event of a death, serious injury, or illness to a student the following guidelines should be implemented to initiate an effective response and/or course of action on the part of the university.

1. The individual making the discovery of a student who is seriously injured, ill or dead should immediately contact the Cheyney Police at ext. 2405 or (610) 399-2405 and the University Health Center at ext 2260 or (610) 399-2260.
2. If the Cheyney Police cannot be contacted, dial 9-911.
3. The Vice President for Student Life will be notified by any University representative who becomes aware of the death, serious injury, or illness of a student.
4. The Vice President for Student Life will:

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- Inform the University President, the Provost, and the Director of Public Relations.
- Assemble a crisis management team or the ***Campus Emergency Response Team (CERT)*** to assist in handling the situation.
- Attempt to provide appropriate notification of the situation to the family.

XVI. Utility Failure (EOP Section 3.18)

In the event of a major utility failure, you should do the following:

1. During regular working hours (8:00 a.m. through 4:00 p.m., Monday through Friday), immediately notify the Physical Plant Department at ext. 2297 or (610) 399-2297. If no answer, immediately contact the Cheyney Police at ext. 2405 or (610) 399-2405.
2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends, or holidays, notify Cheyney Police at ext. 2405 or (610) 399-2405.
3. If an emergency exists, activate the building fire alarm and report the emergency by phone.
4. Building occupants shall evacuate when an alarm sounds continuously and/or when an emergency exists.
5. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by Cheyney Police.

Electrical/Light Failure:

Immediately notify Cheyney Police at ext. 2405 or (610) 399-2405. Campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is, therefore, advisable to have a flashlight available for emergencies

Elevator Failure

If you are trapped in the elevator, activate the elevator emergency alarm (located on the front panel) which will signal for help. If you hear or observe someone trapped in an elevator, immediately contact Cheyney Police at ext. 2405 or (610) 399-2405 for help.

Plumbing Failure/Flooding

Cease using all electrical equipment. Immediately notify Cheyney Police at ext. 2405 or (610) 399-2405. If necessary, evacuate the area.

Gas Leak

Cease all operations and immediately vacate the area. DO NOT SOUND THE FIRE ALARM OR TURN ON/OFF ANY LIGHTS OR ELECTRICAL EQUIPMENT. REMEMBER, electrical arcing can trigger an explosion! Immediately notify Cheyney Police at ext. 2405 or (610) 399-2405

Steam Line Failure

Immediately notify Cheyney Police at ext. 2405 or (610) 399-2405, and if necessary, vacate the area. Keep clear to avoid burns.

Ventilation Problem

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If smoke odors come from the ventilation system, immediately notify Cheyney Police at ext. 2405 or (610) 399-2405, and, if necessary, vacate the area.

XVII. Drinking Water Ban or Shortage (EOP Section 3.19)

If there is a problem with the drinking water, the Cheyney Police Department will be notified by an official Borough representative.

1. Cheyney Police will immediately contact the following:
 - University President,
 - All University Vice Presidents,
 - Cheyney Police Chief,
 - Director of Physical Plant,
 - Health and Safety Manager, and
 - Director of Student Housing
2. The Vice President of Student Affairs or his/her designee or in/her absence the Director of Housing will take appropriate action and notify the student residents.
3. The Vice President of Student Affairs or his/her designee will take appropriate and immediate action to place portable drinking water bottles in pre-determined locations in buildings and residence halls.
4. Once the drinking water problem is resolved, the University Health and Safety Specialist or Cheyney Police will notify the provost or his/her designee.

XVIII. Active Shooter Response Guidelines (new)

This situation is a barricaded suspect(s) or an outdoor movement situation where the suspect(s) is actively discharging a firearm at Public and/or randomly firing into an area where it is reasonably expected that persons could be struck by the suspect(s) fire. These situations leave little or no time for proper planning and normally require first arriving Law Enforcement units to take immediate action to end the danger

IF YOU ARE INDOORS AND IN DANGER:

1. **EVACUATE**, if you can do so safely. Notify anyone you encounter to leave the building immediately. Evacuate to a safe area away from the danger and take protective cover. Stay there until emergency responders provide instructions.
2. When there is an active shooter, **DO NOT** activate the fire alarm to evacuate a building.
3. All persons **NOT** immediately impacted by the situation should take protective cover indoors, staying away from windows and doors. Follow the guidelines listed below.
4. If you cannot safely evacuate the building, the following guidelines are recommended:
 - Go to the nearest room or office.
 - Lock and barricade doors.
 - If the door has no lock and the door opens in, a heavy door wedge can be jammed between the bottom edge of the door and the floor, otherwise look for heavy furniture to barricade the door.
 - Turn off lights.
 - Close blinds and stay away from windows.
 - Cover windows, including windows on the door.
 - Turn off radios and computer monitors.
 - Stay calm, quiet, and out of sight.
 - Take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets).
 - Silence cell phones.

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- Place signs in exterior windows to identify the location of injured persons.
- Do not open the door- it may be the shooter.
- Remember, the shooter will usually not stop until they are engaged by an outside force.
- If you are trapped with the gunmen and he is not shooting, DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.

IF YOU ARE OUTSIDE

1. If you are outdoors and hear gunfire, stay alert and move away from the gunfire.
2. Look for appropriate cover locations. Brick walls, large trees, retaining walls, parked vehicles and any other object which may stop bullets, should be used as cover.

CONTACTING THE CHEYNEY POLICE DEPARTMENT

1. Notify the Cheyney Police as soon as it is safe to do so by dialing EXT. 2405 OR (610) 399-2405
2. Provide the following information:
 - Your specific location- building name and office/room number
 - Number of people at your specific location
 - Injuries- number injured, types of injuries
 - Assailant(s)- location, number of suspects, race/gender, clothing description, physical features, type of weapons(long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc.

WHEN POLICE ARRIVE

1. When police officers arrive on scene, move toward any Police vehicle when it is safe to do so while keeping your hands on top of your head. Do not carry anything in your hands that could be mistaken for a weapon. Do exactly and immediately what the Police tell you to do.
2. If you are still inside the building, DO NOT RUN. Drop to the floor, place your hands behind your head and remain still. Make no sudden moves that may be interpreted as hostile or threatening.
3. Wait for instructions and obey all commands.
4. Do not be upset, resist, or argue if a rescuer isn't sure whether you are the shooter or a victim.
5. Even if you are handcuffed and searched, DO NOT resist. Wait for the confusion to clear.
6. You will be taken to a safe area, where proper identification and status will be determined.

Any questions related to Cheyney's EOP or this *Quick Reference Guide* should be referred to the Chief of Police of Cheyney University Police Department.

Please keep this document readily available at all times!