MEDICAL EMERGENCY, ACCIDENT, OR ILLNESS

- Remain calm.
- Initiate lifesaving measures, if required and if you are trained.
- Call for emergency response. (Dial 911.)
- Provide building name, location, floor, and room number.
- Describe the nature of the medical emergency.

- Do not move the injured person unless there is danger of further harm.
- Keep the victim from getting chilled or overheated.
- Reassure the victim.
- Send someone to meet the emergency responders to direct them to the injured person.
- Call 911 and update the emergency responders if there is any change in the victim’s condition.
FIRE OR SMOKE

FIRE EMERGENCY PROCEDURE
• Remain calm.
• Leave the area immediately (closing doors behind you, if possible).
• Feel all doors before opening them. (Do not open a hot door.)
• Lower yourself to the ground and crawl in smoky conditions.
• Sound the building alarm if it is not already sounding.
• Leave the building following evacuation procedures.
• Call the fire department from a safe place. (Dial 911.)
• Provide building name, location, floor, and room number.

KNOW YOUR SITE INFORMATION
• Location of safe area
• Location of emergency exits and stairwells
• Location of fire extinguisher
• Location of fire alarm pull stations
• Location of telephone

TO USE A FIRE EXTINGUISHER, LEARN HOW TO PASS
• Pull the pin.
• Aim the extinguisher nozzle at the base of the fire.
• Squeeze or press the handle.
• Sweep from side to side, still aiming at the base of the fire, until it’s out.

Note: Only use a fire extinguisher if the fire is very small and you know how to use one safely. Otherwise, do not attempt to fight the fire yourself.
If indoors

- Get under a desk or table immediately.
- Stand in a door frame if a desk is not nearby.
- Get away from windows or glass.
- Remain calm in a protected area until the threat has ceased or the danger has passed.

If outdoors

- Try to get to a protected or safe area away from buildings, windows, and glass; avoid telephone or light poles or any place where there could be falling debris.
- Get to a low area or depression.
- Cover your head and face.
- Remain calm and do not leave until the threat has ceased or the danger has passed.

NATURAL DISASTERS

Tornadoes, High Winds, Hurricanes, or Earthquakes

Note: During a natural disaster, the greatest danger is from falling debris, trees, and broken glass.
BOMB THREAT CALL CHECKLIST

- **When** will the bomb go off?
- **Where** will the bomb go off?
- **What** type of bomb is it?
- **Why** are you doing this?
- **Who** are you?

Exact language of threat

Date __________  Time of call __________

Call received by ______________________

**Voice on phone** (circle any that apply)
Male  Female  Adult  Child  Familiar-Sounding

**Estimated age of caller** __________

**Estimated race of caller** __________

**Speech** (circle all that apply)
Slow  Foul  Impeded  Rapid  Broken
Normal  Sincere  Soft  Deep  High-Pitched
Excited  Calm  Loud  Accented  Angry  Intoxicated

**Background noises** (circle all that apply)
Music  Typing  Factory  Talking  Traffic  Machines
Trains  Airplanes  Laughter  Quiet  Barroom

**Additional observations** ______________________

______________________________

______________________________

______________________________

______________________________

______________________________

______________________________
• Remain calm.
• Listen carefully.
• Do not interrupt the caller.
• Keep the caller on the line and talking as long as possible.
• Do not anger the caller.

• Write down exactly what the caller says, as well as any inflections in speech and background noises. (Use checklist above.)
• Do not erase threats if they are left on voice mail.
• Call 911 immediately.
**DO**
- Remain calm.
- Leave the area immediately (closing doors behind you, if possible).
- Leave personal belongings behind.
- **Leave the building.** (Use marked exits and stairwells.)
- Call the fire department from a safe place. (Dial 911.)
- Provide building name, location, floor, and room number.
- Listen for special instructions.

**DON’T**
- Use the elevators.
- Panic...walk slowly.
- Return to your area until directed by the police or fire department.

**KNOW YOUR SITE INFORMATION**
- Location of safe area
- Location of emergency exits and stairwells
- Location of fire alarm pull stations
- Location of telephone

**PERSONS WITH DISABILITIES**
- If you are unable to exit from a ground-level floor, proceed to the nearest enclosed stairwell and wait for assistance. Call 911 or inform your coworkers to report your location to responding emergency personnel.
- Shelter in place is appropriate if you are alone and unable to evacuate. Call 911 and report your location. If you can, remain in a room with an exterior window, a telephone, and a solid or fire-rated door.

**ASSISTING PERSONS WITH DISABILITIES**
- Always ask someone with a disability how you can help.
- Mobility impaired: If the person is unable to exit the building, assist him or her to an enclosed stairwell or safe area. Inform the emergency responders of the location of the disabled person.
- Hearing impaired: Ensure the person has been alerted to the emergency through hand gestures or a short explicit note.
- Visually impaired: Assist the person by offering your elbow and guiding him or her through the evacuation route.
SHELTER IN PLACE

Shelter in place is an initial and short-term response to limit potential exposure to health hazards in the environment, as well as to safety and security threats that may be present.

**ACTIONS TO FOLLOW**

If instructed to shelter in place,

- Remain calm and follow instructions from emergency management personnel.
- Close off your office suite by shutting windows and exterior doors.
- Select a small interior room with a hard-wired phone and few or no windows, if possible, and take refuge. If others are present, either select a room with adequate space for everyone or select multiple rooms.
- Avoid rooms with mechanical equipment, such as ventilation blowers, pipes, etc.
- Have a cell phone and/or portable radio available to get updates and stay informed.
- Listen to the radio or wait for the official all-clear or further directions.
RUN
• If you can safely escape, do so. Get out of the building and away from the shooter, taking into account that there might be more than one armed intruder.
• Keep running until you are well away from the building. Get behind some type of cover.
• Evacuate whether others agree to or not.
• Leave your belongings behind.
• Call 911 when it is safe to do so.

HIDE
• If you are unable to exit, find a place to hide.
• Lock and barricade all doors and windows.
• Turn off lights, radios, and computer monitors and silence all cell phones.
• Close blinds and block windows.
• Keep everyone calm and out of sight.
• Take adequate cover for protection. Use concrete walls, thick desks, and file cabinets to protect yourself from bullets.
• Call 911 when it is safe to do so.

FIGHT
• As a last resort, if your life is in danger, fight back.
• Attempt to incapacitate the shooter.
• Act with physical aggression and do whatever it takes to stop the shooter.
• Yell and use improvised weapons, such as a chair or fire extinguisher.
• Use all of your strength and commit to your actions.

WHEN LAW ENFORCEMENT ARRIVES
Law enforcement’s purpose is to stop the shooter as quickly as possible.
• Remain calm and follow directions.
• Put down any items in your hands.
• Raise your hands and keep them visible.
• Avoid quick movements toward the officers, such as grabbing on to them for safety.
• Do not stop and ask officers for help or directions while evacuating.
• Provide officers with as much information as possible.
HOSTAGE SITUATION

IF YOU WITNESS A HOSTAGE SITUATION,
• Remove yourself from any danger immediately.
• Notify police or security immediately and provide the following information:
  - Location and room number of incident
  - Number of possible hostage takers
  - Physical description and names of hostage takers, if possible
  - Number of possible hostages
  - Any weapons the hostage takers may have
  - Your name
  - Your location and phone number

IF YOU ARE TAKEN HOSTAGE,
• Remain calm, be polite, and cooperate with your captors. Comply with all orders and instructions. DO NOT complain.
• DO NOT try to escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
• DO NOT draw attention to yourself with sudden movements, comments, or hostile looks.

• Observe your captors and memorize their physical traits, voice patterns, clothing, etc.
• Avoid getting into political or ideological discussions with the captors.
• Try to establish a relationship with your captors and get to know them—captors are less likely to harm you if they respect you.
• Try to stay low to the ground, behind cover, and away from windows or doors, if possible.

IN A RESCUE SITUATION,
• DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
• Wait for instructions and obey all directions you are given.
• Do not be upset, resist, or argue if a rescuer isn’t sure whether you are a hostage taker or a hostage.
CHARACTERISTICS OF SUSPICIOUS PACKAGES/LETTERS

- From someone unfamiliar to you, unexpected
- No return address or nonsensical address
- Handwritten address or labels for companies
- Postmarked city or state different from the return address
- Lopsided, heavy, or with leaks, stains, protruding wires, or unusual lumps, bulges, or protrusions
- Excessive use of securing materials (tape) or any use of string or twine
- Excessive postage on small packages or letters
- No postage or noncanceled postage
- Handwritten notes, such as “To Be Opened in the Privacy of,” “Confidential,” or “Prize Enclosed”
- Improper spelling of common names, places, or titles
- Arrival before or after a telephone call from an unknown person asking if the item was received
- Delivered by hand by someone other than regular carriers (e.g., “dropped off for a friend”)

IF A SUSPICIOUS LETTER OR PACKAGE IS RECEIVED

- Handle with care—don’t shake, bump, or open any further.
- Isolate the package and look for indicators.
- Don’t smell or taste any powder or substance that may have spilled out.
- Call the police or building security.
- Evacuate the building immediately.
- Wash your hands with soap and warm water.

Anyone receiving mail and packages should take reasonable and prudent care when handling these parcels.
• Evacuate the room or area.
• Close and secure the room or area, if possible.
• **Leave the building** following evacuation procedures. (See Evacuation Procedures.)
• **Call the fire department** from a safe place. (Dial 911.)
• Provide building name, location, floor, and room number.
• Provide details regarding type of spill and injuries, if any.

**KNOW YOUR SITE INFORMATION**
• Location of safe area
• Location of emergency exits and stairwells
• Location of fire alarm pull stations
• Location of telephone
POLICE
FIRE
AMBULANCE

CALL 911

Visit https://alert.umuc.edu to sign up for the university’s emergency communication system.

Send your questions or comments about safety and security or emergency preparedness to security@umuc.edu.
Visit https://alert.umuc.edu to sign up for the university’s emergency communication system.

Send your questions or comments about safety and security or emergency preparedness to security@umuc.edu.
**Emergency** ......................................................................................................................... 911
UMUC Security Main Number ................................................................. 240-684-2911
Administration Building Security Desk ........................................... 301-985-7911
Conference Center/Hotel Security ....................................................... 301-985-7371
University of Maryland, College Park Police
  Emergency..................................................................................................................... 301-405-3333
  Non-Emergency .......................................................... 301-405-3555
Charles County Sheriff ................................................................. 911/301-932-2222
Howard County Police ................................................................. 911/410-313-2200
Stafford County Sheriff ................................................................. 911/540-658-4450
UMUC Facilities Management
  Main/Adelphi ................................................................................................. 301-985-7664
  Largo ............................................................................................................. 240-684-2982
**All Emergencies:** 1. Remain calm. 2. Call 911 and provide the building name, location, floor, and room number.

**Medical Emergency:** 1. Initiate lifesaving measures if trained. 2. Call 911. 3. Describe the nature of the medical emergency. 4. Do not move an injured person unless there is danger of further harm.

**Fire / Hazardous Material Leak:** 1. Evacuate the area immediately. 2. Close and secure the area if possible. 3. Sound building alarm. 4. Leave the building.

**Bomb Threat:** 1. Call 911 immediately after the threat has been made. 2. Utilize the bomb threat checklist to record details and observations about the threat and the caller.

**Natural Disasters:** 1. Get under a desk or table. 2. Stand in a doorframe if a desk is not nearby. 3. Get away from windows and glass. 4. Avoid telephone or light poles or any falling debris. 5. Get in a low area or depression. 6. Cover your head and face.

**Safety and Security Are Everyone’s Responsibility!**