



EMERGENCY RESPONSE GUIDELINES



SHEPHERD UNIVERSITY

SUPD

MOLER HALL 102 | 304-876-5202

For Purposes of 911 location you are in (Building Address):

FOR EMERGENCIES REQUIRING IMMEDIATE ATTENTION DIAL 911

INTRODUCTION

The tabs in this chart are designed and intended to provide you with guidance and assistance during an emergency that may occur on campus. The **Shepherd University Police Department (SUPD)** is a fully staffed Police Department with the capabilities of handling any situation that may arise. SUPD Officers are trained through the **West Virginia State Police Academy** as required by the State of West Virginia.

Members of the SU community should be familiar with the information provided in this chart as it provides specific details for events and emergencies that may occur on campus.

SUPD operates on a 24/7/365 schedule.

FOR EMERGENCIES: Dial 911 and stay on the line with a dispatcher for further instructions during an emergency.



NON-EMERGENCY NUMBERS:
SUPD (8 am to 4 pm): 304-876-5374
IT DEPARTMENT HELP DESK: 304-876-5457
FACILITIES MANAGEMENT: 304-876-5236

INTRODUCTION

CLASSROOM EMERGENCY

CLASSROOM DISTURBANCES: Contact SUPD by calling 911 for immediate emergencies including unruly student(s), uninvited person(s), demonstrators, or any physical confrontations. For non-emergency questions or concerns call 304-876-5202.

**PLEASE DO NOT TAKE MATTERS INTO YOUR OWN HANDS.
IT CREATES AN UNSAFE ENVIRONMENT FOR EVERYONE.**

MEDICAL EMERGENCIES: If there is a medical emergency in any classroom, building, or public place on campus, please call **for help** immediately by dialing 911.

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for further instructions during an emergency.**

For non-emergency maintenance issues call the Facilities Management Office listed below

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CLASSROOM EMERGENCY

POWER / UTILITY FAILURE

EMERGENCY: In the event of a power outage or failure, contact SUPD by calling 911

NON-EMERGENCY: Under non-emergency conditions, call Facilities Management at 304-876-5236 (during day) or SUPD at 304-876-5202.

WEATHER RELATED POWER/UTILITY CONDITIONS: If there are downed wires, trees, or building collapses in the area, please get to a safe place and relay any information to SUPD or Facilities Management. If you are not in immediate danger avoid the area. Help will get to you or will be relayed to you in a timely manner as conditions allow. Remain in a safe place and remain calm. If there are injuries, please render first aid to the best of your ability.

If there is severe weather please stay where you are inside until notified that it is safe to leave, do not assume there is no immediate danger. You will be notified when it is safe to leave. During an extended power outage, notifications will be made to the SU community through the Shepherd e-mail, the Shepherd web page, and the Rave- Alert notification system. You can sign up for Shepherd Rave-Alert by going to <https://www.shepherd.edu/emergency/rave-alert> and follow the instructions.

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POWER / UTILITY FAILURE

FIRE / SMOKE EMERGENCY

RESCUE: If it is safe to do so, rescue anyone who may be in imminent danger of fire or smoke.

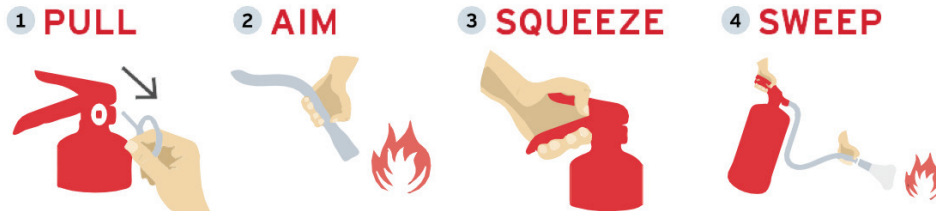
DO NOT USE ELEVATORS! Be aware of any person(s) who may need assistance due to medical or physical difficulties.

ALARM: Activate the closest fire alarm pull station. Most pull stations are located within a few feet of a stairwell or exit. If able, call first responders at **911**. Provide your location and the location of the fire/smoke.

CONTAIN: Close all doors and windows if it is safe to do, even if you are not in the area of fire/smoke. If you are in, or close to, the affected area of fire/smoke, stay as low as possible to the ground. Lab areas may contain gas lines or fuel sources. Close off all sources if possible.

EVACUATE: Evacuate the building in a safe and orderly fashion at an assembly point designated by SU authorities, faculty or staff (*refer to building evacuation plans*). Fire extinguishers are located throughout the buildings (*typically in stairwells or corridors*) if a fire extinguisher must be used please employ the P.A.S.S. technique.

P.A.S.S. TECHNIQUE



FIRE / SMOKE EMERGENCY

WEATHER EMERGENCY

The SU Community will be advised of weather emergencies through local radio and television stations. Information concerning weather watches, warnings advisories, etc. will also be relayed to the SU Community through the Shepherd Rave-Alert system. You are encouraged to sign up for Shepherd Rave-Alert by going to <https://www.shepherd.edu/emergency/rave-alert>.

SEVERE WEATHER WATCH: Continue normal activities, but monitor and stay up to date with weather updates through TV, radio and social media alerts.

SEVERE WEATHER WARNING: Stay indoors and away from outside doors and windows. Report injuries to first responders at 911.

TORNADO WARNINGS: If you are in the warning area, do the following;

1. Seek shelter immediately in the lowest point of a building, in a doorway, under any stable piece of furniture or if possible, the most interior part of a building.
2. If you are in a vehicle, try to seek shelter immediately and safely, until the danger has passed.
3. Keep windows and doors closed and stay away from doors and windows.

After the storm (and once you have received directives that it is “all clear,”) leave damaged buildings and do not attempt to return to the building. Be aware of any other dangers while leaving the building while in route to a safe place.

For more information about Shepherd University’s inclement weather policy consult <https://www.shepherd.edu/emergency/inclement-weather-plan>

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WEATHER EMERGENCY

REPORTING CRIMES

SUPD is available 24/7/365. Report concerns, problems or crimes by calling 304-876-5202 or if an immediate emergency, call 911.

REPORTING CRIMES: Please try and remain calm when reporting your emergency and do the following.

1. State your name, location and phone number you are calling from.
2. State the nature of your emergency.
3. State, if possible, any description of suspect(s), including clothing, direction of flight, vehicle(s) involved.
4. Follow the same three steps above if you receive a threat in any form about an explosive device or find a suspicious letter or box.
5. **DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED IN THE INCIDENT.**

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REPORTING CRIMES

HAZARDOUS MATERIAL CONDITIONS

In the event of a hazardous material spill, release or accident, do the following:

1. In case of emergency, dial **911** with information regarding the emergency and affected area, building address, floor, classroom, lab, chemical or hazardous material spilled or released.
2. Evacuate the immediate area and do not allow entry to the affected area. Follow evacuation procedures cautiously and be aware of your surroundings at all times.
3. In certain lab areas note the locations of eye wash stations if needed.

All chemical spills, releases or accidents must be reported to SUPD and Facilities Management. An **Accident/Incident Form** must be completed and forwarded to Facilities Management. Facilities Management can be contacted at **304-876-5383** for ongoing support through emergency.

If you are concerned about an unverified substance, please call West Virginia Poison Control Center at 1-800-222-1222. <http://wvpoisoncenter.org/about-us/>

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HAZARDOUS MATERIAL CONDITIONS

PERSONAL INJURIES

Call for help by dialing **911**.

Please do the following if you are calling to report an injury.

1. State the location of the injured person(s) and the suspected nature of the injury/injuries. Building name, classroom, etc. **Refer to page #1 of this document for this locations information.**
2. State the current medical condition of the victim is in; explain if the person(s) is alert, conscious, bleeding, etc.
3. Do not move injured person(s) unless they are in imminent danger of further injury.

Render first aid if you are trained or attempt to locate someone who is trained in first aid. Stay with the injured person(s) until help arrives.

SU employees, faculty, and staff are required to notify a supervisor of any injury and complete an **Accident/Incident Form**.

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PERSONAL INJURIES

BUILDING EVACUATION

EVACUATION DURING AN EMERGENCY OR ALARM ACTIVATION: All persons inside any building should familiarize themselves with the location of the nearest exit (*consult building evacuation routs*), as well as an alternative exit in the event of an active fire or smoke in the building. Knowing your surroundings could save your life as well as someone else's. Proceed to the closest and safest exit as quickly as possible. Review the evacuation map in your area to know the gathering places.

Call for help by dialing **911**.

DO NOT PANIC, leave the building as quickly and safely as possible, and proceed to a safe area outside, away from the active scene.

DO NOT STOP to gather your belongings, evacuate as quickly as possible.

DO NOT USE the elevators; use the stairs only to get to the nearest exit.

DO NOT IGNORE the alarm when activated under any circumstances.

DO NOT STAY in the building if it is unsafe or if you or others are not injured. If you must remain due to another's injury call 911 to assist first responders in locating your position.

DO NOT RE-ENTER any building until instructed to do so by emergency responders.

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If you violate this statute, you can be charged with "Obstructing Emergency Services" under West Virginia Law, WV Crimes Code 17. This is considered a misdemeanor in the third degree.

BUILDING EVACUATION

PERSONS WITH DISABILITIES

Those person(s) in need of assistance during an evacuation or emergency should identify and discuss with someone, *in advance*, who might assist them in leaving the building, or contacting the proper personnel for assistance if needed.

BUILDING EVACUATIONS DUE TO FIRE, NATURAL DISASTER OR ANY OTHER EMERGENCY:

1. Exit the building immediately using the nearest exit away from the emergency, if possible. **DO NOT USE ELEVATORS** unless advised to do so by emergency personnel.
2. If you are unable to exit on your own, ask for assistance in getting to the nearest and safest exit, or safe place until further assistance can be rendered.
3. If you are unable to exit or are in a safe place and need assistance exiting the building call for help by dialing **911**.
4. If you are in a classroom, office, etc. and need assistance, note the address of the building, classroom number or name, floor or level of the building, etc.

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SUSPICIOUS MAIL OR PACKAGE

If you receive suspicious mail or package, contact SUPD by dialing 911

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

▪ Stop. Don't handle.

▪ Isolate it immediately.

▪ Don't open, smell, or taste.

▪ Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

▪ Isolate area immediately ▪ Call 911 ▪ Wash your hands with soap and water



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To order this poster, call 1-800-332-0317.

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SUSPICIOUS MAIL OR PACKAGE

ACTIVE SHOOTER SITUATION

DIAL 911

HOW TO RESPOND

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. RUN

HAVE AN ESCAPE ROUTE AND PLAN IN MIND

LEAVE YOUR BELONGINGS BEHIND

KEEP YOUR HANDS VISIBLE

2. HIDE

HIDE IN AN AREA OUT OF THE SHOOTER'S VIEW BLOCK

ENTRY TO YOUR HIDING PLACE AND LOCK DOORS

SILENCE YOUR CELL PHONE AND/OR PAGER

3. FIGHT

**AS A LAST RESORT AND ONLY
WHEN YOUR LIFE IS IN IMMINENT DANGER**

ATTEMPT TO INCAPACITATE THE SHOOTER

**ACT WITH PHYSICAL AGGRESSION AND
THROW ITEMS AT THE ACTIVE SHOOTER**

DIAL 911

ACTIVE SHOOTER SITUATION