



Emergency Management

# **Emergency Procedures Guide (2019/2020)**

**Department / School Name**

**Buildings Occupied by Department**



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# Emergency Planning at the University of Virginia

UVA Emergency Management (UVAEM) coordinates the overall emergency planning process at the University of Virginia using the four Phases of Emergency Management framework (mitigation, preparedness, response, and recovery) and an all-hazards framework.

UVAEM provides strategic guidance with three primary types of university plans. The Critical Incident Management Plan (CIMP) guides overarching emergency response to incidents that may occur at the university. The Emergency Procedures Guide (EPG), based at the department levels, provides immediate action planning for life safety during an incident. A departmental Continuity of Operations Plan (COOP) provides the basis for continuity actions while establishing a framework of procedures for addressing short-term or extended disruptions that could occur individually or in any combination. Each plan is a tool to increase the university's resiliency and improve the university's ability to respond to and recover from an incident.

The development of an EPG is an integral part of the emergency management system at the University of Virginia. An EPG will be used as the basis for departmental preparedness, response, evacuation, secure-in-place, or shelter-in-place actions. The EPG outlines the actions that personnel in a department will take in response to an incident. A well-developed EPG reduces the impact of incidents on people, property, and departmental functions.

Departments are responsible for the creation of its EPG which contains department-wide information such as leadership contact information, general emergency procedures, and proper methods for contacting emergency responders.

**KEY POINTS OF CONTACT**

**Department / School Contact Information**

Name (First and Last)	Title	Regular Work Hours	Cell Phone	Office Phone	Email Address

**Contact Information for Additional Team Members**

Name (First and Last)	Title	Regular Work Hours	Cell Phone	Office Phone	Email Address

**ASSEMBLY AREA**

<b>Primary Assembly Area</b>

## **EMERGENCY PREPAREDNESS TRAINING**

Training is an integral part of the safety program for your department and building. Employees should be aware of the information located within the departmental EPG.

### **EMERGENCY PROCEDURES GUIDE AWARENESS**

It is the responsibility of each department to ensure all their employees are familiar with their EPG. General training should be a part of onboarding for new employees, and all employees should review the EPG on a regular basis. This includes awareness of the EPG, a physical tour of evacuation routes, location of first aid kits and AED(s), and special building circumstances.

# EMERGENCY NUMBERS

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## IMMEDIATE EMERGENCY RESPONSE

UVA Police Department: 911  
Charlottesville Fire Department: 911  
Charlottesville Albemarle Rescue Squad: 911

## NON-EMERGENCY RESPONSE

UVA Police Department (non-emergency): 434-924-7166  
Charlottesville Fire Department (non-emergency): 434-970-3240  
Charlottesville Albemarle Rescue Squad (non-emergency): 434-296-4825  
UVA Emergency Management: 434-982-0565  
UVA Environmental Health and Safety: 434-982-4911  
UVA Safe Ride: 434-242-1122  
UVA Facilities Management (request service): 434-924-1777  
Emergency Communications Center: 434-977-9041

UVA Health System: 434-924-0000

# DIALING 911

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## REPORTING AN EMERGENCY

Dial 911 from your cell phone or on-Grounds phone when you need Police, Fire, or Emergency Medical Services. Remain calm – your actions influence others.

- Tell the dispatcher your location, and provide the exact address or building, if possible.
- The nature of the emergency (describe clearly and accurately).
- Your full name and the telephone number from which you are calling, in case you are disconnected.
- Remain calm and do not hang up as additional information may be needed. If possible, have someone else or yourself meet emergency personnel outside of the building.

## THE UNIVERSITY OF VIRGINIA POLICE DEPARTMENT

The UVA Police Department is an internationally accredited professional police department providing the same level of service offered by a municipal police department, as well as other services unique to an academic institution. The department consists of over 130 employees including sworn police officers certified by the Commonwealth of Virginia, security officers, and administrative personnel. Patrols of the Grounds and Health System are done by foot, vehicles, bicycles, motor scooters, and motorcycles.

For more information on the UVA Police Department, please visit their website at <https://uvapolice.virginia.edu> or call 434-924-7166.



# EMERGENCY NOTIFICATION SYSTEM

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The UVA Emergency Notification System is used to reach the UVA community - students, faculty, and staff - during an emergency situation. Outdoor sirens, loud speakers, phone and desktop alerts are some components of the UVA emergency notification system.

## HOW TO RECEIVE UVA ALERTS

All members of the University community with valid UVA email addresses are automatically enrolled in UVA Alerts to receive an emergency email when the University issues an alert. Students, faculty, and staff can manage their accounts at any time to register additional email addresses and mobile phone numbers for text-based alerts at this link: [https://uvaemergency.virginia.edu/uva\\_alerts](https://uvaemergency.virginia.edu/uva_alerts). This enhancement of UVA's Alert email is part of the University's commitment to provide quick and accurate information to our community in an emergency.

## UVA ALERTS: EMERGENCY NOTIFICATION SYSTEM AT UVA

**An important reminder: The UVA Alerts text messaging service is just one of the methods the University will use to communicate emergency information.** Emergency details and schedule changes will be posted on the University's emergency page at [www.virginia.edu/emergency](http://www.virginia.edu/emergency). Alerts and information will also be tweeted on @uvasafety and @uvapolice. Local television and radio stations should also be relied on in severe weather situations. Key staff and student leaders, such as the Resident Staff, will also be equipped to communicate directly with students. All available forms of communication will be used to convey needed information to the University community.

## WHAT TO DO IF YOU HEAR A CAMPUS OUTDOOR SIREN?

When the sirens are activated, remain calm, follow any audible instructions, and check for additional information via other UVA Alerts channels. You may be advised to either:

- **Secure-in-Place**, place a **locked door** or other barricade between you and the associated violence or danger.
- **Shelter-in-Place**, move inside, to a building space that protects you from the risk, **DO NOT LOCK DOORS** so others are able to enter.

# EMERGENCY PROCEDURES

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## BOMB THREAT

### Description

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A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please DO NOT attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible, as this is evidence that should be turned over to the University of Virginia Police. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions are provided with that assumption.

### Immediate Action

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- Remain calm and if able, please refer to the attached Telephone Bomb Threat Checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
- Attempt to obtain information on the location of a device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- Immediately after the caller has ended the call, notify the University of Virginia Police at 911.
- If the threat was left on your voice mail, do not erase.
- Notify the immediate supervisor within your work area.

### Decision

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The decision to evacuate a University facility shall be made after a thorough evaluation of the information available, including but not limited to:

- Nature of the threat
- Specificity of location and time of detonation
- Circumstances related to the threat (i.e. political climate, series of events leading to the threat, etc.)
- Discovery of a device or unusual package, luggage, etc.

The University of Virginia Police or other police unit will dispatch a search team and will organize the search. Other emergency units will be alerted to the threat and asked to stand by for further instructions. Persons leaving the building should report to a specified location for further instructions.

# BOMB THREAT CHECKLIST

Date:	Time Call Received:	Time Call Terminated:
Number Where Call was Received:		Who Received the Call?
Exact Wording of the Threat:		

**WHEN POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS:**

“When is the bomb going to go off?”	“Where is the bomb right now?”	“What does it look like?”
“What kind of bomb is it?”	“What will cause it to explode?”	“What is your name?”
“Did you place the bomb?”	“Why?”	“What is your address?”
“Is there a special way to identify the bomb?”	Other:	

**Describe the caller’s voice (check how he/she sounds)**

- Calm       Angry       Excited       Slow       Ragged/Raspy       Soft
- Laughter       Crying       Normal       Distinct       Deep Breathing       Slurred
- Stutter       Lisp       Fast       Familiar       Clearing Throat       Loud
- Nasal       Deep       Disguised       Accent       Cracked Voice       Other \_\_\_\_\_

**Describe the caller’s language**

- Understandable       Incoherent       Irrational       Message Read by Threat Maker
- Taped Message       Foul Language

Remarks:

**Describe the background sounds (check the sounds you hear)**

- Street Noises       Animal Noises       Office Machinery       Voices       Music
- Motor       House Noises       Factory Machinery       Clear
- Static: PA System or Local?

# EARTHQUAKE

## Description

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The University is located in the Central Virginia Seismic Zone. Since at least 1774, people in central Virginia have felt small earthquakes and suffered damage from infrequent larger ones. The largest damaging earthquake (magnitude 5.8) in the seismic zone occurred in August 2011. Smaller earthquakes that cause little or no damage are felt each year or two.

Most injuries occur when people inside buildings try to move to a different location in the building or try to leave. The area near the exterior walls of a building is the most dangerous place to be. Windows, facades and architectural details are often the first parts of the building to collapse. To stay away from this danger zone, stay inside if you are inside and outside if you are outside. Injuries can be avoided if you drop to the ground before the earthquake drops you.

## Immediate Action

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If you are indoors:

- Stay inside until the shaking stops.
- 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 is not a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- If you are in bed when the earthquake strikes, stay there. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- Do not use the elevators.

If you are outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops.

If you are in a moving vehicle:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.
- If you are in a stadium or amphitheater, stay at your seat and protect your head and neck with your arms. Do not try to leave until the shaking is over. Then walk out slowly watching for anything that could fall in the aftershocks.

## Decision

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- After the shaking has stopped, evaluate your surroundings:
- Look for safety hazards such as fire, smoke, smell of gas or fumes, dangerous debris or obvious structural damage.
- Look for injured or trapped persons.
- If you are in a building and there are no obvious hazards do not evacuate.
- If the structural integrity of your building is compromised or your surroundings are hazardous, evacuate. Use the stairs.
- Determine if emergency responders are needed. If yes, call 911
- Determine if the building needs to be evaluated for damage. If yes, contact Facilities Management at 924-1777. Facilities Management will deploy personnel for damage assessments.

## Subsequent Procedures / Information

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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.

- Take steps to account for people. Gather at designated assembly areas and determine if everyone is present including employees and guests.
- If the building was evacuated, there should be an evaluation of the building to address damage. Do not re-enter building until this has been completed.
- Listen to a battery-operated radio or television for the latest emergency information. The University operating status will be posted on [www.virginia.edu](http://www.virginia.edu) and <http://statusboard.uvaemergency.virginia.edu>.
- Use the telephone only for emergency calls.
- Stay away from damaged areas unless your assistance has been specifically requested.
- Inspect your space for damage. Report damage to your supervisor.
- Open cabinets cautiously; beware of objects that can fall off shelves.
- Clean up spilled medicines, bleaches, gasoline or other flammable liquids immediately if you are trained to do so. Leave the area and call 911 if you smell natural gas or fumes from other chemicals. Call Environmental Health and Safety at 982-4911 (or 911 after hours) for assistance if needed.

# FIRE / EXPLOSION

## Description

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A fire may include visible flames, smoke, or strong odors of burning. An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911.

## Immediate Action

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- Activate nearest fire alarm pull station.
- Evacuate; if smoke is present, stay low to the floor.
- Watch out for falling debris; take cover and protect head.
- If you become trapped, tap on a wall or pipe to alert rescuers.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.
- Call 911 when safe to do so.

### For occupants of the building:

- Close, but do not lock the doors to your immediate area as you leave
- EVACUATE the building via the nearest exit. Assist others in exiting the building
- DO NOT use elevators
- Avoid smoke-filled areas
- There are certain buildings, such as the Medical Center, that are defend in place buildings. If in doubt, as your manager or professor if the building you are in is a defend in place building.

### For persons evacuating from the immediate fire area:

- Feel door from top to bottom with the back of your hand. If it is hot, DO NOT proceed; go back.
- If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exit the building via the nearest stairwell or exit.
- If you encounter heavy smoke in a stairwell, go back and try another stairwell.

## Decision

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The responding Fire Department Incident Commander will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the University. The University Police will decide when to turn control of the scene back to the facility tenant(s).

# HAZARDOUS MATERIALS RELEASE

## Description

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A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. Minor hazardous materials spills may be managed locally by personnel who are trained and familiar with the materials. The Office of Environmental Health and Safety (EHS) is available to provide guidance and support for minor hazardous materials incidents. A major hazardous materials incident constitutes an emergency situation that endangers life safety or the environment and requires assistance from emergency response agencies such as the fire department or regional hazardous materials response team. This annex provides general instruction for major hazardous materials incidents.

## Immediate Action

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- Move away from the site of the hazard to a safe location.
- Call 911 when safe to do so.
- Alert others to stay clear of the area.
- Wait and provide information to emergency response personnel.

## Decision

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- Determine if emergency responders are needed
- Determine if immediate hazards are under control and the situation is stabilized
- Determine if the site can be reoccupied or if further remediation or repair is needed

### Decision Maker(s):

The decision to call for emergency assistance may be made by:

- A hazardous materials user involved in an incident
- A person discovering an incident
- The resource or emergency unit receiving the call for assistance

The decision that an incident is controlled and stabilized is made by the Incident Commander (IC) of the emergency response agency. Emergency agencies and units may request input for decision-making from University resource units. After immediate hazards have been controlled and stabilized, the IC will transfer authority and responsibility to the University EVP/COO.

# INFRASTRUCTURE FAILURE

## Description

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It is understood that from time to time the University of Virginia may experience infrastructure problems that could render the work site unsafe or uninhabitable, such as electricity, computer, steam, water, or telephone failures.

### Immediate Action – ACADEMIC

- If a critical incident is experienced relating to water, electricity, or steam, call Facilities Management at **924-1777**.
- If a critical incident is experienced relating to telephone systems, call the UVA Help Desk at **924-4357**.
- If a critical incident is experienced relating to computer systems, call the UVA Help Desk at **924-4357**.

### Immediate Action – HEALTH SYSTEM

- If a critical incident is experienced relating to water, electricity, or steam, call Facilities Management at 924-2267.
- If a critical incident is experienced relating to telephone systems, call the Health System's Health Information & Technology Help Desk at 924-5334.
- If a critical incident is experienced relating to computer systems, call the Health System's Health Information & Technology Help Desk at 924-5334.

## Decision

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The first responders will determine whether a critical incident exists and will report to the appropriate department heads. In the event that a critical incident exists, the AVPSS or their designee will notify the EVP/COO and will convene the Critical Incident Management Team (CIMT).



# MEDICAL EMERGENCY

## In the event of a serious illness or injury, Dial 911

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Provide the following information to the dispatcher:

- Exact location of the victim.
- Call back information (your name and phone number) in case you are disconnected.
- Sex and approximate age of victim.
- Nature of injury or illness.
- Pertinent medical history, if known.

## What to do until help arrives

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If a serious injury or illness occurs on Grounds, immediately dial 911.

- Remain calm.
- If possible, send someone to meet emergency responders outside and direct them to the person's location.
- Keep victim still and comfortable. **DO NOT** move the victim unless the person is in immediate danger.
- Ask the victim, "Are you okay?" and "What is wrong?" Does the victim respond?
- Check breathing and check for a pulse. If there is no pulse and you have been trained, perform CPR or use an AED.
- Control serious bleeding by applying direct pressure to the wound.
- In case of a minor injury or illness, provide First Aid care. Note the location of the First Aid kits and the names of First Aid/CPR trained personnel in your area. Individuals in each department or building are encouraged to obtain training in First Aid/CPR/AED.

## Public Access automatic external defibrillators (AEDs)

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Public Access Automatic External Defibrillators (AEDs) are located across UVA and satellite facilities in a variety of buildings. A map and a listing of public AED locations across Grounds is located at this website address: <https://uvaemergency.virginia.edu/aed>

# SEVERE WEATHER

## Description

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When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two classifications:

- A **Watch** becomes effective when atmospheric conditions are right to produce the particular weather phenomenon.
- A **Warning** means that the weather condition has been spotted and prompt action must be taken for safety.

## Immediate Action

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- Move away from outside windows. If the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass).
- Do not panic.
- If evacuated, lock all desk drawers and take all items of value with you.
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows.
- Use the stairwells rather than the elevators.
- If evacuated, do not return to your office until advised to do so.
- Look at the Operations Status Board at <http://statusboard.uvaemergency.virginia.edu> for the latest information on schedule changes or call the closings and delays telephone lines (434-924-7669 or 434-243-7669).

## Decision

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### University Operations

As a general practice, the University makes every effort to maintain its normal schedule of operation. However, the University may decide to alter the start or close of the working day under extreme emergency conditions; only the President or the EVP/COO has this authority. No dean or faculty member is authorized to cancel a regularly scheduled class because of inclement weather. Special programs that involve travel away from the University (field trips, evening classes, or other activities) may be canceled by the responsible dean if, in the dean's judgment, extreme weather conditions require it.

The University will announce full and partial shift modifications through various media sources. The Office of University Communications will provide announcements to local television and radio stations to cover all day, evening, night, and weekend University work schedules. Standardized messages covering employees of both the University and the Medical Center will be broadcast.

## Subsequent Procedures/Information

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- Listen to weather-alert radios to stay informed of real-time traffic information, latest road reports, or listing of closed roads during a major winter weather event.
- Also monitor commercial radio, television and the Internet.

# SUSPICIOUS OBJECT

## Immediate Action

1. Do not touch or disturb the object.
2. Leave the immediate area of the object and dial **911**.
3. Report type of object and location to first responders. Prepare to evacuate if instructed.

# SUSPICIOUS ODOR

## Smell of Smoke or Gas

1. Activate the nearest fire pull station.
2. Evacuate the immediate area and dial **911**.
3. Report type of odor and location to first responders. Prepare to evacuate if instructed.

## Any Other Odor

1. Investigate, if possible and safe to do so.
2. If you do not know which utility service to contact, dial UVA Police at **924-7166** (for non-emergency situations).

# SUSPICIOUS PERSON

“If you see something, say something.”

## Signs of a Suspicious Person

Include but are not limited to:

- A person who does not belong, gaining, or trying to gain access to a restricted area.
- A person forcibly entering a locked vehicle or door.
- A person who photographs, videotapes, sketches, or asks detailed questions about infrastructure.
- A person acting in an unusual manner or seems out of the ordinary.

## Suspicious Person Response

1. Dial 911 and provide the following information:
  - Area where the suspicious person is.
  - What the suspicious person is doing.
  - Description of the suspicious person.
2. Do not let anyone into a locked room or building without proper authority.
3. Do not engage in a confrontation with the person.
4. Do not block the person's exit.

# TORNADO

## Description

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A **tornado watch** means tornadoes are possible in and near the watch area. During a tornado watch, staff should be alert to weather conditions.

A **tornado warning** means that a tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows.

## Immediate Action

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- Remain calm and avoid panic
- Go to an area of safety
  - Rooms and corridors in the innermost part of a building
  - Avoid windows, corridors with windows or large freestanding expanses
- There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
- DO NOT use elevators during a tornado warning.
- Persons with mobility concerns should go to an area of safety at the time of a tornado watch. DO NOT wait for a tornado warning.
- Close all doors, including main corridors, making sure they latch.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- If outside, lie down in a low-lying ditch and cover your head.
- Be alert for fire.
  - In the event of a fire, the fire plan should be utilized

## Decision

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If a tornado actually affects any of the University of Virginia buildings, the decision to return to your work space or vacate the affected building(s) will be made by the Chief of Police or designee in consultation with the EVP/COO and Facilities Management.

## Subsequent Procedures / Information

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Your first concern after a disaster is your health and safety. You need to consider possible safety issues and monitor health and well-being.

### Aiding the Injured

- Check for injuries and call 911 if medical help is needed.
- Do not attempt to move seriously injured persons unless they are in immediate danger of death or further injury.
- If you must move an unconscious person, first stabilize the neck and back, then call for help.

### Safety Issues

- Be aware of new safety issues created by the disaster. Watch for debris, leaking hazardous materials, gas leaks, broken glass, damaged electrical wiring, and injured animals.
- Inform local authorities about health and safety issues, including chemical spills, downed power lines, smoldering insulation, and dead animals.

# VIOLENT INCIDENT

## Description

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Violent incidents, including but not limited to: acts of terrorism, assaults, or other incidents of workplace violence can occur on the University Grounds or in close proximity with little or no warning.

The UVA Police Department has adopted nationally accepted law enforcement response procedures to contain and terminate such threats, as quickly as possible. The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. Try to remain calm as your actions will influence others. The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

## Immediate Action

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- **RUN:** Evacuate if a safe route is available.
- **HIDE:** If it is unsafe to escape, hide in an area out of view.
  - Lock the door and block entry; stay behind solid objects away from the door.
  - Turn off lights and computers; silence cell phones.
- **FIGHT:** Prepare to defend yourself if necessary.
- **Call 911** when safe to do so.

### Secure the Immediate Area

Whether a classroom, residence hall room, office or restroom:

- Lock or barricade the door, if able. Block the door using whatever is available—desks, tables, file cabinets, other furniture, books, etc.
- After securing the door, stay behind solid objects away from the door as much as possible
- If the assailant enters your room and leaves, lock or barricade the door behind
- If safe to do so, allow others to seek refuge with you

### Protective Actions

Take appropriate steps to reduce your vulnerability:

- Close blinds
- Block windows
- Turn off radios and computer monitors
- Silence cell phones
- Place signs in interior doors and windows, but remember the assailant can see these as well
- Place signs in exterior windows to identify your location and the location of injured persons
- Keep people calm and quiet
- After securing the room, people should be positioned out of sight and behind items that might offer additional protection—walls, desks, file cabinets, bookshelves, etc.

### Unsecured Areas

If you find yourself in an open area, immediately seek protection:

- Put something between you and the assailant

- Consider trying to escape, if you know where the assailant is and there appears to be an escape route immediately available to you.
- If in doubt, find the safest area available and secure it the best way that you can.

### Call 911

Emergency situations should be reported to law enforcement by dialing 911. You may hear multiple rings—stay on the line until it is answered; do not hang up. Be prepared to provide the 911 operator with as much information as possible such as:

- What is happening
- Where you are located including building name and room number
- Number of people at your specific location
- Injuries, if any, including the number of injured and types of injuries
- Your name and other information as requested

Try to provide information in a calm clear manner so that the 911 operator quickly can relay your information to responding law enforcement and emergency personnel.

### What to Report

Try to note as much as possible about the assailant, including:

- Specific location and direction of the assailant
- Number of assailants
- Gender, race and age of the assailant
- Language or commands used by the assailant
- Clothing color and style
- Physical features – e.g. height, weight, facial hair, glasses, etc.
- Type of weapons – e.g., handgun, rifle, shotgun, explosives
- Description of any backpack or bag
- Do you recognize the assailant? Do you know their name?
- What exactly did you hear? – e.g., explosions, gunshots, etc.

### Treat the Injured

The 911 operator will notify law enforcement and other emergency services, fire and rescue. Emergency medical services will respond to the site but will not be able to enter the area until it is secured by law enforcement. You may have to treat the injured with basic first aid until the area is secure.

- For bleeding apply pressure and elevate. Many items can be used for this purpose – e.g., clothing, paper towels, feminine hygiene products, newspapers, etc.
- Reassure those in the area that help will arrive – try to stay quiet and calm.

### Un-securing the Area

- The assailant may not stop until their objectives have been met or until engaged and neutralized by law enforcement.
- Always consider the risk exposure by opening the door for any reason.
- Attempts to rescue people only should be made if it can be done without further endangering the persons inside of a secured area.

- Be aware that the assailant may bang on the door, yell for help, or otherwise attempt to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.

### Law Enforcement Response

UVA Police will immediately respond to the area assisted by other local law enforcement agencies if necessary. Remember help is on the way. It is important for you to:

- Remain inside the secure area
- Law enforcement will locate, contain and stop the assailant
- The safest place for you to be is inside a secure room
- The assailant may not flee when law enforcement enters the building, but instead may target arriving officers

### Injured Persons

Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.

- You may need to explain this to others in order to calm them
- Once the threat is neutralized, officers will begin treatment and evacuation

### Evacuation

Responding officers will establish safe corridors for persons to evacuate

- This may be time consuming
- Remain in secure areas until instructed otherwise
- You may be instructed to keep your hands on your head
- You may be searched
- You may be escorted out of the building by law enforcement personnel; follow their directions
- After evacuation, you may be taken to a staging or holding area for medical care, interviewing, counseling, etc.
- Once you have been evacuated, you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene

## **Decision**

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Assistance from local and state law enforcement agencies will be provided under existing mutual aid agreements. The decision to call in outside supporting agencies or to close all or a portion of the Grounds will be made by the Chief of Police or designee and other appropriate individuals in the University administration. Information will be released to the UVA community as quickly as circumstances permit.

