

EMERGENCY RESPONSE GUIDE



POLICE



FIRE



AMBULANCE



CALL 911

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.



MEDICAL EMERGENCY, ACCIDENT OR ILLNESS

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.***

NATURAL DISASTERS

Tornadoes, High Winds, Hurricanes, or Earthquakes

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

ACTIONS TO FOLLOW

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.



BOMB THREAT

- 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.



EVACUATION PROCEDURES

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.



ACTIVE SHOOTER/ARMED INTRUDER

If you observe someone with a firearm, contact the police immediately.
Quickly determine the most reasonable way to protect yourself.

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
- 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.

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.
- **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.



SUSPICIOUS LETTERS AND PACKAGES

Anyone receiving mail and packages should take reasonable and prudent care when handling these parcels.

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.



HAZARDOUS MATERIAL LEAK OR SPILL

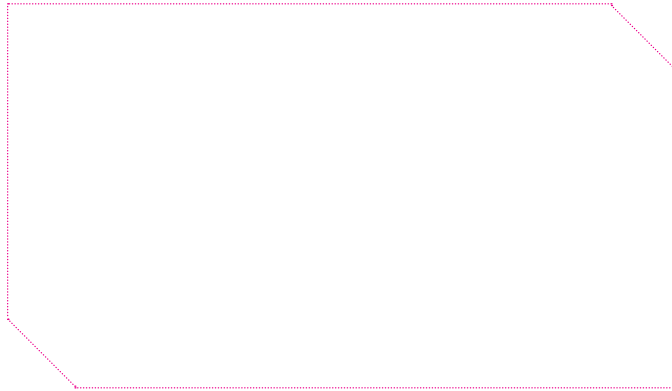
- Evacuate the room or area.
- Close and secure the room or area, if possible.
- **Leave the building** following evacuation procedures. (See Evacuation Procedures.)
- **Call the fire department** from a safe place. (Dial **911**.)
- Provide building name, location, floor, and room number.
- Provide 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

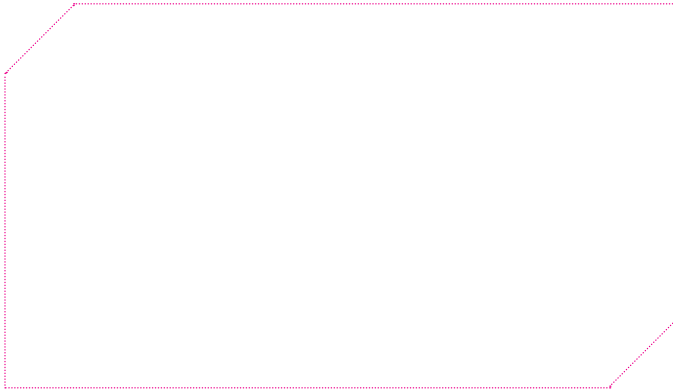


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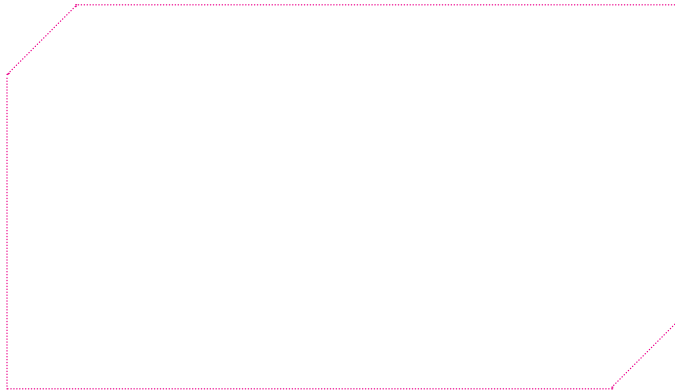


Visit **<https://alert.umuc.edu>** to sign up for the university's emergency communication system.

Send your questions or comments about safety and security or emergency preparedness to **security@umuc.edu**.



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UMUC

University of Maryland University College

**EMERGENCY
IMPORTANT CONTACTS**

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 doorway 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!**