



# Emergency Response Quick Reference Guide

## **Table of Contents**

Fire/Explosions

Medical Epidemics

Serious Injury/Death

Violent Crime in Progress

Menacing Behavior/Assaults/Fights/Rape

Kidnapping

Intruder/Hostage Situation

Weapons

Stabbing/Shooting

Lock-Down/Sheltering Procedure

Evacuation Procedures

Utilities

Hazardous Materials

Bomb Threat/Suspicious Mail

Medical/Mental Health Emergency

Weather Emergency

Emergency Contacts

Letter from the President

## **Fire and/or Explosions**

- Alert people in the immediate area of the fire/explosion and evacuate the building.
- Notify University Police at (985) 549-2222 or use an emergency phone to report the location and size of the fire/explosion.
- Always call from a safe location. **\*\*DO NOT CALL 911\*\***
- Activate a fire alarm by pulling on an alarm box.
- Do not use elevators to evacuate unless directed to do so by authorized emergency personnel. Use nearest stairwell.
- Confine the fire/explosion by closing doors as you leave.
- Do not re-enter the building until authorized emergency personnel give the “all clear” signal.
- If smoke, heat or flames block your exit routes, stay in the room with the door closed.
- Signal for help using a brightly-colored cloth at the window.
- If there is a telephone in the room, call University Police to alert authorities of your situation.
- Be prepared to tell University Police the location of incident, any injuries, the current situation and your name.
- Remain in vicinity to assist response personnel.

Report all fires/explosions, even those which have been extinguished to University Police (985) 549-2222 **\*\*DO NOT CALL 911\*\***

## **Medical Epidemics**

- Notify Health Services at (985) 549-2241.
- It is the responsibility of the Health Services Director to determine the facts of the situation.
- The Director will advise University administration of measures to be taken to contain the problem.
- If the situation is urgent, call University Police at (985) 549-2222 **\*\*DO NOT CALL 911\*\***

## **Serious Injury/Death/Accidents**

### **If incident occurred on campus:**

- Assess the situation.
- Call University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- If possible, isolate affected student/staff member.
- Gather information: extent of injury (Ex: unconscious), exact location of the victim, your name and address/location.
- Do not hang up until advised that it is all right to do so.

## **Violent Crime in Progress**

### **If exiting the building IS possible:**

- Exit the building immediately.
- Notify others as you exit the building.
- Be aware of your surroundings.
- Notify University Police at (985) 549-2222 immediately upon reaching a safe location. **\*\*DO NOT CALL 911\*\***

### **If exiting the building IS NOT possible:**

- Go to the nearest room or office.
- Close and lock the door.
- Cover the door and windows.
- Keep quiet and act as if no one is in the room.
- DO NOT answer the door.
- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***

## **Menacing Behavior**

- Stay calm and unhurried in your response to the person.
- Be empathetic and show your concern.
- Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as “We can get this straightened out” or “I’m glad you are telling me how you feel about this.”
- Stay out of arms’ reach. Limit eye contact. Do not argue, yell or joke.
- Do not touch the person.

### **If the individual’s level of agitation increases, attempt the following:**

- Leave the scene.
- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Alert coworkers using an agreed-upon code word to indicate trouble.
- Do not allow menacing behavior to go unreported. Alert University Police and coworkers immediately after the person leaves.

## **Assault/Fights/Rape**

### **Ensure the safety of students and staff first.**

- Call University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Seal off the area where the assault took place.
- Diffuse the situation if possible by identifying the individual's concerns, isolating the individual in a neutral area and conferring with the individual.
- Inform University Police if a weapon was used, a victim has a physical injury or impairment of physical condition, or if assault involved sexual content (intentional touching of anus, breasts, buttocks, or genitalia of another person in a sexual manner without consent. This contact includes those areas covered by clothing.)
- Assess counseling needs of victim or witness.
- For rape or sexual assault, with the victim's consent, call University Police and report the assault. If the victim refuses, escort her/him to Health Services: Vera W. Thomason Health Center, (985) 549-2241 or University Counseling Center at (985) 549-3894.

## **Kidnapping/Child Abduction**

### **If any student/staff member is kidnapped:**

- Call University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Lock all doors/windows.
- Be prepared to provide a description of the kidnapper and person kidnapped.
- If a vehicle is involved, attempt to identify CYMBAL  
C - color of vehicle  
Y - year  
M - make  
B - body (2-door, type of vehicle)  
A - anything else of importance (direction of travel, etc.)  
L - license number

### **Kidnapper:**

- If kidnapper is unaware of your presence, do not intervene.
- Call University Police immediately at (985) 549-2222. Give dispatcher details of situation. **\*\*DO NOT CALL 911\*\***
- Seal off area near kidnapping scene.
- Be prepared to provide University Police with:
  - Number of kidnappers
  - Description of kidnapper(s)
  - Type of weapon kidnapper has
  - Number and name(s) of person(s) kidnapped
  - Demands and instructions kidnapper(s) has given

### **If kidnapped:**

- Follow instructions of kidnapper.
- Try not to panic. Calm students if they are present.
- Treat the kidnapper as normally as possible.
- Be respectful to kidnapper(s).
- Ask permission to speak and do not argue or make suggestions.

## **Intruder/Hostage Situation**

**Intruder:** an unauthorized person who enters the classroom/office.

- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Ask another staff member to accompany you before approaching intruder.
- Politely greet intruder, identify yourself, and ask intruder the purpose of his/her visit.
- Inform the intruder that all visitors must register with the University Police.
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

### **If intruder refuses to leave:**

- Warn intruder of consequences for staying. Inform him/her that you have called the police.
- Notify University Police if intruder still refuses to leave. Give police a full description of the intruder.
- Walk away from intruder if he/she indicates a potential for violence.
- Be aware of intruder's actions at this time (where he/she is located, whether he/she is carrying a weapon or package, etc.)
- University Police will issue an "all clear" when incident is under control.

### **Hostage:**

- If hostage taker is unaware of your presence, do not intervene.
- Call University Police at (985) 549-2222 immediately. Give dispatcher details of situation. **\*\*DO NOT CALL 911\*\***
- Seal off area near hostage scene.
- Be prepared to provide University Police with:
  - Number of hostage taker(s)
  - Description of hostage taker(s)
  - Type of weapon(s) hostage taker(s) has
  - Number and name(s) of hostage(s)
  - Demands and instructions hostage taker has given

**If taken hostage:**

- Follow instructions of hostage taker.
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker.

**Weapons****If faculty/staff member or student is aware of a weapon brought to campus:****Student**

- Send reporting student to University Police.
- If the reporting student is unable/unwilling to report, follow steps below. The student may remain anonymous.
- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***

**Faculty/Staff**

- Send message with trusted individual that includes:
  - Your name and location
  - The name/description of the suspect
  - Whether the suspect has threatened anyone
  - Any information regarding the weapon's location/type
- Discretely call University Police at (985) 549-2222 if the suspect is not present. **\*\*DO NOT CALL 911\*\***
- Seek assistance from the Dean/Director in reporting the incident.
- If instructor suspects that weapon is in classroom, he/she should confidentially notify a neighboring faculty by sending a trusted student.
- Faculty should not leave classroom; he/she should wait for administrative response.

**IN ALL CASES, DO NOT CONFRONT SUSPECT. STAY CALM.  
IF A SUSPECT THREATENS YOU WITH A WEAPON, FOLLOW SUSPECTS'  
DIRECTION.**

**Reporting Instructions**

- Alert University Police if a weapon is suspected, as reported by staff or student (reasonable).
- If a student reported the weapon, isolate him/her.
- University Police will proceed to the area under suspicion.
- Keep detailed notes of all events and the reasons the search was conducted.
- If suspect threatens you with a weapon, do not try to disarm him/her. Back away and remain calm.

**Stabbing/Shooting****Notification of Incident- Shooting/Stabbing**

- Take cover, if necessary. USE CAUTION.
- Assess the situation. Provide for your own safety.
- If there are witnesses or others present, direct one of those individuals to call University Police at (985) 549-2222 to summon immediate assistance. **\*\*DO NOT CALL 911\*\***
- If no one is available, call University Police immediately, request medical assistance if necessary.
- If vehicle is involved, attempt to identify CYMBAL:
  - C - color of vehicle
  - Y - year
  - M - make
  - B - body (2-door, type of vehicle)
  - A - anything else of importance (direction of travel, etc.)
  - L - license number
- Attempt to identify the individuals in vehicle and/or the area.
- Indicate the location of incident.
- Do not disturb the crime scene.

**Lock-down/Sheltering Procedure****Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons inside campus buildings.**

- Director of the University Police will issue lock-down procedures by sounding emergency alarms, text messages and/or e-mail.
- Announcement should be a basic alert.
- Direct all students, staff and visitors into classrooms.
- Lock classroom doors.
- Cover windows of classrooms.
- Move all persons away from windows and doors.
- Allow no one outside of classroom until "all clear" signal is given or until law enforcement, fire officials or emergency preparedness officials evacuate the room.
- Instructors are to take class roster to holding area in room.

**Sheltering provides refuge for students, faculty, staff, and public on campus during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency.**

- Identify evacuation sites.
- Instructors assemble class team to cover windows and air leaks around doors and vents.
- Close all exterior doors and windows.
- Turn off any ventilation leading outdoors.
- Director of University Police will issue lock-down procedures by sounding emergency alarms, text messages, and/or e-mails.
- Instructors take class roster to the safe area.
- If advised, cover mouth and nose with handkerchief, cloth, paper towels, or tissues.
- Instructors should account for all students after arriving at the evacuation site.
- All persons must remain in safe areas until notified that University Police has issued an “all clear” code.

## **Evacuation**

**Leave your building immediately when an alarm sounds or if you are instructed to do so by authorized emergency personnel.**

- Notify others on your way out.
- Turn off equipment.
- Secure hazardous operations if possible.
- Take important personal items.
- Close doors behind the last person out.
- Walk quickly to the nearest safe exit.
- Do not use elevators unless authorized emergency personnel tell you to do so.
- Do not re-enter the building until authorized emergency personnel give the “all clear” signal.
- Report any missing or trapped persons to authorized emergency personnel.
- Move away from the building.

**If you are required to leave the building immediately but are unable to (because of a physical disability, injury or obstruction):**

- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Signal out the window to emergency responders if possible.
- Go to the nearest area where there are no hazards.
- Remain calm. Responders will arrive.

## **Evacuating Persons with Disabilities**

**Instructors and supervisors should be proactive and be aware of people who will need assistance.**

### **Assisting Blind/Visually Impaired:**

- Clearly announce the type of emergency.
- Offer your arm for guidance.
- Tell the person where you are going, and alert him/her to obstacles along the way.

### **Assisting Deaf/Hearing Impaired:**

- Turn lights on and off to gain the person’s attention.
- Indicate directions with gestures or a written note.

### **Assisting Mobility-Impaired/Wheelchair Users:**

- Elevators should not be used to move persons with disabilities.
- Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairways or designated areas for rescue assistance.
- One individual should remain with the person.
- Others should advise emergency personnel of the location so that the evacuation can be completed.
- If an imminent danger situation exists and the person requests assistance in evacuation before emergency personnel can arrive, assist in finding volunteers to evacuate the person per his/her instructions.

## **Utilities**

In the event of a major utility failure during regular business hours, go to a safe location and notify Physical Plant at (985) 549-3333. Before 7:30 a.m. or after 4:30 p.m., or on weekends and holidays, contact the University Police at (985) 549-2222.

### **Electrical Outage**

- Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.
- In laboratory buildings, fume hoods do not operate during a power outage and most laboratories should not be used until the ventilation is properly restored.

### **Gas Leak/Unusual Odors**

- Cease all operations immediately.
- Do not use cell phones or other electronic equipment.
- Do not switch lights on or off.
- Evacuate as soon as possible if odor is very strong.
- Do not light matches, smoke or create any other source of combustion.

- Contact the Physical Plant at (985) 549-3333.

**Note: Natural gas is odorless in its natural state; therefore, an odorant is usually added to give it a distinctive odor of rotten eggs.**

#### **Flooding/Plumbing Failure**

- Cease using all electrical equipment.
- Avoid contact with the water.
- Evacuate the building.
- Contact the Physical Plant at (985) 549-3333.

#### **Hazardous Materials/Laboratory Emergencies**

Placards are posted outside all rooms containing hazardous materials or equipment.

If skin or eye contact occurs, flush the affected area(s) with extensive amounts of water for at least 15 minutes. Do not remove contact lenses if eye is affected.

#### **Chemical Spills**

**Detailed safety procedures are in place in all campus laboratories where dangerous materials are used and stored. If you encounter a chemical spill:**

- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Do not touch the material.
- Isolate the area by cordoning it off or closing doors.
- Notify people in neighboring offices and classrooms.
- Turn off space heaters and extinguish open flames in the area.
- If there are vapors or noxious fumes, evacuate the affected area or building and do not re-enter the area until authorized emergency personnel give the "all clear" signal.
- Contact Safety and Hazardous Materials Management at (985) 549-2157.

#### **Radioactive Materials**

Radioactive materials are utilized in some campus laboratories. Those that might be encountered are considered low-level sources of radiation and pose minimal threat when properly stored and handled. If you encounter what you believe to be radioactive material:

- Notify University Police at (985) 549-2222. **\*\*DO NOT CALL 911\*\***
- Do not touch the material.
- Isolate the area by cordoning it off or closing doors.
- Notify people in neighboring offices and classrooms.
- Contact Safety and Hazardous Materials Management at (985) 549-2157.

#### **Bomb Threat**

All bomb threats are to be taken seriously. Notify University Police at (985) 549-2222 immediately. **\*\*DO NOT CALL 911\*\*** University Police will notify Health Services and call medical personnel to the scene if necessary.

If you receive a bomb threat by telephone, remain calm, write down the caller's exact words and note the time of the call. Check for caller ID information.

#### **Ask the caller:**

- When is the bomb going to explode?
- Where is the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- What is your name and address?

#### **If you receive a bomb threat in written form:**

- Notify University Police at (985) 549-2222 immediately. **\*\*DO NOT CALL 911\*\***
- Do a quick visual inspection of your area.
- Do not touch or move any suspicious objects.
- Do not use radios, pagers, or cell phones as they may trigger an explosive device.
- When calling the University Police, do not hang up the phone until told to do so. Further instructions may be given by the University Police.

If you are told to evacuate the area by authorized emergency personnel, take your notes about the call.

#### **Be prepared to tell University Police the nature of the information contained in the threat.**

- Location of bomb
- When the bomb is due to explode
- Do not hang up. Further instructions may be given by University Police

#### **Suspicious Mail/Packages**

- Do not use a cell phone as it can trigger an explosive device.
- Do not move, open, cover or interfere with the package.
- Move away from suspicious items.

- Notify University Police at (985) 549-2222 from a safe location.
- Follow police instructions.

### **Medical Emergency**

- Notify University Police at (985)549-2222 **\*\*DO NOT CALL 911\*\***
- Do not attempt to move the victim unless he/she is in danger of further injury.
- Properly trained individuals should begin CPR for an unresponsive victim who is not breathing normally.
- Properly trained individuals should commence first aid while awaiting an ambulance, particularly to stop heavy bleeding.
- If alcohol poisoning is suspected, keep the person awake.

### **Mental Health Emergency**

In the event of overtly threatening behavior constituting an immediate threat to self or others, notify University Police at (985) 549-2222.

**In non-emergency situations, refer students to the University Counseling Center at (985) 549-3894.**

- Express your concerns directly to the individual.
- Make referral in the presence of the individual and offer to accompany them.
- **Watch for changes in behavior:**
  - Significant changes in academic or work performance
  - Changes in hygiene, speech, attentiveness or social interaction
  - Excessive drinking or drug use
  - Severe loss of emotional control
  - High levels of irritability
  - Impaired speech or garbled-disjointed thoughts
  - Excessively morbid, violent, or depressing themes in written assignments
  - Verbal expression of suicidal or violent thoughts
- **If suicide attempt occurs:**
  - Notify University Police immediately (985) 549-2222
  - Do not disturb the scene or remove evidence
  - Calm the suicidal person
  - Try to isolate suicidal person from other students
  - Stay with person until counselor/suicide intervention arrives unless this places you in immediate danger or threat.

### **Weather Emergencies**

#### **Weather Closing Information**

**Information regarding weather closings on campus is available via:**

- Southeastern's Website [www.selu.edu](http://www.selu.edu)
- University Police (985) 549-2222.
- In all cases, follow public advisories on local radio stations or KSLU 90.9 FM.

#### **Hurricanes**

- In advance, prepare a disaster kit that includes first aid supplies, enough food and water for a week, candles, a battery powered flashlight, a battery powered radio, personal hygiene items, a supply of any prescription medications, important documents and cash.
- Have an evacuation plan ready before hurricane season.
- Follow all evacuation orders from state and local officials.
- If you must stay on campus during a hurricane, contact University Police for shelter information.
- During a hurricane, stay indoors on the ground floor, away from windows and glass doors. Get on the opposite side of the building from the wind.
- If you observe water coming into the building, get to an upper floor immediately.
- Follow public advisories.

#### **Flash Flood**

- Take shelter inside the nearest major building until the flooding subsides.
- If stranded inside a vehicle, remain inside until the flooding subsides.
- Do not attempt to drive through high water.

#### **Tornadoes**

- Follow your building's shelter plan.
- Take shelter in the smallest, most-interior rooms and hallways on the lowest floor.
- Avoid glass enclosed places or areas with wide-span roofs such as auditoriums and gymnasiums.
- Crouch down and cover your head.
- Wait for the "all clear" signal from authorized emergency personnel.

#### **Thunderstorms**

- Stay away from windows.
- Draw shades or blinds to reduce injury from flying glass.
- Minimize use of electric appliances.

**Lightning**

- When on campus grounds, get out of open areas and into an enclosed building as quickly as possible upon the approach of the storm.
- Stay indoors. Do not venture outside unless absolutely necessary.
- Stay away from open doors and windows, metal objects, electrical appliances and plumbing until the storm passes.
- Keep cell phone use to a minimum.
- Do not handle flammable liquids in an open container.
- TV sets, computer equipment, and all equipment and appliances should be unplugged if possible.

**Hard Freezes**

- Remain inside, seeking areas of warmth.
- Do not drive during freezing rain, snow, and/or icing conditions.

**Emergency Contacts**

University Police Department.....985-549-2222  
EEO/ADA Compliance Coordinator.....985-549-5888  
Lallie Kemp Medical Center Emergency Room.....985-878-9421 ext. 0  
North Oaks Medical Center Emergency Room.....985-230-1300  
Physical Plant.....985-549-3333  
Rape Crisis Center, Victim’s Assistance (24 hours).....1-877-748-6882  
Safety and Hazardous Materials Management.....985-549-2157  
Southeastern Home Page.....www.selu.edu  
Student Health Center.....985-549-2241  
University Counseling Center.....985-549-3894

**CITY POLICE DEPARTMENTS:**

Hammond.....911 or 985-542-3500  
Abita Springs.....911 or 985-892-2821  
Amite.....911 or 985-748-6169  
Baton Rouge.....911 or 225-389-2000  
Bogalusa.....911 or 985-732-3611  
Covington.....911 or 985-892-8500  
Denham Spring.....911 or 225-665-5106  
Franklinton.....911 or 985-839-4474  
Mandeville.....911 or 985-626-9711  
Ponchatoula.....911 or 985-386-6548  
Slidell.....911 or 985-646-3131  
Walker.....911 or 225-664-3125

**SHERIFF DEPARTMENT OFFICES:**

Tangipahoa Parish.....911 or 985-345-6150  
E. Baton Rouge Parish.....911 or 225-389-5000  
Jefferson Parish.....911 or 504-363-5701  
Livingston Parish.....911 or 225-686-2241  
St. Charles Parish.....911 or 985-783-6237  
St. Tammany Parish.....911 or 985-809-8200

# Emergency Response Quick Reference Guide

Spring 2009

**TO :** Southeastern Community

**FROM:** John Crain  
President

**RE:** Emergency Response Quick Reference Guide

Southeastern Louisiana University, like many other college and university campuses throughout the nation, takes a great deal of pride in the security of its campus. Southeastern has many resources that enhance the safety of the community, including:

- Highly trained, professional public safety personnel including those in our University Police Department, Office of Safety and Hazardous Materials Management, Physical Plant, and University Counseling Center
- Institutional emergency preparedness plans based on national standards including those provided by the American National Standards Institute (ANSI), the Environmental Protection Agency (EPA), the National Institute for Occupational Safety and Health (NIOSH), the Department of Environmental Quality (DEQ), and the State Fire Marshall's Office among others
- An extensive and accessible campus safety infrastructure, including an outdoor campus PA system, First Alert email and text messaging, and emergency call phones (blue phones)
- Policies and procedures addressing various workplace, dormitory, lab safety and prevention protocols

Emergency response planning and preparedness is an ongoing responsibility at Southeastern. To that end the attached Emergency Response Quick Reference Guide is being provided to the campus community. This guide is designed to provide quick and easy access to basic information and appropriate responses to a wide variety of potential emergencies.

I am asking that all department heads review this content with employees and students they supervise. Copies of this guide will also be available on Southeastern's website. While no single set of instructions can anticipate all potential emergency situations, a thorough review of existing policies will ensure that students, faculty, and staff at Southeastern will be as prepared as possible to respond appropriately to any possible emergency.

Thank you for contributing your time and effort to helping make Southeastern a safe and secure campus for all of our students and employees.