



# EMERGENCY RESPONSE GUIDE

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## INTRODUCTION

Emergencies and disasters are unpredictable and often strike without warning. It is essential that all John Carroll faculty, staff, and students respond quickly and appropriately to emergency situations in order to reduce the risk of injury and property damage. This guide provides essential information to assist you in reacting to various emergencies. It is a quick reference to inform you what steps to take and what actions will be implemented should an emergency situation arise.

## EMERGENCY PHONE NUMBERS

John Carroll Campus Police – 216-397-1234

John Carroll EMS – 216-397-1234

John Carroll Facilities – 216-397-4314

University Heights Police – 911 or 216- 932-1800

University Heights Fire Department and EMS – 911 or 216-321-2446

**NOTE:** The 9-1-1 emergency system can be accessed from office and residence hall phones. If you do call 9-1-1 for an emergency, please also call John Carroll police at extension 1234 immediately afterward. This will allow our police officers to meet, coordinate with, and direct emergency officials to the incident. If you cannot reach John Carroll police for some reason, call 9-1-1.

**The best way to successfully navigate an emergency is to plan, prepare, and rehearse your response. If you are mindful, not fearful, you will be better able to make critical decisions during an emergency. Those who have been trained and/or planned, prepared, and rehearsed (mentally and physically) stand a much better chance of being able to react and respond in a manner that will keep them and others safe during an emergency situation.**

*Remember, those in immediate danger are the real First Responders.*

## Courses of Action During an Emergency Situation

<b>Trained/Prepared</b>	<b>Untrained/Unprepared</b>
Startle and fear	Startle and fear
Feel anxious	Panic
Recall what they have learned	Fall into disbelief
Prepare to act as rehearsed	Lost in denial
Commit to action	Descend into helplessness

## **GENERAL EMERGENCY PROCEDURES**

When you become aware of an emergency situation where life or property is threatened, contact police dispatch immediately at 216-397-1234. It is imperative that everyone follows the directives of emergency response personnel. This includes John Carroll police, John Carroll facilities personnel, local police, and fire/EMS personnel. Know the location of safety equipment in your work area and how to use it. Familiarize yourself with emergency evacuation routes for your building.

### **WHAT YOU SHOULD DO**

Calmly tell the dispatcher:

1. Who you are.
2. Where you are.
3. The nature of the emergency.
4. If anyone needs medical attention.
5. Any circumstances that may help or impede response personnel.
6. What phone number you can be contacted at, if any.
7. Try to remain calm and inform others that help is coming and follow all directions given by dispatchers or emergency personnel.

### **WHAT WILL HAPPEN**

1. The dispatcher may ask for additional information from you and/or give you directions.
2. The dispatcher will contact appropriate emergency response agencies, John Carroll police, and other University resources as necessary.
3. The John Carroll police supervisor will coordinate the response.
4. Emergency personnel will handle the situation and give further instruction to affected persons.

## **EMERGENCY WARNING and COMMUNICATIONS**

Timely and accurate communication with the campus community during an emergency is essential for proper response and mitigation of the emergency. Depending on the nature of the emergency, campus will be alerted through the use of audible alarms, public broadcast systems, campus phone and voice mail, e-mail, and text messaging systems.

### **Audible Alarms**

In the event of an emergency that would require the evacuation of a building, the building's fire alarm may be activated. For a campus-wide evacuation, all building fire alarm systems may be activated simultaneously. John Carroll police or other first responders will direct you to campus evacuation shelters (see Building/Area Evacuation section of this guide, page 6) or other sites as necessary.

### **Public Broadcast Systems**

In emergency situations when communication must be made to a group of people or those who are outside, a public broadcast system may be used. This may be done through building public address systems, emergency vehicle speakers, or by University officials with bullhorns.

### **Campus Phone and Voicemail Systems**

In some emergencies you may be notified by the campus phone or a campus-wide voice mail. You may also be notified by phone if you are part of an administrative department phone tree.

### **E-Mail System and Website**

In some emergencies you may be notified by a campus-wide e-mail. Additionally, there may be instructions, status reports or other information posted on the John Carroll website.

### **JCU Alert**

In emergency situations that pose an imminent risk to the University community, you can receive a text message alert if you register with JCUAlert. JCUAlert is the University's text messaging system that will instantly and simultaneously distribute both an e-mail and text message to registered users.

The text message can be sent to cell phones, Blackberries, wireless PDAs, smart phones and satellite phones, and pagers. To register for this service, go to [www.jcu.edu/alert](http://www.jcu.edu/alert).

## EVACUATION

Different emergencies require different evacuation strategies. This guide contains evacuation directions for most emergencies. When evacuation is not indicated for the emergencies in this guide or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting yourself in a more harmful situation.

### WHEN TO EVACUATE\*

1. Anytime you hear the fire alarm bells in your building.
2. If you smell smoke or know an actual fire is burning.
3. When instructed to do so by the John Carroll police dispatcher, John Carroll police officer, John Carroll facilities representative or local police, fire/EMS personnel.

### WHEN NOT TO EVACUATE (SHELTER IN PLACE)\*\*

1. When a tornado warning is sounded (find appropriate shelter within your building).
2. During a hostage/barricade situation.
3. During a power failure.
4. When instructed to not evacuate by the John Carroll police dispatcher, John Carroll police officer, John Carroll facilities representative or local police, fire/EMS personnel.

### WHAT TO DO IF YOU MUST EVACUATE

1. Listen carefully to instructions of emergency personnel.
2. Remain calm.
3. Close your office door as you leave.
4. Do not try to gather materials on the way out, leave quickly.
5. Keep talking to a minimum.
6. Exit via stairwells, not elevators.
7. No smoking.
8. Alert emergency personnel of any disabled persons who need assistance.

\* Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

\*\* These situations require you to stay put initially. Emergency personnel will direct you as to when it is safe to evacuate.

## **Building/Area Evacuation**

Certain emergencies may affect a specific building or area of campus. In this case, persons in those buildings/areas will be evacuated to a predetermined site nearby as listed in the building evacuation plan. Depending on circumstances, emergency personnel may need to direct you to a secondary evacuation site. The evacuation shelter sites are listed below.

<u>Building/Area</u>	<u>Primary Evacuation Shelter</u>	<u>Secondary Evacuation Shelter</u>
All Residence Halls, courtyards/green space	RecPlex (DeCarlo Varsity Center and intramural gym)	Administration Building (Kulas Auditorium and hallways)
Shula Stadium and Athletic fields East of Belvoir Blvd.	RecPlex (DeCarlo Varsity Center and intramural gym)	Administration Building (Kulas Auditorium and hallways)
Rodman Hall	Administration Building (Kulas Auditorium and hallways)	RecPlex (DeCarlo Varsity Center and intramural gym)
Administration Building (includes O'Malley Center and Boler School)	Dolan Science Center (Muldoon Atrium and O'Connell Reading Room)	RecPlex (DeCarlo Varsity Center and intramural gym)
Grasselli Library/ Breen Learning Center	Dolan Science Center (Muldoon Atrium and O'Connell Reading Room)	Administration Building (Kulas Auditorium and hallways)
Dolan Science Center	Administration Building (Kulas Auditorium and hallways)	RecPlex (DeCarlo Varsity Center and intramural gym)
Green Road Annex	Heinen's (await transport to RecPlex)	(As instructed by emergency personnel)

## **Campus Evacuation**

An emergency that dictates the evacuation of the entire University will be handled in conjunction with the emergency procedures of Cuyahoga County, the City of University Heights, and surrounding communities. In the unlikely event that a campus evacuation is necessary, you will be directed to leave the University in the following manner.

### **1. IF YOU DRIVE TO CAMPUS**

- a.) Take your normal route to your vehicle.
- b.) Leave the campus area via these suggested routes:
  - Belvoir to Fairmount Boulevard east
  - Belvoir to Cedar Road east
  - Fairmount Circle to Warrensville Center Road south

Egress to Carroll Boulevard, Miramar Boulevard, and East Washington Boulevard may be available through the emergency gates.

Evacuation procedures for Cuyahoga County direct traffic away from Cleveland, so all major routes from downtown will be eastbound only. Police may direct traffic in other ways dependent on circumstances. For the complete Cuyahoga County Emergency Evacuation Plan, go to: [http://www.cuyahogacounty.us/pdf/CC\\_EvacuationAnnex\\_07.pdf](http://www.cuyahogacounty.us/pdf/CC_EvacuationAnnex_07.pdf)

### **2. IF YOU TAKE PUBLIC TRANSPORTATION OR RESIDE ON CAMPUS**

- a.) Go to the nearest RTA station to take a bus or rapid away from the area. RTA/mass transit will be on a rush hour status unless circumstances prohibit mass transit operations.
- b.) If mass transit is not available, go to the Intramural Gym in the RecPlex and await further instructions.



## **SHELTER-IN-PLACE**

An incident may occur which dictates you remain inside a building during an emergency. A decision to shelter-in-place may or may not be obvious based on information known to you at the time. Your decision to shelter in place may come from first responders' instructions, or may initially be made on your own. This decision should be made based on what gives you the best chance of remaining safe and avoiding putting yourself in a more harmful situation.

Factors to consider when deciding whether to evacuate or shelter in place include:

- Where is the threat now and where is it likely to go?
- Where will I be safest now, and in the near future?
- Will I be more likely to get help for myself and others by evacuating or staying in place?
- Does this space provide adequate safe shelter for the emergency at hand, i.e. locking door, place to take cover/hide, availability of more than one exit, windows to allow alerting or rescue, phone/internet/e-mail?

### **WHEN TO SHELTER IN PLACE**

1. When a tornado warning is sounded (find appropriate shelter within the building).
2. During a hostage/barricade situation.
3. During a power failure.
4. If you cannot leave due to being trapped by a fire or hazardous materials release.
5. Any other situation where it is apparent that leaving will put you in a potentially more harmful situation than staying in place.
6. When instructed to do so by University or local first responders/emergency personnel.

### **WHEN NOT TO SHELTER IN PLACE (EVACUATE)**

1. Anytime you hear a fire alarm bell/horn sounding.
2. If you smell smoke or know there is an actual fire or hazardous material release, and you have a safe evacuation route away from danger.
3. Any other situation where it is apparent that staying in place will put you in a potentially more harmful situation than leaving.
4. When instructed to do so by University or local first responders/emergency personnel.

### **WHAT TO DO IF YOU MUST SHELTER IN PLACE**

1. If it is safe to do so, move to an area furthest away from the incident/hazard.
2. As soon as possible, if it is safe to do so, notify emergency responders (216-397-1234 on campus or 9-1-1) and keep responders informed of changes in your situation.
3. Be aware of your surroundings and be ready to move quickly if needed.
4. In case of hostile intruder, lock doors and plan for a secondary escape route.
5. Leave only if told to do so by responders, or the situation changes requiring evacuation. Notify responders if you must evacuate before being told to do so.

## **MEDICAL EMERGENCY**

### **WHAT YOU SHOULD DO**

1. Call John Carroll police dispatch at 216-397-1234
2. Give the dispatcher the following information:
  - a.) Your name
  - b.) The location of the injured/ill person(s)
  - c.) Type of injury or illness
  - d.) Approximate age of victim(s)
  - e.) Is the victim conscious?
  - f.) Is the victim breathing?
  - g.) Is the victim bleeding?
  - h.) Any known medical condition of the victim(s)
  - i.) Give a call back phone number in case there is a need for more information.
3. Do not move the victim(s).
4. Do not attempt to give medical care unless you are trained to do so.
5. Stay with the victim(s) and reassure him/her until help arrives.

### **WHAT WILL HAPPEN**

1. The dispatcher will notify John Carroll police, John Carroll EMS and University Heights EMS as necessary from provided information.
2. Police (and JCUEMS if on duty) will respond and assess the situation for further response. University Heights EMS will be notified if necessary.
3. Police officers will give medical care if needed, according to their training, until EMS arrives.

## Pandemic Influenza

Pandemic influenza is a new virus to which humans have little or no immunity. It can spread worldwide and could overwhelm health resources. It differs from seasonal flu for which you may receive an annual flu shot, in that a vaccine might not be available initially during the outbreak. An influenza pandemic occurs when three conditions are met:

1. A new influenza virus subtype emerges.
2. The virus infects humans across the globe.
3. The virus gains efficient and sustainable transmission from human to human.

### WHAT YOU SHOULD DO

If a pandemic flu is identified, you can take several steps to keep yourself safe and stay informed.

In the residence halls:

1. Cover your nose and mouth when coughing or sneezing.
2. Avoid touching your eyes, nose, or mouth which are transmission points for germs.
3. Wash your hands with soap and water often and thoroughly. You may also use alcohol-based sanitizers.
4. Wash your hands before you eat.
5. Don't go to class if you are ill.
6. If you get sick, if possible go home. If you can't go home, notify the Health Center.

Faculty, Staff and Administrators

1. Cover your nose and mouth when coughing or sneezing.
2. Avoid touching your eyes, nose, or mouth which are transmission points for germs.
3. Wash your hands with soap and water often and thoroughly. You may also use alcohol-based sanitizers.
4. Wash your hands before you eat.
5. If you feel ill, stay home and contact your supervisor.

Everyone:

1. Be aware of news, information, and guidance concerning the pandemic. The primary sources for this information is the Center for Disease Control at <http://www.cdc.gov/> and the World Health Organization at <http://www.who.int/>.
2. Be aware of information and direction from the University concerning how the pandemic might affect University operations.
3. Be flexible.

## Pandemic Influenza (continued)

### WHAT WILL HAPPEN

1. University administration will monitor the pandemic situation and remain in contact with federal, State, and local health officials. The information will be evaluated on an ongoing basis to determine how University operations might be affected.
2. Should information and/or directives from government officials warrant action on the part of the University, the University Emergency Management Team will convene and enact measures contained in the University Emergency Management Plan and departmental pandemic plans.
3. University officials will determine appropriate measures to ensure the safety of the campus community. Actions might include, but are not limited to:
  - a.) Information campaign to encourage proper hygiene techniques, general pandemic prevention, and identification awareness.
  - b.) Modifying workplace practices such as:
    - Reducing or eliminating face to face meetings and encouraging teleconferencing.
    - Staggering breaks.
    - Encourage or establish flexible work hours and telecommuting.
    - Encourage or establish methods to maintain academic operations by electronic means rather than in classrooms.
  - c.) Cancel or postpone campus activities, meetings, and events.
  - d.) Determine critical operations and enact measures to maintain those operations.
  - e.) Close residence halls.
  - f.) Close the University.
4. A pandemic may evolve quickly: the University will communicate on an ongoing basis in order to mitigate the effects, adjust operations, and ensure the safety of the campus community.

# FIRE

## WHAT YOU SHOULD DO

1. If you smell or see smoke or fire, begin evacuation by pulling an alarm station.
2. Call John Carroll police dispatch at 216-397-1234 if it is safe to do so.
  - a) Tell the dispatcher your name.
  - b) Give the dispatcher the exact location of the fire and any other information you may have about the fire.
3. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
4. Evacuate the building, closing doors behind you to contain the fire. Exit via stairwells only, DO NOT attempt to use elevators.
5. Exit quickly and do not attempt to take anything with you.
6. Assist disabled persons or direct emergency personnel to them.
7. Do not let the fire or heavy smoke come between you and an exit.
8. If you get caught in heavy smoke, take short breaths, crouch down or crawl.
9. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break open a window and signal for help.
10. Once outside a safe distance from the building, return to the building only when instructed to do so by emergency personnel.

## WHAT WILL HAPPEN

1. The dispatcher will notify the appropriate fire department and John Carroll police.
2. John Carroll police will respond and coordinate with the responding fire personnel.
3. Once the actual fire or fire alarm situation is resolved, John Carroll police or the fire personnel will give the clear to re-enter the building or will give other directions.

## **HAZARDOUS MATERIALS INCIDENT**

### **WHAT YOU SHOULD DO**

1. Call JohnCarroll police dispatch at 216-397-1234.
  - a) Tell the dispatcher your name.
  - b) Give the exact location of the hazardous material spill/release.
  - c) If possible give the source, character, amount, and extent of the material spill/release.
  - d) Notify the dispatcher of injuries associated with the incident.
  - e) Leave a call back phone number in case further information is needed.
2. Shut windows, turn off open flames, and open hoods in the area.
3. Keep others from entering the affected area.
4. Stay a safe distance from the material that has been spilled or released and wait for police officers, firefighters, or other emergency responders to arrive.

### **WHAT WILL HAPPEN**

1. The responding police or security officer will contain the scene and tend to any injured persons.
2. The responding officer will communicate initial findings to the police supervisor and dispatcher.
3. John Carroll police will notify the responsible facility personnel and other John Carroll personnel as needed.
4. The fire department will notify state or local agencies if additional help is needed or if notification is required.
5. Evacuation, containment, and clean up will be conducted as directed by the fire department representative or state/local agency incident commander.

## **BOMB THREAT**

### **WHAT YOU SHOULD DO**

1. If you receive a bomb threat by phone, listen carefully and write down everything that is said, starting with the exact time of the call.
2. Keep the caller talking as long as possible and ask the following:
  - a.) Ask the caller to identify him/herself.
  - b.) Where is the bomb located?
  - c.) When will the bomb go off?
  - d.) What type of bomb is it?
  - e.) What does the bomb look like?
  - f.) Why was the bomb planted?
3. Determine caller characteristics
  - a.) Age
  - b.) Male/female
  - c.) Accent
  - d.) Voice characteristics (calm, nervous, excited, laughing)
4. Listen for background noises; other voices, traffic, airplanes, trains, machinery, music etc.
5. Call John Carroll police dispatch at 216-397-1234 immediately after finishing the call.
  - a.) Give the dispatcher your name, phone extension, and room number.
  - b.) Tell the dispatcher that you received a bomb threat and give a basic description of the nature of the call.
  - c.) If safe to do so, stay in the area so that you can meet with the responding officer(s).

### **WHAT WILL HAPPEN**

1. The dispatcher will notify John Carroll police and the University Heights police.
2. John Carroll police and University Heights police will confer and decide on an appropriate course of action, based on known information.
3. After speaking with the person who took the call, University officials and University Heights police will decide what further action should be taken, including possible evacuation.

## **SUSPICIOUS PACKAGE/OBJECT**

### **WHAT YOU SHOULD DO**

1. If you see or become aware of a suspicious object or receive a suspicious letter or parcel, do not handle it or allow anyone to go near it.
2. Call John Carroll police dispatch at 216-397-1234.
  - a.) Tell the dispatcher your name, phone extension, and room number.
  - b.) Tell the dispatcher why you think the object is suspicious.
  - c.) If safe to do, wait for the responding officer to arrive to give further direction.

### **WHAT WILL HAPPEN**

1. The dispatcher will notify John Carroll police and University Heights police.
2. Responding officers will meet with the caller to gather information.
3. John Carroll police and University Heights police will confer and decide on an appropriate course of action, based on known information.



## SUSPICIOUS PERSON/BEHAVIOR

In order to maintain a safe campus environment, all members of the John Carroll community have a responsibility to be aware of and contribute to our collective safety. One way to do this is by knowing what to do if you witness behavior that seems suspicious to you.

### WHAT YOU SHOULD DO

1. Generally, you should not engage a person who is acting suspiciously. However if others are around, and you feel comfortable doing so, you can approach the person and ask “can I help you.” If this person legitimately needs help, they will appreciate the offer. If not, then he/she will know that they have been noticed, which may prevent potential criminal activity.
2. To report suspicious behavior, call John Carroll police as soon as you have some basic information. Be ready to give the dispatcher the following information:
  - a.) Your name, current location, and phone number where you can be reached.
  - b.) A description of the person(s) acting suspiciously to include:
    - Gender
    - Race
    - Approximate age
    - Approximate height and weight
    - Build (heavy-set, thin, medium build)
    - Hair color and length
    - Facial hair
    - Clothing type and color (hat, coat, shirt, pants/skirt or dress, shoes, gloves)
    - Other noticed features (glasses, jewelry, scars, tattoos, dental features, accent, etc.)
    - If a vehicle is involved, the make, model, color, and license plate.
  - c.) A description of the behavior that caused you to be suspicious.
  - d.) Where the suspicious person was last seen and direction of travel.

### WHAT WILL HAPPEN

1. On campus, John Carroll police will respond, speak with you, and look for the suspicious person.
2. If this occurs off campus, police officers from the agency with jurisdiction will respond, speak with you, and look for the suspicious person.

## **CRIMINAL INCIDENT**

### **WHAT YOU SHOULD DO**

1. Report any crime in progress on campus to John Carroll police dispatch at 216-397-1234.
2. Report any crime in progress off campus to local police, or call 9-1-1.
3. In both cases, tell the dispatcher your name, your location, and a phone number where you can be reached.
4. Give a description of what is taking place.
5. Give a thorough description of any suspect(s); physical description, clothing, vehicle information, and direction of travel.
6. Tell the dispatcher if there are injuries and the extent of those injuries.
7. Stay on the phone with the dispatcher until he/she ends the conversation.
8. Give the dispatcher a phone number where you can be reached in case more information is needed.
9. If you have been a victim of a crime or witness to a crime, follow the same steps above.
10. To report routine or non-emergency incidents, call John Carroll police dispatch at 216-397-4600.

### **WHAT WILL HAPPEN**

1. On campus, John Carroll police and possibly University Heights police officers will respond to the incident, take appropriate immediate action to ensure safety, render any assistance needed, and gather report information.
2. If this occurs off campus, police officers from the agency with jurisdiction will respond to the incident, take appropriate immediate action to ensure safety, render any assistance needed and gather report information.
3. Other agencies or John Carroll personnel will be notified as necessary.
4. Be prepared to give a statement, both verbally and in writing to police.

## ACTIVE SHOOTER

### ***RUN OUT***

### ***HIDE OUT***

### ***TAKE OUT***

Response to an active shooter on campus requires a *survival mindset*. This mindset entails:

1. *Awareness*: What is happening around you, using all your senses. What do gunshots sound like?
2. *Preparation*: “What if” questions. Prepare yourself to do whatever it takes to survive.
3. *Rehearsal*: Mentally and physically practice your plan to build confidence and react quickly.

### WHAT YOU SHOULD DO

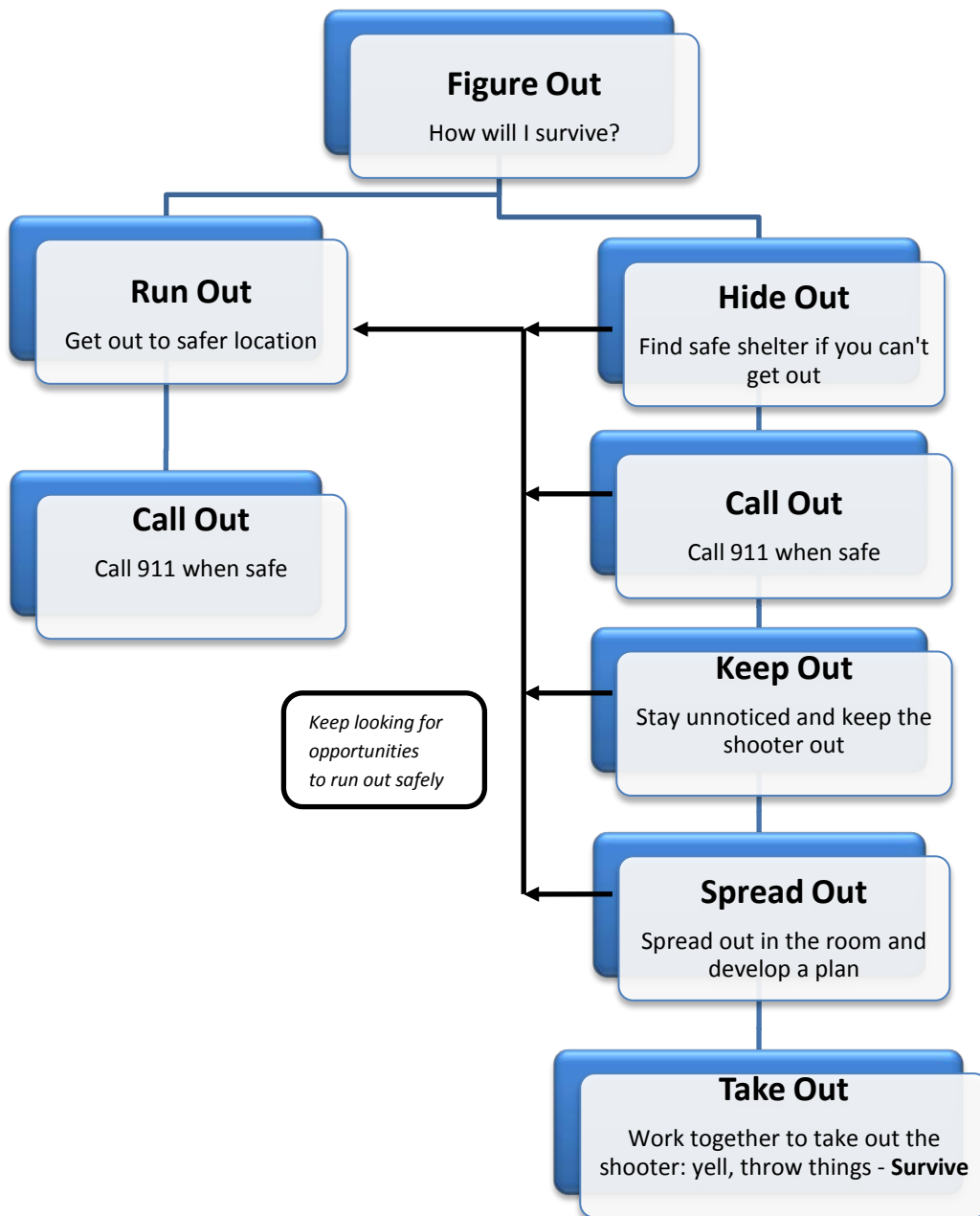
1. **FIGURE OUT**. What action gives me the best chance to survive? Quickly evaluate and act.
  - a.) **RUN OUT**. Can I safely get to a safer location? If yes, do so immediately. Don’t wait for others to validate your decision. Leave your belongings behind.  
OR
  - b.) **HIDE OUT**. If you can’t get out safely, find a place to hide. Look for a place that offers some protection, is well hidden, and offers options for movement.
2. **CALL OUT**. When you are in a safe location, immediately call out to authorities via 911, don’t assume someone else already has called. Tell the dispatcher:
  - a.) Where you are.
  - b.) Who the shooter is; name if known and description.
  - c.) The current location of the shooter.
  - d.) Number and types of weapons involved.
  - e.) Injuries you are aware of.
3. **KEEP OUT**. If you must **HIDE OUT**, do what you can to stay unnoticed and keep the shooter out.
  - a.) Lock the room door if possible.
  - b.) Turn off the room lights.
  - c.) Block the door with heavy objects.
  - d.) Keep quiet, put cell phones and pagers on silent/vibrate.
4. **SPREAD OUT**. If there are two or more people in a space, spread out.
  - a.) Spreading out, rather than huddling together, causes the shooter to hesitate in looking for targets.
  - b.) This also gives you more options for action and opportunities to get out.
  - c.) Before you spread out, quickly and quietly plan what to do if the shooter enters the area.

- d.) Everyone in the space must get into a *survival mindset* and commit to working together to survive.
  - e.) Remain calm, which can be contagious, and keeps others focused on survival.
5. TAKE OUT. If a shooter enters your space, assume his/her intentions are lethal.
- a. Stick to your plan to take out the shooter, others will follow when you act.
  - b. Use anything you have with you and in the room as weapons.
  - c. As soon as the shooter enters, yell loudly and throw things at him/her, aiming for the face. His/her first reaction will be to shield himself/herself. Rush at the shooter and act as a team to overcome him/her.
  - d. Total commitment is critical; don't give up until you have won!

***Remember, those in immediate danger are the real First Responders.***

#### WHAT WILL HAPPEN

1. The dispatcher will notify John Carroll police, the University Heights police, and EMS.
2. The first responding officers will enter the building to locate the suspect. Police officers are trained to respond directly to the area where shots were last heard. Their purpose is to stop the shooting as quickly as possible.
3. Police officers may be dressed in regular patrol uniforms, or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots, and dark clothing.
4. Police officers may be carrying a shield and be armed with rifles, shotguns and/or handguns. They may also use teargas or pepper spray.
5. Regardless of how they appear, remain calm, do not be afraid of them and follow their instructions carefully.
6. Put down anything you are carrying and keep your hands visible to the police at all times.
7. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.
8. Continue to follow instructions of police and University officials until you are released.



## **TORNADO**

A tornado warning is an alert from the National Weather Service stating that a tornado has been sighted. In case of a tornado warning, the County Emergency Alert System will be activated, meaning an alert will be broadcast over all local television and radio stations with information and instructions. Additionally, emergency vehicles will broadcast warnings over their public address systems in affected areas. John Carroll police dispatch monitors a weather information network, and will receive the same National Weather Service Information.

### **WHAT YOU SHOULD DO**

1. Move to the basement or ground floor center hall of the building you are in, close office doors as you leave.
2. Do not use elevators.
3. Stay away from windows and doors with glass panes.
4. Sit or crouch in an inner hall or room.
5. Do not leave the tornado safety area until given the all clear from emergency personnel.

### **WHAT WILL HAPPEN**

1. University officials will send a broadcast message to the campus through JCUAlert, e-mail, and website posting with information and instructions.
2. University Heights police and John Carroll police will patrol the area, broadcasting warnings on their vehicle P/A systems.
3. Dispatchers and police officers will monitor the situation with the National Weather Service and local authorities.
4. Once the tornado threat has passed, building occupants will be notified via JCUAlert, e-mail, website, and in person with instructions.

## **POWER OUTAGE**

### **WHAT YOU SHOULD DO**

1. Remain calm and stay where you are.
2. Assist others who are not familiar with your area.
3. Call John Carroll police dispatch at 216-397-1234
  - a.) Tell the dispatcher your name and location.
  - b.) Tell the dispatcher what areas are affected by the power outage.
  - c.) Tell the dispatcher how long the power has been out.
  - d.) Give the dispatcher a call back number in case more information is needed.
4. Do not open cold rooms, refrigerators, incubators, or other temperature sensitive areas.
5. Unplug electrical appliances/devices (if it can be done safely) to prevent a power drain when electricity is restored.
6. Evacuate only if instructed to do so by emergency personnel, or by your supervisor if safe lighting conditions are present.
7. See “Elevator Emergency” section if you become stuck in an elevator during a power outage.

### **WHAT WILL HAPPEN**

1. The police dispatcher will notify John Carroll police and facilities to respond and determine the extent of the outage.
2. Responders will check elevators to determine if anyone is stranded because of the outage.
3. Responding personnel will determine if outside help is needed and consult with department management of the areas affected.
4. If an evacuation is necessary, responding emergency personnel will coordinate the evacuation.

## **ELEVATOR EMERGENCY**

### **WHAT YOU SHOULD DO**

1. Use the elevator phone to call John Carroll police dispatch at 216-397-1234, or call by cell phone.
  - a.) Tell the dispatcher your name and that you are stuck in an elevator.
  - b.) Tell the dispatcher what building you are in and which elevator.
  - c.) Tell the dispatcher if others are in the elevator with you and how many.
2. If the elevator you are in has no phone or it does not work, push the “emergency” or “bell” button until you hear acknowledgement that help is on the way.
3. A police officer will respond and attempt to speak to those in the elevator to determine exactly where the elevator is, how many people are in the elevator and if there is anyone in distress.
4. Do not attempt to exit the elevator through a hatch or pry open the doors.
5. Do not exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move, endangering your life.

### **WHAT WILL HAPPEN**

1. The dispatcher will notify John Carroll police and facilities to respond.
2. Facilities will respond and allow safe exit from the elevator. The fire department or elevator company will be called if further help is needed.



## **FLOOD OR WATER DAMAGE**

### **WHAT YOU SHOULD DO**

1. Call John Carroll police dispatch at 216-397-1234.
  - a.) Tell the dispatcher your name
  - b.) Tell the dispatcher the exact location of the flooding, including all areas affected
  - c.) Tell the dispatcher the source of the flooding if known
  - d.) Give the dispatcher a call back number in case more information is needed
2. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.
3. If you know the source of the water and are confident you can stop the flooding safely, do so. (i.e. turn off valve or unclog drain).

### **WHAT WILL HAPPEN**

1. The dispatcher will notify John Carroll police and facilities to respond.
2. Responding personnel will identify the source and stop the flooding as soon as possible.
3. If a risk is identified because of the flooding, affected areas may be evacuated.
4. Necessary repairs and clean up will be initiated.
5. The all clear to return will be given by responding personnel.

## **MEDIA RELATIONS**

The Department of University Marketing and Communications has primary responsibility for releasing information to the news media. Major incidents and emergencies may draw interest from local or national media. It is of paramount importance that only accurate, factual information is released. Incorrect or incomplete information could be detrimental to the University, its employees, and students. Refer all news media inquiries to the Department of University Marketing and Communications, Rodman Hall room 304, at 216-397-4321. If University Marketing and Communications cannot be contacted, call John Carroll police dispatch at 216-397-1234.

