

# Crisis Response Plans



## Introduction to Crisis Response Plan

The purpose of this plan is to recommend actions for University Campus Community (faculty, staff, and students) to consider when faced with a crisis. The intent of this plan is to minimize confusion when a crisis occurs. This plan is not designed as an all-inclusive step-by-step guide. However, it does provide guidelines for immediate response in a variety of situations.

### Considerations for Campus Community Members:

- Remain calm and consider **personal and student safety first**.
- Respond to Emergency Services personnel without question.
- In a crisis, limit phone calls for to University Safety (352)588-8333 or 911 emergency information. (Note: You are strongly encouraged to have both these numbers programmed into your mobile phone.)
- University Personnel - always account for your students and maintain control.
- Be prepared to follow directions or instructions related to a “**SHELTER IN PLACE**” or an “**EVACUATION**” response.
- Consider that individuals with disabilities may need assistance.
- **DO NOT TALK TO THE MEDIA**. Refer ALL media inquiries to the “Incident Commander” or the designated “Public Relations Officer.”

### Using the Plan:

Refer to the “color tab” that most closely corresponds with the emergency or threat on hand, turn to that page, and follow the instructions.

## Introduction to Crisis Response Plan

## Stranger on Campus

In the event you notice an unauthorized person or a person you do not recognize, consider them a “**Stranger.**”

### WHAT TO DO:

1. Stay calm and, if possible, politely greet the person.
2. Direct the person to the University Safety office for assistance.
3. Notify University Safety immediately of **ANY** suspicious persons or behaviors.
4. **Avoid physical contact with the person. DO NOT** use physical force to escort the person to the University Safety office or out of the building.

**In Case of Emergency:**

**On-Campus Phone:**  
University Safety: 8333    EMS/  
Sheriff: 9-911

**Mobile Phone:**  
University Safety:  
352-588-8333  
EMS/Sheriff: 911

Stranger on Campus

## Designated Safe Area

In the event of a crisis where it is safer to remain in the building, you may be directed by University Officials or Emergency Personnel to move to a “Designated Safe Area” within the building.

### WHAT TO DO:

1. Follow all instructions of University Officials or Emergency Personnel.
2. When directed to do so, proceed immediately to the “Designated Safe Area” in a calm and orderly fashion.
3. Consider that individuals with disabilities may need assistance.
4. Where appropriate, account for all students in writing and immediately report any student not accounted for to University Officials.
5. Remain in the “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.

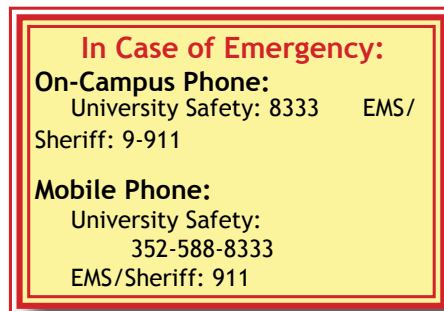
## Designated Safe Area

## Psychological Emergency

In the event a person seems unusually upset, depressed, and/or unstable, it is not uncommon for these events to culminate into real danger and should be addressed.

### WHAT TO DO:

1. Notify **University Safety** or if the situation is serious or life threatening, **Call EMS/Sheriff**.
2. If during regular business hours and possible, escort individual to the counseling office to speak with appropriate University Officials.
3. If leaving the area is not possible, explain situation and request University Safety to respond to location with counseling staff.
4. Issue appropriate emergency procedures to ensure that other individuals are not unnecessarily exposed to trauma or danger.
5. If appropriate, initiate "EVACUATION OF ROOM" response (SEE THE **IT BLUE LUB**).
6. Remain calm and assure others that all possible actions are being done to help the person.



## Psychological Emergency

## Hazardous Materials

In the event there is a “Hazardous Material” spill, the first priority is to ensure personal and student safety FIRST.

DO NOT try to clean up the spill.

**DEFINITION:** “Hazardous Materials” are products or compounds that are flammable, reactive, corrosive, explosive, or toxic, and may represent a potential hazard to the building and/or public health.

### WHAT TO DO:

1. DO NOT TOUCH/MOVE/INHALE or ATTEMPT TO CLEAN UP THE SUBSTANCE.
2. If close to a “Contaminate Area,” initiate “EVACUATION” response (SEE THE **LIGHT BLUE** TAB).

Consider that individuals with disabilities may need assistance.

Notify **University Safety** immediately; **Call Sheriff** if necessary.

**CAUTION!**  
**BODY FLUIDS ARE CONSIDERED**  
**HAZARDOUS MATERIALS.**

**In Case of Emergency:**  
**On-Campus Phone:**  
University Safety: 8333 EMS/  
Sheriff: 9-911  
**Mobile Phone:**  
University Safety:  
352-588-8333  
EMS/Sheriff: 911

## Hazardous Materials

## Severe Weather

In the event there is weather severe enough where damage to buildings or injury to persons is possible, remain calm and **consider personal and student safety FIRST**. Be aware “Severe Weather” could interrupt phone service, power, and transportation.

**DEFINITION:** “Severe Weather” includes, but is not limited to, heavy rain, flood, hail, high winds, tornado watches, tornado warnings, hurricane watches, and hurricane warnings.

### **WHAT TO DO:**

1. Be prepared to initiate and follow “EVACUATION” or “DESIGNATED SAFE AREA” response (SEE APPROPRIATE **LIGHT BLUE** or **YELLOW** TAB).
2. Consider that individuals with disabilities may need assistance.
3. Follow directions of University Officials or Emergency Personnel.
4. Remain in a “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.

**PERSONAL VEHICLES ARE NOT TO BE ACCESSED  
DURING SEVERE WEATHER EMERGENCIES**

### **TORNADO:**

In the event of a “Tornado Warning” go to the “Designated Safe Area” for this building.

- Remain in this “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.

**THE “DESIGNATED SAFE AREA” FOR TORNADOS  
FOR THIS BUILDING IS: \_\_\_\_\_.**

## Severe Weather

## Suicide

In the event a person **THREATENS** or **ATTEMPTS** suicide, it is not uncommon for these events to culminate into real danger for others or those who are trying to help.

### WHAT TO DO: ATTEMPT (weapon present)

1. Protect yourself and others from becoming unintended victims.
2. Direct individuals **AWAY** from danger.
3. Initiate “**EVACUATE ROOM**” response (SEE THE **LIGHT BLUE** TAB).
4. Consider that individuals with disabilities may need assistance.

**Call University Safety or EMS/Sheriff.**



6. Reassure individuals everything is being done to help the person.
7. **DO NOT RETURN TO THE ROOM** without being directed to do so by University Officials or Emergency Personnel.

### WHAT TO DO: THREAT (NO weapon present)

1. Protect yourself and others from becoming unintended victims.
2. **Call University Safety ext. 8333 or (352)588-8333** to notify Counseling.
3. **If possible, safely escort** suicidal individual to the Counseling office to speak with appropriate University Officials.

If suicidal individual refuses to leave voluntarily, request University Safety to respond to location with Counseling staff.

Reassure individuals everything is being done to help the person.

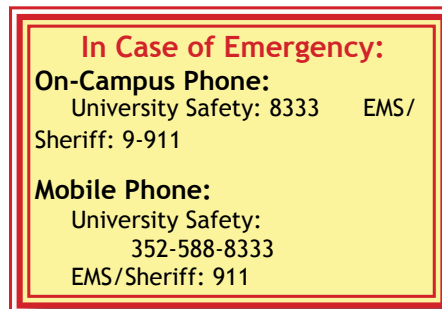
## Suicide



## Medical Emergency

In the event of a serious injury or possible death, **Call 9-911**.  
Exposure to body fluids can be potentially life threatening.  
**University Safety (352)588-8333** should be notified immediately.

**DEFINITION:** A “Medical Emergency” consists of, but is not limited to, a seizure, asthma attack, heart attack, burn, cut or wound, shock, bleeding, poisoning, or chemical exposure.



### WHAT TO DO:

1. Notify **University Safety** and **Call EMS/Sheriff** if the situation is serious or life threatening.
2. If during regular business hours, request a University Nurse respond to your location immediately.
3. Issue appropriate emergency procedures to ensure that individuals are not unnecessarily exposed to trauma or danger.
4. If appropriate, initiate “EVACUATION OF ROOM” response (SEE THE **LIGHT BLUE** “EVACUATION” TAB).
5. Remain calm and assure others that all possible actions are being taken to care for the injured or sick person.

**DEFINITION:** “Body Fluids” are considered hazardous materials and include blood, semen, drainage from wounds, feces, urine, vomit, nasal discharge, and saliva.

- Contact with body fluids presents a risk of infection from a variety of germs and viruses. **ALL** body fluids of **ALL** persons should be considered infectious. **USE EXTREME CAUTION.**
- **ONLY** Trained Professionals should attempt to clean up fluids.

## Medical Emergency

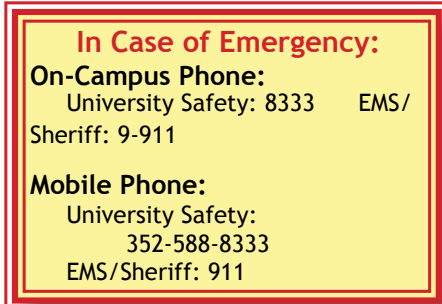
## Inside “Shelter in Place” Procedures

In the event of **ANY THREAT** where it is safer to remain in a classroom or particular building, all persons will be directed to “**SHELTER IN PLACE**” in the nearest room. All entrances will be secured and access to unauthorized persons is denied.

A University Official will announce “**SHELTER IN PLACE**” in person or by the ConnectEd system.

### WHAT TO DO:

1. **Call University Safety or EMS/Sheriff.**  
If: An emergency exists IN YOUR ROOM/BUILDING or if you have VITAL/URGENT information.
2. If a gunshot or explosion is heard, **STOP AND DROP** to the floor.
3. Be quiet and move away from all doors and windows. Turn out room lights.
4. If safety allows, bring student from hallways into closest classroom.
5. Close windows but **LEAVE DRAPES AND BLINDS OPEN.**
6. Lock or barricade all room doors.
7. Where appropriate, account for all students.
8. Students should remain in “**SHELTER IN PLACE**” until otherwise directed by University Officials or Emergency Personnel.



## Outside “Shelter in Place” Procedures

### WHAT TO DO:

1. University personnel should assemble students and move them to the pre-determined “Designated Safe Area” at least **100 yards** from “**SHELTER IN PLACE**” area. **DO NOT ENTER THE AREA.**
2. Where appropriate, account for all students in writing and immediately report any student not accounted for to University Officials.
3. Remain in the “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.

## Shelter in Place

## Kidnapping

In the event you observe an individual being forcibly seized or abducted from University property, **Call Sheriff** and notify **University Safety** immediately.

### WHAT TO DO:

1. Protect yourself and others from becoming unintended victims.
2. **Call Sheriff** and notify **University Safety** immediately.
  - Be able to identify the individual by name (if known), physical description, and/or clothing.
  - Be able to identify the perpetrator by name (if known), physical description, and clothing.
  - Be able to give a vehicle description and/or license plate and last known direction of travel.
3. Be prepared to initiate “SHELTER IN PLACE” response (SEE THE **PURPLE TAB**).
4. Reassure individuals that everything is being done to help the person.
5. Remain in location until otherwise directed by University officials or Emergency Personnel.

**In Case of Emergency:**  
**On-Campus Phone:**  
University Safety: 8333 EMS/  
Sheriff: 9-911  
**Mobile Phone:**  
University Safety:  
352-588-8333  
EMS/Sheriff: 911

## Missing Student

In the event that you cannot account for a student’s whereabouts, notify **University Safety** immediately.

### WHAT TO DO:

1. Ask other students if they know where the student may be.
2. Notify **University Safety** immediately if student cannot be found.
3. Remain at location until otherwise directed by University Officials or Emergency Personnel.

**In Case of Emergency:**  
**On-Campus Phone:**  
University Safety: 8333 EMS/  
Sheriff: 9-911  
**Mobile Phone:**  
University Safety:  
352-588-8333  
EMS/Sheriff: 911

## Kidnapping / Missing Student

## Bomb / Suspicious Device

In the event you observe **ANY** unusual looking devices or packages that look out of place, consider them suspicious. This could include a briefcase, box, etc. leaned against the wall in a hallway, outside a door, etc.

### WHAT TO DO:

1. **DO NOT TOUCH OR APPROACH** the suspicious device.
2. Move all individuals **AWAY** from the immediate area.
3. Initiate appropriate “**EVACUATION**” or “**DESIGNATED SAFE AREA**” response (SEE APPROPRIATE **LIGHT BLUE** OR **YELLOW** TAB).
4. Consider that individuals with disabilities may need assistance.
5. Notify **University Safety** and give them the location of the device.

<b>DO NOT USE CELL PHONES</b> as they may detonate the device.	<b>In Case of Emergency:</b> <b>On-Campus Phone:</b> University Safety: 8333    EMS/ Sheriff: 9-911 <b>Mobile Phone:</b> University Safety: 352-588-8333 EMS/Sheriff: 911	<b>DO NOT PULL FIRE ALARM</b> unless fire or smoke is present.
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## Bomb Threat

In the event that you are the recipient of a bomb threat, remain calm and try to keep the caller on the phone as long as possible.

### WHAT TO DO: CHECKLIST

1. Keep the caller talking **AND**
2. Send a message with a trusted individual to another room/office to contact **University Safety**.
3. Stay calm and try to gather the following information:  
Time and Date Reported; How Reported; Exact Words of Caller.

<u>QUESTIONS TO ASK</u>	:	<u>DESCRIPTION OF CALLER'S VOICE</u>
1. Where is the bomb located?	:	- Male or Female?      - Other voice characteristics?
2. When is the bomb going to detonate?	:	- Young, Middle Age, or Old?      - Other remarks made by caller?
3. What kind of bomb is it?	:	- Accent?      - Caller ID information?
4. What does it look like?	:	- Any background noise?
5. Where are you calling from?	:	

Time caller hung up: \_\_\_\_\_

The location/number of the phone where the call was received: \_\_\_\_\_

## Bomb Threat

## Fire

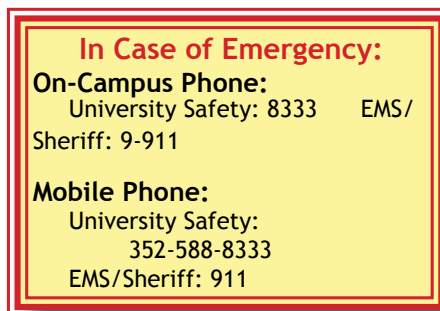
In the event of a fire, failure to respond appropriately regardless of size can have devastating results to individuals and buildings.

Fire, smoke, and fumes can cause immediate injury. Regardless of size, **pull building fire alarm immediately.**

### YOU MUST ACT QUICKLY!

#### WHAT TO DO:

1. Initiate “EVACUATION” response (SEE THE **LIGHT BLUE** EVACUATION TAB).
2. Consider that individuals with disabilities may need assistance.
3. Account for all students in writing and immediately report any student not accounted for to University Officials.
4. Remain in the “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.
5. Keep doors closed.
6. Do not use elevators.



## Explosion

In the event of an explosion, failure to respond appropriately regardless of size can have devastating results to students, staff, and buildings.

Explosions often have instantaneous effects that result in mass casualties.

### YOU MUST ACT QUICKLY!

#### WHAT TO DO:

1. Initiate “EVACUATION” response (SEE THE **LIGHT BLUE** EVACUATION TAB).
2. Consider that individuals with disabilities may need assistance.
3. Account for all students in writing and immediately report any student not accounted for to University Officials.
4. Remain in the “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.

#### REMEMBER:

If a person’s clothing is on fire, do not allow them to run as this will fan the fire.

#### **STOP, DROP, and ROLL**

You may try to smother the fire by wrapping the person in a heavy fabric, coat, rug, etc., and then roll them on the ground.

## Fire / Explosion

## Room Evacuation

In the event there is any threat **IN YOUR ROOM** (such as, but not limited to, a violent disturbance or the presence of a weapon) you should immediately evacuate unin-  
volved individuals from that room.

### WHAT TO DO:

1. Direct individuals **AWAY** from the threat.
2. Consider that individuals with disabilities may need assistance.

Call **University Safety or EMS/Sheriff**.  
**If:** An emergency exists **IN YOUR ROOM**  
or if you have **VITAL URGENT**  
information.

<p><b>In Case of Emergency:</b> <b>On-Campus Phone:</b> University Safety: 8333    EMS/ Sheriff: 9-911 <b>Mobile Phone:</b> University Safety: 352-588-8333 EMS/Sheriff: 911</p>
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4. Attempt to isolate the person(s) **IF** safe to do so.
5. Give the perpetrator a route of escape - **DO NOT CORNER THEM**.
6. **DO NOT attempt to negotiate** with the perpetrator.
7. Where appropriate, account for all students in writing and immediately report any student not accounted for to University Officials.

## Building Evacuation

In the event of any threat where the danger is within the school, staff will evacuate students to a “Designated Safe Area” - **at least 300 feet from the building**, as directed by University Officials or Emergency Personnel.

### WHAT TO DO:

1. Remain calm and consider personal and student safety **FIRST**.
2. Follow all instructions of University Officials or Emergency Personnel.
3. When directed to do so, process immediately to the “Designated Safe Area” at least 100 yards from the building.
4. Consider that individuals with disabilities may need assistance.
5. Be aware of alternate routes to evacuate the building.
6. Account for all students in writing and immediately and report any student not accounted for to University Officials or Emergency Personnel.
7. Remain in “Designated Safe Area” until otherwise directed by University Officials or Emergency Personnel.
8. **DO NOT RE-ENTER THE BUILDING** or change outside location.
9. **DO NOT TALK TO THE MEDIA**. Refer all Media inquiries to the Office of Public Relations.

## Campus Evacuation

In the event where it is too dangerous for University community members to remain in/on campus, University Officials will evacuate the campus per crisis protocol.

## Evacuation

## Gun / Knife / Weapon

In the event of a shooting, stabbing, or other injury caused by the use of a weapon, remain calm and consider **personal and student safety FIRST**.

If you become aware of **ANY WEAPON ON CAMPUS** contact **University Safety IMMEDIATELY** without alerting other students or the suspect(s).

**DO NOT TOUCH THE WEAPON**

**FOLLOW INSTRUCTIONS OF UNIVERSITY OFFICIALS IF GIVEN, OR SEE BELOW**

**In Case of Emergency:**  
**On-Campus Phone:**  
University Safety: 8333 EMS/  
Sheriff: 9-911  
**Mobile Phone:**  
University Safety:  
352-588-8333  
EMS/Sheriff: 911

### WHAT TO DO: WEAPON IN USE

#### IN YOUR ROOM

1. **TAKE COVER!** Protect yourself and others from becoming victims.
2. Direct individuals **AWAY** from danger.
3. Initiate “**EVACUATION OF ROOM**” response (SEE THE **LIGHT BLUE “EVACUATION TAB**).
4. Consider that individuals with disabilities may need assistance.
5. Attempt to isolate the person(s):
  - If possible, place/keep barriers between you and the perpetrator (e.g., furniture, doors, walls, space).
6. **DO NOT attempt to negotiate** with perpetrator.
7. Notify University Officials - **REQUEST MEDICAL HELP IF NEEDED**.
8. Where appropriate, account for students in writing and immediately report any student not accounted for to University Officials.

#### UNKNOWN LOCATION

1. Initiate a “**SHELTER IN PLACE**” response (SEE THE **BURGUNDY TAB**).
2. Remain calm and consider **personal and student safety FIRST**.
3. Be quiet and move away from all doors and windows. **TURN OUT LIGHTS**.
4. If safety allows, bring students from hallways into closest classroom.
5. Close windows but **LEAVE DRAPES AND BLINDS OPEN**.
6. Call **University Safety or EMS/Sheriff**.  
If: An emergency exists **IN YOUR ROOM**  
or if you have **VITAL URGENT** information.
7. Where appropriate, account for all students in writing and immediately report any student not accounted for to University Officials.
8. Remain in “**SHELTER IN PLACE**” until otherwise directed by University Officials or Emergency Personnel.

**In Case of Emergency:**  
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University Safety:  
352-588-8333  
EMS/Sheriff: 911

**REMINDER: IF YOU SEE A WEAPON, DO NOT TOUCH IT UNIVERSITY SAFETY**