Emergency Management Guide

FRANKLIN UNIVERSITY
Emergency Number
Active Emergency ................................................................. 911

Campus Safety & Security Service
Main Campus
Security Officer .................................................. 614.947.6902 or x6902
Director of Safety & Security Services .......... 614.947.6901 or x6901
Safety & Security Services Office ................. 614.947.6900 or x6900
Dublin Location
Safety & Security Services Officer .................. 614.947.6905
Westerville Location
Safety & Security Services Officer ................. 614.947.6906
Delaware Location
Safety & Security Services Officer .................. 614.947.6907

Non-Emergency Police/Fire Numbers
Columbus ................................................................. 614.645.4545
Dublin ................................................................. 614.889.1112
Blendon Township (Westerville Location) ........ 614.889.9494
Delaware ............................................................. 740.203.1100

Building Addresses & Phone Numbers
Main Campus – Columbus, OH 43215-5399
Alumni Hall – 301 E. Rich St. ................................. 614.797.4700
Fisher Hall – 300 E. Main St. .................................. 614.947.6800
Frasch Hall – 201 S. Grant Ave. ......................... 614.947.6137
Grant Avenue – 360 S. Grant Ave.
Main St – 285 E. Main St.
Phillips Hall – 303 S. Grant Ave. ......................... 614.947.6550
President’s Office – 321 E. Rich St. ................... 614.947.6017
Student Services Center – 331 E. Rich St. ......... 614.947.6256
Town Street – 236 E. Town St.
Town Street – 170 E Town St

Dublin Location –
495 Metro Place South, Dublin, OH 43017 .......... 614.947.6700
Landlord – The Farbman Group ..................... 248.351.6327

Westerville Location –
4140 Executive Parkway, Westerville, OH 43081 .... 614.947.6690
Landlord – The Daimler Group ....................... 614.882.4142
Delaware Location –
3769 Columbus Pike, Delaware, OH 43015 .......................... 740.203.3595
Landlord – Floyd Browne .................................................. 740.363.6792

Anonymous Reporting Hotline
www.MySafeCampus.com .................................................... 800.716.9007

Administrative Numbers
Alumni ................................................................. 614.947.6062
Bookstore .......................................................... 614.947.6828
Business Office .................................................... 614.947.6506
Call Center .......................................................... 614.797.4700
Chief Operating Officer ................................. 614.947.6001
Director of Communications ................... 614.947.6581
Facilities .............................................................. 614.947.6083
Faculty Services .................................................. 614.947.6349
Financial Aid ....................................................... 614.947.3045
Franklin Toll Free .................................................. 877.341.6300
Human Resources ................................................... 614.947.6540

Library ........................................................................ 614.947.6550
Marketing .............................................................. 614.947.6588
Registrar ............................................................... 614.947.6242
Student Learning Center ........................................ 614.947.6800
Student Services .................................................. 614.947.6256
Technology Help Desk ............................................ 614.947.6222
Transfer Credit ....................................................... 614.947.6851

Utilities
AEP ........................................................................ 800.277.2177
AT&T/Ameritech .................................................... 800.400.1447
Columbia Gas ........................................................ 800.344.4077

Information and Referral Numbers
Child Abuse Hotline .................................................. 614.229.7000
Domestic Violence Hotline ............................ 614.224.4663
Depression Support Group ......................... 614.221.1441
Rape Hotline ........................................................ 614.267.7020
Suicide Hotline ..................................................... 800.784.2433
24-hr. Counseling & Intervention (Netcare) ...... 888.276.2273
TORNADO/SEVERE WEATHER

Tornado Watch: Conditions are right for a tornado. Monitor the weather closely.

Tornado Warning: A funnel cloud has been sighted. Take cover immediately.

Procedure

- Discourage students/employees from leaving campus during severe weather.
- Notify those in your area to take shelter.
- Avoid using elevators in case loss of power occurs.
- Report the severe weather condition to Campus Security.
- Protect yourself from flying debris by taking cover immediately following notification of a tornado warning.
- If you are outside move to an area away from buildings, trees and power lines. Lie flat in a ditch or culvert. Avoid locations where falling objects are likely.
- If you are inside take cover in the basement, stairwell, hallway, bathroom or interior offices. Move to the lowest level of the building whenever possible and utilize interior rooms and hallways for shelter.
- Stay away from; glass, windows or anything large that could fall and injure you.
- As a last resort, get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it.
- Use your arms to protect head and neck.
- Monitor cell phones, pagers, landline phones, email, etc. for update information via the University’s mass notification system.
Roles

Campus Safety & Security
- Alert all officers on duty.
- Meet First Responders.
- Have keys and building plans available for the First Responders.
- Notify the University Chief Operating Officer.
- Activate Alert System for University.

Faculty & Staff Responsibilities

Upon notification of a Tornado Warning/Severe Weather
- Direct students and employees to safe locations. Move to the lowest level of the building whenever possible utilizing inner hallways, restrooms and stairwells for shelter. Stay away from doors & windows.
- Assist persons with disabilities to the shelter area.
- Account for all students/employees.
- If possible, take your class roster sheets.
- Keep students/employees quiet, calm and informed.
- Monitor developing weather conditions.
- Listen for the “all clear” signal.

What to Do Following a Tornado
- Listen to NOAA weather radio.
- Help injured and trapped persons when appropriate.
- Watch for fallen power lines and broken glass. Isolate the area, if necessary.
- Call 911 for any medical, fire or police emergency that may exist.
- Notify Campus Security.
- If damage has occurred to the building evacuate the affected areas/campus.
BOMB/BOMB THREAT/SUSPICIOUS PACKAGE/EXPLOSION

Procedures

Receiving a Bomb Threat

- Remain calm and professional. Listen carefully to the caller; be polite and show interest as you attempt to gather information.
- Attempt to determine the location and detonation time of the alleged bomb. (If available, utilize the Bomb Threat Checklist.)
- Keep the caller on the line for as long as possible and try to determine the reason for the placement of the alleged bomb.
- If you are a Help Desk/Customer Service Representative, remove yourself from the call cue sequence immediately following the bomb threat call. This will ensure you are able to make the appropriate notifications without having to take additional calls.

Bomb Threat

- Notify Campus Security.
- Wait for decision on whether to stay in place or evacuate.
- If evacuation is ordered, follow Evacuation/Fire Procedures.
  - Ensure the evacuation rally point has been identified and searched.
- Stay in your designated areas until you are told it is safe to return to the building.
- All media inquiries should be referred to the Director of Communications.
- Do not use radios, cell phones, pagers, Nextel two-way phones or microwaves during a bomb threat.

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Suspicious Mail/Package
• If you receive a suspicious letter or package; don’t handle it unnecessarily.
• Isolate it immediately; don’t open, smell or touch the package.
• Notify your supervisor and Campus Security.
  o Do not use a radio or cell phone to make the notification.

If a Bomb Explodes, University Personnel Should Follow These Additional Procedures
• Determine the location and extent of the explosion.
• Call 911.
• Notify Campus Security.
• Assist with any wounded or injured.
• Assist with the continued evacuation.
• Secure the area until authorities arrive.

Roles
Campus Safety & Security
• Alert all officers on duty.
• Notify the local police (911 using a landline).
• Keep people at least 300 feet from the building.

• Consider activating select portions of the University’s Alert System.
• Meet First Responders.
• Have keys and building plans available for the First Responders.
• Notify the University Chief Operating Officer.
• Alert other patrols.
• Never rule out the possibility of a second device.
• Make appropriate log entries.

Faculty & Staff
• Evacuate the building, if ordered.
• Look for any unusual or suspicious items in the classroom and building while exiting.
• Keep the students/employees calm and quiet.
• Report any missing students/employees.

Facilities/Maintenance
• Respond to the scene with appropriate emergency maintenance equipment and tools (keys, wrenches, hazmat cleaning supplies, etc.).
• Be prepared to shut off the gas.
intruder/suspicious person/hostage

procedure

• The staff member who spots the suspicious person should ask if assistance is needed.
• Communicate in a non-threatening manner.
• If it is safe to do so (i.e. you do not see a weapon or have not been threatened).
  o Ask for identification and the nature of their business.
  o If there is no acceptable reason to be in the building ask the suspicious person/intruder to leave the building/property.
  o If the intruder refuses to identify themselves or initiates a verbal/physical confrontation – call Campus Security.
• If the intruder is in possession of a weapon, escape the area and call 911. Notify Campus Security.
  o Be prepared to give the 911 Operator/Campus Security a description of the individual(s) and the location you last saw the suspicious person/intruder.
• All media inquiries should be referred to the Director of Communications.

follow these procedures within a building whenever a person:

• Has a weapon.
• Says person has a weapon.
• Is holding another person against their will.

notify emergency personnel

• Call 911. Notify Campus Security.
  o Inform the 911 Operator/Campus Security.
    • Which building and where in the building the event is occurring.
    • How many are involved (perpetrators and hostages).
    • What demands, if any have been made.
    • Is anyone is injured.
• Escort students/employees that are in hallways to a safe location.
• If it is safe to do so, begin evacuating others from the building (in a direction away from the incident).
• DO NOT initiate communication with the hostage taker.
• Keep notes on the times and any communication from the hostage taker and other witness information.
• If communication becomes necessary, restrict it to one person until law enforcement takes over.
• Follow all orders given by law enforcement.
• Monitor cell phones, pagers, landline phones, email, etc. for update information via the University’s mass notification system.

Roles

Campus Safety & Security
• Alert all officers on duty.
• Notify the local police.
• Meet First Responders.
• Have keys and building plans available for the First Responders.

• Notify the University Chief Operating Officer.
• Activate Alert System for University.

Faculty & Staff
• Lock classroom/office doors. Or, evacuate students/employees in a safe direction.
• Keep students/employees calm and quiet.
• Place one of the signs from this manual on an exterior window.
• The RED – NEED HELP – means that a life threatening condition exists.
• Do not allow anyone into the room, except public safety officials or properly credentialed University leadership.

Facilities/Maintenance
• Respond to the scene with appropriate emergency maintenance equipment and tools (keys, wrenches, hazmat cleaning supplies, etc.).
• Respond to scene to assist, if requested.
HAZARDOUS MATERIALS/SHELTER IN PLACE

If a Hazardous Materials emergency occurs, the decision and direction to Evacuate or Shelter-in-Place needs to be made immediately. This direction can come from campus administrators, local officials or media outlets depending on the severity of the situation.

Procedures

Identify the potential threat to the university. If a transport vehicle is involved, look for the insignia or the chemical codes of the potential health threats. When reporting the incident, report the type of hazardous threat, if you know it.

• Call 911.
• Notify Campus Security.
• Provide appropriate details of the incident, including fire, fumes or other unusual conditions.
• Report important information to the Campus Security and emergency responders, such as color and hazard symbol that was on the vehicle or container.
• Take steps to protect lives. (See Shelter-in-Place or Evacuation processes below.)

• Make a decision with local officials whether to set up a Shelter-in-Place or evacuate the university building and/or campus.

1. Shelter-in-Place: Remain in room closing all doors and windows. Turn off all HVAC systems and close all vents. If supplies are available, pack the doorframe with wet articles of clothing, towels, or whatever you have on hand to retard fumes from migrating into the room. Use similar articles to cover nose and mouth.

2. Evacuate: Leave building and move to a predetermined “rally point” or other location as instructed by Franklin University Administration or public safety official. Move in a direction away from and upwind from the scene. Cover nose and mouth with handkerchief or similar article.

• Monitor cell phones, pagers, landline phones, email, etc., for update information via the University’s mass notification system.
• All media inquiries should be referred to the Director of Communications.
Roles

Campus Safety & Security
- Alert all officers on duty.
- Notify the local police/fire/EMS.
- Meet First Responders.
- Have keys and building plans available for the First Responders.
- Notify the University Chief Operating Officer.
- Activate Alert System for University.

Faculty & Staff
- Keep students/employees calm and quiet.
- Shelter-in-Place or Evacuate, if directed, to a safe zone.
- Report any missing students/employees, if known.

Facilities/Maintenance
- Respond to scene.
- Provide any assistance deemed appropriate.
MEDICAL EMERGENCY – SERIOUS INJURY

**Procedure**
- Call 911.
- Notify Campus Security.
- Administer first aid if safe to do so. Handle bodily fluids appropriately.
- Do not attempt to move someone who is injured and appears to be in pain unless failure to move the person could result in death or further serious physical injury.
- Assign someone to meet responding police/EMS.
- Help secure the scene until Campus Security and/or authorities arrive.
- Identify witnesses to Campus Security (if known).
- Complete an incident report and/or injury report.

**Roles**

**Campus Safety & Security**
- Confirm that a medic has been dispatched.
- Meet First Responders.
- Assist with securing the scene, if necessary.
- Notify the University Chief Operating Officer.
- Begin investigating the incident.

**Faculty & Staff**
- Secure and isolate the area.
- Assign someone to meet responding police/EMS.
- Notify Campus Security.
- Assist with first aid.
- If the student or employee is unconscious or unable to speak, contact the appropriate University administrator (Student Services, Human Resources, etc.) to get the student’s/employee’s emergency contact information.
- Travel with injured/ill person to the hospital or medical facility if there is no parent, guardian or friend available.
- In the event of a serious injury or illness, a University official should also respond to the medical facility as an official representative of the institution.

**Facilities/Maintenance**
- Respond to the scene with appropriate emergency maintenance equipment and tools (keys, wrenches, hazmat cleaning supplies, etc.).
CHOKING GUIDELINES

1. Check for responsiveness.
   - Ask, “Are you choking?”
   - Ask, “Can you speak, breathe or cough?”

2. If victim CAN speak, breathe or cough DO NOTHING. Stay with victim to offer reassurance.

3. If victim cannot speak, breathe or cough say, “I’m going to help you.” Send someone to call 911.

4. Stand behind the victim and place your arms around the abdomen and make a fist with one hand.

5. Place the thumb side of the fist slightly above the navel and well below breast bone.

6. Grasp the fist with the other hand and provide quick upward thrusts into the abdomen.

7. Repeat thrusts until object is expelled or victim becomes unresponsive.

8. If victim becomes unresponsive begin CPR and continue until help arrives.
EVACUATION/FIRE

Procedures

If You Discover or Suspect a Fire

• Activate the fire alarm.
• Do not place yourself at risk by trying to put out the fire.
• Evacuate the building. Use the nearest exit. Follow the posted evacuation procedures for each building.
• Do not use elevators.
• Call 911.
• Notify Campus Security.
• Monitor cell phones, pagers, landline phones, email, etc. for update information via the University’s mass notification system.

Evacuation

1. If you are in a classroom with a closed door, use the back of your hand to feel the door for heat. If the door is hot, don’t open it. If it’s cool, go to Step 2. If the door is hot, go to Step 7.
2. Brace yourself behind the door and open it slowly. If the environment outside the door is not favorable, close the door and go on to Step 7.
3. Enter the hallway. Close the door behind you. Stay low (crawl, if necessary), and make your way to the nearest exit.
4. Exit the building via stairwells. If your stairwell is blocked by smoke and heat, go to an alternate exit. Do not use elevators.
5. Once you have exited the building, move to a safe location. Wait for the “all clear” signal or for additional information requiring you to assemble at a remote location.
6. If all of the fire exits are blocked, go back to a room containing exterior windows and seek refuge.
7. If supplies are available, pack the doorframe with wet articles of clothing, towels, or whatever you have on hand to retard smoke from migrating into the room.
8. Cover nose and mouth with handkerchief or similar article.
10. Stay close to the floor. Proceed to a window. Open the window to allow the smoke to escape and for you to breathe fresh air.
11. Let everyone within hearing distance be aware that you are trapped. Yell and wave a towel outside the window. Stay near the window.
Roles

Staff/Faculty – “Evacuation Coordinators”
- Activate the fire alarm.
- Call 911.
- Notify Campus Security.
- Assist with the evacuation process.
- Assist special needs personnel and/or coordinate their evacuation as necessary.
- Inform the “Fire Wardens” and fire department of persons that are NOT accounted for.

Student/Faculty Services – “Fire Wardens”
- Activate the fire alarm.
- Call 911.
- Notify Campus Security.
- Position yourself near the stairwell/emergency exits and begin accounting for the Evacuation Coordinators and those that have evacuated.
- Once everyone has evacuated, begin collecting accountability information from the Evacuation Coordinators.
- Inform the fire department personnel of any persons that are NOT accounted for.

Campus Safety & Security
- Alert all officers on duty.
- Notify the local police/fire/EMS.
- Meet First Responders.
- Have keys and building plans available for the First Responders.
- Notify the University Chief Operating Officer.
- Activate University’s Alert System.

Faculty & Staff
- Activate the fire alarm.
- Call 911.
- Notify Campus Security.
- Evacuate the students/employees in an orderly fashion.
- Check your rooms/offices to make sure all occupants are out of the building.
- Take your class roster sheets.
- Remain with your students/employees.
- Report stranded and missing persons to the Fire Wardens and the fire department when they arrive.

Facilities/Maintenance
- Respond to the scene with appropriate emergency maintenance equipment and tools (keys, wrenches, hazmat cleaning supplies, etc.).
- Assist public safety, if requested.
- Reset alarm, when requested.
- Be prepared to turn off the gas.
ACTIVE SHOOTER/HOSTILE INTRUDER/LOCKDOWN

When a person is actively causing death or serious physical injury, or when there is the threat of imminent death or serious physical injury, the following procedures should be implemented.

Procedure

Active Shooter – Imminent Threat
- If there is an Active Shooter/Hostile Intruder on campus or in your building act immediately.
  - Move away from the threat if you can, as fast as you can.
  - Keep vehicles, bushes, trees, and anything that could possibly provide you cover from the hostile person between you and the shooter while you are running.
- If the Active Shooter is in the same building try to quickly and safely exit the building immediately.
- If it is safe to do so, call 911.
- Notify Campus Security.
- If visitors are present provide for their safety.
- If in a hallway or other open area, immediately move to a classroom, office or room.
- Once inside a room, lock/secure/barricade the door and wait for instructions from the authorities.
  - Stay out of open areas and be as quiet as possible.
  - Stay away from the windows.
  - Turn off lights and all audio equipment.
- Notify Campus Security.
- Monitor cell phones, pagers, landline phones, email, etc. for update information via the University’s mass notification system.

Roles

Campus Safety & Security
- Help secure buildings and limit persons from exiting.
- Alert all officers on duty.
- Notify the local police/fire/EMS.
- Meet First Responders.
- Have keys and building plans available for the First Responders.
- Notify the University Chief Operating Officer.
- Activate Alert System for University.

LOCKDOWN

The direction to Lockdown may be given when an emergency is taking place on campus and it is unsafe to move around outside or evacuate.
Faculty & Staff
• Keep students/employees calm and quiet.
• Do not allow anyone in the room, except law enforcement/first responders.
• Notify Campus Security.
• Allow staff and students to communicate with friends and family using cell phones.
• Allow the use of University communications sparingly.

Facilities/Maintenance
• Respond to the scene with appropriate emergency maintenance equipment and tools (keys, wrenches, hazmat cleaning supplies).
• Be prepared to turn off HVAC systems.
• Be prepared to turn off the gas.
• Be prepared to turn electrical power on/off.
• Help secure buildings and limit persons from exiting.
MAIN CAMPUS RALLY POINTS

Alumni Hall – Parking Lot C (This lot is located southeast of the building). Persons in this building should rally in the southwestern section of the parking lot (near the Franklin vehicle reserved parking).

Fisher Hall – Parking Lot C (This lot is located east of the building). Persons in this building should rally in the southern section of the parking lot (near the dumpsters).

Frasch Hall – Parking Lot F (This lot is located directly south of the building). If additional space and/or distance away from the building is required, Parking Lot A should be utilized. Caution should be exercised – if/when crossing Grant Street to get to Parking Lot A.

Grant Avenue – Parking Lot E (This lot is located north of the building across Mound St.) Persons in this building should rally in the northern most section of the parking lot.

Main Street – Parking Lot D (This lot is located south of the building) Persons in this building should rally in the southern most section of the parking lot.

Phillips Hall – Parking Lot D (This lot is located south of the building) Persons in this building should rally in the southernmost section of the parking lot.

President’s Office – Parking Lot C (This lot is located directly south of the building). Persons in this building should rally at the southern section of the parking lot (near the Franklin vehicle reserved parking).

Student Services Center – Parking Lot C (This lot is located directly south of the building). Persons in this building should rally in the southeastern section of the parking lot (near the Franklin electronic sign).

Town Street – Parking Lot A (This lot is located south of the building across Walnut St.) Persons in this building should rally in the southern most section of the parking lot.

In all cases, personnel should remember the minimum distance from an evacuated building should be 200 feet.
BOMB THREAT CHECKLIST

Stay calm and collect all the information you can.

Name of person who received threat: ________________________________

Date and time threat received: ________________________

How was the threat reported?

- In person
- Email
- Voicemail
- Telephone ____________________________
  (Give phone number. Include area code.)
- Fax
- Campus Mail
- Courier
- U.S. Mail
- By mail carrier (e.g., FedEx)

Location threatened (Give name of bldg./dept./site/agency): ________________________________

EXACT words used to make threat (if possible): ________________________________

Questions to Ask the Person Making the Threat:

1. When is the bomb going to explode? ________________________________
2. Where is the bomb located? ________________________________
3. What kind of bomb is it? ________________________________
4. What does it look like? ________________________________
5. Who placed the bomb? ________________________________
6. Why was the bomb placed? ________________________________
7. Where are you calling from? ________________________________

Identity of caller if known:

Description of caller’s voice:

- Male
- Female
- Young
- Middle-aged
- Elderly
- Accent

Tone of voice:

- Excited
- Calm
- Angry
- Loud
- Nervous/Stuttered

Voice-language:

- Recorded
- Irrational
- Articulate

Is voice familiar?  Yes  No

If so, who did it sound like? ________________________________

Other voice characteristics: ________________________________

Background or other noises: ________________________________

Remarks: ________________________________

Completed by: ________________________________

Phone: ________________________________