

The instructions in the guide are intended to be used during an emergency. They provided a brief summary of University Emergency Response procedures.

For complete detailed emergency response procedures refer to the Appendix section of the Drake University Emergency Response Plan.

The Appendix section can be found on BlueView.

INTRODUCTION & GENERAL INFORMATION

August 2007
Environmental, Health & Safety

An emergency is any situation – actual or imminent – that endangers the safety and lives of Drake faculty, staff, students, visitors, or the security of Drake property.

This guide is designed as a quick reference to help you respond immediately and effectively to a wide range of emergency situations. It is recommended that you read this guide in advance of an emergency, so you are prepared.

The instructions in this guide are intended to be used during an emergency. They provide a brief summary of Drake University Emergency Response procedure. **For complete detailed information, refer to the Appendix section of the Drake University Emergency response Plan that can be found on BlueView.**

- Drake University has an Emergency Response Plan that will be activated by upper management in the event of a serious emergency on campus.
- Should the emergency warrant, the Emergency Operation Center, will monitor the situation and serve as a base of communication and supplies until normal communication and supply channels are restored.
- During an emergency all telephone and cell phone calls should be limited to emergency calls. If you evacuate your building, notify Drake security at 811 on a campus phone or at (515)271-2222 on a non-campus phone.
- If you have a disability and would require special accommodations in an emergency, notify your manager, dean, instructor, resident assistant, Human Resources or Security prior to an emergency.
- Updates to this guide will be provided as necessary.

EMERGENCY PHONE NUMBERS

In the event of a life-threatening emergency call **9-911**.

In the event of a non-life threatening emergency call Campus **Security** at **811** (campus phone) or (515) 271-2222 (non-campus phone).

When you call:

- Identify yourself
- Give the specific location of the emergency
- Give the street address
- Explain what is the emergency
- State how many persons are injured and the types of injuries.
- Tell what type of help is needed.
- Stay on the phone until the dispatcher tells you to hang up.
- Send someone to meet emergency personnel and bring them to the emergency location.

After the call:

- Stay in area to answer questions from emergency responders.
- If appropriate contact persons on your department's contact list.
- Do not speak to media. Refer all media questions to Marketing and Communications.

**DRAKE CAMPUS SECURITY
EXT. 811 or 271-2222**

**CITY OF DES MOINES EMERGENCY SERVICES
9-911**

LOCAL EMERGENCY NUMBERS

Ambulance	9-911
Emergency Medical Services (EMS)	9-911
Emergency Response Coordinator	x 3125
Employee Assistance Program	244-6090
Fire	9-911
Gas Leak	811
Hazardous Spill	811
Poison Information Center	241-6254
Police (Emergency)	9-911
Police (Non-Emergency)	283-1750
Rape/Victim Services	288-1750
Student Health	x 3731
University Counseling Center	271-3864
Utility Outage	811

Your Location's Emergency Contact List

Personnel at your location who should be contacted in an emergency are:

NAME	WORK	HOME/CELL
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

**DRAKE CAMPUS SECURITY
EXT. 811**

SEVERE WEATHER

August 2007
Environmental, Health & Safety

Tornado

As severe thunderstorms and tornados affect Iowa these are the procedures that should be followed in the event of severe weather conditions.

Should threatening weather conditions develop:

- Monitor the approach and development of storms using your locations weather radio, local television and radio stations, or the Internet.
 - **Tornado watch** means that weather conditions are favorable for the formation of tornados.
 - **Tornado warning** means a tornado has been sighted and to take cover immediately.
- If a tornado warning is issued for the Des Moines area, warn employees, students and visitors in the immediate area and take shelter immediately.
- Move to the basement of the building or take shelter in an inner room on the lowest floor of the building.
- Stay away from windows.
- If available, take a weather radio and a flashlight with you.
- Remain in shelter until it is safe to leave.
- Reconvene employees/students when the emergency is past to make sure everyone is present.
- Report all missing students/employees to Campus Security (811).
- Report all injuries to Campus Security (811).

NOTE: The City of Des Moines Emergency Sirens are designed to alert people outside in the event of an emergency. The sirens may not be heard in all buildings.

The sirens do not sound an all clear.

SEVERE WEATHER

August 2007
Environmental, Health & Safety

Blizzards

In the event of a blizzard, the Provost or his designee will decide whether to cancel classes. If he decides to do so, local television and radio stations will announce the cancellation, which will also be posted on the Drake University **Cancellation Line (515) 271-4545**. When possible, the announcement will also be posted on the Drake web site www.drake.edu.

If a decision to close the University occurs during normal working hours, employees will be notified by e-mail and/or phone message or by their supervisors. However, unless otherwise noted, Drake University classes and general business operation will continue as normal.

Cancellation Line: (515) 271-4545

NATURAL DISASTERS

August 2007
Environmental, Health & Safety

Flood

Flooding can occur on the Drake campus from various sources rain, roof leaks, and plumbing problems. The following are procedures to be followed in the event of flooding.

Rain

- In heavy rains flash floods may occur. If you see any possibility of flash flooding occurring move immediately to a higher safe location.
- If advised to evacuate:
 - Secure the building.
 - Lock the doors and windows in your room.
 - Calmly leave immediately.

Roof Leak

- Contact Facilities work desk at extension 3955.
- If the flooding is discovered after hours, contact Security at 811.
- Attempt to minimize the spread of water into other areas of the building if possible.
- Remove property and records from flooded areas or cover them with plastic.

Plumbing Problems

- Contact Facilities work desk at extension 3955.
- If the flooding is discovered after hours, contact Security at 811.
- Try to identify the source of the problem and turn off the water if it can be done safely.
- Remove property and records from flooded areas or cover them with plastic.

Do Not Enter the area if electrical cords are in the water.

NATURAL DIASTERS

August 2007
Environmental, Health & Safety

Lightning

When a thunderstorm threatens, go immediately inside.

- Stay away from windows, sinks and faucets.
- Do not use the telephone or your cell phone.
- Do not bathe or shower.
- If you are in a car stay there.
- If you are caught outside, stay away from: trees, open fields, open water, fences and metal objects.

UTILITY FAILURE

In the event of a short-term electrical outage:

- Report power outage in your area to the Facilities work order desk (x3955) or after hours call Security (811)
- Check elevators for trapped persons and notify Security if persons are trapped.
- Stay in building unless told to evacuate by Security.

In the event of a long-term electrical outage:

- Check elevators for trapped persons and notify Security if persons are trapped.
- Move occupants from darkened areas to safe locations.
- Keep refrigerators and freezers closed throughout the outage.
- Unplug personal computers.
- Unplug non-essential equipment and appliances.
- Open shades and curtains for additional light.

In the event of a water (AC) outage:

- Report water outage in your area to the Facilities work order desk (x3955) or after hours call Security (811).

In the event of a gas (heat) outage:

- Report heat outage in your area to the Facilities work order desk (x3955) or after hours call Security (811).

In the unlikely event of a telephone failure:

- DO NOT call Telecommunications. There are alarms in place that will notify the telecommunications staff.
- In an emergency use a By Pass phone. There are 24 By Pass phones on campus.
- To reach Emergency services (Fire, Police, EMS) contact Security by using a By-Pass phone, a cell phone, or sending a runner. Security is always able to reach 911.

For normal telephone repairs call Telecommunications at x 3999.

UTILITY FAILURE

By-Pass Phones

<u>Building</u>	<u>Room Ext.</u>	<u>Office</u>	<u>Pad</u>
1. Aliber Hall	204	7004 Conference Room	1-01
2. Bell Center	103M	4997 Conference Room	1-02
3. Cartwright	106	4180 SBA Room	1-03
4. Carpenter Hall	Lobby	1879 Courtesy Phone	1-04
5. Cole Hall	200	2178 Student's Station	1-05
6. Cowles Library	Lobby	7342 Monitor's Desk	1-06
7. Crawford Hall	Lobby	2208 Courtesy Phone	1-07
8. Dial Center	124	4738 Computer Room	1-08
9. Education		B12 4826 Kitchen	1-09
10. Fine Arts	003S	2828 Boiler Room	1-10
11. G-K Hall	Lobby	3512 Courtesy Phone	1-11
12. Harvey Ingham	18	2064 Undergrad Lab	1-12
13. Heating Plant	Office	2928 Forest Ave.	1-13
14. Herriott Hall	131	2489 Courtesy Phone	1-14
15. Hubbell	206	3042 Kitchen	1-15
16. Jewett Hall	118A	3237 Courtesy Phone	1-16
17. Legal Clinic	Lobby	7271 Courtesy Phone	1-17
18. Meredith Hall	004	2044 DTC Master Control	1-18
19. Morehouse Hall	109	3368 Courtesy Phone	1-19
20. Old Main	316	3165 Conf. Rm 3rd Flr.	1-20
21. Opperman Hall	156	3717 Conference Room	1-21
22. Physical Plant	Entry	3733 Counter Phone	1-22
23. Security Office	Lobby	4008 Dispatch Station	1-23
24. Stalnaker Hall	Lobby	3275 Courtesy Phone	1-24

CHEMICAL SPILLS

August 2007
Environmental, Health & Safety

Emergency Actions

In the event a chemical is splashed on a person:

- Wash the affected area with water for 15 minutes with running water.
- Remove any contaminated clothing.
- If medical treatment is needed, call **9-911** immediately.
- Obtain a Material Safety Data Sheet for the chemical, if available.
- Notify lab instructor and Security.

In the event a chemical is splashed in a person's eyes:

- Flush eyes with water for fifteen minutes using an eye wash station.
- If medical treatment is needed, call **9-911** immediately.
- Obtain a Material Safety Data Sheet for the chemical, if available.
- Notify lab instructor and Security.

In the event a person becomes ill from inhaling a chemical vapor:

- Remove the person to fresh air.
- If medical treatment is necessary, call **9-911** immediately.
- Obtain a Material Safety Data Sheet for the chemical, if available.
- Notify lab instructor and Security.

In the event of a spill:

- Notify the lab instructor.
- Report the spill to Campus Security (**811**) and the Environmental, Health, & Safety Office (**x3125 or cell (515) 402-3275**) regardless of quantity spilled.
- Secure the area by having other students, staff and faculty move away from spill.
- Obtain a Material Safety Data Sheet for the spilled chemical.
- Do not switch on lights or other electrical equipment, as spark could ignite combustible vapors that are present and cause a fire.

CHEMICAL SPILLS

Emergency Actions

Clean-Up for **Minor** Spill:

- Only trained personnel should clean –up spills.
- Contact Environmental, Health, & Safety Office (**3125**) for assistance.
- Wear appropriate personal protective equipment.
- Contain spill using appropriate material that is found in the spill kits located in each lab.
- Use paper towels to wipe up spill. Paper towels are hazardous waste, do not dispose in trash.
- Wash area with an appropriate amount of water. Wipe up water with paper towels.

Clean-Up for **Major** Spill:

- Evacuate the area.
- Contact Campus Security (**811**) and the Environmental, Health, and Safety Specialist at (**x3125 or cell (515)402-3275**).

Des Moines Fire Department Hazardous Material Team **9-911**.

VIOLENCE ON CAMPUS

Because every incident of violence is different, each requires a different response. In the event of an incident every person must rely on his or her best judgment.

Suspicious Person

If anyone encounters a suspicious person, s/he should:

- Not physically confront the person.
- Call Campus Security at campus extension **811**.
- Do not give information about whereabouts of students or employees.
- Call Des Moines Police at **9-911** (campus phone) if the situation warrants.

Note: Report all civil protection orders (e.g. restraining orders, no contact orders) to Security at (515) 271-2222.

Threats

Everyone should treat all threats or rumors of violence as serious. Any persons involved in a threat or rumor of violence should follow the instructions below:

- Those in danger of harm or who consider the threat to be immediate should call **9- 911** on a campus phone.
- Those persons who see a weapon or are informed that someone has a weapon on campus or intends to bring a weapon on campus should call **9-911** to contact external emergency personnel.

Those persons not in immediate danger or those who do not perceive anyone else in danger should call Campus Security at campus extension **811** and report the threat.

VIOLENCE ON CAMPUS

Violent Behavior

Persons hearing gunshots or seeing an armed person should:

- Warn others around them; everyone should take cover.
- Close, lock and barricade doors and lie on the floor.
- If caught in an open space, hide to the maximum extent possible (behind a planter, building etc); take cover in a building if it is safe to do so.
- Call **9-911** if it is safe to do so, providing as much information as possible; stay on the phone until the dispatcher tells you to hang up. Because accurate information is critical in protecting lives, no one should speculate or embellish.
- Remain in place as long as it is safe. A Campus Security officer or Des Moines police officer will notify callers when the incident has ended.
- Do not look out “to see what is happening.”

UNIVERSITY CLOSING

Official Closing of the University for unscheduled reasons will be ordered by the Provost's office or designate office.

In the event of a University closing:

- During working hours faculty and staff will be notified by their supervisor.
- Notice of closings will be broadcast via local media channels.
- The University Cancellation Line (271-4545) will be updated with the latest information concerning reporting to work and classes.
- Additional information may be available on the Drake website at www.drake.edu.
- Regardless of the reason for the University closing, some employees will be expected to report to work. Faculty and staff are responsible for calling 271-4545 for detailed information.

**University Cancellation Line
271-4545**

MEDIA COMMUNICATIONS

Emergency situations attract media attention and media crisis communication is an important part of the emergency response procedures.

In the event of an emergency:

- Call the Marketing and Communications Office at **x2169** and inform them of the situation.
- Instruct all employees to direct all media inquiries they receive to the Marketing and Communications office. This will ensure that all media interview the designated spokesperson and that all media receive accurate, identical information.

Marketing and Communications
Extension 2169

HARASSING/OBSCENE TELEPHONE CALL

If you are receiving harassing calls, the best way to handle the situation is to immediately hang up without saying anything to the caller. If the caller does not receive a response, he/she will usually stop calling.

- If the calls are threatening in any way, or are continuous, contact Campus Security at **811**. Take all threats seriously. Give Campus Security the following information:
 - Your name, extension number, and location.
 - Type of call:
 - On campus (single ring)
 - Off campus (double ring)
 - Date and time of harassing calls.
 - Content of calls.

- If any harassing or obscene messages are left in your voice mail box, save those messages in case they are needed as evidence.

Drake University policy on harassment by telephone:

It is a crime under both state and federal law for anyone to make obscene or harassing telephone calls. These laws have penalties of imprisonment and/or fines. Additionally, University discipline may be imposed.

DEATH/INJURY NOTIFICATION

Faculty/Staff Members

Department Managers, Deans and Vice-Presidents are responsible for informing the appropriate departments and co-workers of a death or injury of a faculty or staff member. Marketing and Communications is responsible for all contact with the media.

The name of the faculty or staff member and other information should **not** be released except to appropriate on-site emergency response personnel. The Medical Examiner or Designee will inform the family of a death.

The University offers counseling through the Employee Assistance Program (EAP) for any faculty/staff member who requests this assistance.

If an injury or death occurs on campus, notifications would occur **after** the situation has been handled as a Medical Emergency.

Campus Security or the Police Department may secure the area, and no one, including the Media, should be permitted into the building without the consent of University Officials.

Family Member of a Faculty or Staff Member

Death or serious injury of a member of an employee's family is an emotional situation that requires sensitivity. When informing the employee while on the job, the manager should do the following:

- Verify the information regarding the situation and confirm the identity of the victim carefully.
- Provide privacy when informing the employee.
- Offer transportation or other assistance, if desired.
- Consider informing other department members of the situation, if appropriate.

DEATH/INJURY NOTIFICATION

Student

The Dean of Students or designee is responsible for informing the appropriate departments of a death or injury of a student. Marketing and Communications is responsible for all contact with the media.

The name of the student and other information should **not** be release except to appropriate on-site emergency response personnel. The Medical Examiner or designee will inform the family of a death.

The University offers counseling through the Counseling Center for any student who requests this assistance.

If the injury or death occurs on campus notifications would occur **after** the situation has been handled as a Medical Emergency.

Campus Security or the Police Department may secure the area, and no one, including the Media, should be permitted into the building without the consent of University Officials.

Family Member of Student

The death or injury of a member of a student's family is an emotional situation that should be handled with sensitivity. The Dean of Student's or designee is responsible for notifying the student.

BOMB THREAT

In the event of a bomb threat, the person receiving the threat should use the "Bomb Threat Checklist" (see below) while talking to the caller. S/he should call Campus Security at campus extension **811** immediately to report the threat and give the checklist to the responding Security officer. S/he should not discuss the threat with anyone but Campus Security.

The person receiving the treat must remember to:

- Keep person talking as long as possible. Ask questions to try to get them to talk about themselves so you can get as much information as possible.
- Convey a sense of genuine interest in the person.
- As soon as possible, notify police and/or Drake Security if not already notified.
- Take the bomb threat seriously
- Pull the fire alarm and evacuate the building. Move 600 ft from the building.
- Everyone is to stay in the assembly area until Security, Des Moines Fire, police personnel, or a member of the Drake University Incident Command Team releases them.

The person receiving the threat should **not**:

- Search for the bomb.
- Pick up any suspicious package.
- Use radios or cell phone because they may detonate the bomb.

BOMB THREAT CHECKLIST

Exact time of call _____ a.m. or p.m.

Date _____

Caller's exact words

Questions to ask:

1. Where is the bomb? _____

2. When will it explode? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause the bomb to explode? _____

6. Where are you calling from? _____

7. What's your name? _____

8. Did you place the bomb? _____

9. If not you, then who did place the bomb? _____

10. Where are they? _____

11. What's your address?

12. Why did you place the bomb?

13. Did you go to Drake?

14. When?

15. What was your major?

16. Are you in Des Moines?

CALLER'S VOICE (Circle all that apply)

Calm

Slow

Crying

Slurred

Disguised

Excited

Rapid

Normal

Stutter

Deep

Loud

Broken

Giggling

Accent

Angry

Soft

Stressed

Nasally

Lisp

Sincere

If the caller speaks in an accent, what does it sound like?

If the voice is familiar, who does it sound like?

Were there any back ground noises?

Traffic

Train

People

Dishes clattering

Chopping

Hammering

Construction

Manufacturing

Other

Bells

Chimes

Remarks:

Person receiving call:

Telephone number at: which the threat was received_____

KIDNAPPING/HOSTAGE SITUATION

Persons being held as hostage or facing an armed confrontation should:

- Remain calm and instruct others to remain calm.
- Be cooperative and patient.
- Remember that time is on your side.
- Offer to listen.
- Don't judge or argue.
- Treat each concern as valid. A person in crisis will respond only to someone who is non-threatening, respectful, understanding and willing to listen.
- Speak in a soft, low voice. Keep body gestures non-threatening. Ask permission before you move. Maintain eye contact.
- Be truthful. Assure the person you will do everything possible to resolve his or her grievance, but realize that you cannot resolve some things. Do not promise to solve a concern if you cannot.
- Ask the person to suggest a solution. A person in crisis will accept a solution more readily if they help to formulate it.
- Always look for a win-win solution. Retaining dignity is paramount to the person in crisis.
- Be observant. Note as much detail as possible about the person, the number of weapons, state of mind and what was said. Pay attention to the details of the room where you are held. If you are released or escape, the police will need this information to ensure the safety of others.
- If you can do so safely call **9-911** or Campus Security at **811**

If you receive a telephone call regarding s kidnapping/hostage situation:

- Keep the caller on the line to get as much information as possible.

If you receive a ransom note, call **9-911** and Campus Security at **811** immediately. Minimize additional handling of the note until it can be delivered to the authorities.

NATURAL DISASTERS

Earthquake

Although the likelihood of a major earthquake on campus is low, Drake University can be affected by the San Madras fault located in Missouri. The Des Moines area does periodically experience brief, minor tremors. In the event of a major earthquake the University would sustain major damage to building and utilities. Response to an earthquake varies, depending on whether one is inside a building or outside.

If inside:

- Take cover under a desk or table and hold on. If your cover moves, move with it. Brace yourself in a doorway if cover is not available. Avoid outside or high use doorways.
- Stay away from windows and objects that can fall.
- If in a lecture hall, stay in your seat or get under it, if possible. Cover your head with your arms.
- When the shaking stops, move cautiously outside. Be careful of falling building materials, downed utility lines, and uneven ground.
- Once outside, get away from the building and report to the assembly area. Remain in the assembly area until instructed to leave by Drake University Campus Security, Des Moines Fire or Police personnel or a member of the Drake University Incident Command Team. Additional information will be provided at assembly areas.
- Notify Security of any missing or injured persons.
- Do not go back into the building until notified by Campus Security.

If outside:

- Stay away from buildings, trees, utility poles, and other items that can fall unexpectedly. Also stay away from equipment and vehicles that could move suddenly.
- Get low to the ground and protect your head with your hands.
- Do not take shelter in doorways or under walkways.
- Go to the assembly area and wait until told to leave by Campus Security, Des Moines Fire or Police or a member of the Drake University Incident Command Team. Additional information relating to the emergency will be provided at assembly areas.
- Notify Campus Security of any missing or injured persons.

FIRE

Fire has been identified as a possible hazard at Drake University. Fire and the associated risks—smoke, structural damage, and toxic fumes—pose a serious threat of injury or death to Drake faculty, staff, students and visitors.

In the event of a fire:

- Evacuate the building.
- Pull the fire alarm to alert others.
- Close (do not lock) doors on the way out if you can do so safely.
- Call **9-911** from a campus phone or **911** from a cell phone when outside the endangered building.
- Call Campus Security at campus extension **811** and the Environmental, Health and Safety Specialist at campus extension **3125** or cell phone **(515) 402-3275**.
- When evacuating the building, stay low to the floors.
- Do not use elevators.
- Look for emergency lighting to direct you to an exit.
- Go directly to your assembly area at least 200 ft away from the building.
- Stay at the assembly area until you are told to leave by Des Moines Fire or Drake Security Specialists or by a member of the Drake University Incident Command Team.
- Notify Campus Security immediately if someone who has been seen in the affected building is unaccounted for.

If trapped in a fire:

- Do not panic.
- If a phone is available, call Campus Security at extension **811** and tell them your location.
- Close the door to your room and place any available towels under the door to prevent smoke from entering.
- If a window is available, hang a piece of material or item of clothing out the window.
- Stay low, near the floor, where there is less smoke, heat and contaminants.
- Pound on the floor or piping in a rhythmic pattern.
- Remember that help is on the way.

In a fire the first priority is to save lives.

Only employees trained in the use of a fire extinguisher may attempt to put out a fire. They should attempt to extinguish the fire for only 30 seconds, then leave, whether or not the entire fire extinguisher has been discharged.

AIRCRAFT CRASH

The potential for an aircraft crash has been identified as a possible hazard at Drake University. Drake University is located six miles from the Des Moines International Airport, where both commercial and military flight activity occurs daily. Drake is also in the flight path of Lifeline helicopters from Mercy and Methodist Hospitals and various news channel helicopters. Thus, the possibility exists that an aircraft could crash into one or more of Drake's buildings or near the campus.

Crash into Campus Building(s)

An airplane or helicopter crash on campus, into one or more buildings, creates obvious dangers to property and persons.

In the event of an aircraft crash persons should:

- Take cover to protect them from flying glass and objects.
- Immediately activate the fire alarm and evacuate the building quickly; the potential for fire and explosion increase if fire and explosion did not occur on impact.
- Go to the assembly area, if this area is unsafe; go to an alternate assembly area as directed by Campus Security.
- Wait at the assembly areas until told to leave by Campus Security, Des Moines Fire or police Personnel or a member of the Drake University Incident Command Team. Additional information and instruction will be given at the assembly areas.
- Notify Campus Security **811** or **(515) 271-2222** of any missing faculty, staff or students.

If it is necessary to evacuate the campus, the evacuation will take place only when it is safe and will not hinder the emergency response.

Crash Near Campus

Although a crash near campus does not necessarily pose a danger to Drake's property or to those on campus, a major community emergency may significantly involve the University.

CIVIL DISTURBANCE

Drake University regularly serves as the venue for athletic and political events as well as hosting a variety of speakers. Such events often attract large crowds, and the attendees may become unruly. Such behavior can cause damage to Drake property and put people in harm's way.

In the event of a civil disturbance, one should:

- Call Campus Security at extension **811** or cell phone **(515) 271-2222** and provide the following information: location (building, floor, room, entrance, (e.g. Howard Hall, third floor, room 309, entrance on Carpenter), approximate number of leaders of the disturbance, size of the group, demands of the group, and a description of the group's behavior, whether, for example, it is rational, organized, or violent.
- Keep calm. Resistance may only increase destruction of property and bodily harm. Do not confront demonstrators.
- Continue with normal work, if possible, until Campus Security arrives. If the disturbance occurs outside of working hours, leave the area and report to the Campus Security building if it is safe to do so.
- Update Campus Security personnel on the situation when they arrive and follow their directions.

CRIMINAL ACTIVITY

One should always be alert to what is happening in the immediate area. Anyone who witnesses a crime in progress or a suspicious activity should immediately contact Campus Security at **811** or cell phone **(515) 271-2222**.

In the event you see criminal activity be prepared to answer the following questions:

- What is happening?
- What is the person/people involved doing?
- How many people are involved?
- Where is it happening?
- Is a car involved? If so, what is its make, model, color, and license plate? What is the direction in which it is heading?
- What is the direction of travel?
- Is anyone injured?

The caller alerting Campus Security should also:

- Describe the person or people involved, e.g. clothing worn, height, weight, other details of physical appearance.
- Stay on the phone until the dispatcher gives instructions to hang up.
- Remain out of sight if possible. Be concerned with one's own personal safety and act cautiously.
- Err on the side of caution and contact Security even if s/he is uncertain whether such a call is warranted.

IMPORTANT: Do not approach or attempt to apprehend the person (s) involved.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening to harm himself/herself or others or is substantially out of touch with reality, manifesting uncontrolled behavior and/or hallucinations.

In the event of a psychological crisis:

- Stay calm
- Notify Campus Security at campus extension **811** or at phone **(515)271- 2222**
- Provide the following information: name, precise location, observed symptoms of behavior, and individual's name, if known.
- Avoid aggravating the situation; be pleasant, courteous, and understanding while waiting for help to arrive.
- Try to determine and accept the individual's point of view. Do not argue with the individual or confront/detain him/her if the person is violent and combative.
- Have someone meet Campus Security at the door and provide an update of the situation.

BUILDING EVACUATION

During certain emergencies it may be necessary to evacuate a building.

In the event of a building evacuation:

- Use the nearest exit.
- Go to the pre-determined assembly area, which must be 200 feet upwind from the building.
- Stay in the assembly area until dismissed by a Drake Security Specialist, a member of the Des Moines Fire Department, or a member of the Drake University Incident Command Team.
- Report any missing classmates, faculty, staff or visitors to a faculty member, resident hall coordinator, or Campus Security Specialist or professional emergency response personnel..
- Report any injuries to Campus Security. Call **515-271-2222** from a cell phone or send a runner to the Campus Security Office.

In an emergency Drake University must account for all faculty, staff, students and visitors. **No one should leave the assembly area prior to being dismissed** because it will be assumed that persons unaccounted for are still in the building involved in the emergency. Emergency Response personnel will be sent to look for all unaccounted persons.

LOCKDOWN

In the event of a threat affecting the Drake University campus, the Director of Campus Security or his designee may order a lockdown of all or part of the University facilities.

In the event of a lockdown:

- Lock all building doors
- Stay in building.
- Do not attempt to leave.
- Campus Security will advise you when it is safe to leave the building.