



Holy Family
UNIVERSITY

BUILDING EMERGENCY RESPONSE GUIDE

Emergency 9-1-1

Emergency - Public Safety (from a campus phone) 3333

Emergency – Public Safety (from a non-campus phone) 267-341-3333

Non-Emergency – Public Safety (campus phone) 3361

Non-Emergency – Public Safety (from a non-campus phone) 267-341-3361

MAINTENANCE EMERGENCIES

1. Maintenance emergencies include loss of power in buildings or floors, broken water pipes with rushing water, loss of water, total loss of heat, or total loss of air conditioning.
2. Maintenance emergencies should be reported to Public Safety at x3333 or 267-341-3333. The caller should provide as much information as possible about the type and location of the emergency.
3. Public Safety will notify the appropriate maintenance personnel.
4. **Non-emergency** maintenance issues such as low heat, low air conditioning, loss of power to an electrical outlet, individual light fixtures being out, etc., are to be reported via the normal routine maintenance work order request process.



MAINTENANCE EMERGENCIES

MEDICAL EMERGENCIES

1. IN THE EVENT OF A MEDICAL EMERGENCY, CALL 9-1-1 and then Public Safety at x3333 or 267-341-3333.
 - If the scene is safe and secure, stay at the emergency scene to relay information to others.
 - Do not move the person unless his/her location is potentially dangerous.
 - Reassure victim and keep them quiet and comfortable.
 - Keep area free from bystanders.
2. If 9-1-1 is needed, report to the 9-1-1 operator the type of emergency, specific location, and the best campus entrance to use. Public Safety will report to the entrance and escort emergency personnel to the scene.
3. In the event the victim is a student, staff, or faculty member, Public Safety will notify the Office of Health Services and Human Resources as necessary.



MEDICAL EMERGENCIES

HOSTAGE OR BARRICADE

If a hostage or barricade situation occurs on campus property, do not attempt to negotiate. Establish a line of communication to get information only. If there is communication regarding the hostage/barricade over the telephone, attempt to maintain communication with the caller to gain additional information until authorities arrive.

1. Call 9-1-1 and then HFU Public Safety at x3333 or 267-341-3333.
2. Public Safety will meet with the police responders and escort the first-arriving units to the scene. At this time, local law enforcement is responsible for the resolution, investigation, and processing of the scene with assistance from HFU Public Safety.
3. **DO NOT APPROACH/CONFRONT A PERSON SUSPECTED OF HAVING A WEAPON.**
Make every effort to keep your eyes on the suspect until help arrives so that you can point out him/her to the police.
4. It is best to have the police confront the suspect and conduct a search. The police should take possession of any firearm, weapon, or explosives.
5. Treat all firearms, weapons, or explosives as if they are loaded. If one is found, do not touch it and report its location to Public Safety or the Police Department.



HOSTAGE OR BARRICADE

SUSPICIOUS PERSON / ITEM / OBJECT

1. Suspicious Person

- Note specific description and characteristics of the person.
- Do not attempt to confront, stop, or apprehend the person.
- Notify Public Safety at x3333 or 267-341-3333.
- Provide as much information as you can to Public Safety including: physical description, clothing, vehicle type/color/plate, direction of travel.

2. Suspicious Item/Object

- Do not touch any suspicious object/item/package.
- Call Public Safety at x3333 or 267-341-3333. **DO NOT USE A CELL PHONE IN THE AREA OF THE SUSPICIOUS ITEM.**
- Report the location and description of the item and why it may be suspicious.
- Evacuate the area, taking others with you.
- Public Safety will assess the situation and determine if an emergency response from the police department is warranted.



SUSPICIOUS PERSON / ITEM / OBJECT

FIRE ALARM / FIRE

1. FIRE ALARM:

- Upon activation of a fire alarm, all building occupants are to immediately evacuate and proceed to your designated assembly area.
- Evacuees should close doors of unoccupied rooms as they leave the building.
- Roll should be taken at the assembly area to determine if all known occupants have evacuated.
- Await instructions from Public Safety as to when it is safe to re-enter the building.

2. FIRE:

- **IF YOU ONLY SMELL SMOKE**, contact Public Safety at x3333 or 267-341-3333.
- **IF YOU SEE SMOKE OR FLAMES**, call 9-1-1.
- Evacuate the building, pulling the first Fire Alarm Pull Station that you see.
- Upon activation of a fire alarm, all building occupants are to immediately evacuate and proceed to your designated assembly area.
- Evacuees should close doors of unoccupied rooms as they leave the building.
- Roll should be taken at the assembly area to determine if all known occupants have evacuated.
- Await instructions from Public Safety as to when it is safe to re-enter the building.



FIRE ALARM / FIRE

SHELTER-IN-PLACE

Different situations require different locations. You may be required to shelter in place for events such as an active threat (for example, an active shooter incident), tornado warning, hazardous materials release, and as directed by police personnel. When notified, you should seek immediate shelter inside a building or residence hall. If you are “sheltering” due to a hazardous materials (HAZMAT) accidental release of toxic chemicals, the air quality may be threatened and sheltering in place keeps you inside an area offering more protection.

1. Go to the nearest building or remain inside of the building where you are currently located.
2. Close and lock all windows and doors. Close blinds and/or window shades.
3. Await further instructions from emergency responders.
4. If you are in an area with doors that cannot be secured and locked, depending on the circumstances, use available furniture items to barricade the entranceway.
5. Stay low to the floor. If possible, use the space beneath desks and stay away from windows and doors.
6. Remain sheltered until given an all-clear notification by emergency responders or via TigerALERT.



SHELTER-IN-PLACE

ACTIVE THREAT / HOSTILE INTRUDER

If an active threat is **outside** of your building, SHELTER IN PLACE

If an active threat is **inside** of your building:

1. RUN

- If you feel there is a good, fast escape route through a safe area, evacuate occupants out of the building and beyond the parking lots to areas where you are safe.
- Listen carefully to the instructions of any police officer you encounter. All occupants may be treated as suspects until cleared by the police.
- When outside, DO NOT carry anything in your hands, especially cell phones. Keep your hands raised and visible.

2. HIDE

- Instruct occupants to take others with them, lock room doors, and doors to back rooms if possible.
- Stay out of sight and quiet.

3. FIGHT

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.



ACTIVE THREAT / HOSTILE INTRUDER

WEATHER EMERGENCIES

If the University is under a tornado or hurricane warning, seek shelter immediately. Most injuries associated with high winds are from flying debris, so protect your head.

1. If you are in a building:
 - Go to a pre-designated area such as a basement or lowest level of the building. If there is no basement, go the center of a small interior room on the lower level (closet, interior hallway, etc.) and away from corners, windows, doors and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table or desk and use your arms to protect your head and neck.
 - Put on sturdy shoes.
2. If you are outside with no shelter, possible actions include:
 - Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter. If your vehicle is hit by flying debris while you are driving, pull over and park.
 - Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat or other cushion if possible.
 - Lie down in an area noticeable lower than the level of the roadway and cover your head with your arms and a blanket, coat, or other cushion if possible.
3. In all situations:
 - Do not get under an overpass or bridge. You are safer in a low, flat location.
 - Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately and seek safe shelter.
 - Watch out for flying debris. Flying debris causes most fatalities and injuries.



WEATHER EMERGENCIES

BOMB THREAT

1. Obtain as much information as possible while keeping the caller on the line. Do not hang up, even if the caller does. Be polite and show interest. Try to keep the caller talking to learn more information. Ask specific questions and take notes immediately.
2. If possible, try to hand a note to a colleague to call the authorities while you are still on the phone. If Caller ID is used, record the caller's phone number.
3. Ask questions:
 - What is your name?
 - Where are you calling from?
 - Where is the bomb? (building, floor, room, etc.)
 - What type of bomb is it?
 - What does it look like?
 - What time is it set to go off?
 - What will cause it to explode?
 - Did you set the bomb?
 - Why did you set the bomb?
 - What group is behind this?
 - Note the approximate age and sex of the caller.
 - Note any voice characteristics and accents, (Include items such as angry, calm, clearing throat, coughing, lisp, nasal, slurred, etc).
 - Note any background noises. (Include items such as animal, street, PA systems, music, office/factory machinery, people, and children)



BOMB THREAT

HAZARDOUS MATERIALS

CHEMICAL SPILLS AND LEAKS, GAS LEAKS, NOXIOUS FUMES

1. If Outside:

- Move upwind and away from the spilled material or fumes.
- Call Public Safety at x3333 or 267-341-3333. Be prepared to report the exact location and the identity, type, and amount of spilled material (if known).
- Specify if anyone is injured so that 9-1-1 can be contacted.
- Check the material's Safety Data Sheet (SDS) for response information.
- Public Safety will consult with Campus Operations/Maintenance to determine if an emergency response is necessary.

2. If Inside:

- Avoid direct or indirect contact with the spilled material. If a person is exposed by direct contact to a hazardous material, the material's Safety Data Sheet should be consulted as to how to treat the person (flush with water, brush material off skin, etc.) **DO NOT AUTOMATICALLY PUT WATER ON A HAZARDOUS MATERIAL WITHOUT KNOWING THE CONSEQUENCES.**
- All contaminated clothing should be removed and placed in a plastic bag.
- Call Public Safety at x3333 or 267-341-3333. Be prepared to report the exact location and the identity, type, and amount of spilled material (if known).
- Specify if anyone is injured so that 9-1-1 can be contacted.
- Check the material's Safety Data Sheet (SDS) for response information.
- Public Safety will consult with Campus Operations/Maintenance to determine if an emergency response is necessary.
- All persons should be removed from the affected area until clean-up is complete and the area has been deemed safe for re-entry. It is recommended that all persons move outside or to an alternate location that does not have a common HVAC system.
- If the substance is airborne, cover your nose and mouth when leaving the area.



HAZARDOUS MATERIALS

EVACUATION / EVACUATION ASSEMBLY AREAS

Please do not confuse an evacuation with a University closing. An emergency evacuation requires immediate exit from the property. Provide directive to occupants and exit your area calmly.

Evacuation Procedure:

- Announcements will be made if event allows.
- Do not use elevators,
- Close all fire and exit doors as you evacuate,
- Activate building alarms as you evacuate (if not already activated).
- If the situation permits, Public Safety and/or other University staff will be providing directive to aid in the evacuation process. Staff, faculty, and residents should already be familiar with the nearest exits.
- Communicate the location of the evacuation assembly point to any separated parties you encounter while exiting.
- Provide assistance to elderly, disabled, youths, or anyone else in need of direction who may be in your location, and escort them to the evacuation assembly point.
- For evacuation of disabled persons, follow instructions listed in EVACUATION CHAIR.

Evacuation Assembly Areas:

1. **Alpha House** - walkway next to Nazareth Academy Chapel, across from Alpha House front door.
2. **Aquinas Hall** - use nearest exit and gather near the statue in the rear of Nazareth Academy HS.
3. **Bensalem (BSLM)** - use nearest exit and gather in the side parking lot near the hotel.
4. **Campus Center (CC)** - if exiting at the lower entrance, gather in the athletic lot; if exiting elsewhere, gather at Shepherd's Fold.
5. **Delaney Hall (DLH)** - gather in Stevenson Lane Residence lot.
6. **Duplex Apartments (DUP)** – assemble on the sidewalk on Grant Ave in front of the University.
7. **Education Technology Center (ETC)** - use nearest exit and gather in the faculty lot behind the building.
8. **Holy Family Hall (HFH)** - if exiting at the north door, gather at the gazebo; if exiting elsewhere, gather in the ETC lot.
9. **Library (LIB)** - use nearest exit and gather at the labyrinth.
10. **Marian Hall** – across Grant Ave, along the fence near NEB.
11. **Nurse Education Building (NEB)** - use nearest exit and gather at the gazebo.
12. **Newtown (NWT)** - use nearest exit and gather in the front parking lot .
13. **Undergraduate Admissions Center (UAC)** - use nearest exit and gather in St. Katherine's lot (our overflow lot).
14. **St. Joseph's Hall (SJH)** – use the closet fire exit door and gather across the street near the cemetery.
15. **Stevenson Lane Residence (SLR)** – use the closet exit and gather on the soccer field.
16. **Garden Apartments (GAR)** – exit your apartment and gather on Stevenson St. behind the fence.



EVACUATION / EVACUATION ASSEMBLY AREAS

EVACUATION OF DISABLED PERSONS

Please make an effort to safely assist those who are having difficulty evacuating. The Office of Disability Services and Public Safety maintain a list of all students on Campus with a reported disability that would present difficulty in evacuating. If difficulty in evacuating is encountered, stair towers can be used as areas of refuge to await assistance by emergency responders.

1. TO ALERT **VISUALLY IMPAIRED** PERSONS
 - Announce the type of emergency
 - Offer your arm for guidance
 - Tell person where you are going, obstacles you encounter
 - When you reach safety, ask if further help is needed

2. TO ALERT PEOPLE WITH **HEARING** LIMITATIONS
 - Turn lights on/off to gain person's attention, or
 - Indicate directions with gestures, or
 - Write a note with evacuation directions

3. TO EVACUATE PEOPLE USING **CRUTCHES, CANES, OR WALKERS**
 - Evacuate these individuals as injured persons
 - Assist and accompany to evacuation site if possible, or
 - Use a sturdy chair (or one with wheels) to move person, or
 - Help carry individual to safety
 - Evacuation chairs are available throughout the campus. Persons trained in their use will respond to assist in the evacuation of non-ambulatory persons

4. TO EVACUATE PEOPLE USING **WHEELCHAIRS**
 - Non-ambulatory persons' needs and preferences vary
 - Individuals at ground floor locations may exit without help
 - Others have minimal ability to move-lifting may be dangerous
 - Some non-ambulatory persons have respiratory complications, remove them from smoke and vapors immediately
 - Wheelchair users with electrical respirators get priority assistance
 - Most wheelchairs are too heavy to take down stairs
 - Evacuation chairs are available throughout the campus. Persons trained in their use will respond to assist in the evacuation of non-ambulatory persons
 - Consult with person to determine best carry options
 - Reunite person with the chair as soon as it safe to do so



EVACUATION OF DISABLED PERSONS

SEXUAL HARASSMENT/VIOLENCE, INTIMATE PARTNER VIOLENCE, STALKING, RAPE

Special sensitivity is necessary when dealing with incidences of sexual misconduct and sexual violence. The primary concerns are the physical and emotional health and safety of the victim, the safety of the University community, protection of the victim from undue embarrassment of publicity, and ensuring confidentiality at the request of a student.

1. If at any time you receive a report of sexual misconduct or sexual violence, there are a few ways you can offer support and help guide a victim
 - When confronted with a possibility that this type of incident has occurred, attend to the needs of the victim and ask what they victim would like to do. If they choose to report their victimization, please contact the University Title IX Coordinator at titleix@hollyfamily.edu or 267-341-3204. Public Safety can be contacted anytime, 24/7, for immediate support and reporting options.
 - A victim can request confidentiality at any time. Remember, all university employees are required to report all allegations of sexual misconduct and sexual violence to the Title IX Coordinator. The Coordinator will do their best to provide confidentiality to the victim, if able. The Title IX Coordinator will talk with the victim directly, review their rights, and determine if any investigation is required. A victim will also be directed to support services and advocacy agencies.
 - If you are talking with a victim of sexual violence:
 - Encourage them to seek medical attention.
 - Assist them in preserving evidence.
 - Do not clean up the location where the act occurred, e.g. room, car, etc.
 - The victim should not bathe, shower, or douche prior to the medical examination.
 - Do not discard any clothing worn during the incident, and try and place it in a paper bag.
 - Philadelphia Sexual Assault Response Center (PSARC): 300 E. Hunting Park Avenue Philadelphia, PA 19124; Hotline: 215-425-1625.
2. Support Services for Victims
 - Aria Hospital Crisis Center: 215-949-5252
 - Women Organized Against Rape (WOAR): 215-985-3333
 - National Sexual Assault Hotline: 800-656-4673
 - Philadelphia Domestic Violence Hotline: 866-723-3041
 - Love is Respect: 1-866-331-9474
3. The University provides confidential professional and pastoral counseling. A victim may use these resources to talk to someone about an incident of sexual misconduct in a confidential manner whether or not they decide to make an official report.
 - Confidential Resources: Counseling Services & Campus Ministry
 - Partially Confidential Resources: Health Services
4. All University personnel are Responsible Employees, and must report to the Title IX Coordinator all relevant details about the alleged sexual violence shared by a victim.



MENTAL HEALTH EMERGENCIES

- 1. When a mental health emergency occurs on campus, notify Public Safety.** Public Safety is available through the University Command Center at 267-341-3333 or the call boxes located in resident halls, buildings, and/or the parking lots. For Newtown Campus call: 267-341-4011. Public Safety will contact the Director of the Counseling Center when necessary to assist in the emergency.
- 2. If you perceive the emergency to be life-threatening, obtain an outside line and dial 911,** giving complete details of the problem, including exact location. Notify Public Safety immediately following calling 911.
- 3. When the Mental Health Emergency is non-life threatening (you feel unsafe in the moment) during regular business hours** the Counseling Center can provide intervention on a limited basis. Students likely will need someone's assistance in helping them get to the center if they are having a mental health crisis. The student or the person assisting them may call the Counseling Center at 267-341-3222 during regular daytime on hours, 8:00 AM - 4:00 PM, or walk them to the center (campus center rms 202/204). When arriving at the center **knock on either door Campus Center room 202 or 204 and report clearly that you feel unsafe and need to be seen by a counselor right away for a consultation.** If for some reason you are not able to reach a Counselor, call Public Safety at 267-341-3333, and they will help by reaching out to the On-Call Counselor. Students requesting an emergency appointment at the Counseling Center are expected to accommodate the time offered for an appointment, missing a class if necessary. Counseling Staff will try to accommodate requests for emergency assistance whenever possible but may need to refer students to local emergency services. **Do not send emergency communication via email, as emails may not be reviewed in a timely fashion, are not guaranteed confidential, and are not checked during non-business hours. Students, staff, and faculty should not leave emergency messages on voicemail if the counselor does not answer the phone. If a voice message is received and the matter cannot wait for a return call, Public Safety should be contacted 267-341-3333. Public Safety can contact the On-Call Counselor and/or arrange for emergency response via the Mental Health Delegate of Philadelphia at 215-685-6440 or 911. The Suicide Prevention Lifeline is also available 24 hours a day, 7 days a week 1-800-273-TALK (8255).**

Note: The following constitute a mental health emergency:

- 1.) Immediate Safety Concerns related to Suicide or Homicide (**thoughts, plan, or actions to harm yourself or someone else**).
- 2.) Behavior or Thoughts that indicate to you or someone else who is observing you that you are not safe such as:
 - a. You are hearing or seeing things that are not present
 - b. You have engaged in recent self-injurious behavior where the wound is serious/worrisome/bleeding/health compromising
 - c. You are not making verbal sense or are unable to respond to simple questions
 - d. You are acting very bizarrely
 - e. You are not able to care for basic needs (i.e. not eating and drinking, not taking care of hygiene, not sleeping)
 - f. You are mentally confused or disoriented
 - g. You are not aware of day and time, where you are, who you are
 - h. An act of sexual violence or other trauma has just occurred



MENTAL HEALTH EMERGENCIES