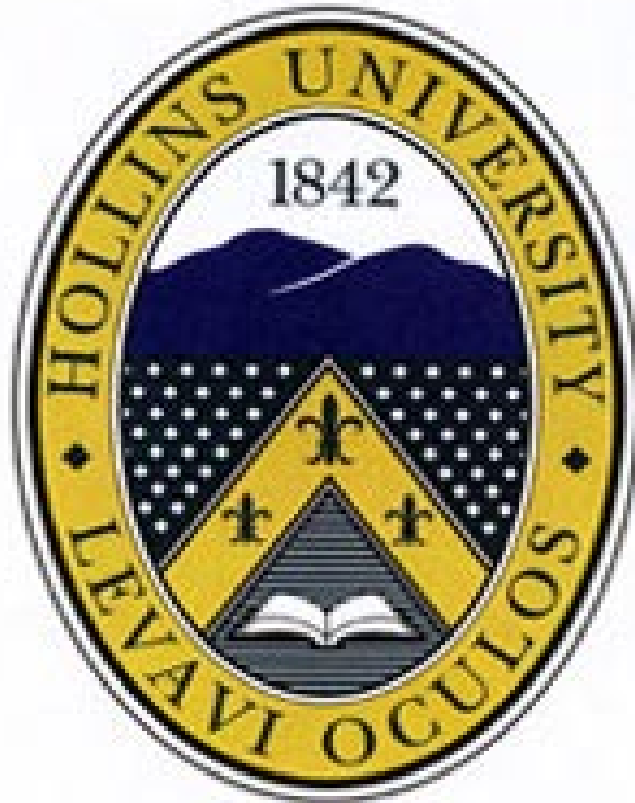


Emergency Actions Guide



Revised
March 8, 2013
Emergency Response
Management Team



Emergency Management

Emergency Action Guidelines

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Crises situations are very unpredictable and there are no guarantees that any one plan of action will be effective. It is our hope that these tips will be used by you as a preparatory step towards your overall safety and in formulating your individual safety plan. While all scenarios cannot be covered, these are some we feel that could be helpful to you.



Emergency Management

NOTIFYING HU SECURITY OF AN EMERGENCY

HU Security is located in the Botetourt Hall Building and provides 24-hour help and protection. This service is provided seven days a week on a year-round basis, if calling to report an emergency from ON CAMPUS dial **6911**, and if calling to report an emergency from a CELL PHONE, or OFF CAMPUS dial **(540) 362-6911**. This number should be used to report all emergencies that are taking place on campus since this a dedicated emergency phone line and will get top priority. **Please do not call the switchboard at '0' to report emergencies, as that line gets a lower priority response.** HU Security will contact the appropriate emergency response agency/team for response to the emergency location.



Emergency Management

GENERAL 'TAKE COVER' SITUATIONS

'Take Cover' describes an emergency community response requiring immediate action to ensure the safety and security of the campus community during a severe weather event or during the presence of an armed intruder. The response general procedures are outlined below. Every attempt should be made to respond quickly and calmly. See the specific sections on Severe Weather and Armed Intruder for specific emergency actions.

Communication responsibilities

The HU Security Department will be responsible for the initial Emergency Notification System communications to the campus community. The ENS includes the Area Warning System (siren) and the E2Campus system. The E2Campus system includes warning messages through Text Messaging, Campus E-mail, AUDIX, and Web Crawler messages. The ENS will also be used to notify the community of the completion of an emergency situation (all clear).

Additional updates of the emergency situation will be provided by components of the emergency notification system, as necessary.

Communication procedures

The effective multiple redundant communication of a threat situation (using siren, loudspeaker, email, text messages, Audix, Web Crawler, two-way radios) to the entire community is the best way to reduce risk and harm to individuals. This type of communication is designed to reach as many people as possible to heighten awareness to danger that may be around them, not to cause panic. Cool, calm, and collected is the 'safe' way to get through an unusual or dangerous incident. The Area Warning System (siren/loudspeaker) will ONLY be used for the two severe emergency situations mentioned below.

1. **An Emergency 'Take Cover'** will be announced by a high frequency tone siren emitting a rising and falling sound followed by a verbal announcement from a system of loud speakers located on and in various buildings of the campus. The siren/verbal announcement combination will continue until the sounding of the 'all-clear' signal or until the system is silenced. When you hear the siren, listen for the verbal announcement that follows and periodically check your e-mail, text messages, computer screen, and/or functioning Audix system, if possible, to learn or confirm the type of severe campus emergency. Respond accordingly after hearing the verbal announcement and/or email, text messages, computer crawler message, and Audix system.



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2. A campus community wide ‘Take Cover’ e-mail, text message, computer crawler message, and Audix message will be sent, as soon as possible, to advise the community of the current severe emergency on campus. The email, text messages, computer crawler message, and Audix messages are intended to reinforce the loud speaker message or to make the emergency message clearer if the announcement is not understood. Multiple communications systems listed above are intended to help community members know how to respond to the threat situation, however; the Siren System is the most immediate form for communication of a ‘Take Cover’ situation.
3. During scheduled working hours, all Plant Operations and Services personnel will be notified by two-way communications to advise all persons in their immediate or assigned areas of the ‘Take Cover’ situation.
4. After normal working hours, all Housing and Residence Life staff will be notified to alert all persons in their immediate or assigned areas of the ‘Take Cover’ situation.
5. Upon hearing the siren, Faculty members should use the closest phone or computer and check the emergency e-mail message and/or Audix message for information regarding the campus emergency. NOTE: If anyone in the classroom has a cellular phone, this phone should be used to call Audix 540-362-7444 to obtain information on the emergency situation.
6. The HU Security Desk will immediately contact the Roanoke County Emergency Communications Center for all suspected armed intruder situations.
7. The HU Security Desk (6911) should be the only contact point for communications with Roanoke County due to complex 911 addresses on campus. Calling 911 may only delay the response of public safety departments because they will call the HU Security Desk for directions to your location.
8. If an individual does not get a complete understanding of the emergency from the multiple means listed above, stay in place until notified by a campus security officer, county police officer, or university official entering your space to give an all-clear or other instructions.
9. If you know of a hearing impaired person in your building or immediate area, you should make contact with that person so they can be given instructions and information on the current emergency condition.
10. **An all-clear signal** will consist of the ‘all clear’ bells ringing followed by an all-clear message on the loud speaker system, an all-clear email message will be sent to all email addresses on-campus, an all-clear text message will be sent to all participating cell phones, an all-clear computer crawler message, and an all-clear Audix message will be sent to all on-campus telephones with a message system.



Emergency Management

BUILDING EMERGENCY COORDINATORS

Hollins University has designated Building Emergency Coordinators (BECs) for the purpose of ensuring the positive implementation of Emergency Notification in university buildings. There will be one primary and one alternate coordinator for each administrative and academic building. BECs will be responsible for notifying all persons in their assigned building of current emergency conditions or up-coming emergency conditions. For residence halls, Housing and Residence Life Professional Staff (HRLPS) will notify resident assistants in residence halls of current emergency conditions or upcoming emergency conditions. In buildings which house both administrative offices and residence halls, the BEC will work together with HRLPS to inform persons in that building. Staff personnel, whose position has been identified as a BEC, will be notified as soon as they are employed in that position, by the Human Resources Assistant, who serves as the Head BEC.



Emergency Management

BOMB THREATS

1. **Record as much detail as possible** (see attached check list).
2. **Immediately call HU Security** by dialing '6419' on campus or (540) 362- 6419 from an off campus phone.
3. **Decision to Evacuate**
 - a. Bomb in your building
 1. Evacuate immediately, alerting others as you vacate (**Do NOT pull fire alarm**).
 - b. Bomb not in your building.
 1. Wait for further instructions from campus authority or emergency responder (**Do not immediately evacuate**)
4. **Evacuation:**
 - a. **If possible**, as you exit, be alert to unusual objects, and quickly check nearby restrooms, copier rooms, storage rooms, etc, for persons left behind.
 - b. **If requested**, accompany and assist person(s) with disabilities who appear to need direction or assistance. If you are unable to assist alert emergency personnel to the location of any disabled person(s)
 - c. Take with you: essential personal items **ONLY**. Do not attempt to take large or heavy objects.
 - d. Shut all doors behind you as you go.
 - e. Once out of the building, move away at least 100 yards from the structure (as instructed by emergency personnel). Keep streets and walkways clear for emergency vehicles and crews.



Emergency Management

BOMB THREAT CHECKLIST

Telephone Procedures

DATE: _____ **TIME RECEIVED:** _____ **AM/PM**

TIME CONCLUDED: _____ **AM/PM**

- **REMAIN CALM, BE COURTEOUS, LISTEN, AND DO NOT INTERRUPT THE CALLER.**
- **GET THE ATTENTION OF ANOTHER PERSON – GIVE THAT PERSON A NOTE SAYING “CALL CAMPUS POLICE – THIS IS A BOMB THREAT.”**
- **IF YOUR PHONE HAS CALLER ID, RECORD THE NUMBER OF THE INCOMING CALL.**
- **WRITE DOWN THE EXACT WORDS OF THE CALLER AND THE THREAT.**
- **DON'T HANG UP THE PHONE. LEAVE THE LINE OPEN.**
- **NOTIFY A SUPERVISOR IF AVAILABLE.**
- **KEEP THE CALLER ON LINE AND ASK THE FOLLOWING QUESTIONS IF POSSIBLE:**

1. WHEN WILL IT EXPLODE? WHAT TIME? _____

2. WHERE IS IT LOCATED (FLOOR/ROOM)? _____

3. WHAT DOES IT LOOK LIKE? _____

4. WHAT KIND OF BOMB IS IT? _____

5. WHAT WILL SET IT OFF? _____

6. WHY ARE THEY DOING THIS? _____

7. WHO ARE YOU? _____

8. ARE YOU AWARE THAT YOU COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT? _____



Emergency Management

DESCRIPTION OF CALLER (check all that apply)

SEX: Male ___ Female ___ Unknown ___ **Approximate Age** ___

Voice	Speech	Language	Behavior	Background
___ Clean	___ Accented	___ Educated	___ Agitated	___ Airport
___ Distorted	___ Deliberate	___ Foreign	___ Angry	___ Animals
___ Loud	___ Distinct	___ Foul	___ Blaming	___ Baby
___ Muffled	___ Fast	___ Intelligent	___ Calm	___ Birds
___ Nasal	___ Hesitant	___ Irrational	___ Fearful	___ General Noise
___ Pitch-High	___ Lisp	___ Rational	___ Laughing	___ Guns Firing
___ Pitch-Med	___ Slow	___ Slang	___ Nervous	___ Gymnasium
___ Pitch-Low	___ Slurred	___ Uneducated	___ Righteous	___ Machinery
___ Pleasant	___ Stuttered	___ Unintelligible	___ Other	___ Music
___ Raspy	___ If Accented,	___ If Foreign,		___ Party
___ Smooth	Describe:	Describe:		___ Quiet
___ Soft				___ Restaurant
___ Squeaky				___ Talking
___ Unclear				___ Tavern/Bar
___ Other				___ Television
				___ Traffic
				___ Train
				___ Typing
				___ Water/Wind
				___ Other

Name of person receiving the Call _____

Phone Number Threat was received on _____

Name of Possible Suspect _____

HU Security dial “6911” (on campus) or 540-362-6911 (off campus).



Emergency Management

CRIME IN PROGRESS/CIVIL DISTURBANCE

1. Do not attempt to apprehend or interfere with the criminal except for self-protection.
2. **Immediately call HU Security** by dialing 6911 on campus or (540) 362- 6911 from an off campus phone. Give your name, location and what the situation is. If you are safe remain where you are until an Officer arrives.
3. If safe to do so, attempt to get a good description of the criminal. Note height, weight, sex, ethnic origin, age and clothing.
4. If the Criminal leaves the scene take note of direction of travel and method of travel.
5. If the Criminal leaves in a vehicle take note of the color, make, model and license plate.

In the event of civil disturbance continue with your routine as much as possible. If the disturbance is outside, stay away from doors and windows. Unless threatened with physical harm do not leave your work area until checking with your supervisor or other administrator.

Do not interfere with those creating the disturbance or with security or law enforcement on the scene.



Emergency Management

EARTHQUAKE

During an Earthquake

Remain calm and quickly follow the steps outlined below.

1. ***If inside, stay there. If outdoors, stay there.*** Most injuries occur as people are entering or leaving buildings.
2. ***If indoors*** seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment. Do not use candles, matches, or other open flame during or after the tremor because of possible gas leaks. **Never use elevators since the power may fail.**
3. ***If outdoors,*** move quickly away from buildings, utility poles and other structures. The greatest danger from falling debris is just outside doorways and close to outer walls. **Caution: Always avoid power or utility lines as they may be energized.**

After an Earthquake

1. After the initial shock, evaluate the situation and if emergency help is necessary call HU Security (540-362) **6911**. Protect yourself at all times and be prepared for after-shocks.
2. Damaged facilities should be reported to HU Security.
NOTE: Gas leaks and power failures create special hazards.
3. Do not use matches, lighters, candles, lanterns or open flames of any type until it has been established that there are no gas leaks. In addition, do not turn light switches on and off as this creates sparks that can ignite gas from broken lines.
4. If an emergency exists which requires building evacuation, do so and assist the disabled.
5. Stay away from damaged areas unless assistance has been requested.
6. HU Security and Plant Operations shall make a determination when entry into the area/building shall be permitted following the emergency.



Emergency Management

EXPLOSION/PLANE CRASH

In the event a mishap occurs such as an explosion or a downed aircraft (crash) on campus, take the following action:

Immediately take cover under tables, desks, and other object, which will give protection against falling glass or debris.

After the effects of the explosion and/or fire have subsided, notify **HU Security, Emergency (540-362) 6911**. Give your name and describe the location and nature of the emergency.

If necessary, or when directed to do so, evacuate the building and walk quickly to the nearest marked exit and ask others to do the same.

Assist the disabled in exiting the building! Remember that elevators are reserved for handicapped persons. ***Do not use elevators in case of fire. Do not panic.***

Once outside, move to a clear area at least 50 yards away from the affected building. Keep streets and walkways clear for emergency vehicles and crews.

Do not return to an evacuated building unless told to do so by a university official.

After any evacuation assist emergency responders with student, faculty and staff headcounts if requested.



Emergency Management

FIRE

1. **Activate the nearest fire alarm.**
2. Immediately call HU Security (by dialing 6911 on campus or 540-362- 6911 from an off campus phone) from a safe place and give your name, location and the extent of the problem.
3. **Evacuate the building** by the nearest available exit, **Do Not Use Elevators.**
 - a) If possible, stay alert as you exit, quickly check nearby restrooms, copier rooms, storage rooms, etc., for others who may need to be reminded to leave or may need assistance.
 - b) Accompany and assist person(s) with disabilities who appear to need direction or assistance. If you are unable to assist, alert emergency personnel to the location of any disabled person(s).
 - c) Take with you: essential personal items **ONLY**. Do not attempt to take large or heavy objects.
 - d) Shut all doors behind you as you go.
 - e) Once out of the building, move 50 yards from the building (or as instructed by emergency personnel). Keep streets and walkways clear for emergency vehicles and crews.
4. **Do not return to an evacuated building** unless authorized by Emergency Responders.



Emergency Management

FLOODING

General Procedures

1. If flooding is likely, you will be informed to vacate your building and/or residence and move to safe area before access is cut off by floodwaters.

During a Flood

1. Stay on higher ground; avoid areas subject to sudden flooding.
2. Do not attempt to cross an area of flowing water if it is above the knees.
3. Do not attempt to drive over a flooded road; you could become stranded and trapped.
4. If flooding occurs in a building, stop using all electrical equipment. Notify HU Security and vacate the area, if necessary. Keep unauthorized personnel from entering the area. Remember, there is an extreme danger of electric shock.
6. If an emergency exists, call HU Security at 6911.
7. HU Security, Plant Operations personnel and Building Emergency Coordinators are responsible for identifying and assisting disabled personnel during building evacuation and personnel accountability procedures.

After a Flood

1. HU Security and Plant Operations shall make a determination when entry into the area/building shall be permitted following the emergency.
2. Do not drink any of the water in the area until it has been tested by health officials.
3. Do not handle live electrical equipment in wet areas. Electrical equipment should be checked and dried thoroughly before being returned to service.
4. Check for damage to buildings and grounds and report to HU Security. NOTE: To examine buildings, use flashlights, not lanterns or torches; flammables from broken containers or ruptured gas lines may be inside.



Emergency Management

MEDICAL EMERGENCIES

1. Do not move an injured or ill person unless it appears to be life threatening to the person to stay in that location.
2. **Immediately call HU Security** by dialing '6911' on campus or (540) 362- 6911 from an off campus phone. Provide your name, location and as much information about the injured or ill person as possible.
3. If needed administer first aid or CPR if you have such training.
4. Keep the person comfortable and reassure them that help is on the way.
5. Remain with the person until responders arrive.



Emergency Management

MISSING RESIDENT STUDENTS

1. All concerns of a possible missing resident student should be reported to HU Security by dialing “6419” from any campus telephone or 540-362-6419 from an off campus phone.
2. Be prepared to supply facts to security officials as to the circumstances that have led you to believe that the resident student may be missing:
 - a. A physical description including clothing worn when last seen,
 - b. Where the student was last seen and if the student was with anyone,
 - c. Concerns about the mental or physical condition of the person, etc.



Emergency Management

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to him or herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations or uncontrollable behavior.

If a Psychological Crisis Occurs

1. Never try to handle a situation you feel is dangerous on your own.
2. Notify the HU Security Department of the situation (540-362) **6911**. Clearly state that you need immediate assistance, give your name, your location and the area involved.
3. Keep unauthorized personnel away from the area.
4. If necessary, the HU Security Desk will contact Roanoke County Police for expertise in handling the situation.

Avoiding Violent Situations

Inform management about threats. Eliminate opportunities for violence by:

- ✓ Giving yourself an out;
- ✓ Having a second person in the room;
- ✓ Standing behind a barrier;
- ✓ Using effective people skills;
- ✓ Alerting HU Security.



Emergency Management

CHEMICAL EMERGENCIES

- 1. Vacate the affected area** at once and, if possible, seal it off to prevent further contamination.
- 2. Immediately call HU Security** by dialing 6911 on campus or (540) 362- 6911 from an off campus phone.
- 3. Inform the Dispatcher** of what had occurred:
 - a. Type of chemical if known
 - b. Whether or not anyone is injured
 - c. Extent of injuries
 - d. Location of incident
 - e. Name of caller
 - f. If the chemical is not contained and poses an inhalation risk or may cause harm if it is contacted, evacuate the area and wait for the arrival of HU Security.
 - g. Inform the officer of the exact location and type of chemical if known. If possible have MSD sheets on chemical ready for the arrival of local agencies.
- 4. Evacuate building** and alert others as you vacate,
 - a. If possible, stay alert as you exit, quickly check nearby restrooms, copier rooms, storage rooms, etc., for anyone or anything unusual.
 - b. Accompany and assist person(s) with disabilities who appear to need direction or assistance. If you are unable to assist alert emergency personnel the location of any disabled person(s).
 - c. Take with you: essential personal items **ONLY**. Do not attempt to take large or heavy objects.
 - d. Shut all doors behind you as you go.
 - e. Once out of the building, move at least 100 yards from the structure (as instructed by emergency personnel). Keep streets and walkways clear for emergency vehicles and crews.
- 5. Do not return to an evacuated building** unless authorized by Emergency Responders.



Emergency Management

TORNADO/SEVERE THUNDERSTORM

A **tornado watch** means tornadoes are likely to develop.

A **tornado warning** means a tornado has been spotted in the immediate area.

Tornado sighting or warning – The Area Warning System (Siren) may be used.

- 1. Immediately call HU Security** by dialing ‘6911’ on campus or (540) 362-6911 from an off campus phone.
- 2. Move to the lowest level** or to an interior hallway of the building quickly.
- 3. Alert others in the building** to also move to a safe place.
- 4. Stay away from windows** and areas with a large expanse of glass.
- 5. Avoid auditoriums, gymnasiums,** and other large rooms with free-span roofs.
- 6. Do not use elevators;** remain calm.
- 7. Assist disabled to an interior hallway** away from windows and areas with a large expanse of glass if they cannot move safely to the lowest level.
- 8. Protect your head and face.** If possible, get under a sturdy table or other structure.
- 9. Wait for an “All Clear” message via the Area Warning System, e2Campus or Emergency Responders.**



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ELECTRICAL POWER OUTAGE

1. **Immediately call HU Security** by dialing '6419' on campus or (540) 362- 6419 from an off campus phone.
2. **Do not burn candles** because it is a fire hazard and against the Hollins University fire policy.
3. If you have to move inside of a building for any reason, use a flashlight (if available and necessary) and be aware of any hazards in your path of travel.
4. Some campus buildings are equipped with emergency generators and essential power will be supplied to the buildings.
5. **Turn off power strips and/or appliances** to prevent damage due to a power surge when the electricity is restored.
6. **Keep refrigerator and freezer doors** closed and throw any items out if you have any doubt that they may be spoiled due to the lack of refrigeration.
7. If you need to exit or evacuate the building for any reason, do so with caution and remain calm.



Emergency Management

ARMED INTRUDER

Armed Intruder sighting or warning – the Area Warning System (Siren) may be used.

1. **If the intruder is outside of the building:**
 - a. **Immediately call HU Security** by dialing 6911 on campus or (540) 362- 6911 from an off campus phone.
 - b. **Move to a core area of the building if safe to do so** and remain there until an “all clear” is given via **e2Campus or Emergency Responders**.
 - c. **Turn off all of the lights and close and lock all doors and windows.**
 - d. **If you can do so safely, get all students or department members on the floor and out of the line of fire.**
 - e. If the staff or students do not recognize the voice that is giving the instruction, they should not change their status. Unknown or unfamiliar voices may be false and designed to give false assurances.

2. **If the intruder is inside the building:**
 - a. If it is possible to flee the area safely and avoid danger, do so.
 - b. **Immediately call HU Security** by dialing 6911 on campus or (540) 362- 6911 from an off campus phone. Give the location of the incident and as much detail as possible.
 - c. If flight is impossible, **lock all doors and windows.**
 - d. **Get down on the floor or under a desk and remain silent.**
 - e. **Get students or department members on the floor and out of the line of fire.**
 - f. Wait for the “all clear” via e2Campus or Emergency Responders.

3. **If the intruder comes in your office or class:**
 - a. There is no one procedure that the authorities can recommend in this situation.
 - b. Attempt to get the word out to **HU Security** by dialing 6911 on campus or (540) 362- 6911 from an off campus phone if possible.
 - c. Use common sense. If hiding or flight is impossible, attempt to negotiate with the individual.
 - d. Attempting to overcome the individual with force is the last resort that should be initiated in the most extreme circumstances.
 - e. Remember that there may be more than one armed intruder.
 - f. Wait for the “all clear” via e2Campus or Emergency Responders.
 - g. If you flee the scene, get as far away as possible and then contact HU Security.

4. **If you are outside of a building:**
 - a. Immediately ‘Take Cover’ in place. **DO NOT** go into buildings. Be aware of your surroundings and be vigilant of those persons approaching your location. If the violent intruder is nearby or headed towards you, conceal yourself if possible or flee the area away from the intruder.



Emergency Management

EVACUATIONS

Building Evacuation

1. All building evacuations will occur when an alarm sounds and/or upon notification by Campus Security or Building Emergency Coordinator.
2. If time and conditions permit, secure your workplace and take with you important personal items such as car keys, purse, medication(s), glasses, etc.
3. When the building evacuation alarm is activated during an emergency leave by the nearest marked exit and alert others to do the same. WALK - do not run.
4. Follow instructions from emergency personnel or your Building Coordinator.
5. Keep noise to a minimum so you can hear emergency instructions.
6. Use handrails in stairwells, stay to the right.
7. Assist people with disabilities.
8. Remember that elevators are reserved for persons with disabilities. **Never use an elevator in a fire or earthquake.** Electric power is likely to fail in both cases leaving you trapped.
9. Once outside, move quickly away from the building and watch for falling glass and debris.
10. Proceed to the designated gathering point. This should be a clear area that is at least 500 feet or further, depending on the type of incident, away from the affected building. Stay there.
11. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know your area assembly points.
12. Immediately notify emergency personnel of any injured persons and individuals remaining in the affected building.
13. Do not return to an evacuated building unless told to do so by emergency personnel, building or University officials.

Evacuation of Persons with Disabilities

Evacuation may not be necessary or advisable. If persons with disabilities cannot be transported from the building without using an elevator, notify emergency responders. Never use an elevator in a fire or earthquake. Be prepared to notify rescue personnel immediately upon their arrival of the location of any persons with disabilities.

Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced through the use of Campus Security and the Emergency Notification System.
2. All persons (student and staff) are to vacate the site in question immediately and relocate to another part of the campus grounds or the surrounding area as directed.
3. The evacuation may include relocation to designated shelter areas established by Roanoke County or the Commonwealth.



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4. Follow the building evacuation procedures described above for individual building and affected sites.

"Shelter-In-Place" Procedures

1. During certain emergency situations, particularly chemical, biological or radioactive material releases and some weather emergencies, you may be advised to "shelter in place" rather than evacuate the building.
2. Stay inside the building (or go indoors as quickly as possible).
3. Quickly locate supplies you may need such as food, water, radio, etc.
4. If possible, go a room or corridor where there are no windows and few doors.
5. If there is time, shut and lock all windows and doors. (Locking them may provide a tighter seal against chemicals).
6. Push a wet towel up against the crack between the door and the floor to seal it.
7. In the event of a chemical release, go to an above-ground level of the building; some chemicals are heavier than air and may seep into basements even if the windows are closed.
8. Turn off the heat, fans, air conditioning or ventilation system, if you have local controls for these systems.
9. Drink bottled, stored water, not water from the tap.
10. If possible, check for additional information via My.Hollins, e-mail, AUDIX, and/or monitor radio or television for further details.
11. Do not call 6911 unless you are reporting a life-threatening situation.
12. When the "all clear" is announced:
 - a. Open windows and doors. Turn on heating, air conditioning or ventilation system.
 - b. Go outside and wait until the building has been vented.