



VILLANOVA UNIVERSITY

EMERGENCY GUIDEBOOK

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INTRODUCTION

This guidebook was designed to give members of the University community a ready-reference on how to respond in case of an emergency situation on or near the campus. Campus safety is a responsibility we all share. All of us play a critical role in keeping students, faculty, and staff safe on campus. Here's how you can do your part:

- **Subscribe to NOVA Alert.** NOVA Alert is the best and quickest way to get information in an emergency. Emergency situations develop and change very quickly. NOVA Alert keeps you informed as things change.
 - **Plan ahead.** The time to think about what you would do in an emergency is now. Please take a few minutes to read through these procedures and consider how you would respond.
 - **If you see something, say something.** Reporting crimes, suspicious behavior, and safety concerns to Public Safety helps to keep us all safe. Program (610) 519-4444 into your cell phone and don't hesitate to make a report.
 - **Always carry your Wildcard.** In an emergency, you may find yourself locked out of your building or area as some doors may lock to keep intruders out. Carrying your Wildcard will ensure you can move about if necessary should doors be locked.
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ACTIVE SHOOTER

Quickly determine the best way to protect your life.

Evacuate If Possible

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible to responding police officers.

Hide Out

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock doors.
- Silence cell phones.

Take Action

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression. Throw items at the shooter if possible.

Call 911 or Public Safety at (610) 519-4444 when it is safe to do so.

**ACTIVE
SHOOTER**

LOCKDOWN

An imminent threat of violence may be cause for a lockdown of all or part of campus. Some exterior doors will lock automatically. Emergency responders will lock others manually. The goal is to limit exposure of students, faculty and staff to danger by preventing dangerous persons from entering campus buildings.

If a lockdown is ordered:

- Stay Inside! Do not leave the building unless an imminently dangerous situation arises inside. If outside, seek shelter in the nearest building.
- Take shelter in a lockable room if possible.
- Close windows, shades and blinds, and avoid being seen from outside the room if possible.
- Monitor Nova Alert and email for updates and further instructions. A description of the actor will be disseminated as soon as possible using these methods.
- Report any emergency or unusual condition to Public Safety.
- Use discretion in admitting anyone into a secure building. Require that all backpacks and other bags be left outside at least 30 feet from the building. Require that the person seeking shelter open all outer garments for visual inspection before allowing entry.
- Once in a secure location, do not leave until receiving the “all clear” from a police officer, Public Safety officer, Nova Alert, email or website communication.

LOCKDOWN

FIRE

- Activate the fire alarm system by pulling a fire alarm station on your way out of the building.
- If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.
- Leave the building via the nearest exit. Warn others as you leave.
- Do not use elevators.
- Feel doors before opening; if door is hot, don't open it.
- Close doors and windows as you leave if safe to do so.
- Report the fire to Public Safety by calling (610) 519-4444 once outside.
- If trapped, keep the doors closed and place cloth under them to keep out smoke. Signal for help by hanging an object (e.g., such as a jacket or shirt) out of the window to attract attention.
- Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles. Notify emergency responders of anyone trapped, especially anyone with a physical disability who cannot evacuate.
- Do not go back in the building for any reason until an authorized university official deems it safe to re-enter.

FIRE

BOMB THREAT

Bomb threats usually come by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller.

- When will the bomb explode?
- What kind of bomb is it?
- What will cause it to explode?
- Where is it right now?
- What does it look like?
- Did you place the bomb?
- Who placed the bomb?
- Why did you place the bomb?
- How many bombs are there?
- What is your address?
- What is your name?
- Notify the Public Safety by calling (610) 519-4444 immediately to give the information you have obtained. Describe the caller's voice, any background noises you heard, and the exact wording of the message.
- Do not touch suspicious packages. Be sure to inform Public Safety of any suspicious packages, items or people in the area.
- Follow instructions from first responders in regards to evacuation assembly areas.

BOMB THREAT

SUSPICIOUS PACKAGE

- Do not open the suspicious item. If you have opened it, remain calm.
- Notify Public Safety at (610) 519-4444 immediately.
- Do not move the letter or package or examine it further.
- Keep others out of the area. Close off the area if possible.
- If possible, limit the use of two-way radios and cell phones near the suspicious item.
- If the package is leaking a substance or powder and you came into contact with the substance, keep your hands away from your eyes, nose, mouth, or any part of your face. Do not touch others or let others touch you.
- Wash your hands and arms from the elbow down with soap and hot water.
- Do not attempt to clean or cover anything that might have spilled from a package.
- Follow all instructions given by emergency responders.

**SUSPICIOUS
PACKAGE**

LARGE CHEMICAL SPILL

- Notify Public Safety at (610) 519-4444 immediately.
- Do not attempt to clean up the spill.
- Remove yourself and others from the area.
- Close doors to isolate the area.
- If anyone had contact with the hazardous material, they should be isolated and await treatment by emergency personnel. Do not leave the site until you are cleared by emergency responders.
- Do not pull the fire alarm unless there is a fire.
- Provide first responders with information about the spill, chemical and the spill area.
- Evacuate the building if first responders issue the evacuation order.
- Re-enter the building only when an “all clear” is provided by first responders.

**LARGE
CHEMICAL SPILL**

EMERGENCY CONTACTS & RESOURCES

Public Safety - Emergency	(610) 519-4444
Public Safety Non-Emergency	(610) 519-5800
Public Safety (during a phone outage).	(610) 519-0524
Off-Campus Emergencies	911
Weather Closing and Emergency Hotline	(610) 519-4505
Environmental Health and Safety	(610) 519-3801
Facilities Management	(610) 519-4420
Facilities (after hours/holidays).	Call Public Safety Non-Emergency
Disability Services	(610) 519-4095
Student Health Center.	(610) 519-4070
Sexual Assault Resource Coordinator	(610) 519-7407
Counseling Center	(610) 519-4050
Employee Assistance Program: Check HR website or call HR at	(610) 519-7900
UNIT Helpdesk (Phone/internet outage).	(610) 519-7777
Media Relations Office	(610) 519-5152

EMERGENCY NOTIFICATION

One or more of the following methods may be used to notify the campus community of various emergency events that may impact students, staff, faculty, and visitors on the campus.

- **NOVA Alert:** Important emergency alerts, notifications, and updates are sent to all registered devices, including cell phone and email accounts when there is an immediate threat to the safety of the University community. Students, parents, and employees may opt into the NOVA Alert system when entering cell phone information into the University's records management system, Novasis.
- **Public Safety Website:** Critical information is posted on Public Safety's home page and may be viewed both internally (students, faculty and staff) and externally (parents, alumni and other constituents). Through the Public Safety website, the University will provide updates to the community as needed.
- **Email:** Broadcast emails are sent to Villanova students, faculty and staff.
- **Telephone:** Broadcast voice mails are sent to faculty, staff and RAs, and can be accessed both on and off campus through individual voice mail accounts. Critical information is posted on the Villanova Emergency Hotline, (610) 519-4505.

EMERGENCY
NOTIFICATION

EVACUATION

Building Evacuation

- All building occupants are required to evacuate when the fire alarm sounds or upon the order of an authorized university official such as a Public Safety officer.
- If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.
- Move to the closest exit and proceed down the EXIT stairwell in a safe and orderly manner. Take personal belongings with you. Do NOT use elevators.
- Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles. Notify emergency responders of anyone trapped, especially anyone with a physical disability who cannot evacuate.
- Do not go back in the building for any reason until an authorized university official deems it safe to re-enter.

Large-Scale Evacuation

- If evacuation of part or all of the campus is necessary, monitor NOVA Alert, e-mail and the University website for additional information.
- Those in need of transportation will be directed to areas to await transport to an off-campus site.

EVACUATION

EVACUATING THE DISABLED

Pre-Planning is Important. If you may need assistance evacuating in an emergency you should pre-plan and contact the Office of Disability Services at (610) 519-4095. Disability Services works with the Public Safety Department regarding the living arrangements and class schedules of disabled students. Physically disabled employees should contact the Public Safety Office directly for assistance in pre-planning.

- Evaluate your need to identify yourself as someone who requires assistance during an evacuation. Some people who may need assistance have no visible disability.
- Master the skill of giving quick information on how best to assist you. Be clear and concise. If you have difficulty speaking, consider using a carry-with-you preprinted message.
- Establish a personal network consisting of people who are regularly in the same area as you. Do not depend on any one person as they may not always be available. Assess your own abilities and communicate your capabilities and limitations to those in your network.
- Determine all your evacuation options and prioritize them. Consider the pros and cons of each:
 - Being carried – You have a chance to get out but you and/or your helpers may be injured in the process.
 - Evacuation chairs – Evacuation chairs are safer than being carried and you don't have to wait for the fire department to reach you. These take practice to use safely, however, and the device has to be nearby.
 - Areas of Refuge – Areas of refuge are fire-resistant spaces where people unable to use stairs can call for help by way of two-way communication devices. An area of refuge is a good option if you feel that you may be injured if you evacuate using the stairs; however, they are typically not available in older buildings and you may be overcome by smoke before getting help from rescue personnel.

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EVACUATING THE DISABLED *continued*

- Use of elevators – Elevators are useful in non-fire emergencies however they are shut down automatically if the fire alarm is activated. The elevator shaft can also become a chimney for smoke and the power can go out, leaving the elevator stuck between floors.

Evacuation Procedures

- Attempt a rescue evacuation only when a physically disabled person is in immediate danger and cannot wait for professional assistance.
 - If the building has an Area of Refuge, assist the disabled person to that area. If possible, at least one person should wait with the disabled person. For buildings that do not have an Area of Refuge, the disabled person should be moved to the nearest stairwell, or a room with the door shut which is well clear of any hazardous area.
 - Ask others leaving the building to notify emergency responders that a physically disabled person needs assistance in evacuating. Give the specific location.
 - If waiting for rescue is not an option, two physically capable occupants of the building should be invited to volunteer to assist the disabled in evacuating. Ask how the disabled person can best be assisted or moved, and whether they require any special considerations or items that need to come with the person. Keep in mind that you may need to clear debris in order to safely evacuate.
 - Do not use elevators unless told to do so by emergency responders.
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MEDICAL EMERGENCIES

- Do not move a seriously injured person unless there is a life threatening situation.
- Call Public Safety at extension 4444 or (610) 519-4444.
- Give your name, location, and telephone number.
- Give as much information as possible regarding the nature of the injury or illness, whether or not the victim is conscious, etc.
- Do not hang up until directed to do so by the emergency operator.
- Return to the victim; administer first aid, if you know how; and keep the victim as calm and comfortable as possible.
- Remain with the victim. A Public Safety Officer will respond immediately to the scene and will summon additional medical personnel if necessary.

**MEDICAL
EMERGENCIES**

REPORTING CRIME

All crimes should be reported to the Public Safety Department at (610) 519-4444. Public Safety personnel will respond and will call local police for assistance if necessary.

If you witness a crime in progress call Public Safety immediately. Give your name, location, and phone number. Do not hang up until the dispatcher tells you to do so. Remain at the location until an officer contacts you unless it is not safe to do so.

**REPORTING
CRIME**

SHELTER-IN-PLACE

Shelter-in-place is designed to keep you safe while indoors if dangerous environmental conditions exist, such as extreme weather or a hazardous materials release.

If a shelter-in-place is ordered:

- If outside, seek shelter in the nearest building, preferably in an interior room with few windows.
- Allow access to others seeking shelter. Remember: a Shelter-in-Place order means there are dangerous environmental conditions but NOT any known threat of violent behavior. Allowing others into the building will not jeopardize your safety.
- Close all exterior doors, windows and any other openings to the outside.
- Avoid overcrowding by selecting several rooms if necessary.
- Monitor Nova Alert and email for further instructions.
- Report any emergency or unusual condition to Public Safety.
- Do not leave the building until receiving the “all clear” from a police officer, Public Safety officer, Nova Alert, email or website communication.

STUDENT IN DISTRESS

If you are in contact with a student who appears to be an immediate threat to his or her own safety or that of others, call Public Safety at (610) 519-4444.

Quick Reference for Helping Students having difficulties.

Recognize Symptoms

- Significant change in academic performance or classroom conduct
- Unusual behavior or appearance
- Traumatic event or change in relationships
- Reference to suicide, homicide, or death

Respond to the Student

- Speak privately with student
- Directly and candidly discuss your observations and concerns
- Offer support and assistance

Refer to a Mental Health Professional at the Counseling Center

- Be caring, firm, and straight-forward in your referral
- Consider calling from your office or escorting student to the Counseling Center.

Consult with On-Campus Resources – Discuss your concerns about a student with any of the following on campus resources.

- University Counseling Center – (610) 519-4050
- Student Health Center – (610) 519-4070
- CARE Committee – (610) 519-4550
- Dean of Students – (610) 519-4200

WINTER STORM

Villanova University implements the following procedures for announcing operational changes during periods of inclement winter weather:

- The decision to delay or close the University due to inclement weather is made by the Associate Vice President for Facilities Management in consultation with senior University officials.
- Closings and delays are announced using the following methods:
 - NOVA Alert
 - Broadcast voicemail messages
 - KYW Radio – 1060 AM
 - Emergency/Weather closing hotline at (610) 519-4505
 - University website
- Do not come to campus when a weather-related closing is announced. Employee access to inner-campus is typically limited to emergency vehicles and snow removal personnel. If a weather closing is possible, take any needed items from campus in advance as you may not be permitted to enter until snow removal is complete.

TORNADO/SEVERE WEATHER

- A **tornado watch** is issued by the National Weather Service when tornadoes are possible in the area.
- A **tornado warning** is issued when a tornado has been sighted, or indicated by weather radar, in the area.
- Monitor local TV stations, NOVA Alert and weather websites for severe weather updates.
- Be prepared to take shelter on the lowest level of your building or residence hall if a tornado warning is issued.
- Do not pull the fire alarm to alert others of a tornado warning.
- Stay away from windows and exterior doors.
- Move to an interior hallway for shelter.
- Wait for an all clear notification prior to returning to your work area, classroom, or living area.
- If outdoors, lie in a ditch, low-lying area, or crouch near a building if shelter is not available or if there is no time to get indoors.

UTILITY/PHONE/IT FAILURE

Utility Failures

- Immediately report utility failures during regular work hours (Monday - Friday 8:00 a.m. – 4:00 p.m.) to the Facilities Management Office at (610) 519-4420.
- Immediately report utility failures after regular work hours, on weekends, and on holidays to Public Safety at (610) 519-5800.

Phone & IT Failures:

- Call the UNIT Helpdesk at (610) 519-7777 during normal business hours to report an outage. If this number is not working, call the Public Safety alternate phone number listed below.
- In the event of a campus-wide phone failure, Public Safety's normal phone numbers will not work, including the emergency number. Public Safety's alternate phone number in a power outage is (610) 519-0524.

MEDIA CALLS

The Media Relations Office serves as the point of contact for all media inquiries. During an emergency situation, it is especially important that reporters be directed to the Media Relations Office. The Media Relations Office speaks on behalf of the University and has the most accurate and up-to-date information available about an incident. In addition, Media Relations works closely with emergency responders to coordinate what information can or should be released to the general public.

When receiving any calls from a media representative, please take the following steps:

- Direct all media inquiries to the Media Relations Office at **(610) 519-5152**.
- To assist the Office of Media Relations in responding as quickly as possible, feel free to obtain the following information and forward it to the Media Relations Office:
 - The reporter's name and phone number
 - The media organization he/she represents
 - The type of information he/she is seeking
 - The reporter's deadline
- Regardless of the situation or what the media questions might be, never say "No Comment". A better response is "Thanks for calling. Allow me to refer you to our Media Relations Office, who handles media questions and they will be able to assist you."
- Never talk "off the record" with the media. Always assume that they will use any information that they obtain in their report.

ELEVATOR FAILURE

If you become trapped in an elevator, the following actions should be taken:

- DO NOT panic. Use the elevator phone or your cell phone to call for assistance.
- Press the ALARM or HELP button to notify others who may be nearby.
- DO NOT attempt to force the door open or attempt to climb out of the elevator car. The elevator may re-start without warning.
- Your best course of action is to relax, get comfortable, and wait for professional assistance. Even if the air temperature feels warm, there is plenty of air circulating in the elevator and throughout the shaft.
- Provide the following information to Public Safety:
 - Your name
 - Total number of people in the elevator
 - Report any injuries, medical conditions, or disabilities.
- Public Safety will contact Facilities Management and/or the fire department to get you out.

HOSTAGE SITUATION

IF YOU HEAR OR SEE A HOSTAGE SITUATION:

Immediately remove yourself from any danger and notify the Department of Public Safety at x4444 or (610) 519-4444. Be prepared to provide the following information:

- Location and room number of incident.
- Number of possible hostages and hostage takers.
- Physical description and names of hostage takers, if possible.
- Any weapons the hostage takers may have.
- Your name, location and phone number.

IF YOU ARE TAKEN HOSTAGE:

- Remain calm, be polite and cooperate with your captors.
- DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. DO NOT complain and avoid being belligerent or argumentative.
- DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

IN A RESCUE SITUATION:

- DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a responder may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched DO NOT resist. You will be taken to a safe area, where proper identification and status will be determined.

SEXUAL ASSAULT

SEXUAL ASSAULT DEFINED. Sexual assault is having or attempting to have sexual intercourse or sexual contact with another individual without consent. This includes sexual intercourse or sexual contact achieved by the use or threat of force or coercion, where an individual does not consent to the sexual act, or where an individual is incapacitated.

Attempted or Actual Penetrations: Having or attempting to have non-consensual vaginal, anal, or oral penetration, however slight, with any object or body part, with another person.

All Other Forms of Non-Consensual Sexual Contact: Having or attempting to have any non-consensual, non-accidental touching of a sexual nature. This touching can include, but is not limited to, kissing or touching the private parts of another, or causing the other to touch the harasser's private parts.

Consent

Consent is often a critical issue in sexual assault cases. Each participant in a sexual encounter is expected to obtain and give consent to engage in all forms of sexual activity:

- Consent is an explicitly communicated, reversible mutual agreement in which all parties are capable of making a decision.
- Consent is informed, voluntary, and actively given.
- Consent exists when all parties exchange mutually understandable affirmative words or behavior indicating their agreement to participate voluntarily in sexual activity.
- Consent may not be inferred from silence, passivity, lack of resistance or lack of an active response alone.
- A person who does not physically resist or verbally refuse sexual activity is not necessarily giving consent.
- An individual who is physically incapacitated from alcohol or other drug consumption (voluntarily or involuntarily), or is unconscious, unaware or otherwise physically impaired is considered unable to give consent.
- Being intoxicated or impaired by drugs or alcohol is never an excuse for sexual assault, sexual harassment or other sexual misconduct and does not diminish one's responsibility to obtain consent.
- Just because someone has consented to sex in the past, doesn't mean that they're consenting now.

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SEXUAL ASSAULT *continued*

What to do in the event of a sexual assault:

- Do not change your clothing.
- Do not shower, wash, douche, or use the toilet prior to a medical exam.
- Do not apply medication to injuries unless absolutely necessary.
- Do not disturb anything in the area where the assault occurred.
- Do not drink or chew gum.
- Do not store your clothing in anything other than a plastic bag.
- Get medical attention as soon as possible:
 - Contact the Student Health Center at (610) 519-4070 or go to the Health Center. Medical professionals are available 24 hours a day, 7 days a week.
 - Medical attention at the local hospital is required to preserve evidence should you seek criminal prosecution. It is important to know if you go to the hospital, the local police will be called.
 - If you suspect that you may have been given a predatory rape drug, please give health care professionals this information. A urine sample can be collected within 72 hours of a sexual assault for predatory drug testing. The cost for this test is paid for by the University.
- Seek free confidential counseling at the University Counseling Center.
- Discuss your options and receive support from University's Sexual Assault Resource Coordinator, who works in the Office of Health Promotion at (610) 519-7407.
- File a report with Public Safety at (610) 519-4444 and/or the police department where the incident took place.

PREPARING FOR A DISASTER

1. Get a kit of emergency supplies.

Be prepared to improvise and use what you have on hand to make it on your own for at least three days, maybe longer. While there are many things that might make you more comfortable, think first about fresh water and food. Always have a ready supply of water along with some non-perishable food – enough to get you through a few days.

2. Make a plan for what you will do in an emergency.

Plan in advance what you will do in an emergency. Be prepared to assess the situation. Use common sense and whatever you have on hand to take care of yourself and your loved ones. Work out a communication plan with your family in the event that cell service was not available. Consider how far you would have to travel to get home and where you might go if you were unable to initially go home. Do you have friends or relatives within driving distance to Villanova? Communicate in advance with your family in advance in the event you lose communication with them.

3. Be informed about what might happen.

NOVA Alert is the University's primary method of emergency communication. Go to alert.villanova.edu to sign up for NOVA Alert.

Some of the things you can do to prepare for the unexpected, such as assembling a supply kit and developing a family emergency plan, are the same for both a natural or manmade emergency. However there are significant differences among potential terrorist threats, such as biological, chemical, explosive, nuclear and radiological, which will impact the decisions you make and the actions you take. By beginning a process of learning about these specific threats, you are preparing yourself to react in an emergency.

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