THE UNIVERSITY OF THE ARTS

Community Safety Guide
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INTRODUCTION

Immediate and appropriate responses to emergency situations can save lives and reduce damages. The University of the Arts Emergency Guide contains basic reference information, procedures, and key phone numbers to help you react to emergency situations on campus. It is intended for the use of staff, students, faculty, and the University of the Arts community at large.

Remember that when only internal help is required, you should call the University of the Arts emergency line at x6666 (215-717-6666).

If external help is required, it is important that both 911 and the UArts emergency line be contacted. If you contact 911 via a University of the Arts landline (9 + 911), the Office of Public Safety will automatically monitor the call. However, when calling 911 via a cellular phone, you must place a follow-up call to the UArts emergency line to notify them of the emergency, allowing them to escort emergency vehicles to the site.

It is important to note that being prepared before an emergency occurs can significantly reduce its negative impacts. The following are some of the things you can do to ensure that you are better prepared:

- Read this Emergency Guide thoroughly and keep it on hand.
- Participate in drills and training.
- Keep a copy of emergency contact numbers.
- Identify the emergency routes/exits from your office/classroom.
- Ensure your classroom/office has the appropriate emergency evacuation procedures signage.

However, please keep in mind that even the best prevention programs do not eliminate the possibility that a serious emergency can occur on campus.

All members of the University of the Arts community will receive emails in case of a serious emergency on campus. To receive text and voice alerts to your mobile phone, please sign up for the UArts Alert system:

- Log-in to the UArts portal
- On the left hand navigation menu, click “Emergency Alerts”
- Click on “UArts Alert Messaging Sign Up”
- Follow the instructions to sign up
IN CASE OF LIFE THREATENING EMERGENCY, SEVERE INJURY OR VIOLENCE AT ANY TIME, CALL 911 (9 + 911 FROM LANDLINE) AND THE UArts EMERGENCY LINE AT 215-717-6666

EMERGENCY PHONE NUMBERS

<table>
<thead>
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<th>Outside Agencies</th>
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<tr>
<td>Phila. Emer. Mgmt.</td>
<td>Suicide Prevention (215) 686-4420</td>
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<td>PA Emer. Mgmt.</td>
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<td>PECO (electric)</td>
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<td>PGW (gas)</td>
<td>Domestic Violence</td>
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<td>Homeland Security - PA</td>
<td>Alcohol/Drug Abuse</td>
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<td>AIDS/HIV</td>
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OTHER USEFUL NUMBERS

<table>
<thead>
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<th>Campus Telephone Numbers (215-717-XXXX)</th>
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<td>President</td>
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GENERAL EMERGENCY CALL PROCEDURE

If external help is required (police, ambulance, fire department):

1. Contact Emergency Services – 911 (9 + 911 from landline)
2. Provide operator with following information:
   a. Your name and phone number
   b. Location of the incident
   c. Nature of the incident
   d. Number of injured people and nature of injuries
   e. Nearest building entrance that emergency personnel can use
3. Designate someone to meet emergency personnel outside building.
4. Stay on the line with operator.
5. Follow up with a call to the UArts emergency line at 215-717-6666.

If internal help only is required (Public Safety):

1. Call the UArts emergency line at 215-717-6666 and provide the following information:
   a. Your name and phone number
   b. Location of the incident
   c. Nature of emergency
   d. Number of injured people and nature of injuries
MEDICAL EMERGENCIES

Should you require medical assistance, contact the UA Arts emergency line at 215-717-6666. If you need an ambulance, call 911 (9 + 911 from landline). If you are placing this call from a cellular phone, immediately place a follow-up call to the UA Arts emergency line at 215-717-6666.

SEVERE WEATHER

During a severe storm:
- Stay safe, warm, dry and calm.
- Avoid driving.
- Do not go outside if you don’t have to, but if you must, dress warmly to prevent frostbite and hypothermia.
- Information on class cancellations and school closings will be communicated via the UA Arts alert system and the University website.

If stranded at work:
- Choose a comfortable location with co-workers.
- Gather any emergency supplies that may be available.
- Advise Public Safety of your location and the number of people you are with.
- Make yourself comfortable and look after each other.

Be prepared:
- Check weather information regularly.
- Dress appropriately.
- Have adequate emergency supplies stored at your office, in your car and at home.
- Have a family emergency plan in the event you cannot make it home on time.

POWER OUTAGE

During a power outage:
1. Remain calm.
2. If emergency lighting does not come on, wait a few minutes: power interruptions are frequently of short duration.
3. Do not use candles, matches, lighters or other open flames as light.
4. If you work with hazardous chemicals, keep a flashlight available to allow you to safely shut down operations.
5. If lighting is interrupted for more than 10 minutes, notify UA Arts emergency line at 215-717-6666. Do not move around in the dark. Public Safety will evaluate the need to evacuate the building.

If you must evacuate in total darkness:
1. Advise Public Safety that you are evacuating.
2. Crawl on your hands and knees, do not stand.
3. With the back of your right hand, feel and follow the wall to your right.
4. Sweep your right hand in an up and down movement, feeling for door knobs.
5. Feel any door for heat before you open it.
6. With your left hand sweep your hand on the floor in front of you for obstacles or stairs.
7. Crawl down stairs backwards, feeling the steps with your feet. (Left hand on wall)
8. Never lose contact with the right hand wall, you will eventually find the exit.

FIRE/SMOKE

1. Pull the fire alarm.
2. Calmly proceed to the nearest, safe exit.
3. Use the stairs only; do not use elevators.
4. Follow the instructions of Public Safety and emergency responders.
5. Assist persons with disabilities or special needs.
6. Inform the authorities of the location and nature of the fire, the unsafe exits, persons requiring assistance and other pertinent details.
7. Wait for authorization from emergency personnel before re-entering the building.

SHELTER IN PLACE

A shelter in place warning may be issued when conditions outside the building are unsafe due to severe weather, an airborne hazard, civil disturbance or other emergency. Once issued, individuals should immediately seek shelter inside the nearest campus building until the all-clear is given.

The basic steps of Shelter in Place are as follows:

- Move to interior rooms.
- Close and lock all exterior windows and doors to prevent inadvertent opening.
- Turn off all heating, ventilation, and air conditioning (HVAC) systems (if manual controls are present) if the hazard is identified as a chemical, biological or radiological release.
- Cover or seal the windows if possible.
- Take shelter under or behind a sturdy piece of furniture (i.e. a desk).
- Do not answer/open the door for anyone until an all-clear message is received.

EVACUATION

1. Secure any hazardous materials or equipment before leaving.
2. Calmly proceed to the nearest, safest exit.
3. Close doors.
4. Use the stairs only; do not use elevators.
5. Follow the instructions of emergency responders.
6. Assist persons with disabilities or special needs.
7. Move 100m from the building or to the meeting site as directed by emergency responders.
8. Call 911 (9 + 911 from landline) and the UArts emergency line when you are away from any danger.
9. If you have special knowledge about the evacuation (injuries, persons requiring assistance) or incident (location, nature of fire), remain available to Public Safety and the authorities.
10. Wait for authorization from emergency personnel before re-entering the building.

Evacuation Planning
Be prepared for an evacuation:

1. Know your primary evacuation route and alternate route.
2. Know the location of the two exits nearest to you.
3. Know your evacuation meeting location.

Emergency evacuation instructions for people with disabilities

1. When you hear the alarm, make sure an emergency responder can easily locate you.
2. If needed, ask someone to assist you. It is important that you be seen during an emergency.

Also, specific to the following disabilities:

- **If you have a hearing impairment:**
  Emergency responders will assist you by communicating the emergency by whatever means necessary and making sure someone accompanies you out of the building.

- **If you have a visual impairment:**
  Emergency responders will assist you by explaining what is happening and by making sure someone is leading you safely out of the building and to a location familiar to you.

- **If you are mobility impaired but ambulatory (walking with great difficulty):**
  Emergency responders will make sure someone escorts you safely out and away from the building after the main flow of traffic has gone by, to avoid accidents. For a case of extreme emergency (fire or heavy smoke in proximity), emergency responders may ask you if and how you wish to be picked up.

- **If you are mobility impaired with no capability of walking down stairs (ex: severe heart problem, use of wheelchair):**
  Emergency responders will help you identify the location where you will wait for evacuation. Ask someone to remain in the building with you until trained rescue workers arrive from the fire department/EMS. Make sure someone will notify the authorities of your need for assistance.

HOSTILE INTRUDER

A hostile intruder situation arises when one or more persons participate in a random or systematic action demonstrating their intent to harm others. The culprit(s) may use firearms, explosives, knives, etc. to effect mass murder rather than engage in other criminal contact.
At no time should the Fire Alarm be activated (this will signal occupants to evacuate the building and possibly place them in harm).

If there is a safe way out, exiting the building is your best option:

- Exit the building immediately.
- Notify anyone you may encounter to exit the building immediately.
- Call 911 (9 + 911 from landline) and the UArts emergency line (215-717-6666) and provide the following information:
  1. Your name;
  2. Location of the incident (be as specific as possible);
  3. Number of suspects as well as a physical description (if possible); and
  4. Your current location.

If exiting the building is not an immediate option/possibility due to the proximity of the suspect or for any other reason, you should find a place to hide:

- Enter the nearest room or office.
- Close, lock and/or barricade the door, if possible.
- Cover the windows if possible.
- Take shelter under or behind a sturdy piece of furniture (i.e. a desk).
- Keep quiet and act as if there is no one in the room (turn off the lights and all audio equipment).
- Silence phones completely (including vibrate feature). Quietly call 911 (9 + 911 from landline) and the UArts emergency line at 215-717-6666.
- **Do not** answer/open the door for anyone until an all-clear message is received.

Important:

- **Know your surroundings:** including exit doors and staircases, as well as where these staircases and doors lead.
- **If the intruder enters your immediate area, or if you have been injured, try not to move (play dead).**

As a last resort, and only if your life is in danger, fight:

- Attempt to incapacitate the intruder.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.
- Once the intruder is incapacitated, call 911 (9 + 911 from landline) and the UArts emergency line at 215-717-6666.

Police officers are trained to respond to a hostile intruder by entering the building ASAP and proceeding to the area where the incident is unfolding. They will move quickly and directly. Early in the incident, they may not be able to rescue people because their main goal will be to neutralize the suspect.
Please try to remain as calm as possible during any such incident and adhere to the officers’ demands/directives so as to not interfere with police operations. A rescue team is formed shortly after the first responding officers enter the building; they will be the officers who search for and help get everyone out of the building safely.

**BOMB THREAT**

**What to do if you receive a bomb threat:**

1. Listen, remain calm and courteous. Do not interrupt the caller.

2. Obtain as much information as you can. Ask the following questions:
   a. Where is the bomb?
   b. At what time will it explode?
   c. What does the bomb look like?
   d. Why did you place the bomb?
   e. Where are you calling from?
   f. What is your name?

3. Write down the exact wording of threats

4. Note identifying characteristics, if possible:
   a. Gender
   b. Estimated age
   c. Accent
   d. Voice (loud, soft, is it familiar, etc.)
   e. Speech (fast, slow, etc.)
   f. Diction (clear, nasal, lisp, etc.)
   g. Manner (calm, emotional, vulgar, etc.)
   h. Background noises
   i. Is the caller familiar with the University?

5. Relay the information immediately to the UArts emergency line at 215-717-6666. As soon as you have made your phone call to the emergency line, take a minute to write down everything you remember about the phone call you received. Note as much information as you can remember while the call is still fresh in your mind.

Under no circumstances should other people endanger their lives by trying to locate the bomb.

**SUSPICIOUS ENVELOPES OR PACKAGES**

**If you receive a suspicious letter:**

1. If it is a letter that you have opened, set it down gently at the location where you first read it. Leave it alone. Move to an area that will minimize your exposure to others. Avoid contact with others when possible, and remain in the area.

2. Advise a coworker in the immediate area what has happened and ask them to call the UArts emergency line at 215-717-6666.
3. Turn off any fans in the area; Office of Public Safety will arrange to have the building's ventilation system shut down.
4. Do not allow others into the area. If anyone enters, they must stay until emergency responders instruct them to leave.
5. Remain calm. Exposure does not mean that you will become sick. Public Safety and emergency responders will make sure to provide specific information and instructions about the symptoms and effective treatment to prevent illness.
6. Do not give the letter or note to others to look at.
7. Do not disturb any contents in the letter or note. Handling the letter may only spread the substance inside and increase the chances of it getting into the air.

Although any threatened use of a biological agent must be treated as though it is real, experience has demonstrated that these are likely to be a hoax. If the suspected biological agent is reported as anthrax, be assured that it is not contagious, and that treatment is readily available if administered before the onset of symptoms.

Common features of anthrax threat letters:

- No return address; postmark or name of sender is unusual.
- Excessive or inadequate postage.
- Handwritten or poorly typed addresses.
- Misspelling of common words.
- Restrictive markings such as "Confidential," "Personal," etc.
- Excessive weight and/or a feeling of a powdery substance.
- The letter is lopsided or unusually thick.
- Rub-on block lettering.
- Receiving a letter or note threatening any type of contamination.

If you notice a suspicious package:

1. Do not handle the package.
2. Call UArts emergency line at 215-717-6666.
3. Wait for instructions.

PERSONAL SAFETY

Street Safety Tips

- Be very careful using ATMs at night or in unfamiliar surroundings.
- When walking, walk in the middle of the sidewalk and walk facing oncoming traffic.
- Try not to overload yourself with packages or other items. Keep your hands as free as possible.
- Do not wear headphones while walking or jogging.
- Refrain from texting/reading your phone/tablet/device while walking or standing on a sidewalk.
- If you carry a purse, carry it close to your body, preferably in front. Carry no more money or credit cards than you absolutely need.
● If you wear a purse with a shoulder strap, be prepared to let it go if snatched. Otherwise, you could be knocked down and hurt.
● Avoid being on the street alone if you are upset or under the influence of drugs or alcohol.
● Know your surroundings and do not be reluctant to report illegal activities and suspicious loitering.
● Study the campus and neighborhood with respect to routes between your residence and class/activities.
● Be aware that your shoes and clothing may hinder an escape. Think of what to do in case of an attack (e.g. kick off high-heeled shoes).
● Avoid traveling alone. Avoid "shortcuts." Use the University’s escort service after dark.

HAZARDOUS MATERIALS SPILLS/EMERGENCIES
1. Call UArts emergency line at 215-717-6666. Be prepared to provide the following information:
   ● Your name.
   ● Your location.
   ● Type of spill (e.g. a solvent spill, liquid radioactive spill, bio-hazardous material, etc.)
   ● Extent of damages (Building, floor, room number, etc.)

WATER DAMAGE
If you notice a water leak:
1. If there are electrical outlets or appliances near the leak, do not approach the water.
2. Call UArts emergency line at 215-717-6666.
3. Indicate the exact location and severity of the leak.
4. If there is any possible danger, evacuate the area.
5. If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off water, etc.), do so cautiously.

EARTHQUAKE
During an earthquake:

IF INDOORS
● Remain indoors.
● DUCK, COVER and HOLD. Take cover under a table, bench or desk and hold on, or go to an interior wall, supported doorway, or hallway.
● Keep clear of windows that may break and large objects that could fall over.
● Expect fire alarm and sprinkler systems to activate.
● Do not evacuate until the shaking has stopped.
● When evacuating be careful and alert to falling debris.

IF OUTDOORS
● Stay outdoors.
● Move to an open area away from trees, buildings, windows, utility poles and signs.
After an earthquake:
• Evacuate cautiously, taking your key personal belongings and any emergency supplies. Be prepared for aftershocks.
• **Do not** use elevators or turn on lights.
• Look for any signs of structural damage and for persons who may be injured or trapped. Watch for falling objects.
• Go to your evacuation meeting location. Report injured or trapped persons and any signs of structural damage to emergency personnel.
• Only use phone for emergencies; overloading the phone system may delay the Arrival of emergency assistance.
• Information on class cancellations and school closings will be communicated via the UArts alert system and the University website.