EMERGENCY RESPONSE PROCEDURES

TO REPORT AN EMERGENCY, CALL:	**Madonna Public Safety**	734-432-5442
	from a campus phone	911 or 5442
	Livonia Police Department	
	from a campus phone	9-911
	from a cell phone	911

This booklet contains quick reference guidelines to assist members of the University community in reporting and responding to emergency situations. If you consider a situation to be an emergency, follow these guidelines. Please take a few minutes to review this information. If you have any questions or concerns, please contact the Director of Public Safety at 734-432-5441.

ACTIVE SHOOTER

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

Active Shooter outside your building:

- Lock, and if necessary, barricade the door(s) to your room. Close and lock all windows and turn off all lights.
- Lie down on the floor away from doors and out of view from windows.
- Call 911 and tell the dispatcher what is happening and where you are.
- Remain in place until law enforcement advises you it is safe to leave.
- Verify with 911 dispatcher that voice commands are being given by law enforcement officials and not the shooter.

Active Shooter in your building:

- If it is possible, flee the area safely and avoid danger. If that is not possible, use the guidelines above.

If the shooter comes into your class or office:

- Call 911.
- If hiding or flight is impossible, attempt to negotiate with the individual. Use common sense.
- Attempting to overcome the individual with force is a last resort.
- Be aware there may be more than one shooter.
- Remain in place until law enforcement advises you it is safe to leave.

ACTIVE SHOOTER

ALCOHOL POISONING

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

Critical signs and symptoms of alcohol poisoning:

- Mental confusion, stupor, coma, cannot be roused. (Be aware that a person who has passed out could die.)
- Vomiting.
- Seizures.
- Slow breathing (fewer than 8 breaths per minute).
- Irregular breathing (10 seconds or more between breaths).
- Hypothermia (low body temperature), blush skin color, paleness.

What to do if you suspect someone has alcohol poisoning:

- Do not wait for all symptoms to appear.
- If there is any suspicion of an alcohol overdose, call 911.

ALCOHOL POISONING

ASSAULT

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

If you have been assaulted, physically or sexually, you should:

- Get medical help. If you were sexually assaulted, do not shower or clean yourself in any way. Physical evidence can be gathered up to 72 hours after an assault.
- You have the right to report the assault to local, civil or criminal authorities.
- Consider meeting with a representative from the Office of the Vice President for Student Affairs & Mission Integration who can provide assistance, counseling, or both.
- Seek support and counseling. (Police provide victim assistance.)

Domestic Abuse & Sexual Assault Resources:
First Step Hot Line (24 hour hotline) 1-888-453-5900.

St. Mary Mercy Hospital:
Emergency Department 734-655-4800

ASSAULT

BOMB THREATS

Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone
Livonia Police: 911 from cell phone, 9-911 from campus phone

ALL BOMB THREATS MUST BE TREATED AS REAL UNTIL PROVEN OTHERWISE to ensure the safety of the faculty, staff, students and the general public. Building evacuation will be determined by emergency personnel or Madonna Public Safety. The procedures described below should be implemented whether the bomb threat appears real or not.

If a bomb threat is received by phone, ask:

1. Where is the bomb located?
2. When is the bomb going to explode?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?

Record the following information:

1. Time of call.
2. Date of call.
3. Caller I.D. on display.
4. Exact words the caller used.
5. Male or female voice?
6. Background noises.

If a suspicious object is discovered, you should:

- Not touch or move the object
- Evacuate the immediate area
- Notify Public Safety and await further instructions

What will happen next?

- Livonia Police and/or Madonna Public Safety will interview the person receiving the threat
- A building search is made by appropriate personnel
- An evacuation may take place
- An “All Clear” will be given by Public Safety

BOMB THREATS

BUILDING EVACUATION

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

Evacuate the building when the alarm sounds or when notified by Madonna Public Safety or emergency personnel. Follow these guidelines:

- Leave by the nearest marked exit and advise others to do the same.
- Proceed to a clear area that is at least 500 feet away from the affected building.
- Assist people with disabilities in exiting the building. (NOTE: People with disabilities should prepare for emergencies by learning the locations of the "Protect in Place" sites [see below] and by informing co-workers, professors, and/or classmates of best methods of assistance during an emergency.)
- Do not use elevators during emergency evacuation.
- Stay clear of emergency personnel and their vehicles.

"Protect in Place" rooms for persons unable to use stairs.
Rooms 2103, 2444 and S200 –Franciscan Center

Please remain in the room until first responders arrive.

BUILDING EVACUATION

CHEMICAL SPILL

Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone
Livonia Police: 911 from cell phone, 9-911 from campus phone

Hazardous chemical spills that pose a threat:

- Evacuate the building
- Notify Public Safety and provide:
  1. Room number
  2. Type of accident
  3. Chemical involved

Emergency personnel will be notified.

Chemical spills that do not pose a threat:

- Attempt to confine the spill
- Notify Public Safety at 734-432-5442 and give them:
  1. Room number
  2. Type of accident
  3. Chemical(s) involved

If you have been in contact with the spilled chemical:

- Remove contaminated clothing
- Rinse body contact areas thoroughly with large amounts of water

Biological (blood) spills procedures:

Facilities personnel trained in spill cleanup should follow established protocols.

- Wear disposable gloves and absorb fluids using blood spill kit.
- Clean area of all visible fluids with detergent (soap and water).
- Decontaminate area with an appropriate disinfectant, (e.g. bleach).
- Place all disposable materials into a leak-proof plastic bag.

CHEMICAL SPILL

CRIMINAL BEHAVIOR

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

When reporting crimes in progress, please include the following:

- Nature of the incident and whether the incident is in progress.
- The location
- Description of person(s) involved
- Weapons involved
- Vehicle description and license plate number, if applicable
- Direction of travel when last seen, etc.

Report crimes, that have already occurred, to Madonna Public Safety:

- Provide a description of property.
- Provide description of any suspects or witnesses.

Crime Prevention Tips:

- Always lock your office and room door when you leave (even if just for a few minutes).
- Avoid walking or jogging alone. Avoid poorly lit areas.
- Be alert to your surroundings.
- Do not leave keys or valuables in plain view.
- Never leave laptops, bookbags, purses, iPods, etc. unsecured or unattended.
- Lock your vehicle. Secure all valuables out of plain view..

CRIMINAL BEHAVIOR

FIRE

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

In the event of a fire:

- Activate the alarm pull station.
- Evacuate the building.
- From a safe location call 911 and Public Safety. Give details of fire location.
- Do not re-enter the building until advised by emergency response personnel.
- Avoid smoke and fumes. Stay low.
- Avoid personal injury and excessive risks.

If you are trapped on the second floor or above:

- Place an article of clothing outside or in the window as a marker for first responders, if a window is available.
- Shout at regular intervals to alert first responders of your location. If there is no window, stay near the floor. Do not panic.
- Keep door closed if it is warm to the touch. Stuff something in the cracks to slow the entry of smoke.

"Protect in Place" rooms for persons unable to use stairs.
Rooms 2103, 2444 and S200 – Franciscan Center

Please remain in the room until first responders arrive.

FIRE

MEDIA RELATIONS

Call the Marketing Office at 734-432-5843 if you need assistance during normal business hours.

The following guidelines should be followed in crisis situations:

- Only authorized spokesperson(s) of the University will meet or talk with the media.
- Only factual information is released; no speculation is to be offered.
- All University personnel are to report media questions to the Marketing Office.
- University personnel are not to speak to outsiders, especially the media, on behalf of the University.

MEDIA RELATIONS

MEDICAL EMERGENCY

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

Serious Injury or Illness. Call 911.

Provide:

- Location
- Type of injury, illness or symptoms

Minor Injury or Illness. Call Public Safety

Provide:

- Location
- Type of injury, illness or symptoms

Do not attempt to move the injured person unless they are in a life-threatening situation.

MEDICAL EMERGENCY

MENTAL HEALTH

Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone
Livonia Police: 911 from cell phone, 9-911 from campus phone

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to a severe drug reaction or a psychotic breakdown.

Unusual or Potentially Dangerous Situations:

- Call Public Safety. Never try to handle a dangerous situation by yourself.
- Clearly state that you need immediate assistance. Give your name, location, and state the nature of the incident.

Eliminate opportunities for violence:

- Inform Public Safety of all threats
- Give yourself an out
- Have a second person in the room
- Use effective people skills
- Stand behind a barrier

Reacting to Violent Situations:

- Call Public Safety.
- Send positive body signals by keeping a positive posture and maintaining eye contact.
- Do not touch or approach an individual who may become violent.
- Be in control by not getting angry and by keeping the person talking.
- Show concern, yet maintain a distance.

All members of the university community are encouraged to report disturbing behaviors to the Madonna University Behavioral Intervention Team (MUBIT). MUBIT will be able to reach out to intervene, provide support and connect them with resources that can assist them.

The MUBIT Incident Report Form is available on the Madonna University website www.madonna.edu and MYPortal.

MENTAL HEALTH

SEVERE WEATHER

Livonia Police: 911 from cell phone, 9-911 from campus phone
Madonna Public Safety: 5442 from campus phone, 734-432-5442 from a cell phone

Tornado Watch (conditions exist for a tornado to develop):

- Keep an eye on the sky.
- Listen to media outlets for additional statements and warnings.

Tornado Warning (tornado has been sighted or is strongly indicated by radar):

- Seek shelter immediately.
- Move to lowest level interior hallway away from windows and glass.
- Sit on the floor and put your head in your lap. Cover head with arms.

Public Safety and Facilities Personnel will alert classes and offices when a Tornado Warning is issued.

Shelter Locations on Campus:

- All University Buildings lowest level interior hallways away from windows and glass
- All University Buildings lowest level restrooms without windows
- Kresge Hall (room 1316)
- Science Lecture Hall (room 1301)
- Franciscan Center stairwells
- University Center Maintenance Shop (adjacent to UC 2)

University Closings and Delays Due to Inclement Weather:

Learn about campus closings and delays through:

- EdAlert Phone Messaging System
- Madonna University website
- Email
- Radio Stations WJR 760am, WWJ 950am, WNIC 100.3fm
- Television Stations WJBK Channel 2, WDIV Channel 4, WXYZ Channel 7

SEVERE WEATHER

SUSPICIOUS PERSON

Report suspicious people/behavior to Public Safety at 734-432-5442.

Provide:

- What the subject(s) is/are doing
- The location
- Physical and clothing description of those involved
- Vehicle description and license plate number, if appropriate
- Direction of travel when last seen

Be safe, do not approach the suspicious person.

SUSPICIOUS PERSON

UTILITY FAILURE

Contact Public Safety at 734-432-5442.
Public Safety will contact facilities personnel.

Additional Information and Procedures:

Electrical/Light Failure

The natural lighting in the buildings may not provide sufficient illumination in hallways for safe exiting. It is advisable to have a flashlight available for emergencies. Emergency lighting is temporary and not provided to continue building operations.

Elevator Failure

If you are trapped in the elevator, use the emergency phone within the elevator.
If there is no phone within the elevator, turn on the emergency alarm (located on the front panel) which will signal for help. Stay calm.

Plumbing Failure/Flooding

Stop using all electrical equipment.

Gas Leak/Smell

Stop all operations. Do not switch on lights or any electrical equipment. If lights are on, leave them on. Public Safety will contact Consumers Energy if necessary.