



This guide provides a quick reference for responding to emergencies on campus.

Please take a few moments to review this material and become familiar with what you should do for yourself and others in an emergency. Please remember that Marquette University Police Department responds to all campus emergencies.

The university maintains an Emergency Management Plan to address large-scale emergency situations, and various committees and departments have

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I ALL EMERGENCY CALLS (414) 288-1911 (on campus x8-1911) DIAL 911 FOR EMERGENCIES

NOTE: Dialing 911 on a campus phone will connect you with the Milwaukee Police and Fire Departments. These agencies are not familiar with the specific campus layout. Dialing the Marquette University Police Department emergency line, (414) 288-1911 (on campus x8-1911) will allow Marquette University Police Department officers to respond immediately; the Marquette University Police Department will call 911 for EMS activation and response coordination.

The following numbers are provided for routine calls and non-emergency situations. Use of these numbers will provide a prompt response from the responsible department and keep the necessary lines free for emergencies. All calls to Marquette University Police Department are voice and TTY-capable.

Marquette University Police Department (414) 288-6800 voice/TTY
Information Technology Help Desk

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If you observe a crime in progress or you observe behavior that you suspect is criminal, immediately notify the Marquette University Police Department at (414) 288-1911 (on campus x8-1911). Please be prepared to provide as much of the following information as possible:

- WHAT is happening?
 - Are weapons involved?
- WHERE is it occurring?
- WHO is involved?
 - How many people are involved?
 - Describe, if possible, the height, hair color, facial features and clothing of those involved.
 - Describe the vehicles involved, if any, including: vehicle description (model, color, year) and license plate number.
- If vehicles are involved, WHERE are they headed? Cite direction.
- Has anyone been injured?

Do not approach or attempt to apprehend the person(s) involved. If possible, stay on the phone with the Marquette University Police Department dispatcher until officers arrive on the scene. You can provide additional information as it becomes available or as the situation changes.

If a suspicious package is received, notify Marquette University Police Department immediately at (414) 288-1911 (on campus x8-1911).

Tips for identifying suspicious packages:

- No return address
- Insufficient postage
- The addressee is not familiar with the name or address of the sender.
- The addressee is not expecting a package.
- Return address and postmark are not in the same geographic area.
- Grease stains or discolored paper
- Strange odors
- Foreign Mail, Air Mail, or Special Delivery
- Restrictive markings such as confidential, personal, etc.
- Excessive postage
- Incorrect titles
- Titles but no names
- Misspelling common words
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or foil
- Excessive securing material such as masking tape or string
- Visual distractions

i.e.: brightly colored wrapping paper, bows, etc.

You can download a poster about suspicious packages to post in your office mailroom by going to:

[fbi.gov/file-repository/fbi-counerterrorism-suspicious-package.pdf](https://www.fbi.gov/file-repository/fbi-counerterrorism-suspicious-package.pdf)

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In most cases, bomb threats will be received by telephone. The person who receives the call should remain calm and obtain as much of the following information as possible. **C** _____ **D** _____
(414) 288-1911 (_____ 8-1911). You can do this by passing a note or attracting the attention of another staff member to make the call.

BOMB THREAT WORKSHEET

Note exact wording of the threat: _____

Date and time of the call: _____

Ask and record the answers to the following questions:

1. When will the bomb explode? _____
2. Where is the bomb? _____
3. Which building is it in? _____
4. Who is this? _____
5. What kind of bomb is it? _____
6. What does it look like? _____
7. Why are you doing this? _____

Note the following while on the line with the caller:

1. Background noise: traffic, music, voices
2. Caller's voice:

<input type="checkbox"/> calm	<input type="checkbox"/> loud	<input type="checkbox"/> nasal	<input type="checkbox"/> cracking
<input type="checkbox"/> angry	<input type="checkbox"/> profane	<input type="checkbox"/> stutter	<input type="checkbox"/> accent
<input type="checkbox"/> excited	<input type="checkbox"/> laughing	<input type="checkbox"/> lisp	<input type="checkbox"/> disguised
<input type="checkbox"/> slow	<input type="checkbox"/> sobbing	<input type="checkbox"/> incoherent	<input type="checkbox"/> male
<input type="checkbox"/> rapid	<input type="checkbox"/> distinct	<input type="checkbox"/> raspy	<input type="checkbox"/> female
<input type="checkbox"/> soft	<input type="checkbox"/> slurred	<input type="checkbox"/> deep	<input type="checkbox"/> familiar*

*If the voice was familiar, whom did it sound like? _____

Bomb Threats (continued)

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1. Do not move a seriously injured person unless he/she is in a life-threatening situation.

NOTE: *If the victim must be moved, support the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless you are absolutely sure it is safe to do so.*

2. Call Marquette University Police Department immediately at (414) 288-1911 (on campus x8-1911). Be prepared to give the following information:

- Where is the emergency?
- What happened?
- Information about the victim's condition
- Number of victims
- What is currently being done?

DO NOT hang up until instructed to do so by the dispatcher.

3. Stay with the victim until help arrives.

4. Perform rescue breathing and/or CPR to your level of training.

5. Stop severe bleeding with direct pressure.

6. Keep the victim warm.

7. Persons in your area who are trained in CPR should be listed below:

8. A first aid kit is located at _____
(enter location here)

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1. Upon discovering a fire, explosion or smoke in the building, activate the fire alarm system by pulling the nearest fire alarm.
 2. Call Marquette University Police Department at (414) 288-1911 (on campus x8-1911) and be prepared to provide:
 - Building name
 - Location of fire/smoke
 - Type of incident (chemicals present, etc.)
 3. Do not use elevators during a fire emergency.
 4. When a fire alarm sounds, evacuation is required. Walk, do not run, to the nearest stairway exit and proceed to the ground level. If a stairway contains smoke, use an alternate stairway exit. If possible, close doors and windows as you leave. ***The alarm may not sound continuously in your building.*** If the alarm stops, continue the evacuation and keep others from entering.
 5. After exiting move at least 100 feet from the building, leaving the drives and walkways open for emergency personnel. Do not return to the building until directed to do so by Marquette University Police Department officers or fire department personnel. Persons with disabilities who are unable to move away from the building should request assistance from emergency personnel.
 6. Notify firefighters on the scene if you suspect someone may be trapped inside the building.
 7. Marquette University Police Department officers will work with the responding fire department personnel to provide access to any affected areas.
 8. Report potential hazards or refer fire prevention questions to Marquette's Office of Environmental Health and Safety at (414) 288-8411 (on campus x8-8411).

NOTE: Only trained personnel should use fire extinguishers. Your safety is more important than property damage. Individuals should leave the area and allow trained emergency personnel to extinguish fires.

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1. Activate the building's fire alarm system. If you have contact with the spilled material, immediately remove any contaminated clothing and flush all areas of contact with copious amounts of water, **with the exception of chemicals that react with water**.
2. Call Marquette University Police Department at (414) 288-1911 (on campus x8-1911) and be prepared to:
 - Identify yourself and the nature of the emergency.
 - Identify the exact location of the emergency.
 - Identify any injuries or symptoms involved.
 - Identify all hazardous materials involved.
3. Evacuate the building and leave clear access for responding emergency personnel. Keep all persons exposed to any chemicals together to be medically cleared by responding personnel. No exposed persons should leave the area unless directed to a triage/decontamination area by Marquette University Police Department officers, police or fire department personnel.

Do not return to the area until instructed to do so by police or fire department personnel. Persons with disabilities should move at least 100 feet from the building and request assistance from emergency personnel if needed.
4. Obtain assistance for those injured or exposed (safety shower, medical attention, etc.). Areas of bodily contact should be rinsed for 15 minutes with copious amounts of water.
5. For situations that threaten fire or explosion, or spills in which hazardous vapors are present:
 - Evacuate the area and tell others to evacuate.
 - Close, but do not lock, doors behind you to isolate the area.
 - If you have time to do so safely, close fume hood sashes and post a sign to warn others not to enter the area.
 - Be available to advise emergency personnel when they arrive. *Someone responsible for the room or building should be present to provide details of the incident.*

CHEMICAL ILL (X) I MEDIA EL DAÑE LIFE HEAL H)

1. Attempt to confine the spill as much as possible. **W**. If you have contact with the spilled materials, immediately remove all contaminated clothing and flush all areas of bodily contact with copious amounts of water.

E A D HA A D GA LEAK
HE A E E I E L LICE DE A E

Hazardous Odors or Leaks (continued)

E A C A I ☒:

- If it is necessary to evacuate the building, activate the building's fire alarm and leave the building. **NOTE: DO NOT activate the fire alarm if it is an explosive gas such as natural gas.**
- If it is an explosive gas, such as natural gas, exit lower or upper floors via the stairwell. Do not use an elevator.
- Notify others in the immediate vicinity and tell them to evacuate.
- Upon exiting the building, move a safe distance from the building (at least 100 feet away). Persons with disabilities should move as far as possible from the building and request assistance if needed.
- Remain upwind of any fumes.
- Leave adequate room for police and other emergency responders.
- Do not return to the building until it is cleared by Marquette University Police Department, police or fire department personnel.
- If you have information about the source of the odor or leak, report in person to any Marquette University Police Department, police or fire department personnel at the scene.

E ☒ L H D I A B I L I T I E

Individuals with a disability that prevents them from evacuating an affected floor or the building should go to an Area of Rescue (AOR). DO NOT go to an AOR close to the leak. If you cannot get to an AOR or if there is no AOR in your building, please follow the guidelines listed below.

- If you cannot exit the building without assistance, a staff person or a student should assist you in getting to a safe place. If this is not possible, call Marquette University Police Department immediately at (414) 288-1911 (on campus x8-1911) and advise them of your location and follow their instructions.
- Proceed to a safe place away from the incident, such as a room near stairs.
- Go to a room with a phone and a window, if possible.
- Note the room number.
- Close the door.
- Call (414) 288-1911 (on campus x8-1911). A Marquette University Police Department dispatcher will verify/confirm the room number.
- If there is no phone, close the door and go to the window.

The person assisting persons with disabilities should inform emergency personnel that a person with a disability is in the room.

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Report any utility failure to Marquette University Police Department at (414) 288-1911 (on campus x8-1911). Facilities Services will be contacted.

Be prepared to provide the following information:

1. Your name
2. Phone number where you can be reached
3. Building name
4. Nature of the incident
5. Floor(s) or area affected
6. Room number

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- Facilities Services personnel will assess the situation and determine the appropriate course of action.
- In the event of a significant power failure, the building's emergency generator will provide limited electricity to crucial areas of the building, inclusive of emergency lighting.
- Turn off all electrical equipment, including computers. Do not turn any electrical equipment on without the approval of your supervisor or the facility manager.
- Buildings with battery-powered emergency lighting will have a limited amount of emergency lighting. Evacuate the building when the emergency lighting comes on. This is especially important if there is limited or no natural lighting available along your exit path. DO NOT re-enter the building until all power has been restored.
- Be mindful that elevators will not function in a power failure. Use the stairs when evacuating the building.
- If you are trapped in an elevator, use the elevator's emergency phone to call Marquette University Police Department. If there is no emergency phone in the elevator, activate the elevator's emergency alarm button.

EA LEAK

- If the steam leak is inside a building, evacuate the area and close the door behind you. Steam can cause severe burns and displace oxygen. Moisture from steam can conduct electricity.
- A steam leak may cause the building's fire alarm to sound. Evacuate the building immediately.

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Utility Failures (continued)

A E LEAK /FL DING

- In the event of water leaks, try to contain the leakage in a container to minimize damage or safety hazards. If it is a significant water leak, avoid the areas where water has accumulated, and wait for help. Water makes an excellent conductor of electricity; thus, electric shock is a strong possibility.
- Immediately cease use of all electrical equipment.



E L H DI ABILL IE

In cases of a steam leak, exit the building immediately. You may use the elevators, but **DO NOT** travel past the location of the leak.

If you cannot determine if it is steam or smoke, go to an Area of Rescue (AOR). If there is no AOR in your building, please follow the guidelines listed below:

- If you cannot exit the building without assistance, a staff person or a student should assist you in getting to a safe place. If this is not possible, call Marquette University Police Department at (414) 288-1911 (on campus x8-1911) and request assistance.
- Proceed to a safe place away from the incident, such as a room near stairs.
- Go to a room with a phone and a window.
- Note the room number.
- Close the door.
- Call (414) 288-1911 (on campus x8-1911). A Marquette University Police Department dispatcher will verify/confirm the room number.
- If there is no phone, close the door and go to the window.

Anyone assisting persons with disabilities should inform emergency personnel of the person's location.

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Familiarize yourself with the location of the nearest emergency shelter. Check with your facility manager or supervisor for the location of emergency shelters on campus.

This means conditions are right for a severe thunderstorm. You should continue with normal activities, but monitor the situation.

This means severe thunderstorms are occurring. Be prepared to move to a place of shelter if threatening weather approaches.

- Remain indoors and away from windows until the severe storm passes. If large hail begins to fall, seek immediate shelter.
- Report any injuries and damage to Marquette University Police Department by calling (414) 288-1911 (on campus x8-1911).
- Be prepared to give the following information:
 1. Your name
 2. Building name
 3. Type of injury or damage
 4. The location of any injured person(s) or building damage
 5. Room number you are calling from

This means conditions are right for a tornado. You should continue with normal activities, but monitor the situation.

This means that a tornado has been identified in the area. The emergency siren will sound a steady tone for three minutes or longer if there is danger in the immediate area.

Do the following:

- **SEEK IMMEDIATE SHELTER.** When warning sirens sound, seek shelter, preferably in a basement or below-ground evacuation location. In a multi-story building, seek shelter in an interior hallway or a lower floor.
- Stay away from outside walls, exterior doors and glass windows or partitions.
- Basements and interior hallways or rooms on lower floors offer shelter.
- If you are in a vehicle, seek shelter in a nearby, well-built structure. If you cannot find shelter nearby, seek out a ditch or ravine, which can offer some protection. Lay prone, face down, with your hands covering your head.

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Protests are a protected form of free speech when the people involved are on public property, such as the sidewalks, the protest does not disrupt the flow of pedestrian traffic or access to campus buildings. All protests or demonstrations are subject to review to protect the rights and safety of others and to prevent damage to property.

Notify Marquette University Police Department at (414) 288-6800 (on campus x8-6800) of any protest or persons assembling so officers can monitor the situation and work with university officials responsible for implementing the campus demonstration protocol.

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In most cases, campus protests such as marches, meetings, picketing and rallies are peaceful. A protest should not be disrupted unless one or more of the following conditions exists:

1. Disruption of the normal operations of the university.
2. Obstructing access to offices, buildings, or other university facilities.
3. Threat of physical harm to persons or damage to university facilities and/or
4. Unauthorized entry into or occupation of any university room, building, or area of the campus or any unauthorized or improper use of any university property, equipment, or facilities.

If there is any threat of physical harm or property damage, call Marquette University Police Department at (414) 288-1911 (on campus x8-1911).

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Notify Marquette University Police Department at (414) 288-6800 (on campus x8-6800) if you have or have been in contact with someone who has an infectious disease. Marquette University Police Department will promptly notify the Marquette University Medical Clinic and other offices as appropriate.

Policies specific to each infectious disease (including, but not limited to, tuberculosis, meningitis, mumps, pertussis, varicella, influenza and pandemic influenza, SARS, food-borne illness) are in place.

Any infectious disease outbreak requires a coordinated response between the university and the Milwaukee Health Department. The health department will direct the university response, including case isolation and treatment, student and staff notification, screening, access to clinical care and follow-up investigation.

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call

**288-1911
(on campus x8-1911)**

Advise Marquette University Police Department of the situation and follow the guidelines in this publication.

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call

288-6800 (on campus x8-6800)

