



UNIVERSITY OF SOUTH FLORIDA

DIVISION OF PUBLIC SAFETY  
MANUAL

2009-2010



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## **Division of Public Safety Overview**

Welcome to the Division of Public Safety at the University of South Florida!

Our Division's overall objective is to ensure a safe and secure environment at USF that is conducive to living, learning, and working on campus.

We've created a "layered approach" to addressing overall campus safety through one centralized unit that is dedicated to addressing concerns with safety and emergencies on our campus.

The Division of Public Safety is a newly created organization (2008) comprised of units and functions that directly support the overall safety and security of our campus. The Division provides a unified command of all of our public safety and emergency resources ensures effective and timely communications between all safety units and serves as the University's single point of contact and management for emergency and crisis situations. The team is committed to serving our students, faculty, staff, and visitors through a variety of preventative and responsive programs and services. Areas within the Division of Public Safety include:

- Administration
- Technical Services & Support
- University Police Department
- Parking Enforcement
- Emergency Management
- Security

The Division of Public Safety coordinates the emergency operations on campus. Areas of responsibility include (but are not limited to):

- Emergency Operations Planning
- Emergency Notification System
- Emergency Technology
- First Response Management & Communications

## **Division of Public Safety Vision and Mission**

### **Vision**

Promoting a Safe USF Campus.

### **Mission**

Provide services that promote a safe and secure environment that is conducive to living, learning, and working at USF.

Provide a consolidated USF Public Safety system for optimum campus safety.

Provide and develop quality leadership.

Empower department members to act with innovation, friendliness and professionalism.

Use Community Policing principles to enhance trust and positive interaction with USF students, faculty and staff.

### **Principles**

Recruit, develop, and maintain a staff of trained and motivated professionals who are committed to our core principles of service, prevention, action, and compassion.

### **Values**

Honesty  
Loyalty  
Respect  
Commitment  
Pride  
Integrity  
Passion

## Communication

Communication is an important responsibility of the Division of Public Safety and its members.

Lateral communication, within the Division of Public Safety: During both normal and emergency operations, it is essential that good communication take place between the members and units of Public Safety (AVP, University Police, Emergency Management, Parking Enforcement and AlliedBarton Security). Supervisors from each unit should regularly “touch base” with other unit supervisors during the work shift, to share information and reinforce working relationships. When a critical or threatening incident takes place, the shift supervisor for each unit should make sure that other units have timely and relevant information for their safety and performance.

For example, if University Police dispatch radio information about a possible armed subject on campus, the University Police shift supervisor should quickly ensure that the information has also been dispatched to Parking Enforcement and AlliedBarton personnel.

Upward communication: All Public Safety units, through their normal chain of command, should keep the Assistant Vice President for Public Safety promptly informed on important and urgent issues. This communication is a priority, with supervisors using reasoned judgment in sorting what is important vs. non-important, and what is urgent vs. non-urgent. When in doubt, it is safer to over-communicate than to under-communicate.

During crisis or threatening situations, Public Safety units are expected to first properly respond and stabilize the situation, especially if there are safety implications. As soon as the response situation is stabilized, the ranking supervisor should follow procedures through channels to immediately contact the Assistant Vice President (or acting AVP) for Public Safety with a brief summary of the situation. The AVP will then coordinate information notifications as follows:

Emergency Notifications: For any situation posing a “threat to students and employees,” a “timely warning” must be issued to the campus community. Timely warnings will include:

- activation of the Emergency Notification System (siren/loudspeaker/clear strobe light) through University Police Dispatch;
- activation of the MoBull text messaging system;
- activation of the Digital Sign systems; and
- activation of the USF web site/hot line phone emergency notification and information systems.

USF Executive Notifications: Various USF administrators need to be promptly informed of important or urgent campus-related matters. Such matters include emergencies; news-worthy events on campus; visiting dignitaries on campus; a campus official or newsworthy person filing a complaint, getting arrested, receiving a ticket, etc. Quickly after receiving the information from the shift supervisor (through channels), the AVP for Public Safety will notify pertinent USF executives. Depending on the situation and its possible impact, USF executives to be promptly notified may include:

- SVP for Business and Finance.
- Associate VP for Administrative Services.
- Associate VP for Human Resources.
- Chief of Staff/President.
- Provost/Academic Affairs.
- VP for University Communications and Marketing.
- VP for Student Affairs.
- VP for Research.
- VP for USF Health.
- General Counsel.
- Other, depending upon situation impact.

Media Notifications: Public Safety will work with University Communications and Marketing in releasing pertinent information, responding to interview requests, etc.

## **University Police Overview/Summary**

The University Police Department is a professional, state accredited law enforcement agency located at the corner of Maple Drive and Fletcher Avenue. All our officers are state certified and have the same training and arrest authority as the Tampa Police Department Officers and Hillsborough County Sheriff Deputies. We currently have forty four sworn officers and we operate twenty-four hours a day seven days a week.

The USF Police Department provides a full range of police services to include routine patrol of the campus and residential areas, traffic law enforcement, accident investigation, criminal investigations, dignitary protection and crowd control at special events. Our officers patrol in cars, motorcycles, bikes, golf carts, and on foot. Our officers are trained to provide crime prevention advice and training to the community. Some of the programs we offer are Rape Aggression Defense, Burglary and Theft prevention, Office Safety and Alcohol Awareness.

## **Emergency Management Overview/Summary**

The responsibility of the Emergency Management section within the Division of Public Safety is to ensure that the University of South Florida (USF) is prepared to respond to, recover from, and mitigate against the effects of a wide variety of disasters that could adversely affect the health, safety, and/or general welfare of its students, faculty, staff, visitors, and families.

This mission will be accomplished through a system of public awareness programs, training, and exercises designed to assist the members of the USF community to prepare, respond, recover, and mitigate any natural or man-made hazard affecting the University.

The Emergency Operations Plan (EOP) serves as the official emergency plan of the University of South Florida. The EOP applies directly to all persons and entities associated with the University, including its students, faculty, staff, employees, contractors, and other support entities. The EOP defines the roles, responsibilities, and relationships of external agencies and entities not normally associated with daily University operations but which may hold a role in disaster response.

The EOP applies to all campuses, facilities, and programs administered by the University of South Florida regardless of location or purpose. Individual campuses, facilities, and programs are highly encouraged to develop local procedures and guidelines, consistent with the content of this plan.

## **Parking Enforcement Overview/Summary**

Parking enforcement is part of the Division of Public Safety. Parking enforcement is often misunderstood by the general public. In order to manage the parking resources on campus (currently approx. 18,500 spaces) there has to be a system of rules, regulations and allocation. Parking regulations are enforced for safety, efficiency of traffic flow, and to facilitate equitable access to parking based on permit type and assignment. Illegal parking reduces the amount of available parking spaces and is unfair to those who have parking permits and properly adhere to USF rules & regulations.

## **AlliedBarton Security Overview/Summary**

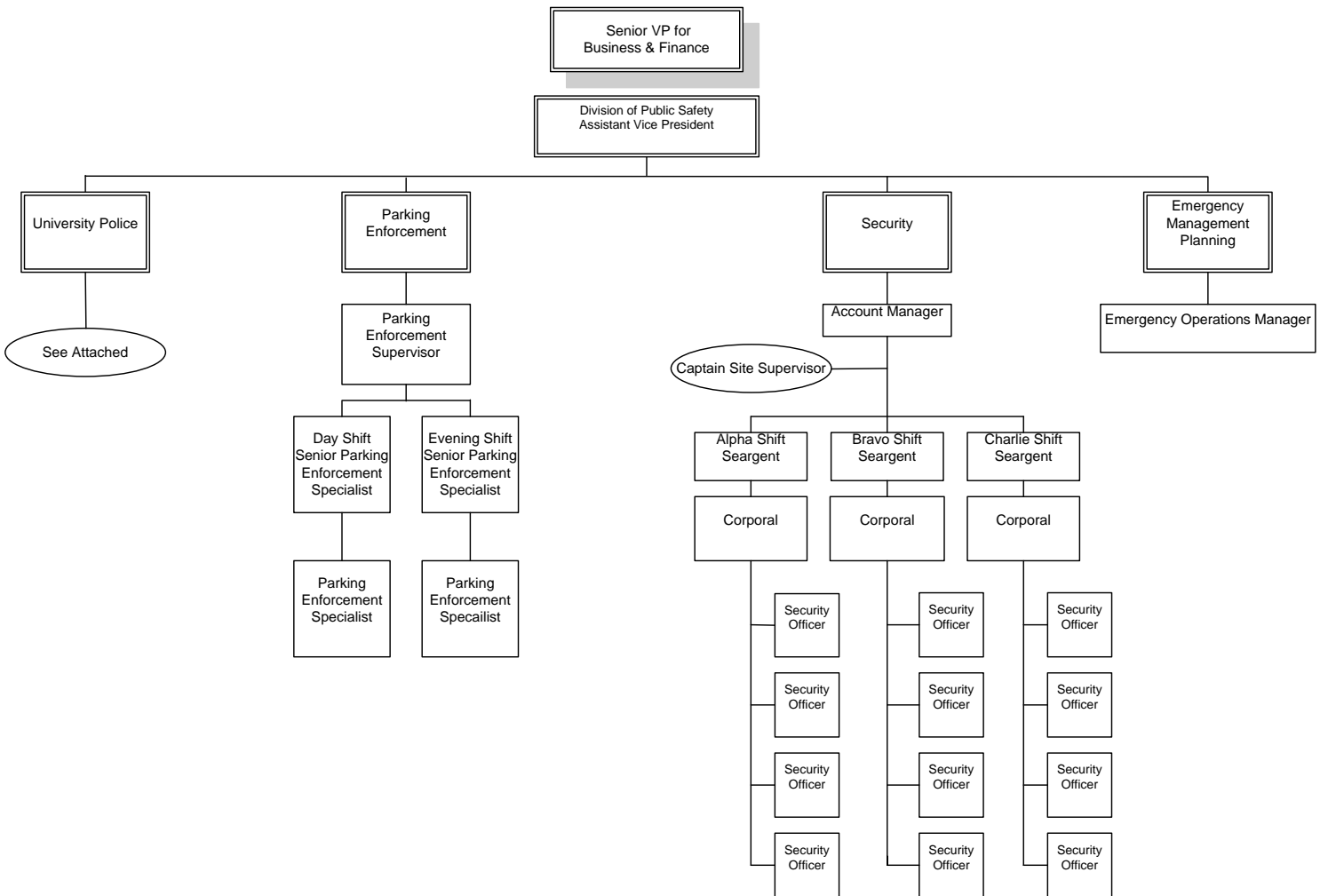
Allied Barton Security Services responsibilities on the University of South Florida Tampa campus is as follows:

- Motorist assist's (Jump starts)
- Assist the University Police Department
- Weekend door unlocks
- Providing a safe environment around the dorm areas
- Assist faculty and students when they lock themselves out of their class rooms
- Door alarms
- Traffic control
- Escorts provided for Students and Faculty when requested
- Elevator entrapments

The above items are executed by Allied Barton Security Officers when needed.

AlliedBarton Security Services main job on campus is to make sure the students on campus have a safe environment to live in.

## Division of Public Safety Organizational Charts





### **Responsibilities of unit members during normal operations.**

Routine day to day operations are coordinated by the University of South Florida Police Department dispatch center. When a dispatcher receives a request for service or assistance from the community the dispatcher will determine which Public Safety Unit (Parking Enforcement, Allied Barton Security, or the University Police Department) is the appropriate unit to provide the service or assistance and the dispatcher will contact a member of that unit, usually via radio and relay the information on the request. The unit member will then be responsible for providing the requested service or assistance. The unit member is responsible for informing the dispatch center when the request is completed. Unit members will keep the dispatch center informed of all their self initiated activities. Each unit member has the authority to make decisions that are commensurate with their position and are necessary for the execution of the assigned duties and responsibilities. Each unit member will be expected to use sound judgment in the execution of their duties with an emphasis on safety and efficiency. Each unit member is responsible for adhering to the rules and regulations dictated by their department and adherence to their individual job descriptions. Unit members who need guidance or assistance with completing their duties will contact their immediate supervisor. If assistance is needed from another department that request should go through supervisory channels.

### **Responsibilities of unit members during emergency situations.**

In an emergency situation, the University Police Department dispatcher will advise all unit members that a "10-46" is in effect. Only emergency traffic should be transmitted at this time. University Police Department officers will respond to the scene of the emergency. All other unit members will suspend their routine duties and await further instructions. Once the University Police Department officers have assessed the situation, the on-scene Police Supervisor will have the dispatch center advise the other unit members to either return to normal duties or provide specific instructions on assistance that will be needed. The on-scene Police Supervisor should be mindful of the safety of all members to include unarmed civilian members. Duties other unit members may be asked to perform are: traffic control, perimeter and scene control, crowd control, evacuations, searches and other non-life threatening duties. In situations that require the implementation of the Incident Command System (ICS), a University Police Department Command Staff member will notify the Emergency Operations Manager who will be responsible for implementing the ICS structure.

## **USF Standards for Disciplinary Action**

All members of the Division of Public Safety are expected to comply with all general USF rules as well as their individual department rules.

Included herein are standards for the Administration of Disciplinary Action for various types of offenses. The following is not all-inclusive and the disciplinary action selected for a particular offense will be chosen based on the facts of the specific situation taking into consideration any extenuating circumstances.

### **1. Violation of Safety Practices**

The failure to adhere to or follow established safety regulations. This includes the failure to wear safety equipment and performing any unsafe action.

- First occurrence: Oral reprimand to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

### **2. Sleeping while on Duty**

The observed failure of an employee to remain awake while on duty during the established work shift.

- First occurrence: Written reprimand
- Second occurrence: Suspension
- Third occurrence: Dismissal

### **3. Leaving-the-Work-Station without Authorization**

The unauthorized absence by an employee from the work station or duty assignment during the established work period, or the leaving of a work station for a lunch or rest period without being properly relieved where that station must be maintained during such period.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

#### **4. Use and/or possession of Intoxicants or Non-Prescribed Drugs (controlled substances)**

Refer to university policy and procedures on Drug Free Workplace and Drug Testing.

##### **a. Use and/or possession:**

- First occurrence: Suspension to dismissal
- Second occurrence: Dismissal

##### **b. Distribution, Sale, or Manufacture:**

- First occurrence: Dismissal

#### **5. Misuse of Property or Equipment**

The unauthorized use of any State property or equipment for any reason other than for Official State or University business.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

#### **6. Careless Operation of State Property or Equipment**

The damage or destruction of State property or equipment; may or not result in personal injury.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

#### **7. Fighting and/or Aggressive Behavior**

Fighting or creating a disturbance which adversely affects morale or production, causes injury to others and/or property, or is detrimental to the maintenance of proper discipline.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **8. Insubordination**

The deliberate and willful refusal or unwillingness to recognize and accept authority and follow orders and/or directives.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **9. Inefficiency or Inability to Perform Assigned Duties and/or Substandard Performance**

The deliberate refusal to comply with or complete work assignments by specified deadline/time frame.

- First occurrence: Written reprimand to dismissal
- Second occurrence: Dismissal

## **10. Horseplay**

Actions that are intended to be mischievous or prankish rather than malicious, but which result in non-work related activities. If personal injury to the person results, more severe disciplinary action, up to and including suspension or dismissal, will be considered on the first occurrence.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **11. Falsification of Records**

The willful and deliberate misrepresentation or omission of any facts with the intent to defraud or otherwise mislead.

- First occurrence: Written reprimand to dismissal
- Second occurrence: Dismissal

## **12. Theft or Stealing**

The unauthorized taking of any material or property with the intent to keep, sell, or use for personal gain.

- First occurrence: Suspension to dismissal
- Second occurrence: Dismissal

### **13. Threatening and/or Abusive Language**

Language that is threatening, profane, vulgar, or abusive toward the public or any state employee.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

### **14. Unauthorized sales, Distribution of Written or Printed Material of Any Kind, or Solicitations on University Property while on Duty**

- First occurrence: Oral to written reprimand
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

### **15. Excessive Absenteeism**

While it is recognized that employees have an occasional need for absence from work due to legitimate illness, the University has a right to expect that the employee will be available to perform with a reasonable degree of regularity. However, if there is a pattern of absence by an employee, such as consistent absence on the day preceding or following the employee's regularly days off, or absence on the same day of each week or each months, or excessive use of leave, then these absences may be considered excessive.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

### **16. Abuse of Sick Leave**

The falsification of absence and/or failure to obtain approval of leave due to personal illness, family illness, or injury.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **17. Loafing**

Continued idleness or non-productiveness during working hours which diverts the employee from performing his/her assigned tasks. This includes wasting time, engaging in idle talk or gossip, conducting personal business, or excessive personal calls.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **18. Excessive Tardiness**

The habitual failure to report to work at the established beginning time of the work shift, or the late return to work at the established time after a lunch or rest period.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **19. Absence without Authorized Leave**

The failure of an employee to request prior approval from his/her supervisor or designee for an absence from work during the established shift or work period, or specified time.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **20. Gambling**

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **21. Willful Violation of a Written Rule, Regulation and/or Policy**

The deliberate failure to abide by University regulations and/or follow the statutes governing employment by the State of Florida. This may include, but is not limited to, misuse of position, giving or accepting a bribe, discrimination in employment or illegal campaigning.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **22. Conduct Unbecoming a Public Employee**

Any act that renders an employee ineffective within the University and affects the ability for acceptance by other employees or citizens of the State. Employees are expected to conduct themselves in a manner that will favorably reflect upon the State and the University. The University affirms that what an employee does on his or her own time is exclusive of the employee/employer relationship; therefore, the employee may not be subject to disciplinary action for conduct which occurs on his or her own time. However, such exception is not absolute.

- First occurrence: Written Reprimand to suspension
- Second occurrence: Suspension to dismissal

## **23. Conviction of a Misdemeanor or Felony**

When an employee is convicted of a misdemeanor or felony as a result of a crime committed on or off the job and that conviction results in a negative effect on the employee's ability or availability to perform the duties of the job whether immediate or in the future.

- First occurrence: Suspension to dismissal
- Second occurrence Dismissal

## **24. Neglect of Duty**

The carelessness that results in the violation or non-observance of established work rule, law, or assigned duty.

- First occurrence: Oral to written reprimand
- Second occurrence: Written reprimand to suspension
- Third occurrence: Suspension to dismissal
- Fourth occurrence: Dismissal

## **25. Regulations Regarding Unfair Labor Practices**

a. Discrimination against a subordinate employee due to union membership, union leadership, and/or support of union activity, or discrimination against a subordinate employee due to failure to join or support a union.

- First occurrence: Oral reprimand to written reprimand
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

b. Retaliation against any employee due to that employee's filing of any grievance, complaint, or appeal, including the employee's use of informal review processes.

- First occurrence: Suspension to dismissal
- Second occurrence: Dismissal

c. Willful violation of written regulations, policies and/or statutes governing the right of public employees to self organize or refrain from such activity, to bargain collectively, and to engage in concerted activities for the purpose of mutual aid or protection.

- First occurrence: Written reprimand to dismissal
- Second occurrence: Dismissal

## **26. Regulations Regarding Discrimination**

a. Discrimination against a subordinate employee on the basis of race, color, sex, religion, creed, national origin, age, handicap or veterans status.

- First occurrence: Written reprimand to dismissal
- Second occurrence: Dismissal

b. Willful violation of the University's Affirmative Action Plan or any other written regulations, policies and/or statutes prohibiting discrimination on the basis of race, color, sex, religion, creed, national origin, age, handicap or veterans status.

- First occurrence: Written reprimand to dismissal
- Second occurrence: Dismissal

## **27. Sexual Harassment**

Conduct of a sexual nature or with sexual implications which interferes with an employee's status or performance by creating an intimidating, hostile, or offensive working environment.

- First occurrence: Suspension to dismissal
- Second occurrence: Dismissal

## **28. Engaging in Concerted Activities to Commit an Offense**

If employees engage in concerted activities to commit an offense, then, instead of any other disciplinary action for the specific offense, they may receive disciplinary action for their "concerted" activity. (e.g., slow-down of work, mass call-in alleging sickness).

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **29. Revealing Privileged Information**

To reveal information from case files to unauthorized persons.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **30. Use of Corporal Punishment, Mishandling, Verbal or Physical Abuse of a Client**

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **31. Failure to Report Mistreatment of a Client in a Timely Manner**

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal
- Third occurrence: Dismissal

## **32. Not Reporting Lost or Stolen Properties**

The failure to report lost or stolen properties (equipment or keys) or having a duplicate key made for a secured client or unit area.

- First occurrence: Written reprimand to suspension
- Second occurrence: Suspension to dismissal

## Procedures for Emergency Situations

### BOMB THREAT

Anyone who receives a bomb threat should follow these procedures in the order shown:

Important: Do not touch any suspicious object or potential bomb.

- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller.
- Record the conversation, if at all possible.
- Call campus police at 9-1-1, give your name, location, and telephone number. Inform the police of the situation reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call.
- Do not evacuate the building and do not sound the alarm, but wait for further instructions. USF Police personnel and other authorities will be responsible for evacuation of buildings or of the campus if necessary.
- If you spot something out of the ordinary that appears suspicious, report it to campus police at 9-1-1. Under no circumstances should you touch, tamper with, or move suspicious objects or confront persons acting suspiciously.
- Immediately cease the use of all wireless transmission equipment (cellular phones, laptop computers, 2-way radios).
- If the building is evacuated, move away from the building as instructed by emergency personnel. Keep the street, fire lanes, and walkways clear for emergency vehicles and crews.
- Do not return to the building until told to do so by USF Police personnel.
- In some cases, it will be necessary for law enforcement personnel to enlist personnel from the affected building to assist in the identification of suspicious packages.
- Report bomb threats received by means other than telephone to campus police at 9-1-1.

### CHEMICAL OR RADIATION SPILL

Observe the following procedures in the event of a chemical or radiation spill:

- Report immediately any spillage of a hazardous chemical or radioactive material to campus police at 9-1-1 and to the Office of Environmental Health & Safety at 4-4036.
- When reporting, be specific about the nature of the material involved and the exact location of the spill. Campus police will contact the necessary specialized authorities and medical personnel.
- Move away from the spill and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke.
- Those who may be contaminated by the spill should avoid contact with others, remain in the vicinity, and give their names to campus police. As necessary, first aid and cleanup by specialized authorities should be started at once.

- The key person on site should vacate the area at once and seal off to prevent further contamination until the arrival of campus police, fire and personnel from EH&S.
- Activate the building alarm.
- When a building evacuation alarm is sounded, an emergency exists. Move quickly to the nearest exit, exit the building, and alert others to do the same.
- Assist the disabled in exiting the building. Elevators should not be used in case of fire.
- Once outside, move to a clear area at least 500 feet away from the affected building(s).
- Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Assist emergency crews as requested.
- An Emergency Operations Center may be set up near the emergency site. Stay clear of this area unless you have official business there.
- Do not return to an evacuated building unless told to do so by an authorized University official.

## **CRIMINAL BEHAVIOR**

Members of the USF community are asked to help make the campus safe by avoiding risks, being alert to suspicious situations, and promptly reporting them. Campus police are located at UPB 2000 on Maple Ave. They provide assistance and protection 24 hours a day, seven days a week on a year round basis.

Observe the following procedures if you are exposed to violent or criminal behavior:

- If you are a victim or a witness to any on-campus offense, promptly notify campus police at 9-1-1 and report the incident. Include the following:
  - Nature of the incident
  - Location of the incident
  - Description of person(s) involved
  - Description of property involved
- If you observe a suspicious person on campus, immediately notify campus police and report what you observed.
- Assist officers when they arrive by supplying them with all additional information and ask others to cooperate.
- Should gunfire or discharged explosives jeopardize the campus, take cover immediately using all available concealment. When reasonably safe, contact campus police immediately by calling 9-1-1.

## ACTIVE SHOOTER INCIDENTS

Events of the past years have called attention to the need to be prepared for a wide range of emergencies. The tragedies at Virginia Tech and DeKalb have caused campuses across the country to reassess their level of preparedness. Our police department has for many years conducted training for our officers on responding to an active shooting incident. We continue extensive on-going training for a response to these types of incidents.

The awareness and preparedness of members of our community is equally important. We present this information for your use and distribution.

If you witness any armed individual on campus at any time, immediately contact the Police Department via 9-1-1.

**In the event of an active shooter incident, please consider taking the following actions:**

### **Contact Authorities:**

- Use emergency 9-1-1 system (only one person per room)
- Be aware that the 9-1-1 system will likely be overwhelmed.

### **Flee the building if safe to do so:**

- If it is possible to flee the area safely and avoid danger, do so. Do not attempt to flee if the shooter is between you and the exit. If you are unsure, do not attempt to flee.
- Once outside get far away from the shooting scene and contact the Police Department.
- If you encounter Police Officers as you leave the building they may direct you to one collection point. Keep your hands visible (on your head or showing open in front of you).
- **Do not pull the fire alarm**, it will provide the shooter with more opportunities to cause harm.
- Contact the police via 9-1-1.

### **If you are unable to flee the building secure your immediate area or move to a safe area if possible:**

- Turn off all the lights and close blinds, lock all windows and doors.
- Turn off radios and computer monitors.
- Silence all cell phones.
- If you can do so safely, get everyone on the floor and out of the line of fire.
- Keep everyone calm, quiet and out of sight.
- Take adequate cover/protection (i.e. concrete walls, thick desks, filing cabinets).
- Place signs on exterior windows to identify the location of injured persons.
- Stay in your secure location of the building until an "all clear" instruction is given by an authorized or known voice.
- If the staff or students do not recognize the voice that is giving instruction, they should not change their status. Unknown or unfamiliar voices may be false and designed to give false assurances.

**If the shooter enters your class or office:**

- There is no one procedure that can be recommended in this situation.
- Attempt to get the word out to other staff if possible, and call 9-1-1 if that seems practical.
- Use common sense. If hiding or flight is impossible, remain quiet. Attempting to negotiate with the individual may be very dangerous.
- Attempting to overcome the individual with force is a last resort that should only be initiated in the most extreme circumstances.
- Remember, there may be more than one active shooter.
- Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.

**What to Report:**

- Your specific location: building name, floor and office or room number.
- Number of people at your specific location.
- Injuries: number injured and types of injuries.
- Assailant(s):
  - o Location
  - o Number of suspects
  - o Race/gender
  - o Clothing description
  - o Physical features (height, weight, facial hair, glasses, etc.)
  - o Type of weapons (long gun or hand gun)
  - o Backpack
  - o Shooter's identity, if known
  - o Do you hear explosions separate from gunfire?

**Police Response:**

- The Police objective is to immediately isolate/engage assailant(s) to stop the shooting as soon as possible.
- Remain calm; do as the officers tell you.
- Put down bags/packages and keep your hands visible at all times.
- If you know where the shooter is, tell the officers.
- The first officers will not stop to aid injured persons.
- Rescue teams will follow the first officers into secured areas to treat and remove injured persons.
- Investigation will follow.

## EXPLOSION

Observe the following procedures if you are in a building that suffers an explosion:

- Leave the building as soon as possible and activate the closest fire alarm. Do not stop to retrieve personal possessions or make phone calls. If objects are falling around you, get under a sturdy desk or table until they stop falling. Then leave quickly, watching for weakened floors and stairs and falling debris.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. **DONOT USE ELEVATORS.** Cover your nose and mouth with a wet cloth or handkerchief. When approaching a closed door, use the back of your hand to feel the lower, middle, and upper parts of the door. Never use the palm of your hand or your fingers to test for heat. If the door is not hot, open it slowly and ensure that fire and/ or smoke is not blocking your escape route before continuing. Be prepared to crawl as smoke, poisonous gases and heat rise. If the door is hot, do not open it, but try to escape through a window. If you are on a high floor, hang a white or light-colored cloth outside the window to alert fire fighters of your location.
- If you are trapped in debris, do not light a match. Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing. Rhythmically tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause the inhalation of dangerous amounts of dust.

Evacuations – Information concerning will be disseminated should it become necessary. Many factors determine if a building or dormitory will be evacuated. The Division of Public Safety, in consultation with many other departments and agencies, will advise the community of the need to evacuate during and emergency and or areas being used to temporarily house those being evacuated.

## FIRE

In case of fire, call 9-1-1 immediately to notify the fire service and campus police.

Observe the following procedures:

- Know the locations of fire exits in the building. Know the location of fire extinguishers and alarm systems and know how to use them. Training and information is available through Environmental Health & Safety.
- If a minor fire appears controllable, immediately Dial 9-1-1 to alert campus police. Then promptly locate a fire extinguisher and direct the charge of the extinguisher toward the base of the flame. If others are with you, have one person make the emergency call while another uses the fire extinguisher.
- If an emergency exists, activate the building alarm, also dial 9-1-1.
- For large fires that do not appear controllable, evacuate all rooms and close all doors to confine the fire and reduce oxygen. Do not lock the doors. Dial 9-1-1
- When a building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest exit and alert others to do the same.
- Assist the disabled in exiting the building. **Do not use the elevators during a fire.** Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken.
- Assist emergency crews as requested.
- An Incident Command Post may be set up near the emergency site. Stay clear of this area unless you have official business there.
- Do not return to an evacuated building unless told to do so by an authorized University Official.

## HOSTAGE TAKING

If taken hostage:

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instruction, be alert, and stay alive. The captor may be emotionally disturbed. Do not make mistakes that could jeopardize your well-being.
- Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor when possible, but do not stare.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.

## INFECTIOUS DISEASE OUTBREAKS

Avian Flu, measles, Mumps, SARs, and other infectious diseases can pose a threat to the University community as they do to communities worldwide. If there is an outbreak of infectious disease that threatens the University of South Florida, University officials will collaborate with State and National officials in determining the best course of action regarding operations at the University. Information related to any widespread infectious disease outbreak will be available on the University's website. (<http://www.usf.edu>) and at (<http://www.shs.usf.edu/>)

Current information regarding Avian Flu:

- There have been no reported cases of Avian Flu in humans in the United States.
- A very few suspected cases of human-to-human transmission of Avian Flu have been reported globally, but these cases have been limited to those with unusually close contact with an ill person. Even those cases are ambiguous, according to the World Health Organization.
- Travelers should avoid contact with live animal markets and poultry farms in countries where cases have been reported.
- International students from affected countries, or members of the University community traveling to affected countries, may contact the office of International Affairs or visit their website at: (<http://web.usf.edu/iac/iss/>) if they have questions.

For more information:

The University encourages concerned faculty, staff, students and families to check the website (<http://usf.edu>) for updates. If you have specific questions or concerns about your personal health, please consult Student health Services or your family physician. As other similar issues arise, information specific to each issue will be posted. In addition, the Center for Disease Control has extensive information on these and other health threats on their website (<http://www.cdc.gov>).

The Student Health Pandemic Response Plan is located on the following pages:

## USF Student Health Services

January 25, 2008

### Pandemic Influenza Response

Level 1 Planning and Preparation	Level 2 Confirmed Cases of Pandemic Flu	Level 3 Suspected/Confirmed Cases in USA	Level 4 Suspected/Confirmed Cases at USF
Appoint members to the SHS pandemic response team to lead the SHS planning process, develop a protocol for managing SHS operations during the emergency, and direct SHS during a pandemic event.	Response team reviews and revises pandemic plan and SHS operating protocol to ensure all elements of the plan and protocol are appropriate to the emerging threat and ready for implementation.	Response team meets with increasing frequency and maintains a state of readiness throughout SHS appropriate to its assessment of the current threat.	Response team assumes control of SHS operations, initiates execution of the pandemic plan, and manages SHS during the pandemic.
Response team members establish and maintain pandemic response relationships with key contacts at USF, local hospitals and public health entities.	Begin regular meetings with established or new teams of representatives from local hospitals and public health entities that will coordinate pandemic response.	Increase frequency of Level 2 activity.	SHS Response team and representatives of local hospitals and public health entities integrate/coordinate delivery of services during active pandemic.
Specify SHS essential functions and personnel.	Continue Level 1 activity.	Begin regular meetings of essential personnel to maintain state of readiness to implement the pandemic response.	Essential personnel and functions actively engaged in pandemic response under leadership of the response team.
SHS staff develop	SHS staff review	Continue Level 2 activity. Attain	SHS staff implements personal

personal pandemic response plan to accommodate their SHS and family responsibilities.	personal pandemic response plans and adjust as needed based on the nature of the current threat.	and maintain high degree of readiness to implement personal pandemic response plan.	pandemic response plan.
Identify general emergency communication channels.	Continue Level 1 activity.	Confirm availability and readiness of emergency communication channels and protocols for use during pandemic event.	Put emergency communication channels into service.
Project services SHS will deliver; compile lists of required supplies, equipment and services; and identify vendors and storage facilities.	Develop budgets for purchasing supplies and equipment, contracting for services, and storing supplies and materials all suitable to the current threat.	Increase on-hand stock of medications and medical supplies. Purchase operating supplies and equipment. Execute contracts for services and storage.	Replenish inventory on a short cycle and arrange for continuing access to essential supplies, equipment and services as pandemic event runs its course.
Identify cleaning and waste removal services providers.	Continue Level 1 activity.	Confirm availability of cleaning and waste removal services and readiness to respond to pandemic event.	Put into operation cleaning and waste removal services.
Develop clinical duties lists and triage protocols.	Review clinical duties lists and triage protocols to ensure they are appropriate to the current threat.	Continue Level 2 activity.	Begin performing clinical duties and applying triage protocols.
Identify potential infirmary and quarantine sites in addition to the main clinic (locations, staffing, supplies and services). Consider locations in on-campus and off-campus housing units.	Evaluate pre-selected infirmary and quarantine sites, and supplies, materials and services lists, for suitability to emerging threat and amend lists as needed.	Confirm access to and availability of infirmary and quarantine sites, staff to operate them, and necessary supplies, materials and contracted services. Prepare to quickly bring these locations into service.	Put infirmary and quarantine sites into service.

## USF Student Health Services

January 25, 2008

## Pandemic Influenza Response

Level 1 Planning and Preparation	Level 2 Confirmed Cases of Pandemic Flu	Level 3 Suspected/Confirmed Cases in USA	Level 4 Suspected/Confirmed Cases at USF
Plan for quarantine and isolation rooms in the main clinic and remote infirmaries.	Confirm that existing plan is appropriate to the emerging threat.	Identify and equip specific quarantine, isolation and negative pressure rooms.	Put into service quarantine, isolation and negative pressure rooms.
Establish criteria for quarantine and protocols for monitoring cases in quarantine.	Confirm that quarantine criteria and monitoring protocols are appropriate to the current threat.	Continue Level 2 activity.	Implement quarantine criteria and monitoring protocols.
Develop a plan for mass immunizations or administration of prophylaxis.	Confirm that plan for mass immunizations or administration of prophylaxis is appropriate to the current threat.	Continue Level 2 activity. Purchase and store stock of vaccine or medications appropriate to the current threat and related supplies.	Administer vaccine or medications as appropriate to the pandemic event.
Establish a protocol for care of the deceased and family notification.	Adjust plan as needed for the projected mortality rate of the identified pandemic pathogen. Confirm general availability of necessary communication channels for family notification and services for the care and disposition of human remains.	Confirm immediate availability of communication services and services for the care and disposition of human remains.	Implement protocol for care of the deceased and family notification.
Establish a plan to provide continuity of IT-clinical records services maintaining security, high availability and appropriate data	Review IT-clinical records plan and ensure adequate hardware, consumables and spare parts are on hand.	Ensure all aspects of the IT-clinical records plan are ready for immediate execution. Update all software to the most current version. Ensure adequate power	Execute SHS emergency IT-clinical records services plan.

recovery measures.		supply is available. Contact critical vendors to arrange for services in a crisis situation.	
Create templates for signage, Web, and other media and related messages.	Adjust templates for signage, media and messages so they are as specific and appropriate as possible to the current threat.	Continue Level 2 activity.	Put signage, media and messages into place.
Create awareness, protection and self-care information kits for students, faculty and staff. Promote annual vaccination.	Order awareness, protection and self-care information kits for specific pathogen. Educate students, faculty and staff about emerging pandemic. Strongly recommend vaccination if available.	Distribute protection and self-care information kits.	Continue Level 3 activity.
Conduct pandemic training and exercises.	Continue Level 1 activity.	Continue Level 1 activity.	
Develop a plan for restoring normal SHS operations.			
Develop process for evaluating SHS emergency response effectiveness.			

## **MEDICAL OR PSYCHOLOGICAL EMERGENCY**

### Ambulatory Patient

Medical assistance can be provided to students by Student Health Services which is located east of the Phyllis Marshall Center and the Bookstore and north of the Student Services Building. Most routine care is covered by your health fee, and other services are provided at a savings of approximately 30-80%. Hours are Monday through Friday 8:30 A.M. - 5:00 P.M. (Hours may vary on holidays and semester breaks; call 813-974-2331 for current information.) Student Health Services is closed on weekends. After hours telephone consultation (813-974-2331) with a physician is available for urgent medical concerns. Faculty and Staff can seek medical assistance at the University Community Hospital located at the corner of Fletcher and Bruce B. Downs.

### Non-Ambulatory Patient

If the individual needing assistance is not ambulatory, call 9-1-1 to request assistance from Emergency Medical Services (EMS).

### Mass Casualty Incident

In the event of a Mass Casualty event, the University would rely on the Tampa Fire Rescue Units for a response. University Student Health Services will be able to assist with very minor injuries (walking wounded), and with the triage of victims until transport to medical facilities is arranged.