

Armed Intruder Bomb Threat Civil Unrest
Criminal Activity Suspicious Package Workplace Violence

CRIMINAL ACTIVITY

ACTS OF INTOLERANCE

Primary Responders:

AU Safety Services: on campus 5555 or 911
off campus (419) 207-5555

Ashland University prohibits intolerant conduct and statements directed towards a person based on religion, gender, sexual orientation, ethnic or national origin that demeans or diminishes any person and that have the effect of creating a hostile campus environment. This policy applies to students, faculty, staff, and others on or off University property. Prohibited conduct includes, but is not limited to:

- Disparaging language
- Threatening gestures
- Property defacement
- Technology misuse

If you believe that the actions or words of a member of the University community constitute an act of intolerance, you should do one or more of the following to initiate a University response:

Reporting Acts of Intolerance:

- Report to Vice President for Student Affairs. Extension 5304. From off campus call (419) 289-5304.
- Director of Personnel. Extension 5034. From off campus call (419) 289-5034.
- Director of Minority Student Services. Extension 5327. From off campus call (419) 289-5327.

Important Considerations:

- Request that University judicial be processed against an individual or group of Ashland University students.
- You may also report the matter to the Ashland City Police department.
- Request that alternative housing arrangements and/pr contact restrictions be granted.

Ashland University will investigate complaints of intolerance promptly and impartially. The University will not tolerate adverse treatment of students or other individuals who report intolerant or discriminatory behavior provide information related to such complaints. While the University will protect the confidentiality of complaints to the extent possible, it also has the legal responsibility to formally investigate any and all complaints. In addition, students against whom violations of University regulations are being alleged have the right to know the nature and source of evidence at the time of a hearing. Depending on the specific circumstances, it is the University's general practice that students who allege acts of intolerance will be kept

informed of the investigation process and the ultimate outcome of their complaint. Any individual who is found to have engaged in an act of intolerance will be subject to appropriate corrective action up to and including dismissal.

ARMED INTRUDER

Hostile person(s) actively causing deadly harm or the imminent threat of deadly harm on campus.

Primary Responders:

AU Safety Services: on campus 5555 or 911
off campus (419) 207-5555
Ashland City Police: 911

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

If an armed intruder (or active shooter) is outside your building or out of sight:

- Determine location of intruder (shooter).
- If you think you can safely evacuate the area, do so. Run to safety and call **911**. Do NOT pull the fire alarm to evacuate the building. Do not delay by gathering possessions. Just grab a cell phone, if available.
- If unable to safely flee the area, follow procedures below...

If an armed intruder (or active shooter) is inside the building and in sight:

- Turn off lights and audio/visual equipment.
- Disable door opening mechanism.
- Barricade door and window (by the door) using all available material.
- Exit through windows if available (break window if necessary)
- Seek protective cover (out of sight from windows, remain quiet and silence phones).
- Call **911**
- Remain in place until police arrive and instruct otherwise. Obey all commands of the police.
- Be prepared to neutralize the threat. Develop a plan to defend yourself (i.e. look for things to throw, or hit intruder with). If others are with you, develop a plan to combat the intruder if he/she gains access to your office, classroom, or area.

If an armed intruder enters office, classroom, or in clear view:

- Alert **911** as to exact location. If you can't speak, leave line open so the dispatcher can hear what is happening.
- If there is no chance to escape, hide, communicate, or negotiate with the intruder and you feel you are in imminent danger you may be able to overpower the intruder implementing your plan of defense. This should be a last resort, but be prepared to act.
- If the intruder is causing death or serious physical harm to others and you are unable to flee, hide, or defend yourself, you may play dead if other victims are around you.

Important considerations:

- Be aware of escape routes in cases of emergencies.
- When fleeing (if this is a safe option), move quickly and don't stop to remove injured persons. Notify the police as to the victim's location.
- While an active resistance may improve your chance for neutralizing the intruder, there is no guarantee for your safety or the safety of others. Participating in an active resistance is a personal choice.
- Once the police arrive, obey all commands. Police will go directly to the threat. They will not stop to render assistance to injured victims until the threat is neutralized.
- Do not approach police. Until the threat is identified and neutralized they may mistake you for a threat. Stay on the ground and don't make sudden movements or noises.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.
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BOMB THREAT

Primary Responders:

AU Safety Services:	on campus	5555 or 911
	off campus	(419) 207-5555
Ashland City Police:	911	

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

If you receive a bomb threat call:

- Stay calm and maintain composure.

- Immediately refer to the “Bomb Threat Identifier Checklist” (see below) to help document call.
- Pay attention to details. Using the checklist as a reference tool, ask questions to obtain as much information as possible.
- Don’t be distracted trying to get people’s attention, pay attention to the call (i.e. background noises, other voices, etc.).
- Before you forget, quickly review checklist and note observations.
- Call **911**.
- If the threat of explosion is immediate, notify others in the building to evacuate. Pull the fire alarm unless the caller specifically indicates doing so would activate the device.
- Evacuate to designated assembly location (at least 300 feet from the building).
- If the threat is not immediate, wait for AU Safety Services and the Ashland Police. Be available to share information with them.
- Follow the directives of the responding officers.

If you receive a written threat:

- Don’t handle letter more than necessary, or give to another person. Same with the envelope it was received in.
- Call **911**.
- If the threat of explosion is immediate, notify others in the building to evacuate. Pull the fire alarm unless the caller specifically indicates doing so would activate the device.
- Evacuate to designated assembly location (at least 300 feet from the building).
- If the threat is not immediate, wait for AU Safety Services and the Ashland Police. Be available to share information with them.
- Follow the directives of the responding officers.

Important Considerations:

- A copy of the “Bomb Threat Identifier Checklist” should be kept handy by administrators and persons responsible for answering departmental phones (i.e. keep a copy underneath your phone).
- When evacuating the building, only take personal belongings with you that you know are secure.
- Do not reenter the building for any reason until the building has been cleared for occupancy. Doing so may delay the clearing process.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.

Bomb Threat Identifier Check List

This sheet (or a similar one) should be used when a bomb threat is received via telephone. Ashland University Safety Services will provide copies of this checklist upon request.

Phone # at which call was received: _____
Time: _____

CALLER'S VOICE

Explosive Device Data Sheet
PLACE THIS BY YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is the explosive device set to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of explosive device is it?
5. What will cause it to explode?
6. Did you place the explosive device?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of Caller: _____ Race/Nationality: _____

Age: _____ Length of Call: _____

- | | |
|----------------|-----------------------|
| _____ Calm | _____ Nasal |
| _____ Angry | _____ Stutter |
| _____ Excited | _____ Lisp |
| _____ Slow | _____ Raspy |
| _____ Rapid | _____ Deep |
| _____ Soft | _____ Ragged |
| _____ Loud | _____ Clearing throat |
| _____ Laughter | _____ Deep breathing |
| _____ Crying | _____ Cracking voice |
| _____ Normal | _____ Disguised |
| _____ Distinct | _____ Accent |
| _____ Slurred | _____ Familiar |

If voice is familiar, whom did it sound like?

BACKGROUND SOUNDS:

- | | |
|----------------------|---------------------|
| _____ Street Noises | _____ Animal Sounds |
| _____ Voices | _____ Clear |
| _____ PA system | _____ Static |
| _____ Music | _____ Local |
| _____ House Sounds | _____ Long Distance |
| _____ Office Sounds | _____ Phone Booth |
| _____ Factory Sounds | _____ Other: |

THREAT LANGUAGE:

- | | |
|-------------------|------------------|
| _____ Well spoken | _____ Incoherent |
| _____ Foul | _____ Taped |
| _____ Irrational | _____ Read |

REMARKS: _____

Immediately call Safety Services x5555 or 419.207.5555

Give responding officers this completed sheet.

Date: _____

Name: _____

Position: _____

Phone: _____

CIVIL UNREST

Primary Responders:

AU Safety Services:	on campus	5555 or 911
	off campus	(419) 207-5555
Ashland City Police:	911	

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

Peaceful Demonstration:

- Remain calm so you won't escalate any anxiety to an unmanageable level.
- Avoid provoking or obstructing the disturbance.
- Notify the appropriate AU official that may be of assistance to the situation.
- Notify AU Safety Services.

Disruptive or Violent Demonstration:

- Remain calm and do not allow yourself to become confrontational.
- If situation is disruptive, ask participants to leave the area. If they do not comply, don't become argumentative.
- Notify Safety Services.
- If possible, continue your normal work until assistance arrives (do save any information on your computer).
- If unable to resume normal business, shut down computers and secure sensitive areas.
- If necessary, evacuate area.
- If disturbance is outside, stay away from windows and remain inside.

Important Considerations:

- Not all demonstrations are unlawful. Just because there may be an individual, or gathering of people, who are gathering with a purpose; this may not constitute a response that requires formal intervention.
- Is the demonstration held by students and/or employees verses outside persons.
- The Ashland University campus is private property while sidewalks around the perimeter of campus are considered public property.

CRIMINAL ACTIVITY

Primary Responders:

AU Safety Services:	on campus	5555 or 911
	off campus	(419) 207-5555
Ashland City Police:	911	

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Assault:

- Call **911**.
- If safe to do so, provide assistance to the victim(s)...use Universal Precautions if exposed to blood or bodily fluids.
- Relay suspect's identifying information to responding personnel.

Sexual Assault:

- Call **911**.
- Encourage victim to report the assault to Safety Services and the Ashland City Police.
- Encourage the victim to seek immediate medical treatment at the hospital emergency room.
- To help preserve evidence, the victim should refrain from using the restroom, or cleansing themselves as the hospital emergency room staff will gather important evidence.
- Do not leave the victim alone until further assistance can be summoned.
- University employees (except medical, psychological and pastoral staff) are required to report the sexual assault incident to Safety Services. The victim can remain confidential, but the incident still needs to be reported.
- Encourage the victim to seek counseling through the AU Counseling office and/or the Ashland Rape Crisis Center (419-289-8085). Refer to the Resource Directory for additional resource contacts.

Theft/Burglary:

- Report the theft (or burglary) to the AU Safety Services office at extension 5555. The Ashland City Police may also be summoned.
- A vast majority of thefts and burglaries are from unsecured rooms and unattended belongings left in public areas. To help prevent yourself from being a victim, lock your door (office, classroom, dorm room, etc.) at night and when the room is unattended.

Suspicious Person/Activity:

- Immediately report any suspicious person, or activity, to the AU Safety Services office. This is especially true for persons loitering around parking areas, entrances to residential facilities and anywhere on campus during the evening hours. Call **911**.

Harassment:

- This includes electronic forms of harassment (i.e. texting, phone & voice messages, etc.) that harass, annoy, or creates distress for another individual.

SUSPICIOUS PACKAGE / MAIL

Possible chemical, biological, radiological, and/or explosive threats.

Primary Responders:

AU Safety Services:	on campus	5555 or 911
	off campus	(419) 207-5555
Ashland City Police:	911	

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

Recognizing suspicious packages and/or mail:

- Excessive postage using stamps.
- Misspelled words, incorrect titles.
- Restrictive markings (i.e. President, Chief Officer, Personal, Confidential, etc.).
- No return address.
- Special deliveries and some foreign mail.
- Excessive tape to secure.
- Strange odor and/or stains.
- Not expecting a package that seems suspicious in nature.
- Refer to USPS Suspicious Mail poster for additional tips.

If you receive suspicious packages and/or mail:

- Do not open.
- Do not use a cell phone, or radio, to notify Safety Services.
- Call AU Safety Services at extension 5555. If you suspect a bomb, call **911** and evacuate the area immediately.
- Don't shake the object.
- Don't allow others to handle object and don't move the object.
- Do not use a cell phone, or radio, to notify Safety Services.
- Alert others in the area to stay away from the object.
- Evacuate to the nearest restroom to wash your hands in case of a chemical, biological, or radiological hazard.

Important considerations:

- Mail sent from outside the US should have customs declaration forms attached.
- Not all mail (or packages) can be easily identified as a threat. Some packages sent to AU addressed to students (mostly international) satisfy more than one criterion for identifying suspicious mail/packages (i.e. strange odor, poorly written or addressed, etc.). Use your best judgment before declaring a package a threat.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.

WORKPLACE VIOLENCE

Any deliberate incident, or threat, directly targeting (or affecting) a member of the AU campus community.

Primary Responders:

AU Safety Services:	on campus	5555 or 911
	off campus	(419) 207-5555
Ashland City Police:	911	

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

Warning Signs & Risk Factors:

- Ongoing conflicts between employees/students.
- Withdrawal from normal activity.
- Increased use of alcohol and drugs.
- Repeated loss of temper.
- Possession of, or preoccupation, with weapons.
- Victim of bullying.
- Poor (or declining) level of performance.
- Announces intention to harm self and/or others, or presents scenarios involving violence.
- History of discipline problems.
- Doesn't acknowledge the feeling or rights of others.
- Vandalizes property.
- Stalking behavior.
- Loss of job or recent poor performance evaluation.
- Sees themselves as a victim.
- Relationship problems away from work.

Examples of Workplace Violence:

- Direct threats.
- Direct violence.
- Behavior that disrupts the working environment.
- Physical conduct (or incident) that intimidates, disrupts, causes harm, or creates a hostile environment.

Action Steps:

- Report any warning signs to supervisor, department chair, professor, safety services, personnel, or the Student Affairs office.
- If confronted by a hostile employee/student, attempt to deescalate the situation by asking open ended questions, limit outside distractions, remain calm, and inform

the person you can help them resolve the matter. Don't make false promises, be realistic.

- If possible, don't let the person get between you and the exit.
- If someone in your office is dealing with a threatening situation, call **911**.
- Have all non-essential bystanders vacate the office. Don't abandon person dealing with hostile intruder though.
- Refer to procedures for armed intruder if situation escalates to physical violence involving a weapon.

Important considerations:

- Any threat of violence directed towards any member of the AU campus community should be immediately reported to your supervisor, residence life staff, and/or safety services.
- Don't dismiss threats and/or warning signs as isolated incidents. While you may only witness one (or a couple) of signs, others may be observing similar behavior with the individual. Warning signs may surface in writings submitted for assignments, overly aggressive behavior on the playing field, inappropriately projecting displeasure at work, etc.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.

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