**Bomb Threat**

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

What you should do:
1. If you receive a bomb threat via phone call, listen carefully and write down everything that is said, starting with the exact time of the call. And the number you are receiving the call from if it is available.
2. Keep the caller talking as long as possible and ask the following questions:
   a. When is the bomb going to explode?
   b. Where is it right now?
   c. What kind of bomb is it?
   d. What will cause it to explode?
   e. Did you place the bomb?
   f. If yes, why did you place the bomb?
3. While on the phone with the bomb threat caller, have someone else nearby call the Tulane Police on a land line, if possible. Tulane Police Emergency Numbers are:
   a. Tulane National Primate Center Police emergency: (985) 871-6411
   b. Tulane Downtown Campus Police emergency: (504) 988-5555
   c. Tulane Uptown Campus Police emergency: (504) 865-5911, or pick-up the nearest emergency blue-light phone.
   d. Other Campuses: Call 911
4. Attempt to determine the following characteristics of the caller and write them down:
   a. Is the caller male or female?
   b. Does the caller have an accent?
   c. Is the caller calm, angry, excited, laughing, or crying?
   d. Is there background noise (street noise, music, house noises, voices, machines)?
5. IMMEDIATELY after the call contact TUPD and relay the information received from the threatening caller.
6. Give the TUPD Dispatcher your name and location.
7. Wait for a TUPD Officer to arrive, if possible. Leave the area if you feel there is an imminent threat.

What will happen
1. TUPD will IMMEDIATELY dispatch officers to coordinate a search for the device.
2. TUPD Dispatch will activate the NOPD.
3. Responding officers will instruct building occupants to turn off any electronic devices including cell phones.
4. The threatened building(s) will be evacuated if necessary.
5. The Tulane emergency alert system will be activated with information and instructions to stay away from the affected building.
6. NOPD will assume control of the scene and address the incident.
7. An “all clear” message will be issued once the situation has returned to normal.

**IMPORTANT NOTE**: If a bomb threat is received on the day that an exam is scheduled, the exam will take place the same day even if the location has to be changed.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Elevator Emergency

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

What you should do
1. If you become trapped in an elevator, use the elevator phone or emergency call box and give the operator your name, building, elevator number, floor, and how many persons are in the elevator. Do not exit the elevator if the doors are open and the cab is between floors. The elevator may energize and move, and you may be seriously injured. Wait for emergency responders. Listen and follow their instructions. Remain calm. Rescue and assistance will be initiated.
2. If the elevator phone or emergency call box does not work, push the elevator cab “Emergency” or “Bell” button until you hear acknowledgement that help is on the way.
3. If you have a cellphone, telephone emergency responders at one of the following emergency telephone numbers:
   - Tulane University Police Department - Downtown Campus: 504-988-5555
   - Tulane University Police Department - Uptown Campus: (504) 865-5911
   - Other Campuses or buildings: Call 911
4. Tell the operator that you are stuck in an elevator. Give them your name, building, elevator number, floor and how many persons are in the elevator.

What will happen
1. Emergency Responders will be immediately dispatched to the scene.
2. Facilities Services or maintenance, the local fire department, and others will be dispatched, as necessary.
3. An on-scene command center will be established which will coordinate all responding agencies.
4. An outside elevator maintenance contractor will respond and initiate safe evacuation of occupants from the elevator

Remember – please stay calm.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Fire

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

What you should do
1. If you discover a fire, follow the acronym, ESCAPE:
   • Evaluate the situation,
   • Secure the immediate area by removing personnel,
   • Close the doors to the room or area,
   • Activate the building fire alarm using the nearest pull station,
   • Phone Tulane University Police Department (TUPD) and report the emergency, be specific (If off campus – dial 911)
   • Extinguish the fire as appropriate.
2. If you smell or see smoke or fire, activate the nearest fire alarm, if the alarm is not already activated.
3. Call the TUPD emergency line. Their numbers are as follows:
   • Downtown Campus: (504) 988-5555
   • Uptown Campus: (504) 865-5911, or pick up the nearest emergency blue-light phone.
   • Other Campuses or areas: Call 911
   • Tulane National Primate Center: (985) 871-6411
4. Give the TUPD dispatcher your name, the exact location of the fire and any other relevant information you have.
5. Do not attempt to fight the fire yourself unless you have been trained in the use of firefighting equipment and it is safe to do so.
6. Evacuate the building and close doors behind you to contain the fire.
7. Exit by the nearest exit or stairwells. Do NOT use elevators.
8. Exit quickly and calmly; do not attempt to take anything with you.
9. Assist persons who are disabled or others who may need assistance. Persons who are disabled and are able to evacuate must do so as quickly as possible. If they cannot evacuate, then someone should move them to a safe location and telephone TUPD using one of the above-noted emergency telephone numbers. Then, you should evacuate to the assembly area outside the building. Inform TUPD at the scene of the exact location of the person who is disabled. Emergency personnel will initiate evacuation.
10. If flames or heavy smoke prevents immediate use of your initial exit, then choose an alternate route.
11. If caught in heavy smoke, take short breaths, crouch down or crawl as close to the floor and wall as possible.
12. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire and shut the door. Contact TUPD or emergency responders using one of the above-noted emergency telephone numbers. Open or break a window if possible and signal for help by waving an article of clothing or making loud noises. If the window cannot be opened, make a sign to signal for help. If possible, try to seal the bottom of the door with an article of clothing (jacket, etc.) to prevent smoke from entering the room.
13. Once outside, remain 100 feet from the building and in the designated assembly area, return to the building only when instructed to do so by TUPD or other emergency responders.

What will happen
1. Emergency Responders will be immediately dispatched to the scene.
2. Facilities Services or maintenance, the local fire department, and others will be dispatched, as necessary.
3. After the fire is extinguished, TUPD or the fire department will give the all clear to re-enter the building or give other instructions.
4. If necessary, the Tulane emergency alert system will be activated with instructions.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Flooding

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

What you should do
1. Pay attention and follow all emergency alerts issued by Tulane.
2. Report any flooding that you may observe to Tulane Police. Tulane Police Emergency Numbers are:
   • Tulane National Primate Center Police emergency: (985) 871-6411
   • Tulane Downtown Campus Police emergency: (504) 988-5555
   • Tulane Uptown Campus Police emergency: (504) 865-5911
   • Pick-up the nearest emergency blue-lightphone.
3. Tell the TUPD Dispatcher your name.
4. Tell the TUPD Dispatcher the exact location of the flooding.
5. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.
6. Observe all campus street and parking lot closures during flooding events. Do NOT attempt to drive through flood waters if you are not certain of the depth of the water.

What will happen
1. If there is a threat of flooding, TUPD will patrol campus to identify any areas of high water.
2. During flooding events, the Tulane emergency alert system will be activated with information and instructions.
3. TUPD will close and/or restrict access to flooded areas on campus.
4. TUPD and Facilities Services will respond to flooding or potential flooding entering buildings. Buildings will be evacuated if necessary.
5. Tulane emergency personnel will monitor the situation with weather services and local authorities.
6. Once the threat has passed, TUPD and Tulane Facilities Services will inspect the campus for damage, respond to any injuries.
7. An all clear message will be issued via the emergency alert system when flooding has subsided.

Office of Emergency Preparedness and Response, 504-862-82667
**Hazardous Material Release**

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

**What you should do**

1. Report all releases or spills of hazardous materials that you may observe to Tulane Police. Tulane Police Emergency Numbers are:
   • Tulane National Primate Center Police emergency: (985) 871-6411
   • Tulane Downtown Campus Police emergency: (504) 988-5555
   • Tulane Uptown Campus Police emergency: (504) 865-5911
   • Pick-up the nearest emergency blue-lightphone.
2. Tell the TUPD Dispatcher your name.
3. Tell the TUPD Dispatcher the exact location of the spill or release.
4. If possible, give the source, character, wind direction, amount and extent of the material spill/release.
5. Notify the TUPD Dispatcher if there are any injuries associated with the incident.
6. Shut windows, turn off open flames and open hoods in the area, if possible. Do NOT risk your personal safety.
7. Stay upwind and a safe distance away from the material that has been released or spilled.
8. Keep others from entering the area.
9. Wait for TUPD officers and emergency responders to arrive and direct them to the release/spill area.

**What will happen**

1. TUPD will activate Tulane Facilities Services and the Office of Environmental, Health and Safety to respond to the incident.
2. TUPD will evacuate the area or the building if necessary.
3. If the incident is large or cannot be controlled, TUPD will consult with OEHS and then notify the local fire department for assistance, and EMS if deemed necessary.
4. If the incident is large or threatens other areas of campus, the Tulane emergency alert system will be activated with instructions to stay away from the area of the release. Tulane OEHS and/or the local fire department will manage the cleanup and decontamination of the area.

*Office of Emergency Preparedness and Response, 504-862-8266*
Emergency Information

Hurricane Guide

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

HURRICANE GUIDE FOR TULANE STUDENTS
Living with the threat of a serious hurricane is part of living in New Orleans. Because our first concern is for the safety of our students and employees, Tulane University has emergency plans and teams in place if a storm approaches the New Orleans area. We plan ahead in conjunction with city, parish and emergency officials.

However, you must plan ahead in the event of a tropical storm or hurricane weather emergency. Students and their families should develop their own personal emergency plans in the event New Orleans is threatened by a hurricane. These plans should include your destination and transportation arrangements. Use the link below to create and file your personal emergency plan with Emergency Preparedness. https://cas.tulane.edu/login?service=https%3A%2F%2Fgibson.tulane.edu%2Ftulane%2FLegacy%2Fstorm_plan

STAYING INFORMED
When a hurricane or tropical storm threatens New Orleans, the university will activate the Tulane Alert Line to provide faculty, staff, students and parents with up-to-date information on storm progress, instructions regarding campus preparations, announcements about closing and reopening of university offices, and other relevant instructions. In addition Tulane’s emergency website will be updated with vital information.

Tulane's emergency website: emergency.tulane.edu
Tulane Alert Line: (504) 862-8080 or (877) 862-8080 (toll-free)
Tulane Emergency Twitter: @TulaneEmergency

PREPARING FOR THE STORM
Your first step in preparing for a hurricane should be to develop a personal emergency response plan and discuss it with your family well ahead of a weather emergency. This list will help you in your planning. For a guide to developing a personal safety plan go to http://tulane.edu/emergency/preparedness

Rental insurance. Purchase insurance for and inventory your personal possessions. Please visit this website for more information on protecting your belongings: housing.tulane.edu

Develop an emergency communication plan. Have an out-of-state relative or friend serve as a “family contact.” After a disaster, it’s often easier to call long distance.

Hurricane preparation kit. Pull together useful items such as non-perishable food items and snacks, juices, soft drinks, bottled water, change of clothing, sturdy shoes, portable radio, first-aid kit, batteries, flashlight,. Refill prescription medicines. When you evacuate, you will want to take these supplies with you, along with a blanket and pillow or sleeping bag. Include games and toys as necessary for children or others.

Prepare your room or apartment. Pick up all items from the floors and store in drawers and closets. Move upholstered furniture away from windows. Close and lock your windows. Bring inside any items you may have on balconies or other open areas. Turn refrigerator and freezer temperature gauges to the lowest number. Open only when absolutely necessary and close quickly. Unplug stereos, TVs, electronic equipment and lamps.
**Emergency Information**

**Computers and electronics.** Back up computer data and take a copy with you. Cover your computer and other electronic equipment with plastic sheeting or large plastic garbage bags.

**Protect important documents.** Place your documents in waterproof containers and take with you or store at the highest, most secure point in your room or apartment.

**Gas up your vehicle.** Check all fluids and tire pressures (including spare).

**Have cash on hand.** ATMs will not operate should the area experience a power failure.

**Evacuation routes.** Consult the following website: [www.lsp.org/leadeg.html](http://www.lsp.org/leadeg.html)

**Transportation.** For students who need transportation to the airport, train or bus stations, Public Safety will establish a shuttle service so that the students can make their connections.
- **IMPORTANT NOTE:** Tulane will not provide transportation from the airport back to campus after the storm. Students are responsible for securing their own transportation back to campus.
- **IMPORTANT NOTE:** If the City of New Orleans initiates its City-Assisted Evacuation Plan, students must be aware that rail and bus transportation will be utilized by City emergency personnel to evacuate citizens who have no other means of leaving the metropolitan area. In addition, Louis Armstrong International Airport will require an airline ticket or itinerary to access the airport. It is strongly recommended that students develop personal evacuation plans that do not relay on bus or rail transportation, and purchase airline tickets PRIOR to arrival at the airport.

**RESPONDING TO THE STORM**
Whenever a hurricane threatens New Orleans, Tulane's campuses will close and an evacuation order may be issued by Tulane. It is critical that you monitor the Tulane Alert Line and Tulane's emergency website and follow all instructions issued by the Tulane administration. When responding to any evacuation order, you should seek shelter outside of the city.

Please note that students will NOT be allowed to use Tulane University or Tulane University Health Sciences Campus buildings as a storm shelter if an evacuation order is given. No students will be allowed to remain on campus in the event of a university evacuation.

Use your prearranged emergency plan. You are urged to make every effort to leave the area since we cannot assure your safety in New Orleans under hurricane emergency conditions. Consider the following options for evacuation sheltering outside of New Orleans:
- Choose a sheltering option far inland and north of Interstate-12.
- Consult the Louisiana Citizen Awareness & Disaster Evacuation Guide. Copies are available on campus for students.
- Make reservations at a hotel or motel outside of the storm area.
- Go to a relatives or friend's house far inland and north of Interstate-12.
- Go to a Red Cross shelter. (Shelter locations are announced by the news media as storms approach the area and evacuation orders are issued.)

**WHEN YOU EVACUATE**
Tell someone outside of the storm area (a family member or friend) where you are going. If you live on campus, please complete an Evacuation Info card and register with the staff member at your residence hall front desk.
- Offer a ride and share sheltering options with other students who need transportation.
- Leave as soon as possible. Avoid flooded roads and watch for washed-out bridges.
- Bring your preassembled hurricane kit and protective clothing. When an evacuation is ordered, you should do everything in your power to comply. Tulane will provide as much notice as possible in helping students make arrangements so that they can provide for their own safety and welfare. For examples of what to bring, please visit this page: [http://housing.tulane.edu/emergency/prepared.php#hurricane](http://housing.tulane.edu/emergency/prepared.php#hurricane)

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AFTER THE STORM
Consult the Alert Line and Emergency website for official information regarding Tulane University on a daily basis. Listen to local news media for other information. Stay where you are if it is safe until authorities give the “all-clear.” DO NOT ATTEMPT TO RETURN TO CAMPUS until instructed to do so via the Alert Line and Emergency Website.

Use the telephone only for emergency calls; however, be prepared to have telephones and cell phones become inoperative. Contact relatives as soon as possible to let them know where you are and make necessary plans. Drive only if absolutely necessary and avoid flooded areas.

For additional information on hurricanes and storm preparations, check the following the resources on our Employee and Student Planning website: http://tulane.edu/emergency/preparedness/

Office of Emergency Preparedness and Response, 504-862-8266
Medical Emergency

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What you should do
1. If you are injured or encounter someone who is injured, call the Tulane Police emergency line. Tulane Police Emergency Numbers are:
   - Tulane National Primate Center Police emergency: (985) 871-6411
   - Tulane Downtown Campus Police emergency: (504) 988-5555
   - Tulane Uptown Campus Police emergency: (504) 865-5911
   - Pick-up the nearest emergency blue-lightphone.
   - Other Campuses: Call 911
2. Give the TUPD Dispatcher your name.
3. Give the TUPD Dispatcher your exact location and any information you have regarding the injury.
4. Stay with the injured person until TUPD and EMS arrives.
5. DO NOT attempt to render first aid or medical care unless you are trained to do so.
6. Remain calm and tell the injured person (even if they appear to be unconscious) that help is on the way.

What will happen
1. TUPD will immediately dispatch officers to the scene.
2. TUPD Dispatch will activate Tulane EMS and/or New Orleans EMS.
3. TUPD will establish on-scene command and coordinate all responding agencies. TEMS and/or EMS will care for the injured upon arrival.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Suspicous Mail Package

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What you should do
1. Do not handle the letter/package. Do not shake or bump. Do not accept the letter/package from the carrier or agent.
2. Isolate the letter/package and look for indicators of potential hazards. Indicators of potential hazards include:
   - No return address & the presence of restrictive markings (e.g. PERSONAL, SPECIAL DELIVERY).
   - Excessive postage or post marks from a foreign country.
   - Addressed to the employee’s title only (no name); or addressed to the wrong name or title.
   - Misspelled words or badly typed or written address.
   - Wires protruding from the package.
   - Package is lopsided or uneven,
   - Package has a strange odor.
   - Outside of the package shows evidence of oily stains, discolorations, or crystallization on the wrapper/envelope.
   - Excessive taping or string.
3. Do not open, smell or taste the package.
4. Treat the letter/package as suspect.
5. If received on campus call the Tulane Police emergency line. Tulane Police Emergency Numbers are:
   - Tulane National Primate Center Police emergency: (985) 871-6411
   - Tulane Downtown Campus Police emergency: (504) 988-5555
   - Tulane Uptown Campus Police emergency: (504) 865-5911, or pick-up the nearest emergency blue-light phone.
   - Other Campuses: Call 911.
6. If received off-campus, call 911 and then contact TUPD at the campus nearest your location.
7. If the parcel is opened and/or a threat is identified, take the following actions immediately:
8. For a bomb:
   - Evacuate the area where the package was received immediately.
   - On campus, call TUPD immediately. See Bomb/WMD Threat for more details.
   - Off-campus, call 911 immediately. Then call TUPD.
9. For a radiological hazard:
   - Don’t handle the package and evacuate the area immediately.
   - If you have contamination on your hands or person, do not spread the contamination to other areas or persons.
   - On campus, call TUPD immediately.
   - Off-campus, call 911 immediately. Then call TUPD.
10. For a biological or chemical hazard:
    - Do not handle the package.
    - Wash your hands with soap and warm water. Do not spread contamination to other areas or other persons.
    - On campus, call TUPD immediately.
    - Off-campus, call 911 immediately. Then call TUPD.
11. For other hazards, such as sharp objects or razor blades:
    - Do not handle the package
    - On campus, call TUPD immediately.
Emergency Information

• Off-campus, call 911 immediately. Then call TUPD.

What will happen
1. TUPD will immediately dispatch officers to the scene.
2. TUPD Dispatch will contact the N.O. Police Department, N.O. Fire Department, Tulane EMS and N.O. EMS, as necessary.
3. If necessary, the Tulane emergency alert system will be activated with information & instructions.
4. TUPD will establish on-scene command and coordinate all responding agencies.
5. If necessary, an “all clear” message will be issued once the situation has returned to normal.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Tornado

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What you should do
1. Pay attention and follow all emergency alerts issued by Tulane.
2. Move to the ground floor or basement of the building you are in. Do not use elevators to descend to the ground floor or basement.
3. If you are outside, seek shelter in the nearest building.
4. Move as close to the center of the building as possible.
5. Stay away from windows and doors with glass panes.
6. Sit or crouch in an inner hallway or room.
7. Do not leave your safe position until the “all clear” is given by emergency personnel or via the emergency alert system.
8. Report any injuries or building damage immediately to Tulane Police. Tulane Police Emergency Numbers are:
   • Tulane National Primate Center Police emergency: (985) 871-6411
   • Tulane Downtown Campus Police emergency: (504) 988-5555
   • Tulane Uptown Campus Police emergency: (504) 865-5911,
   • Pick-up the nearest emergency blue-lightphone.
   • Other Campuses: Call 911
9. After the tornado, areas of campus may be damaged or contain large amounts of debris. Follow all instructions from emergency personnel or the emergency alert system to avoid such areas.

What will happen
1. Prior to the tornado, the Tulane emergency alert system will be activated with information & instructions.
2. TUPD and/or Facilities Services will broadcast instructions over public address systems as time allows.
3. Tulane emergency personnel will monitor the situation with weather services and local authorities. Once the threat has passed, TUPD and Tulane Facilities Services will inspect the campus for damage, respond to injuries, and give the “all clear” when conditions are safe.

Office of Emergency Preparedness and Response, 504-862-8266
Emergency Information

Active Shooter / Violent Intruder

The Student Guide to Policies and Procedures is updated annually. The content of the policies contained within this publication are accurate as of August 1, 2016. The information in this publication applies to the 2016-17 academic year. The University reserved the right to change the information herein without prior notice, in accordance with established procedures.

What you should do
1. If an active shooter is OUTSIDE YOUR BUILDING:
   a. Go to the closest room that can be locked.
   b. Once you are in a secure room, close and lock all the doors and windows.
   c. Turn off lights and get everyone in the room down on the floor so no one is visible from the outside.
   d. Have someone in the room call Tulane Police. Tulane Police Emergency Numbers are:
      • Tulane National Primate Center Police emergency: (985) 871-6411.
      • Tulane Downtown Campus Police emergency: (504) 988-5555.
      • Tulane Uptown Campus Police emergency: (504) 865-5911
      • Pick-up the nearest emergency blue-lightphone.
      • Other Campuses: Call 911
   e. Tell the TUPD Dispatcher quietly what you know about the situation, where you are, how many people are with you, what you are wearing, if there are any injuries.
   f. When you are finished talking to the TUPD Dispatcher, put the phone on silent/vibrate so the dispatcher can call you back; answer only if you are sure it is safe to do so.
   g. Remain in place until the police give you instructions.
   h. An unknown voice may be the shooter trying to lure you from safety; do not respond to any voice commands unless you can verify it is a police officer. TUPD has keys to most buildings on campus; they may be able to enter the room without asking you to unlock the door.
2. If an active shooter is INSIDE YOUR BUILDING:
   a. Remain calm and follow the steps listed in #1 above.
   b. If you cannot find a secure room, look for an exit you can reach safely, moving away from the shooter.
   c. Do not carry anything so you can move quickly and not be mistaken for the shooter.
   d. Keep your hands visible for police and do exactly what they tell you to do.
   e. Do NOT stop to help any injured victims or try to remove them. Leave them where they are and notify police or emergency responders of their location once you have reached a safe location.
   f. Do not leave the area until you have been cleared to do so by the police.
3. If an active shooter ENTERS YOUR OFFICE OR CLASSROOM:
   a. If possible call the Tulane Police emergency line or 911.
   b. If you cannot speak, leave the line open so the dispatcher can hear what is going on.
   c. If the shooter is giving commands do not resist. Remain calm and comply.
   d. If there is no opportunity for escape or concealment, a possibility to negotiate may exist.
   e. An attempt to overpower the shooter may also exist.
   f. ATTEMPTS TO NEGOTIATE OR OVERPOWER THE SHOOTER MAY RISK YOUR LIFE OR THE LIVES OF OTHERS. THIS DECISION WILL BE MADE QUICKLY BASED ON WHAT GIVES YOU THE BEST CHANCE AT SURVIVAL.

Office of Emergency Preparedness and Response, 504-862-8266

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