Emergency and Safety Procedures Guide

This information is disseminated to aid students, faculty, and staff in preparing for and responding to emergency situations at UH West O‘ahu (UHWO). All are encouraged to become familiar with these procedures, campus evacuation routes, the locations of the nearest emergency equipment, possible hazards in and around your building, and campus safety and security resources. Review the building floor plans posted in each building near the elevator.

For more information, go to uhwo.hawaii.edu/emergency.

Maintaining a safe campus is everyone’s responsibility. All are encouraged to promptly report hazardous situations, crimes, and suspicious activity to Campus Security and/or Emergency Services (Police/Fire/Medical). DO NOT assume someone else has made or will make the call. Reporting helps to ensure hazardous situations are addressed, timely warnings or emergency notifications are issued to the campus community when warranted, and a victim is assisted and informed of his/her rights.

WHEN TO REPORT AN INCIDENT, CRIME, OR EMERGENCY

- If someone is injured or ill.
- If you see or smell smoke or fire.
- If you see any type of sexual assault taking place.
- If you see someone being hurt, harassed, or bullied.
- If you see a crime in progress such as someone stealing, causing damage, driving while under the influence of any substance that impairs their ability to safely operate a vehicle, or any activity that is against the law.
- If you see something or someone suspicious.
- If you are aware of or suspect that a weapon has been brought onto campus.

Direct all questions about these procedures to the Environmental, Health and Safety Office 808-689-2529. Direct media requests or inquiries to the Communications Department, 808-689-2600, or uhwocomm@hawaii.edu.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>WARNING AND NOTIFICATION</td>
<td>3</td>
</tr>
<tr>
<td>IMPORTANT CONTACTS</td>
<td>3</td>
</tr>
<tr>
<td>MEDICAL EMERGENCY</td>
<td>4</td>
</tr>
<tr>
<td>ACTIVE SHOOTER</td>
<td>4</td>
</tr>
<tr>
<td>UTILITY OUTAGE/FAILURE/LEAK</td>
<td>8</td>
</tr>
<tr>
<td>CRIME IN PROGRESS OR SUSPICIOUS BEHAVIOR</td>
<td>9</td>
</tr>
<tr>
<td>EVACUATION</td>
<td>10</td>
</tr>
<tr>
<td>EVACUATION OF INDIVIDUALS WITH DISABILITIES</td>
<td>11</td>
</tr>
<tr>
<td>MOTOR VEHICLE ACCIDENT ON CAMPUS</td>
<td></td>
</tr>
<tr>
<td>OR INVOLVING A UNIVERSITY VEHICLE</td>
<td>12</td>
</tr>
<tr>
<td>FIRE</td>
<td>12</td>
</tr>
<tr>
<td>EARTHQUAKE</td>
<td>13</td>
</tr>
<tr>
<td>TSUNAMI</td>
<td>15</td>
</tr>
<tr>
<td>HURRICANE/TROPICAL STORM</td>
<td>16</td>
</tr>
<tr>
<td>HAZARDOUS MATERIAL SPILL/RELEASE</td>
<td>16</td>
</tr>
<tr>
<td>SUSPICIOUS PACKAGE</td>
<td>16</td>
</tr>
<tr>
<td>BOMB THREAT</td>
<td>17</td>
</tr>
</tbody>
</table>
WARNING AND NOTIFICATION

UHWO may use one or a combination of the following communication techniques:

- **UH Alert (E-mail and/or text):** All UHWO students and employees are encouraged to sign up for UH Alert SMS/text messages. For information on UH Alert and how to sign up for the UH Alert SMS/text notification, go to the UH Alert website at www.hawaii.edu/alert/.
- **UH West O‘ahu website:** www.uhwo.hawaii.edu/emergency/
- **Digital Signage (Library, D Building, Dining Hall)**
- **Social Media (UHWO’s official Facebook and/or Twitter accounts)**

IMPORTANT CONTACTS

In emergency situations, call 911 (Police/Fire/Medical) and then call Campus Security.

**UHWO CAMPUS SECURITY: 808-689-2911**
http://www.uhwo.hawaii.edu/security/

UH West O‘ahu Campus Security operates 24 hours a day, 7 days a week, 365 days a year. Eleven Code Blue Phones (Emergency Call Boxes) are located throughout the campus and connect the caller directly to Campus Security. In emergency situations, call 911 (Police/Fire/Medical) and then call Campus Security at 808-689-2911.

**UHWO COUNSELING SERVICES: 808-689-2675**
www.uhwo.hawaii.edu/campus-life/campus-services/counseling-services/

UH West O‘ahu offers free and confidential mental health services for all enrolled students. Services are provided by a qualified mental health professional and include individual and group therapy, couples counseling, and psychological assessment. Walk-in appointments are welcome and participation is completely voluntary. General inquiries about health and wellness are encouraged.

Hours of operation are Monday - Friday from 7:45 a.m. - 4:30 p.m. Accommodations will be made for students who need to schedule appointments outside of normal business hours. Call to schedule an appointment.

**UHWO Compliance Office: 808-689-2934**
Title IX: http://www.uhwo.hawaii.edu/about-us/university-policies/title-ix/
UH West O‘ahu strives to provide an environment that emphasizes the dignity and worth of every member of its community and that is free from harassment and discrimination. Such an environment is necessary to a healthy learning, working, and living atmosphere because discrimination and harassment undermine human dignity and the positive connection among all members in our UHWO community. The UH West O‘ahu community is encouraged to report behavior that may be considered sex discrimination, gender-based violence, and retaliation. For complaints or reports involving a UHWO student, employee or UHWO guest, please email uhwot9c@hawaii.edu.

**MEDICAL EMERGENCY**

- **Call 911** immediately and state there is a medical emergency. Provide the dispatcher with your location, name, number of people injured, and a description of the medical emergency. Stay on the phone for instructions on how you can assist.
- **Call Campus Security, 808-689-2911.** If you are on the phone with 911 emergency dispatch, instruct a person nearby to call Campus Security. Campus Security Officers are trained in emergency first aid, CPR, and the use of an Automated External Defibrillator (AED). An AED is located in each building. Refer to the [campus map](#) for AED locations.
- Do not move the injured person unless there is an immediate threat to the person being in that location.
- If you have been trained and it is safe to do so, administer first aid/CPR/AED. Be aware of hazards associated with exposure to bodily fluids and bloodborne pathogens and protect yourself from contact with bodily fluids.

**ACTIVE SHOOTER**

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are often over within 10-15 minutes. Immediate deployment of the Honolulu Police Department is required to stop the shooting and mitigate harm to victims. Before the police arrive, you must be prepared both mentally and physically to respond to an active shooter situation.
PREPAREDNESS & PREVENTION

- Be informed and preplan
- All faculty, staff and students are highly encouraged to study building evacuation maps posted throughout the campus and walk the exit routes to familiarize yourself with the routes.
- If you see something, say something
- Be aware of indicators of potentially violent behavior and report it to Campus Security. Each and every one of us can make a difference in prevention.

RESPONDING TO AN ACTIVE SHOOTER
Adapted from the Department of Homeland Security’s Active Shooter: How to Respond:

1. RUN
   If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
   - Have an escape route and plan in mind
   - Leave your belongings behind
   - Help others escape, if possible
   - Evacuate regardless of whether others agree to follow
   - Prevent individuals from entering an area where an active shooter may be
   - Keep your hands visible
   - Follow the instructions from police
   - Do not attempt to move wounded people
   - Call 911 when you are safe (see below for information to provide when you call 911)

2. HIDE
   (“Lockdown” means take any measures to prevent someone from entering your hiding place)
   - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
Your hiding place should:
• Be out of the active shooter’s view
• Provide protection if shots are fired in your direction (a room with a closed and locked door)
• Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:
• Lock the door, if possible. Faculty and staff are encouraged to know how a door to their office or classroom can be locked, if possible, and to have keys at the ready.
• Blockade the door or entrance with heavy furniture. Know if your doors open inward or outward and have a plan in mind for preventing someone from accessing your space.

If the active shooter is nearby:
• Lock the door, if possible.
• Close any blinds or curtains. Faculty and staff are encouraged to learn how to close any blinds/shades/curtains in their area.
• Turn off the lights and keep still so as not to activate the lights by motion
• Silence your cell phones.
• Turn off any sources of noise.
• Hide behind large items (desks, cabinets).
• Remain quiet.
• Remember that the shooter may try to lure you out of your hiding place. Do not leave your hiding place or unlock/open the door until Campus Security and/or HPD announce themselves and manually key the door open.
• Call 911 if you’re unsure about it being safe to leave your hiding place.

If evacuation and hiding out are not possible:
• Remain calm
• Call 911, if possible, to alert police to the active shooter’s location (see below for information to provide when you call 911)
• If you cannot speak, leave the line open and allow the dispatcher to listen
3. **FIGHT**

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

When Honolulu Police Department (HPD) officers arrive: HPD officers will initially focus on stopping the active shooter. Officers will proceed directly to the area where shots were last heard.

How to react when law enforcement arrives:

- Remain calm and follow police instructions
- Put down any items in your hands (bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards the police such as holding on to them for safety
- Avoid pointing, screaming/yelling
- Do not stop to ask police for help or direction when evacuating, just proceed in the direction from which the police are coming

**Remember, the first officers to arrive will not stop to help injured persons. Their job is to immediately incapacitate the shooter.**

Once you reach a safe location or assembly area, you will likely be instructed to stay in that area until HPD has the situation under control. An accounting of all individuals at the assembly areas must be done to determine if anyone is missing or potentially injured. Witnesses will be identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

**Information to provide when you call 911:**

- State there is a shooter and ask for police (the police will coordinate emergency medical services)
- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
• Number and type of weapons held by the shooter(s)
• Number of potential victims at the location
• If you don’t know, say you do not know. Only tell what you know

UTILITY OUTAGE/FAILURE/LEAK
Immediately report a utility outage/failure/leak (power outage, water outage, water leaks/flooding, gas leaks) to the Work Coordination Center at 808-689-2535 or uhwo-wcc-l@lists.hawaii.edu during business hours (Monday through Friday, 8 a.m. – 4 p.m.) or to Campus Security at 808-689-2911 after hours. Follow these additional steps in the case of a:

POWER OUTAGE
• Immediately report a power outage to the Work Coordination Center at 808-689-2535 or uhwo-wcc-l@lists.hawaii.edu during business hours (Monday through Friday, 8 a.m. – 4 p.m.) or to Campus Security at 808-689-2911 after hours.
• Help occupants in dark areas move to safer locations and evacuate the building if safety of students/personnel is a concern.
• Turn off and disconnect computers and other voltage-sensitive equipment in case of a power “surge” that can damage computers and other devices. Consider adding surge protectors and/or uninterrupted power supplies (UPS) to minimize impact to your equipment or operations. Do not attempt to disconnect large equipment, and inform the Work Coordination Center at 808-689-2535 or uhwo-wcc-l@lists.hawaii.edu about any large equipment that you are concerned about.

WATER OUTAGE/WATER LEAKS
Immediately report water outages or water leaks to the Work Coordination Center at 808-689-2535 or uhwo-wcc-l@lists.hawaii.edu during business hours (Monday through Friday, 8 a.m. – 4 p.m.) or to Campus Security at 808-689-2911 after hours.

GAS LEAK
If you suspect a gas leak (the gas is out or you smell gas), immediately do the following:
• EVACUATE the area and warn others to stay away.
• DO NOT attempt to shut off or manipulate valves, and DO NOT switch on/off lights or any other electrical equipment.

• Immediately report the issue to the Work Coordination Center at 808-689-2535 or uhwo-wcc-l@lists.hawaii.edu during business hours (Monday through Friday, 8 a.m. – 4 p.m.) or to Campus Security at 808-689-2911 after hours.

For more information on detecting gas leaks and additional safety tips, go to http://www.hawaiigas.com/safety/detecting-a-leak/

TELECOMMUNICATIONS OUTAGE
In the event UHWO phone service or Internet access is unavailable, please report the problem to the IT Service Center located on the first floor in the library at 808-689-2411 or via email at uhwohelp@hawaii.edu. If necessary, you may contact Campus Security during a phone outage from your mobile phone at 808-798-4363.

CRIME IN PROGRESS OR SUSPICIOUS BEHAVIOR
• Do not attempt to apprehend or interfere with the offender except in cases of self-protection.
• Call 911.
• Call Campus Security at 808-689-2911 or activate the nearest Code Blue Phone (aka Emergency Call Box) if it is safe to do so. Refer to the campus map for locations of Code Blue Phones.
• If safe, get a good description of the offender. Note the following characteristics, and if the offender possesses any weapons:

<table>
<thead>
<tr>
<th>Physical Characteristics</th>
<th>Clothing</th>
<th>Direction of Travel Foot or Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height/Weight</td>
<td>Hat</td>
<td>Make</td>
</tr>
<tr>
<td>Age</td>
<td>Glasses</td>
<td>Model</td>
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<tr>
<td>Eye Color</td>
<td>Shirt type/color</td>
<td>Color</td>
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<tr>
<td>Hair Color</td>
<td>Pants/shorts</td>
<td>Year</td>
</tr>
<tr>
<td>Complexion</td>
<td>type/color</td>
<td>Body style (2-door, 4-door, convertible, truck, etc.)</td>
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<tr>
<td>Mannerisms</td>
<td>Footwear</td>
<td>Distinguishing features (spoiler, racing stripes, tinting, damage)</td>
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<tr>
<td>Scars/tattoos</td>
<td>Design/Logos, etc.</td>
<td>License plate number</td>
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<tr>
<td>Facial hair</td>
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Ask any witnesses to remain until the arrival of Police and Campus Security.

If you are involved in a ROBBERY, you should not resist giving the perpetrator your valuables. Wait until the perpetrator departs, then call 911 immediately, followed by Campus Security 808-689-2911.

In the event of CIVIL DISTURBANCE, continue as much as possible with your normal routine. If the disturbance is outside, stay away from doors and windows. Do not interfere with those persons creating the disturbance, or with law enforcement authorities on the scene.

**EVACUATION**

Preplan:
- Know all exit locations in a building. Most people recall the way they entered the building, but if this entry/exit is blocked or overcrowded, it is important to know an alternate exit location. If you find yourself in a building you’re unfamiliar with, follow the overhead exit signs.
- Have a pre-designated meeting place for everyone in your office or classroom.
- Know who is not present for the day so that they can be accounted for at the designated meeting place.
- If an evacuation is necessary, the building can be evacuated either by the fire alarm being sounded or by instruction to leave by Campus Security, Campus Administration through UH Alert, or emergency response personnel.
- Alarm-pull stations, extinguishers, AEDs, and exit locations are identified on the floor plans posted in each building near the elevator.

In an evacuation:
- Remain calm. Leave your area quickly by walking to the nearest exit.
- Do not use elevators.
- Only take essential personal possessions when leaving the building. Take items such as cell phones, car keys, and handbags in case the building is shut down and you are not able to re-enter the building.
- Close doors behind you when leaving. Check to make sure everyone is out of the room before closing the door.
• Evacuate to the Great Lawn. Be prepared to relocate if instructed to do so by Campus Security or Emergency Responders. If the meeting place is downwind of smoke or fumes, relocate to an upwind location.
• Await further instruction from Campus Security or Campus Administration.

EVACUATION OF INDIVIDUALS WITH DISABILITIES

Preplan:
• Individuals with disabilities should prepare for emergencies ahead of time by discussing their evacuation needs with the appropriate personnel.
• Students with disabilities are also encouraged to discuss evacuation plans or other emergency needs with their instructors and/or classmates.
• Individuals who cannot speak loudly should carry a whistle or have other means of attracting attention of others.

In an evacuation:
• Individuals with disabilities who cannot evacuate on their own or cannot be evacuated should stay in an exit corridor or in a stairwell landing.
• Don’t assume that emergency responders know where you are. Call 911. Continue to call for help until you are rescued.

When assisting an individual with a disability during an evacuation, ask, “What is the best way I can help you?”

**Individuals who are visually-impaired or blind** – Announce the type of emergency, offer your arm for mobility assistance, tell the individual where you are going, ask if further help is needed once you reach safety, and announce to the individual where you are located when you reach your destination. If possible, stabilize the individual against something sturdy.

**Individuals who are deaf or hard of hearing** – Turn lights on/off to gain the individual’s attention, indicate directions with gestures, or write a note with evacuation directions and assist to safety as needed. If you speak to the individual, do not yell, but ensure that the individual has a clear, direct line of sight to you.

**Individuals using crutches, canes, or walkers** – Assist and accompany to the evacuation site if possible, or use a sturdy chair (or one with wheels) to move the individual, or help carry the individual to safety.

**Wheelchair users** – Check with the individual on their preference, determine if an evacuation chair is available, remove any immediate dangers, and immediately advise arriving first responders of special evacuation cases. Keep in mind that stairwells may be safer than hallways.

If you have any questions about other considerations for individuals with disabilities, please contact the UHWO ADA Coordinator at 808-689-2675.

**MOTOR VEHICLE ACCIDENT ON CAMPUS OR INVOLVING A UNIVERSITY VEHICLE**

If you are involved in an accident:
• Stop at once. Check for personal injuries and call 911 to request an ambulance if needed. Do not leave the scene.
• Call Campus Security at 808-689-2911.
• Protect the scene. Set emergency flashers or flares out to prevent further injury or damage.
• Record names and addresses of all witnesses and occupants of involved vehicles. Record the vehicle license number.
• Do not argue. Make no statement except to proper authorities. Sign only official police reports.
• If you are driving a University-owned vehicle, contact UH Transportation Services.

FIRE

Preplan:
• Actively participate in fire drills and any fire safety and extinguisher trainings offered at campus.
• Know what the fire alarm sounds like.
• Know the location of the fire alarm pull stations.
• Know all means of exiting the building.
• Have a pre-designated meeting place for department/class.
• Know who is not present for the day so that they can be accounted for at the designated meeting place.
• Review building floor plans posted in each building near the elevator for locations of exits, fire alarm pull stations, fire extinguishers, etc.

If you detect a fire:
• Verbally notify others in the vicinity that there is a fire and they need to evacuate.
• Activate the fire alarm pull station to evacuate the building.
• Call 911 immediately and notify Campus Security at 808-689-2911.
• Give your name, the name of the building and the location of the fire within the building.
• Take essential personal possessions (car keys, cell phone, handbags) if it is safe to do so.
• Secure any hazardous or sensitive materials, ONLY if it is safe to do so.
• Close all doors behind you to confine smoke and fire.
• Proceed to the nearest exit (you may follow the overhead EXIT signs). If there is smoke, crawl low near the ground toward your nearest exit.
• DO NOT use the elevators.
• Help anyone requiring assistance (see Evacuation of Individuals with Disabilities). If you are unable, immediately inform Emergency Responders of the individual’s status and location as soon as you evacuate the building.
• Proceed to the evacuation gathering area at the mauka/diamond head corner of the great lawn and go to your department’s pre-designated meeting place.
• Check in with your departmental contact so you are accounted for and immediately notify Campus Security and/or Emergency Responders if you believe that someone may still be in the building.
• Do not return to the building until Campus Security permits re-entry.

Do not attempt to extinguish a fire unless all four of the criteria, below, are met:
• the fire is small;
• you are knowledgeable on how to use a fire extinguisher;
• you have an unobstructed exit pathway;
• and you feel safe doing so.

EARTHQUAKE

Earthquakes are unpredictable and strike without warning. An earthquake may occur once or may be followed by several aftershocks.

Follow these instructions from ready.gov/earthquakes:

Preplan:
• Identify safe places such as under a sturdy piece of furniture or against an interior wall so that when the shaking starts, you Drop to the ground, Cover your head and neck with your arms, and if a safer place is nearby, crawl to it and Hold On.
• Practice how to “Drop, Cover, and Hold On!”
• To react quickly you must practice often. You may only have seconds to protect yourself in an earthquake.
• Before an earthquake occurs, secure items that could fall and cause injuries (e.g., bookshelves, mirrors, light fixtures).
During An Earthquake:

If you are inside a building:

- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- Drop down onto your hands and knees so the earthquake doesn’t knock you down. Drop to the ground (before the earthquake drops you!)
- Cover your head and neck with your arms to protect yourself from falling debris.
- If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
- If there is low furniture or an interior wall or corner nearby, and the path is clear, these may also provide some additional cover.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops.

If you are outside:

- If you are outdoors when the shaking starts, move away from buildings, trees, streetlights, and utility wires. Once in the open, “Drop, Cover, and Hold On.” Stay there until the shaking stops.

If you are in a moving vehicle:

- If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.

After An Earthquake:

- When the shaking stops, look around. If there is a clear path to safety, leave the building and go to an open space away from damaged areas.
- If you are trapped, do not move about or kick up dust.
- If you have a cell phone with you, use it to call or text for help.
• Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.
• Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
• Be prepared to “Drop, Cover, and Hold on” in the likely event of aftershocks.

**TSUNAMI**

The UHWO campus is not in a tsunami evacuation zone, nor in an extreme tsunami evacuation zone. Evacuation zone maps can be viewed at [http://www.honolulu.gov/dem](http://www.honolulu.gov/dem).

Indicators of tsunamis are:

1. You feel a strong earthquake or observe the ocean suddenly receding, or hear a large roaring sound from the ocean (Evacuate away from coastlines or from evacuation zones immediately! If you are not in an evacuation zone, stay off roads to minimize traffic.)
2. Outdoor warning sirens sound (turn on radio or television), and officials advise evacuation
3. [Pacific Tsunami Warning Center](https://www.pacific.tsunami.gov) bulletins

For more information on tsunamis, go to [https://www.ready.gov/tsunamis](https://www.ready.gov/tsunamis).

**HURRICANE/TROPICAL STORM**

The Hawaii Emergency Management Agency (formerly known as State Civil Defense) provides an early warning system through the use of “Watches and Warnings” with statewide notification by media outlets and sirens. Campus authorities will notify campus constituencies regarding pertinent information about suspended operations, campus closures, etc. Check [uhwo.hawaii.edu/emergency](http://uhwo.hawaii.edu/emergency) for up-to-date information.

HAZARDOUS MATERIAL SPILL/RELEASE

- Leave the area and prevent others from entering the area.
- Call Campus Security at 808-689-2911 to report the spill/release.
- Inform Campus Security of the location, type of hazardous material spilled/released, physical state (liquid, solid, gas), hazardous characteristics of the material spilled/released (toxic, flammable, corrosive, infectious), quantity of the material spilled/released, and if the material is continuing to spill/release.
- If the hazardous material that is spilled or released poses an immediate threat to people, property, or the environment, and cannot be safely managed internally, call 911 immediately and notify Campus Security at 808-689-2911.

SUSPICIOUS PACKAGE

- Do not open the item. If you have opened it, gently place the item down and do not touch it or move it.
- Call 911 immediately and notify Campus Security at 808-689-2911.
- Prevent others from coming into contact with it and keep the area clear.
- Limit the use of two-way radios and cell phones near the item.
- If you came into contact with the item, do not touch your face, do not touch others, and do not let others touch you.
- Wash your hands and arms with soap and water.
- Follow instructions from Emergency Responders or Campus Security.

BOMB THREAT

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Remain calm and obtain as much information as possible. Refer to the Department of Homeland Security’s bomb threat checklist for additional information.

If a bomb threat is received by phone:

- Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
- Listen carefully. Be polite and show interest.
• Try to keep the caller talking to learn more information.
• If possible, write a note to a colleague to call 911 and notify Campus Security at 808-689-2911.
• If your phone has a display, copy the number and/or letters on the window display.
• Immediately upon termination of call, DO NOT HANG UP, but from a different phone, call 911 immediately with information and await instructions.
• Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.

If a bomb threat is received by handwritten note:
• Call 911 immediately and notify Campus Security at 808-689-2911.
• Handle note as minimally as possible.

If a bomb threat is received by e-mail:
• Call 911 immediately and notify Campus Security at 808-689-2911.
• Do not delete the message.