

## **ATTACHMENT C**

### **Incident Response Plan**

It is critically important that management review these procedures with Fire, Police and other emergency responders before adoption.

## INCIDENT RESPONSE PLAN TABLE OF CONTENTS

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## Overall Incident Response Plan

### A. Purpose

The purpose of this Incident Response Plan is to provide important information in the event an emergency or a natural disaster occurs within the University or the general area that impacts academic and other operations. Together with the other emergency plans developed by Governors State University, this plan will assist in anticipating emergencies and help initiate the appropriate response to greatly lessen the extent of injuries and limit equipment, material, and property damage.

This Incident Response Plan is designed for use by faculty, staff and other early responders. Ongoing and overall University emergency response operations are defined in the Emergency Management Plan.

### B. Mission

The mission of the University with respect to emergency response is to safeguard the lives of faculty, staff, and students, to lessen the extent of personal injuries that may occur, and to protect assets in the event of an emergency or natural disaster.

### C. Assessment of Critical Emergency Functions/Services

Even in times of emergencies or natural disasters, certain University functions must continue to operate and provide basic services to faculty, staff, and students. Depending upon the situation, the services provided may have to be operated at a reduced level.

The President and Executive Staff will annually review the functions and services provided by the institution and establish which are critical to the continued operation of the University. Maintaining these critical functions/services are addressed in this and other emergency documents prepared by the University.

### D. University Incident Commander

The Incident Response Plan for the University operates under the “Incident Command System” – a system utilized by FEMA and many other organizations. Under this system a single Incident Commander directs all University resources. Although the University Incident Commander may consult with other individuals, it is imperative that all employees follow the decisions made by the University Incident Commander<sup>1</sup>.

As necessary the University Incident Commander will relinquish Incident Command to Civil Authorities.

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<sup>1</sup> The University Incident Commander is the highest available individual in the list on the following page.

## Incident Commander

1. Chief of the Department of Public Safety (or Shift Supervisor).
2. Vice President of Administration and Planning
3. Director of Physical Plant Operations
4. Director of Business Operations
5. Director of Procurement and Auxiliary Services

### E. Communications

#### *Plan Activation*

In case of any type of campus emergency individuals making the discovery should first move to a safe location and then contact DPS. The Officer in Charge should follow standard operating procedures contacting Civil Authorities (Police, Fire, etc.) as necessary. If the emergency warrants, he/she should also communicate immediately with the Incident Commander. The University Incident Commander will assess the situation and direct DPS to contact and summon the necessary University and non-University resources required to contain and control the emergency.

#### *Emergency Situation*

At all times (24/7) emergency information is communicated by either a Fire Alarm (indicating the need to perform a Facility Evacuation) or by an alert tone followed by specific verbal instructions (indicating the need to perform an Emergency Lockdown<sup>1</sup>, move to tornado shelters, or other disaster-specific actions as described on the message). The verbal communication component of the fire alarm system is part of the recent upgrades taking place and will not be active until this Fall (Fall 2005). The University Community will receive a bulletin detailing the new system when it becomes officially activated.

#### *Outside Communications*

The University Incident Commander and Marketing, Communications & Public Affairs Department will draft and communicate any necessary messages to outside stakeholders. Mechanisms for communication include the GSU 24 Hour Information Line (primary method to retrieve general emergency information), e-mail (primary method to disseminate general emergency information), University web-site, TV, radio and personal telephone call (for individual student information).

#### *Media Communications*

Communication procedures are detailed in the Emergency Management Plan and in the Public Relations department plan. **Only individuals designated in the Emergency Management Plan should speak with the news media.**

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<sup>1</sup> For Lockdown Definition & Procedure- see Overall Incident Response Plan section F (page 5)

## F. Emergency Lockdown

There are a number of emergency situations where an evacuation of a building and/or classroom is not advisable, e.g., workplace violence/ hostile intruder, hazardous release outside, terrorist attack, etc.

### Communications

- An emergency lockdown will be announced by voice communication and e-mail.
- If a situation that may require an Emergency Lockdown<sup>1</sup> is discovered, the individual making the discovery shall immediately contact the University Incident Commander and provide as much information as possible.
- Fire evacuation alarms are not to be sounded.

### Procedures

- Lock classroom and other doors
- Close windows & window treatments
- Turn off lights
- Everyone is to remain quiet and not enter hallways
- Should the fire alarm sound, do not evacuate the building unless:
  - You have first hand knowledge that there is a fire in the building, or
  - You have been advised by a Police/DPS officer to evacuate the building, or
  - There is imminent danger in the immediate area.
- Crouch down in areas that are out of sight from doors and windows
- Students, faculty and staff in hallways are to seek shelter in the nearest classroom or office
- Persons in outdoor areas should immediately take cover. Return indoors if it is safe to do so.

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<sup>1</sup> For Lockdown Definition & Procedure- see Overall Incident Response Plan section F (page 5)

## APPENDIX A

### Bomb Threat or Suspicious Package

- If a suspicious package is discovered on campus, the individual making the discovery shall immediately contact DPS and provide as much information as possible. At a minimum, the individual should provide a description of the suspicious package and any specific characteristics.
- If a telephone call or information is received stating a bomb is somewhere on the campus:
  - Recipient will write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc., and the possible location. (Note: Use the attached checklist for bomb threats.)
  - Recipient does not hang up the phone when the call is completed. Keep the line open or place it on "hold".
  - Recipient immediately contacts DPS and advises them of the call, and provides a detailed written text.
- In addition to contacting the University Incident Commander, DPS will call 911 advising local emergency services authorities of the situation about the bomb threat or suspicious package, and request local emergency services assistance. Local emergency services authorities should receive updated information upon their arrival.
- Security will be posted to ensure no one enters the building(s) until emergency personnel arrive and the area is determined to be safe.
- All students, faculty, and staff will vacate the affected buildings, and move to a safe location as designated by officials on site, staying at least 300 feet from the nearest building.
- Once local emergency service authorities arrive, the University Incident Commander will coordinate any information or assistance with them. Only trained personnel should attempt to perform a methodical search of the buildings.
- The local emergency services authorities will notify the University Incident Commander when reentry to the building can be made. There is no specified time limit for when students and faculty will be permitted back into the isolated area. This will depend solely upon the information received and the results of the findings of the local authorities.

## BOMB THREAT CHECKLIST & TELEPHONE PROCEDURE

**INSTRUCTIONS: REMAIN CALM, BE COURTEOUS, AND LISTEN. DO NOT INTERRUPT THE CALLER. NOTIFY SUPERVISOR OR DPS OFFICER BY PRE-ARRANGED PLAN WHILE CALLER IS ON THE LINE.**

Name of Operator \_\_\_\_\_ Time \_\_\_\_\_ Date \_\_\_\_\_

Number at which call was received \_\_\_\_\_

Caller's Identity:

Male: \_\_\_\_\_ Female: \_\_\_\_\_ Adult: \_\_\_\_\_ Juvenile: \_\_\_\_\_ Approximate Age: \_\_\_\_\_

Origin of Call: Local: \_\_\_\_\_ Long Distance: \_\_\_\_\_ Booth: \_\_\_\_\_ Internal: \_\_\_\_\_

**VOICE CHARACTERISTICS:**

Loud  
 High Pitch  
 Raspy  
 Intoxicated  
 Righteous  
 Soft  
 Deep  
 Pleasant  
 Poor  
 Laughing

**LANGUAGE:**

Excellent  
 Good  
 Fair  
 Deliberate  
 Other

**MANNER:**

Calm  
 Rational  
 Coherent  
 Emotional  
 Angry  
 Irrational  
 Incoherent  
 Foul

**SPEECH:**

Fast  
 Distinct  
 Stutter  
 Slurred  
 Slow  
 Distorted  
 Nasal  
 Lisp

**ACCENT:**

Local  
 Not Local  
 Foreign  
 Race  
 Religion

**BACKGROUND NOISES:**

Factory Machines  
 Bedlam  
 Music  
 Office Machines  
 Mixed  
 Street Traffic  
 Trains  
 Animals  
 Quiet  
 Voices  
 Airplanes  
 Party

**PRETEND DIFFICULTY WITH HEARING, KEEP CALLER TALKING**

**QUESTIONS TO ASK:**

When will it go off? \_\_\_\_\_

Where is it located? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_

**ACTION TO TAKE IMMEDIATELY AFTER RECEIVING CALL:**

- Write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the callers voice, to include male/female, accent, age, etc. and the possible location.
- Do not hang up the phone when the call is completed. Keep the line open or place it on "HOLD".
- Immediately contact DPS and advise them of the call.
- Write out the message in its entirety with any other comments.

## **APPENDIX B**

### **Campus Disturbance or Demonstration**

#### **Policy**

Generally, peaceful, non-obstructive demonstrations should not be interrupted. Demonstrators should not be obstructed nor provoked and efforts should be made to conduct University business as normal as possible.

#### **General Guidance**

A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration:

- Interference with normal operations of the University
- Prevention of access to office, building, or other University facilities
- Threat of physical harm to people
- Threat or actual damage to University property

If any of these conditions do exist, the University Incident Commander, with assistance from DPS will ask the demonstrators to terminate the disruptive activity and inform them that failure to discontinue the specified action will result in disciplinary action and intervention by civil authorities. If the disruptive activity does not cease immediately, local civil authorities should be called for assistance.

If demonstrators are asked to leave, but refuse to leave by regular facility closing time:

- Arrangements should be made for DPS to closely monitor the situation during non-business hours, or
- A decision will be made to treat the violation of regular closing hours as a disruptive demonstration
- If there is an immediate threat of bodily harm or damage to property, DPS will dial 911, ask for assistance, and contact the University incident Commander with an update of the situation.
- The local emergency services authorities will notify the University when normal operations can resume. There is no specified time limit for when students and faculty will be permitted back into the area. Safety and security of innocent bystanders or occupants are the primary concerns.

## APPENDIX C

### Fire and Facility Evacuation

#### Procedures to be followed:

- If a fire is discovered in any building on campus, the individual shall immediately pull the closest fire alarm switch.
- When a fire alarm is activated, all occupants will evacuate the building in a timely and responsive manner. Fire Deputies should be the last occupants to leave the building to insure everyone has exited the building.
- Should a person have to remain in the building due to circumstances beyond his/her control, the Fire Deputy will notify the arriving fire officials of the person's location and the condition of the individual (i.e., handicapped, wheelchair bound, injured, etc).
- The alarm systems should be designed to notify the fire alarm monitoring company of a fire condition at the location in which the alarm was activated. DPS will immediately contact the University Incident Commander and inform him/her of the situation.
- When feasible, DPS will respond to the alarm panel of the building that has been activated and determine the exact location of the activation. DPS will then go to that location to determine the response needed and will inform the arriving emergency personnel of their findings and will assist with traffic and crowd control.

#### Evacuation:

When an evacuation of a building is ordered, the evacuation must be done in an orderly and safe manner. All faculty, staff and students are to assemble in areas designated by PPO (See Attachment 3). Evacuation orders may be given for multiple purposes.

## Fire Deputies

The following individuals are designated to be Fire Deputies:

- All Administrators
- All Faculty

Fire Deputies are to:

1. Conduct a sweep of his/her assigned area - be certain that everyone has evacuated. Close doors once everyone has evacuated the area.
2. Initiate evacuation procedures, as necessary.
3. Close doors as areas are evacuated.
4. Assist with the extraction of any physically challenged personnel. If necessary, record the location of any individual who requires emergency responders to assist with the extraction.
5. Be the last one out.
6. Maintain an orderly evacuation.
7. Record inappropriate actions (panic, use of elevators, etc.).
8. Assemble personnel at a designated safe location and account for personnel.
9. Record any missing personnel and their last known location.
10. Document evacuation time.
11. In the most minor of incidents, only Faculty & Staff with training in the use of fire extinguishers are permitted to actually fight a fire.

## Evacuation Procedures

When an evacuation of a building is ordered, the evacuation must be done in an orderly and safe manner. All faculty, staff and students are to assemble in designated areas (See Attachment 3). Evacuation orders may be given for multiple purposes.

1. Become familiar with your work area and exit locations.
2. When the fire alarm sounds, prepare to evacuate immediately.
3. Do not panic but walk quickly to the closest emergency exit.
4. Do not use elevators. Do not use cell phones.
5. Walk in a single file to the right through corridors and stairwells.
6. Avoid unnecessary talking and keep the lines moving.
7. Individuals requiring assistance in evacuation should proceed to stairwell entrance area and wait for assistance.
8. If smoke is encountered, drop to the floor and crawl along the wall to the nearest exit.
9. When approaching a closed door, feel the door with the back of your hand. If the door is cool, carefully open the door and (if safe) proceed with the evacuation.
10. No one is to return to the building until permission is granted by the University Incident Commander.

## **APPENDIX D**

### **Hazardous Release**

#### **Procedures to be followed:**

- If a hazardous substance is discovered on campus, the individual shall immediately contact DPS and provide as much information as possible. At a minimum, the individual should provide a description of the substance (color and texture) and any specific characteristics (odor, smoke, etc.). Exposed individuals should quarantine themselves at a safe location.
- If a telephone call or information is received stating hazardous material (HAZMAT) is somewhere on campus:
  - Recipient will write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc., and the possible location.
  - Recipient does not hang up the phone when the call is completed. Keep the line open or place it on "hold".
  - Recipient immediately contacts DPS and advises him/her of the call, and provides a detailed written text.
- In addition to contacting the University Incident Commander, DPS will call 911 advising local fire/HAZMAT authorities of the situation and request local emergency services assistance. Fire/HAZMAT authorities should be updated of the situation upon their arrival. Law enforcement officials should be sent to initiate any police actions.
- The University Incident Commander will direct that the affected area be evacuated and isolated.
  - When necessary and as directed by fire/HAZMAT authorities and/or Physical Plant Operations, the Incident Commander (DPS) will inform students and Faculty & Staff of the situation and ask them to leave all personal belongings, to include books, backpacks and coats in the isolated area and evacuate the room or area that is potentially affected.
  - Faculty and office staff should be the last to leave the area/classroom and should conduct a quick review to assure the isolated area is evacuated.
- Security will be posted to ensure no one enters the isolated area until emergency personnel arrive and the area is determined to be safe.

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- All students, faculty, and staff will vacate all affected areas and move into a safe location as designated by officials on site.
- When necessary, PPO will isolate the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the air-borne spread of any substance.
- Once fire/HAZMAT authorities arrive, the University Incident Commander will coordinate any information or assistance with them. Only trained personnel should attempt to perform a methodical search of the buildings.
- The fire/HAZMAT authorities will notify the University Incident Commander when reentry to the isolated area can be made. There is no specified time limit for when students and faculty will be permitted back into the isolated area. This will depend solely upon the information received and the results of the findings of the fire/HAZMAT authorities.
- If a hazardous release occurs outdoors on the campus grounds or at a nearby location that may affect the campus, the following procedures will be taken:
  - An Emergency Lockdown order will be issued
  - PPO will shut down the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the air-borne spread of any substance.

## APPENDIX E

### Hostile Intruder/ Workplace Violence Incident

- If a Hostile Intruder is discovered on campus, the individual making the discovery shall **immediately contact DPS** and provide as much information as possible. **Do not approach the intruder or intervene in any ongoing crime.** At a minimum, the individual should provide a description of the intruder and any specific characteristics (height, weight, hair color, race, and type and color of clothing) and type of weapon(s) if any.
- If gunshots are heard within a building, faculty will close and lock or barricade their room doors and turn off the lights in that area. Faculty should try and calm student fears and keep them as quiet as possible. Faculty will stay in the locked/barricaded room until informed by Police/DPS personnel that it is safe to come out of the area. Faculty should use their cell phones to notify DPS and local 911 personnel of the situation. .
- Under no circumstances should the fire alarm be activated or an attempt made to evacuate the building unless you are in the room or immediate area where the shots are being fired. Persons may be placed in harm's way when they are attempting to evacuate the building. Should the fire alarm sound during such an incident, do not evacuate the building unless:
  - You have first hand knowledge that there is a fire in the building, or
  - You have been advised by a Police/DPS to evacuate the building.
- Office personnel in the affected building will close and secure their office areas and immediately call DPS and 911 to notify of the situation.
- Security will be posted to ensure no one enters the building(s) until local emergency services personnel arrive and the area is determined to be safe.
- Once local emergency service authorities arrive, the University Incident Commander will coordinate any information or assistance with them. Only trained law enforcement personnel should attempt to perform a methodical search of the buildings in which the hostile intruder is located.
- A senior law enforcement officer on scene will notify the University Incident Commander when reentry to the building can be made and the classes and office areas are safe to open. There is no specified time limit for when students and faculty will be permitted back into or exit the isolated area. This will depend solely upon the information received and the results of the findings of the local authorities.

## **APPENDIX F**

### **Natural Disasters**

#### **General Guidance**

The University Emergency Management Plan defines weather monitoring and University overall response to weather related threats. Faculty & Staff activities focus on safety issues and, in certain cases, the protection of University assets. Faculty & Staff are responsible for securing work area assets and for conducting preliminary damage assessments of work areas (see Attachments 1 & 2).

#### **Procedures to be followed by Faculty & Staff:**

#### **Floods**

- The University will be closed before travel conditions become dangerous and will not reopen until the environment is safe. Students, Faculty and Staff should take precautions, to avoid flooding hazards including:
  - Avoid flooded roadways and find alternate routes. 6 inches of fast-moving flood water can knock you off your feet, and a depth of 2 feet will float your car. Water can enter a vehicle's engine compartment and cause the engine to stall. Wet brakes can be rendered useless, leading to a vehicle accident.
  - Water conducts electricity. Under no circumstances should electrical equipment be handled while standing in water. Water itself can become energized by nearby sources of electricity. Avoid wading in, or navigating through flood waters unless it is the only escape route to avoid imminent danger.
- Faculty and Staff are required to secure their work areas for flooding prior to being released.

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## Winter Storms

- The University will be closed before travel conditions become dangerous and will not reopen until the environment is safe. Blizzards can produce 'white out' conditions leading to zero visibility. Vehicles can accidentally leave the road or become stuck in the snow leaving occupants stranded. Avoid travel in such conditions and wait for conditions to improve. Extreme cold can cause fuel in gas tank and fuel lines to freeze. Keeping the gas tank near full minimizes this risk, so drivers should never their tank get below half-full when temperatures fall below the freezing point. Gasoline additives containing alcohol are available in gas stations and convenience stores and may also help prevent gas line freeze. Motorists are advised to carry the following items in their vehicles during the winter season:
  - Cellular Telephone
  - Blankets and/or thermal heating pads.
  - Jumper cables.
  - Compact snow shovel.
  - Ice, sand, cat litter or other granular substance to enhance tire traction.
  - Emergency supply of snacks, 'energy bars' or other non-spoiling foods.
- Blizzards, ice storms and heavy snow can lead to power failures of extended duration. PPO will take steps to provide minimal emergency heat and drain pipes and other systems in the event interior temperatures go below freezing point in order to prevent further damage.

## Thunderstorms

- Thunderstorms can become severe, causing strong damaging winds, heavy downpours and damaging hail. During a severe storm, go to an area of greater protection, such as the lowest floor of a sturdy building. Stay away from windows, skylights and other glass.
- Observe the following rules if lightning is occurring or is about to commence:
  - Power down computers and turn other electrical equipment off (never unplug electrical cords if lightning is occurring).
  - Avoid water fixtures, telephone lines, and any electrical conducting materials. (Note: cellular and cordless telephones are generally safe to use during lightning storms)
  - Stay inside buildings and off campus grounds.
  - If caught outdoors in a lightning storm with no building structures nearby, find a low spot and crouch down, since lightning is attracted to taller objects. Do not stand under trees for shelter.

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## Tornadoes

- If a tornado is spotted or is imminent take the following steps immediately:
  - Notification of a pending disaster will be announced (*over the address system or by voice*) - fire/evacuation alarms are not to be activated.
  - Evacuate all trailers and temporary structures. Proceed immediately to a structurally secure building.
  - Do not seek shelter in Gyms, Auditoriums, and other large open areas.
  - Go to the interior area of the building.
  - Take cover under a sturdy object.
  - Protect your head, neck, and face.
  - Stay away from windows and items that might fall.
- There is not a sufficient warning period to close the University or to effectively protect University assets. Therefore no special effort should be made to protect University assets; all attention should be directed towards life safety procedures.

## Earthquakes

- If an earthquake strikes while you are in a building, take cover immediately under a sturdy object covering your head, neck and face. Be prepared to move with the object. To the extent possible, stay away from windows and items that might fall.
- Do not attempt an evacuation during the earthquake. Also be prepared for aftershocks.
- In outdoor areas, stay away from power lines, buildings, and any objects that might fall. In an automobile, pull off the road away from overpasses, bridges, and large structures that might fall.
- There is no warning period therefore all attention should be directed towards life safety procedures.

## **APPENDIX G TERRORIST ATTACK**

### **Weapon of Mass Destruction – Definition**

A Weapon of Mass Destruction includes biological, chemical, nuclear or highly explosive materials and any combination thereof.

### **General Guidelines**

Emergency action steps will depend upon the type of device and/or agent used and whether it is used on-campus, in a campus building or off-campus. The University has developed plans to respond to such situations and has established lines of communication with appropriate civil authorities to obtain current information.

#### **Action Steps for Initial Responders**

1. Notify DPS
  - a. Call 911 to dispatch police/bomb-squad and fire/hazmat
  - b. Contact the University Incident Commander
  - c. Contact the FBI
  - d. Contact the Local/Regional Office of Emergency Management
  - e. Contact the Local Health Departments (Will County, Cook County, and Park Forest)
2. In most cases Authorities will set-up an Incident Command Center upwind of the hazard
3. Avoid Contamination
  - a. At the point of the release
  - b. By exposed individuals
  - c. Limit access in the area to those responsible for rescue or material/device analysis
4. Do not touch or move any Suspicious Object
  - a. Do not use radios, cell phones, etc. that may trigger detonation
  - b. Evacuate the area
5. If an Unknown Material has been released
  - a. PPO will shut down ventilation systems
  - b. If the release is internal, secure the affected area and evacuate
  - c. Affected individuals should quarantine themselves at a safe location
  - d. If the release is external, secure the perimeter and do not evacuate
6. If a hazardous release occurs off-campus
  - a. If the contamination is expected to affect the campus, you will be given instructions to remain indoors
  - b. If the contamination is not expected to affect the campus, you will be given instructions on avoiding any contaminated areas.

## APPENDIX H

### MAIL SAFETY

#### Suspicious Package – Rules of Thumb:

- Grease Stains or Discoloration
- Odors
- Protruding Wires or Metal
- Excessive Weight/Postage/Securing Materials (tape, string, etc.)
- Lopsided/Uneven
- Hand Written Address
- No Return Address
- Misspelled Words
- Confidential, Personal, Open only by \_\_\_\_\_, and etc.
- Foreign Mail

#### Opened Package – If an open package contains an unknown substance:

- Place it down immediately and gently.
- Do not shake, empty or do anything that would make the substance airborne.
- If available secure the package in a plastic bag.
- Do not move the package.
- Close doors, windows and (if possible) shutdown ventilation systems.
- Do not allow others to enter the area.
- Leave the room and quarantine yourself.
- Notify DPS (or designated college official):
  - Take all instances seriously
  - Isolate the area
  - Quarantine any affected individuals
  - Contact a qualified HAZMAT service to address the situation
- Remain calm – 99.99+% of these events are hoaxes.