



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

I. INTRODUCTION

Nazareth College is a community within a greater community. As a result, events occurring in and around the college may have an impact on the college community and/or the surrounding community. This plan seeks to establish guidelines and operational procedures to be placed in effect by the College in order to respond promptly and effectively to incidents of natural disaster or other emergencies occurring at Nazareth College and the immediate surrounding community. This plan reflects Nazareth College's goal of preserving life and minimizing injury with the secondary goal of returning the campus to normal operations as soon as practical.

This plan can also be used to assist in preparations for major events on campus, which do not constitute an emergency, but which require major planning and coordination.

- A disaster is defined as any event that results in property destruction, service interruption, or human suffering of such a magnitude that those affected cannot correct the situation without the benefit of a coordinated response effort.
- A crisis is more widely defined as any event that adversely affects the campus community and requires a coordinated response to advance the healing process of the campus community.

In response to a campus disaster, every precaution and action must be taken in order to insure the:

- Protection of life and property.
- Alleviation of human suffering and hardship.
- Maintenance and restoration of essential public facilities and services on campus.

A disaster or crisis does not need to be large in scope or require large numbers of personnel to respond in order to activate this plan. An event that has little impact on the daily operations of the college or



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

that occurs off-campus may become a disaster or crisis for the Nazareth College Community. For example: consider the impact of a tragic accident involving students traveling to or from a school activity.

II. PREVENTION

In an effort to enhance the safety and security of the Nazareth campus, the Campus Safety Department offers a variety of services and prevention programs. Emergency notifications and transports, vehicle lockouts and jump starts for stranded motorists and a campus escort service are all provided by Campus Safety personnel. The Campus Safety Office also distributes all student, faculty and staff photo ID cards and coordinates a campus-wide Lost and Found program. Campus Safety personnel provide a variety of educational and prevention programs for residence hall and commuter students during orientation sessions and also during the year as requested. Among these programs are fire safety, personal safety, sexual assault prevention and alcohol/drug awareness. Campus Safety also coordinates a personal property (Operation ID) and bicycle identification program. Self defense courses are also provided by the Athletics Department each semester.

Fire safety inspections are conducted twice per year in all campus buildings. These inspections are normally conducted during break periods. Candles, incense, halogen lamps and other prohibited items will be confiscated and may be destroyed and the student will be subject to disciplinary action.

A. General Safety

It is the responsibility of all staff, faculty, students and visitors to the College to become involved in good safety practices. Most of these practices are common sense. Making safety a habit (such as wearing a seatbelt or locking doors), will help make the campus a safe environment. The following are some suggestions:



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- If you are being followed, head toward crowds, lights, and occupied buildings.
- Stay on well traveled, lit, paved paths.
- Let someone you trust know about your travel plans. If your plans change be sure to let them know.
- Report disturbances on campus.
- If you observe someone purposely leaving a main door unlocked, politely remind them to lock the door.
- Ask your roommate(s) to follow safety procedures regarding locking doors and guest rules.
- Secure windows when the room is not occupied.
- Report damaged windows, doors, locks, lighting and equipment.
- Report a person who appears to be a threat to themselves or others by their remarks or behavior.
- Remain aware of safety and health concerns around campus by reading warnings issued.
- Walk with others or ask Campus Safety for an escort.
- Secure your personal belongings.
- Park and walk in well lighted areas.
- Report damaged property and hazards.
- Do not wear headphones when walking or jogging. You may not hear a problem occurring behind you or a stranger approaching.
- Don't leave information on your voice mail that lets others know when your room will be vacant.
- Report lost or stolen card keys immediately.
- Do not give out personal information over the telephone or internet. Legitimate credit card companies and reliable vendors do not solicit personal information this way.
- If you are in a situation that makes you feel uncomfortable or threatened, trust your gut feeling...you are probably right. Get out, get away, and call for help.



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- If you get obscene, annoying, or harassing phone calls, do not stay on the line. Note the exact time and content of the message. Threatening or offensive e-mails should be saved and printed. Report these incidents to Campus Safety.
- Threats from persons who live off campus should be taken seriously. Report the threat to Campus Safety even if you think the person will not come to the campus.
- Hate crimes and harassment of any sort are crimes and you should take them seriously. If someone threatens you based on race, religion, gender, sexual orientation or other characteristics, report it to Campus Safety.
- Stalking is a serious offense that shows an escalation of threatening behavior. Don't wait! Report stalking to Campus Safety as soon as you suspect it is happening.
- If a friend is intoxicated or drugged to the point of being sick or unresponsive, call for help. Don't worry about getting them in trouble. Your friend's safety is more important. Nazareth College has a "Good Samaritan" policy. Refer to the Student Handbook for more information.
- Don't be alone with someone you have just met.
- Being under the influence of alcohol, marijuana, and other drugs can compromise your safety by lowering inhibitions and clouding your judgment. Engaging in sexual intercourse with someone who is unable to give consent for any reason (including drugs and alcohol) constitutes rape.
- If you go somewhere with friends, stay with them and make sure everyone is accounted for before leaving.

B. Fire Safety:

- Know where fire pull stations and exits are located.
- Assume all fire alarms are real. Everyone MUST exit the building.
- Do not interfere with emergency responders.



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- Notify Campus Safety immediately if you suspect someone is missing or still in the building.
- Do not use prohibited appliances in residence hall rooms.
- When you cook in common areas, stay with your food while it is cooking.
- Turn off appliances when finished cooking. Tampering with or disabling fire extinguishers, smoke detectors, audio/visual sensors, and fire prevention systems is a crime.

C. NazAlert

Nazareth College knows how important safety is to every student, faculty, and staff member on our campus, and the College has partnered with 3n InstaCom to implement a new emergency communications system, NazAlert. NazAlert allows the College to notify students, faculty, and staff via multiple communications channels in case of an emergency or campus crisis:

- Text messages (SMS) to mobile devices
- Instant messages (AOL, MSN, and Yahoo)
- Calls to home, office, or mobile phone numbers
- E-mails to your Nazareth account

Students, faculty and staff will only be contacted through the system in the event of an emergency.

How NazAlert Works:

- Nazareth College official creates voice and/or text message via phone or computer.
- NazAlert system attempts to contact everyone *simultaneously* with voice and text messages via their preferred devices.
- Students, faculty, and staff receive text and voice messages in minutes—whether located on campus or off campus, in class or in-



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

transit or elsewhere. The system requests a response from everyone.

All Nazareth College students, faculty, and staff are able to subscribe to this service free-of-charge and will receive an email from Nazareth Campus Safety with an authorization code. The email will send you to a website with simple instructions to activate your account. As you register, you'll be guided step-by-step through the process. Be sure you keep your member ID and password for future logins. Visit www.naz.edu/nazalert/ to learn more.

III. SPECIFIC EMERGENCIES GUIDELINES

A. Threats of Violence (including Workplace Violence):

Everyone on campus should be encouraged to report incidents or threats of violence. Minor incidents can escalate to larger problems. Intervention by appropriate college officials may help to resolve the situation, but until then you must do what you can to de-escalate the argument and avoid retaliation.

Your actions may help calm a potentially violent situation, or they could escalate the problem. Try to behave in a manner that helps calm a situation:

- Stay calm. Do not be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and you sit down. Sitting is a less aggressive position.
- Offer them something to eat or drink. Taking care of a person's physical needs shows you care.
- Try to be helpful. For example, schedule an appointment for a later time.
- Give positive-outcome statements, such as "We can get this straightened out."



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

- Give positive feedback for continued talking, such as "I'm glad you're telling me how you feel."
- Stay out of arms' reach.
- Have limited eye contact.
- Take notes and explain that you are writing things down so you can help them with their needs.

Avoid exacerbating behaviors:

- Do not patronize.
- Do not yell or argue.
- Do not joke or be sarcastic.
- Do not touch the person.

If someone becomes agitated:

- Leave the scene immediately, if possible. Call Campus Safety (x3333 from a campus phone or 389-2850 from any other phone) from a safe place.
- Try to alert a co-worker that there is a problem; e.g., by calling and using an agreed-upon code word to indicate trouble.

Practice preventive measures:

- Discuss and agree on circumstances and situations in the workplace that everyone should watch out for. Have procedures, signals and code words in place to deal with threatening situations.
- Avoid scheduling appointments for times when no one else is in the area. Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.
- Try to avoid working alone after hours. If you have to work late, advise a colleague, friend or family member and notify Campus Safety that you are in the building (x3333).



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- Report any strange or unusual activities in and around your workplace immediately to your supervisor and Campus Safety (x3333).
- Do not leave money or valuable belongings out in the open. Purses should be locked in a desk or cabinet.
- Lock your office and/or lab doors when these areas are not in use, even when you are leaving for "just a moment."
- Always walk in well-lit areas and know your surroundings. If you think you are being followed, do not go home, go where there are other people. Call Campus Safety (from an on-campus phone x3333) or the Police (911) as soon as you are in a safe place.
- Promptly place work orders (x2340) to Facilities for doors/locks, windows or lights that are in need of repair or attention.
- In many cases violence in the workplace comes from person(s) who are not normally part of the workplace (ex-spouse, boy/girlfriend, etc). If you are aware that a person(s) are coming on campus and is threatening violence, report it to Campus Safety immediately. *Do not minimize the threat because the person has made threats in the past and did not act on them.*
- When becoming involved in attempting to stop a physical confrontation, staff members should use good judgment about their own ability to intervene. Request assistance from Campus Safety or Law Enforcement. Always consider your own safety and the safety of others before becoming involved.
- If possible separate the parties and move them to a more isolated area so they can calm themselves without losing face.
- If it is safe to do so, do not leave the person(s) alone until Campus Safety or Law Enforcement arrive.
- Time is often the best tool to defuse a situation. If you can delay further argument long enough, the threat will usually



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

subside. Be aware that the situation can flare up again without warning if the persons involved are impaired by drugs or alcohol.

B. Armed Person on Campus:

- If the person(s) is ARMED WITH A WEAPON, do not attempt to take the weapon.
- If threatened by the person use slow and non-threatening movements and back away. If you are able to leave the area, provide arriving Campus Safety and Law Enforcement with as much detailed information as possible.
- Evacuate yourself and others to an area well away from the reach of the weapon. If the weapon is a firearm, seek appropriate cover.
- If the person offers the weapon and puts it down in a non-threatening way AND if it is safe to do so, confiscate the weapon. **DO NOT ASSUME IT IS THE ONLY WEAPON.**

C. Hostage/Barricaded Subject(s) Situations:

Trained negotiators know that in most cases the initial hostage taking and surrender are the most critical times. The longer the situation is allowed to evolve, the greater the likelihood that the situation will be concluded without violence.

- Immediately contact Campus Safety and Law Enforcement.
- Provide as much detailed information as possible.
- Do not create demands or time limits when none have been made. For example: “you better get out of here in two minutes or else.”
- When the police arrive let them negotiate.
- Keep calm.
- Change your mindset from a position of authority to one of hostage.
- Do not defend the system, school or the reason why the hostage taker is upset.
- Make yourself human. Talk about your family.



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

- Carefully evaluate an escape plan. Any escape has the potential of causing injury to you and others.
- If you are released or escape, be prepared to tell police details about the hostage taker and any other hostages.

D. Mental Health Concerns:

Attempted and threatened suicide is a law enforcement issue. When you become aware of an attempted suicide or threatened suicide on campus:

- Contact Campus Safety who will request the assistance of law enforcement in evaluating the situation.
- In all cases: Keep your own safety and the safety of others in mind when deciding how to proceed.
- In cases where a weapon is used, displayed or threatened; follow the guidelines above (*Armed Person on Campus*)
- If the person would like to voluntarily seek a mental health evaluation, Campus Safety will assist them in getting appropriate transportation (ambulance, police, etc.)
- DO NOT transport a person who has attempted suicide, displayed a weapon or threatened violence.
- DO NOT allow someone with whom they are upset to go to the hospital or meet with them.

E. Abductions:

Legal Definitions:

- Kidnapping is the taking of a person by abduction.
 - Custodial Interference is when a relative of a child less than sixteen (16) years of age, who intends to hold such child permanently or for a protracted period of time and, knowing that he/she has no legal right to do so, takes or entices such child from a lawful custodian.
- Nazareth College has a day care center with the following guidelines regarding Custodial Interference:



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- Custody Situations: Parents who are divorced or separated and who do not have custody of their child do have a right to conferences with their child's teachers, as well as access to any written material about the child which is given to the custodial parent. This rule applies unless there is a court order that specifically states otherwise. In addition, unless a court order has been issued restricting one parent from visitation and/or pick up, and a copy of the order is filed at the Center, PCCCC must give equal rights to both parents.
- All personnel will be alerted if court order restricts one parent from access to a child.
- If the parent who is restricted from access to the child arrives at the Center, ask the person to leave. If trouble arises, call Campus Safety at 389-2850 (external line, classroom) or extension 3333 (internal line). DO NOT let the parent leave with the child, if possible.
- If a non-custodial parent who is not restricted arrives at the Center to visit or pick up their child, and PCCCC has not received advance notification from the custodial parent, check with the custodial parent immediately regarding the situation.

In addition to concerns addressed by the day care center guidelines, a custodial interference/kidnapping may occur when a staff or faculty member brings a child to work and the child is taken from campus. A custodial interference/kidnapping may occur when a child visiting the campus is on a field trip, camp or other function. A kidnapping may also occur when a person 16 years of age or older is taken. In these situations:

- Contact Campus Safety and Law Enforcement immediately.
- Get a good description of the person(s) involved.
- Note the direction of travel.
- Get a good vehicle description and license plate number.
- If the parent is on-campus but is not aware of the situation, locate them immediately. They may have pertinent information for law enforcement.



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- If the child is on campus with a field trip, advise the person in charge immediately and assist them with any notification needs they may have.
- Tell authorities about any comments made by the person taking the child.
- The National Center for Missing and Exploited Children provides resources, publications, and training. They can assist with custodial interference and kidnapping investigations. For more information go to www.missingkids.com or call 1-800-the lost.

Campus Safety

The Department of Campus Safety will have primary responsibility for the coordination of all access to the campus and movement of displaced persons in the case of a disaster. Duties of the Campus Safety Department will include:

Upon receipt of information regarding emergency housing needs, the following people will be notified:

- Vice President for Student Development
- Vice President for Finance
- Health Services
- Director of Facilities

Upon notification from the Director of Emergency Preparedness of displaced persons to be housed in campus facilities, Campus Safety will:

- Notify the Security Supervisor on-duty.
- Notify the Director of Emergency Management (Director of Campus Safety).
- Contact off-duty personnel as directed.
- Provide appropriate traffic personnel to direct/monitor campus traffic.
- Maintain radio communications.



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- Compile appropriate logs and records of all transactions/transmissions pertaining to the emergency situation.
- Provide/arrange other support duties as may be requested and/or as deemed necessary. The Director of Campus Safety will be responsible for notifying the Vice President for Student Development, Director of Residential Life, Area Directors, etc. to request assistance for those persons requiring evacuation.

Other duties will include:

- Direct evacuation of persons to the designated temporary shelter area.
- Notify the Director of Health Services and request additional coordination with the Vice President for Student Development in providing health care services.
- Notify the Director of Facilities and request his/her coordination with the Vice President for Student Development to supply housekeeping needs such as blankets, sheets, beds, and custodial services for those persons displaced.

Nazareth College Evacuation

During an emergency the orderly evacuation and relocation of residents and staff from Nazareth College under extreme emergency conditions may be required. Under such conditions:

- The Director of Campus Safety shall, upon notification from proper authority such as: the Monroe County Fire Coordinator, the Monroe County Emergency Operations Center (EOC), Pittsford Fire Officials, New York State Police, or the Monroe County Sheriff's Department, implement the following Evacuation/Crisis Relocation Plan:

Warning Notification



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

Upon notification of the need to evacuate a segment of the campus community, or as deemed necessary by the responding Campus Safety Officer-in-Charge, he/she will:

- Notify the Director of Campus Safety.
- Notify the appropriate Vice President(s).
- Coordinate with Residential Life staff to evacuate students as necessary. The Arts Center lot (A-lot), parking lots G and H (behind O'Connor complex and Carroll Hall), the tennis courts, and the Otto A. Shults Community Center are all suitable staging areas).
- Contact the Office of Emergency Preparedness.
- Begin notification to all off-duty Campus Safety officers/personnel and Student Community Patrol officers to report to campus for assignment.
- Use the Campus Safety patrol vehicles and public address system to assist the orderly evacuation to the designated staging areas.
- Notify the Office of Marketing and Communications, the switchboard operator and Information Desk in the Shults Center to assist the coordination of the evacuation effort.

Evacuation Instructions for Residence Halls

The Director of Emergency Preparedness and/or his assistant shall take the following actions upon coordination with County Control of area to which residents of Nazareth College are to be relocated:

- Proceed to the assembly area.
- Advise residents of the situation and of potential hazards.
- Advise residents of the location of shelters to which they are to be relocated and routes to these shelters.
- Advise residents to utilize privately owned vehicles and to operate with due care for the safety of occupants and others.
- Advise residents that are without transportation that buses will be used to transport them from the danger areas.



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

Evacuation Instructions for Academic Building:

Should the evacuation of an academic building become necessary, the same basic evacuation protocol as noted above will be in effect.

Helicopter Evacuation Landing Zones

During a medical or other emergency on/off campus a location may be needed for helicopter evacuation. Campus Safety should be contacted and assist in removing person(s) from the area and securing the landing zone(s). The landing zones are:

- Primary – Upper Practice Field
- Secondary – Grassy area behind Grounds Garage

Disabled Persons (Persons in Wheelchairs):

- In the event of an emergency, Campus Safety staff will locate and evacuate disabled persons (or persons in wheelchairs) as appropriate. In the event that complete or proper evacuation is not possible, disabled persons will be removed to a temporary place of safety pending relocation by qualified safety personnel or agencies (fire department).
- Disabled persons, or persons in wheelchairs shall be temporarily relocated out of the danger area into a place where they may be safely retrieved at a later time. A building stairwell is a safe location in the event of a building evacuation. Persons involved with such evacuations should note exactly where the disabled persons are located and notify the emergency authorities as soon as possible of their location to effect a safe removal.

Campus/Building Lockdown

In the event that an incident has occurred where the Nazareth community would be safer to remain in their assigned workspace/classroom, or residence hall; the following procedure will be implemented:



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- The Emergency Management Coordinator, after consulting with the Crisis Management Team, whenever possible, will declare a partial or entire college “lockdown”.
- Students, faculty and staff should immediately lock all room and exterior doors. Doors should be barricaded or locked so that rapid evacuation will not be inhibited.
- If the fire alarm is activated during a lockdown that involves a hostage or weapons, everyone should remain in place until given direction by a competent authority.
- Faculty, staff, visitors, and students should remain quiet in designated lockdown areas. They should remain on the floor, away from windows and doors, and with all lights turned off. Cell phones should be on vibrate mode.

Remain in lockdown mode until the “all clear” command is given by the ranking Law Enforcement Commander or appropriate campus official.

H. Bomb Threat Procedure

In a bomb threat situation, many key campus officials must coordinate efforts to insure the safest and most prudent response to the received threat. Therefore, the following bomb threat procedures have been developed to help educate and prepare the campus community to respond in the most effective manner.

General Procedures:

Any person receiving a bomb threat over the telephone should keep the caller on the line as long as possible. The details of the telephoned threat are critical information in developing the subsequent response. Do not panic. Stay calm and attempt to determine and record the following:

- Time of the call
- Age and sex of the caller
- Speech pattern, accent, possible nationality, etc.
- Emotional state of the caller



NAZARETH COLLEGE EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN

- Background noises

Ask the following questions:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does the bomb look like?
- Why did you place the bomb?

Immediately notify your supervisor and the Campus Safety Department (x3333). The senior administrator for Campus Safety will make immediate notification of key campus officials to determine the appropriate response. Any persons within the effected building may be asked to assist campus safety personnel to identify any out of place or suspicious packages since the area staff are much more aware of what belongs and what does not.

All individuals who have a primary responsibility for answering telephones should have a bomb threat checklist form nearby their phone to assist in gathering information if a telephone threat is received. These checklist forms are available at the Campus Safety Department (x3333).

I. Mail Screening Procedures (Anthrax Threats)

All staff members responsible for incoming mail should maintain an awareness of the possibility of anthrax threat letters. This checklist outlines common features of anthrax threat letters:

- No return address
- Excessive postage
- Hand written or poorly typed addresses
- Misspelling of common words
- Restrictive markings such as "Confidential", "Personal" etc.
- Excessive weight and/or a feel of a powdery substance

**IF YOU RECEIVE A LETTER OR NOTE THREATENING ANTHRAX
CONTAMINATION:**



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

RELAX AND REMAIN CALM - Although any threatened use of biological agents must be treated as though it is real, experience has demonstrated that these are likely to be a hoax. If the suspected biological agent is reported as Anthrax, be assured that it is NOT contagious, and that treatment is readily available if administered before the onset of symptoms.

WHAT SHOULD YOU DO:

1. If it is a letter that you have opened, set it down gently at the location where you first read it. Then move to an area that will minimize your exposure to others. Avoid contact with others when possible, and remain in the area. Emergency responders to the incident will come to YOU.
2. If it is a note that you happen to find, LEAVE IT ALONE.
3. Advise a co-worker in the immediate area what has happened and ask them to call Campus Safety (x3333). Campus Safety will notify The U.S. Postal Inspection Service, the FBI and the local Police as deemed appropriate.
4. If possible, have the building's ventilation system shut down and turn off any fans in the area.
5. Do not allow others into the area. If anyone enters, they should stay until instructed to leave by Campus Safety, Police or Health responders.
6. Remain calm. Exposure does not mean that you will become sick. Public Health responders will provide specific information and instructions about the symptoms and effective treatment to prevent illness.

WHAT SHOULD YOU NOT DO:

1. Do not pass the letter or note to others to look at.
2. Do not disturb any contents in the letter or note. Handling the letter may only spread the substance inside and increase the chances of it getting into the air.
3. Do not ignore the threat. It must be treated as real until properly evaluated.



**NAZARETH COLLEGE
EMERGENCY MANAGEMENT DISASTER/CRISIS PLAN**

IF YOU RECEIVE A THREAT BY TELEPHONE:

WHAT SHOULD YOU DO:

1. Call Campus Safety (x3333) immediately.
2. If possible, have the building's ventilation system shut down.
3. Remain calm, similar threats usually prove false and this is likely to be a hoax as well.

WHAT SHOULD YOU NOT DO:

1. Do not ignore the threat. It must be treated as real until properly evaluated.
2. Do not argue with, or antagonize the caller.
3. Listen carefully to the caller so you can recall the details later. Listen for background noises.

The Campus Safety Department recommends that all suspicious or unwanted "junk mail" not be opened and be thrown away. If you are not aware of whom the sender of your mail is, do not open it.