



Guidelines for Faculty and Staff in an Emergency

2011-2012

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Section I. Introduction

1. Purpose

The purpose of these guidelines for faculty and staff is to provide important information in the event of an emergency or natural disaster that occurs within the university or the general area and impacts normal university operations. Together with the other emergency plans developed by this university, these guidelines will assist in anticipating emergencies and help initiate the appropriate response. This will greatly lessen the extent of injuries and limit equipment, material and property damage. Additional information regarding emergency response procedures can be found on the university's web site at:

<http://www.salemstate.edu/4268.php>

2. Mission

The university will respond to an emergency situation in a safe, effective and timely manner. University resources and equipment will be utilized to accomplish the following priorities:

- Priority I: Protection of Human Life
- Priority II: Support/Restoration of Health, Safety and other Essential Services
- Priority III: Protection of University Assets
- Priority IV: Assessment of Damages
- Priority V: Restoration of Critical Operations
- Priority VI: Restoration of General Campus Operations

3. Faculty and Staff Guidelines

Every faculty and staff member should familiarize themselves with the emergency procedures and evacuation routes of areas in which they work or that they use frequently (Section 10). Everyone should also be able to execute shelter-in-place/emergency lockdown procedures (Section 11). Faculty and staff should be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. In addition, faculty and staff should evacuate to assembly areas in an orderly manner when directed to do so by management, emergency personnel or when an alarm sounds.

Faculty are requested to review classroom evacuation and shelter-in-place procedures with students at the beginning of each semester.

Faculty and staff should maintain contact with the university during the emergency and recovery periods. Contact should be made through your supervisor or the Human Resources department. For instance, after a storm, faculty and staff who are able to work and want to volunteer with damage assessments of work areas (Appendix B) and help with the cleanup effort should contact Human Resources.

Some staff may be required to relocate to recovery sites where mission-critical university operations can be performed. Some staff may be assigned as 'essential personnel' who will remain at the university during a storm.

4. Emergency Situations

- If an **Accident or Medical Emergency** is discovered, the individual making the discovery shall immediately contact Campus Police and provide as much information as possible. If possible, stay with the injured person and keep the victim calm and comfortable. Do not move any seriously injured person. Administer CPR or first aid only if qualified to do so.
- If a **Criminal Activity** is discovered, the individual making the discovery shall immediately contact Campus Police and provide as much information as possible. Do not approach the intruder or intervene in any ongoing crime.
- If a **Hazardous Substance** is discovered, the individual shall immediately contact Campus Police 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.). Close off and evacuate any contaminated areas. Exposed individuals will be directed by medical personnel to an appropriate quarantine area at a safe location.
- If a **Hostile Intruder, Violent Student or Violent Employee** is discovered, the individual making the discovery shall immediately contact Campus Police and provide as much information as possible. Do not approach the intruder or intervene in a dangerous situation.
- The individual thought to be under the **influence of a controlled substance**, alcohol, prescription or non-prescription drug **whose behavior is disruptive to the educational process** will be requested to leave.
 - If the individual refuses to leave/continues to stay in the area:
 - Dismiss the class if in a classroom.
 - Leave the area if in a classroom.
 - Note the description of the individual and his/her location, provide the name if possible.
 - Notify Campus Police immediately.
 - After resolution, document the incident in writing and supply a copy to the Campus Police department.
 - If the individual is not disruptive but suspected of being under the influence of a controlled substance, immediately report the individual to the Campus Police department.

Section II. Critical Procedures

5. *Fire and Facility Evacuation*

Immediate Actions

- 1) If a fire is discovered, immediately pull the closest fire alarm switch.
- 2) When a fire alarm is activated, all occupants will evacuate the building in an orderly and safe manner and proceed to the emergency evacuation assembly area. Building Coordinators should be the last occupants to leave the building to ensure everyone has exited. The BC should then proceed immediately to the emergency evacuation assembly area.
- 3) Should a person have to remain in the building due to circumstances beyond his/her control, the Building Coordinator will notify the arriving fire officials of the person's location and the condition of the individual (e.g., handicapped, wheelchair bound, injured, etc.). Students should also inform their professors if either they or one of their peers has mobility issues and needs assistance in getting to the ground floor or handicap assembly area on the floor.
- 4) 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. In the case of a real working fire, Campus Police will immediately contact the University Incident Commander and inform him/her of the situation.
- 5) When feasible, Campus Police will respond to the alarm panel of the building that has been activated and determine the exact location of the activation. Campus Police will then go to that location to determine the response needed, inform the arriving emergency personnel of their findings and assist with traffic and crowd control.

Evacuation Procedures

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

- 1) Become familiar with work areas and exit locations.
- 2) When the fire alarm sounds, or you receive another form of communication, prepare to evacuate immediately.
- 3) Do not panic but walk quickly to the closest emergency exit.
- 4) Do not use elevators.
- 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 areas 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) In the case of a real working fire, no one is to return to the building until the highest ranking university police official authorizes permission to re-enter.

Evacuation of People Needing Mobility Assistance

Faculty and supervisory staff having people with disabilities under their direction are encouraged to meet with them at the beginning of each semester to discuss evacuation procedures in case of fire or other emergency.

Evacuation of people with disabilities who are ambulatory, such as those who have vision or hearing impairments:

- Should take place normally with other building occupants.
- Escorts should be offered from within the class or work area at the beginning of the semester.

People who are dependent upon equipment for their mobility:

- Should be assigned an Escort from within the class or work area at the beginning of the semester.
- Should not use elevators unless directed to do so by the emergency personnel.
- Remain in a protected place to await arrival of emergency personnel. Individuals who cannot evacuate the building due to mobility problems should proceed to the nearest elevator waiting area in the building for assistance. The elevators should not be used as a means of egress. Emergency personnel are trained to look for persons with mobility difficulties in these designated areas.
- Once the stairs have begun to clear of other evacuating people, the Escort and the person needing mobility assistance should enter the stairway and remain on the landing near the door.

If the stairway becomes smoke-filled or unsafe before the arrival of emergency personnel:

- Move back into the building and proceed to another usable stairway.
- If another stairway is not available, find a room that is safe and close the door.
- Wave a coat or similar object in a window to gain attention.

If there is a direct and immediate threat, the individual should be moved. If there is potential for fire, explosion, biohazards, or gas in the area where the person needing mobility assistance is located, a Buddy along with the Escort will need to assist the person to leave the building.

Faculty and staff who have individuals needing mobility assistance under their direction should notify emergency personnel about the location of these people within the building.

6. *Shelter-in-Place (a/k/a Emergency Lockdown)*

There are a number of emergency situations where an evacuation of a building and/or office area is not advisable – hostile intruder, hazardous release outside, terrorist attack outside the building, earthquake, etc. These threats require shelter-in-place procedures to be executed – the exact opposite of a facility evacuation. Shelter-in-place situations often constitute life-threatening events. Conducting a facility evacuation or failing to respond properly could be fatal. Please see the Shelter-in-Place information currently located on the university’s web site under Campus Police.

Communications

- A shelter-in-place will be announced by classroom telephone or other communication.
- If a situation that may require a shelter-in-place is discovered, the individual making the discovery shall immediately move to a safe location, contact Campus Police and provide as much information as possible.
- Fire evacuation alarms are NOT to be sounded.

Procedures – Hazardous Release Outside

- Everyone in hallways or open areas is to seek shelter in the nearest room.
- Close windows and window treatments.
- Everyone is to remain quiet and not enter hallways or open areas.
- Crouch down in areas that are away from windows.
- Air ventilation systems will be shut down.

Procedures – Hostile Intruder/Violent Student or Employee

- Everyone in hallways or open areas is to seek shelter in the nearest room.
- Lock those doors which are able to be locked and barricade doors.
- Close windows and window treatments.
- Turn off lights.
- Everyone is to remain quiet (quietly contact 6111) and not enter hallways or open areas.
- Crouch down in areas that are out of sight from doors and windows.
- Should the fire alarm sound, do not evacuate the building unless:
 - You have firsthand knowledge that there is a fire in the building, or
 - You have been advised by Police/Campus Police to evacuate the building, or
 - There is imminent danger in the immediate area.

Procedures – Tornado

- At the onset of a tornado warning:
 - Everyone in outdoor areas is to seek shelter in secure buildings.
 - Trailers and temporary structures are to be evacuated.
- Faculty and staff should go to interior areas/hallways or designated safe areas of the building.
- Close doors.
- If possible, take cover under a sturdy object.
- Cover your head, neck and face.
- Stay away from windows and objects that might fall.
- Do not seek cover in large open areas.

Section III. Specific Emergencies

7. *Accident/Medical Emergency*

- If an Accident or Medical Emergency is discovered, the individual making the discovery shall immediately contact Campus Police and provide as much information as possible.
- If possible, stay with the injured person and keep the victim calm and comfortable.
- Do not move any seriously injured person.
- Administer CPR or first aid only if qualified to do so.
- Do not attempt to clean up spilled body fluids.
- Depending on the situation Campus Police will alert
 - Emergency management personnel
 - Counseling & Health Services
 - The University Incident Commander (if the event is serious)
- Campus Police will be posted to ensure no one enters the isolated area until emergency personnel arrive and the area is determined to be safe.

8. *Bomb Threat or Suspicious Package*

- If a suspicious package is discovered, the individual making the discovery shall immediately contact Campus Police 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 nearby:
 - 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 should not hang up the phone when the call is completed. Keep the line open or place it on "hold".
 - Recipient should immediately contact Campus Police and advise them of the call, as well as, provide a detailed written text.
- Everyone will vacate the affected building(s) move to a safe location as designated by officials on-site and stay at least 300 feet from the nearest building.
- In addition to contacting the University Incident Commander, Campus Police will call the state police bomb squad and advise local emergency service authorities of the situation. Local emergency services authorities should receive updated information upon their arrival.
- Campus Police will be posted to ensure no one enters the building(s) until emergency personnel arrive and the area is determined to be safe.
- Once local emergency service authorities arrive, the University liaison will coordinate any information or assistance with them. Only trained police personnel should attempt to perform a methodical search of the buildings.

BOMB THREAT CHECKLIST & TELEPHONE PROCEDURE

INSTRUCTIONS: BE CALM, COURTEOUS AND LISTEN. DO NOT INTERRUPT THE CALLER. NOTIFY THE CAMPUS POLICE DEPARTMENT 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 ___ Soft
___ High Pitch ___ Deep
___ Raspy ___ Pleasant
___ Intoxicated ___ Other

LANGUAGE:

___ Excellent
___ Good
___ Fair
___ Poor
___ Foul

MANNER:

___ Calm ___ Angry
___ Rational ___ Irrational
___ Coherent ___ Incoherent
___ Deliberate ___ Emotional
___ Righteous ___ Laughing

SPEECH:

___ Fast ___ Slow
___ Distinct ___ Distorted
___ Stutter ___ Nasal
___ Slurred ___ Lisp

ACCENT:

___ Local
___ Not Local
___ Foreign
___ Race
___ Religion

BACKGROUND NOISES:

___ Factory ___ Trains
___ Bedlam ___ Animals
___ Music ___ Quiet
___ Office ___ Voices
___ Airplanes ___ Mixed
___ Traffic ___ 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 and any distinguishing characteristics of the caller's 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 Campus Police and advise them of the call.
- Write out the message in its entirety with any other comments.

9. *Hazardous Release*

- If a hazardous substance is discovered, the individual shall immediately contact Campus Police 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 HAZMAT material is somewhere:
 - 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 should not hang up the phone when the call is completed. Keep the line open or place it on "hold".
 - Recipient should immediately contact Campus Police and advise them of the call, as well as, provide a detailed written text.
- Everyone will vacate all affected areas and move into a safe location as designated by officials on-site.
 - Safe locations will be upwind of the release
 - If trapped in a building, consider a vertical evacuation
- In addition to contacting the University Incident Commander, Campus Police will call 911. Advise local fire/HAZMAT authorities of the situation and request local emergency services assistance. Fire/HAZMAT authorities should be updated on 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.
- Campus Police will be posted to ensure no one enters the isolated area until emergency personnel arrive and the area is determined to be safe.
- When necessary, Facilities will isolate the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the airborne 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.
- If a hazardous release occurs outdoors at a nearby location that may affect the university, the following procedures will be taken:
 - A shelter-in-place order will be issued.
 - Facilities will shut down the appropriate utilities (ventilation, air conditioning, etc.) within the building to further prevent the airborne spread of any substance.

10. Hostile Intruder/Violent Student/Criminal Act

- If a Hostile Intruder, Violent Student or a Criminal Activity is discovered, the individual making the discovery shall immediately contact Campus Police 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. See Appendix D.
- If it is possible to evacuate, conduct a silent evacuation.
- If gunshots are heard within a building, close, lock and/or barricade room doors and turn off the lights to that area. Try to calm coworker fears and keep everyone as quiet as possible. Stay in the locked/barricaded room until informed by Police/Campus Police personnel that it is safe to come out of the area. Use cell phones to notify Campus Police 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, do not evacuate the building unless:
 - You have firsthand knowledge that there is a fire in the building, or
 - You have been advised by Police/Campus Police to evacuate the building, or
 - There is imminent danger in the immediate area.
- Campus Police 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. Only trained law enforcement personnel should attempt to perform a methodical search of the buildings in which the hostile intruder is located.

11. Natural Disasters

The Continuity of Operations Plan defines weather monitoring and the university overall response to weather-related threats. Faculty and staff activities focus on safety issues and, in certain cases, the protection of university assets.

Floods and Hurricanes

The university will close before travel conditions become dangerous and will not reopen until the environment is safe. Therefore, there are no special on-site safety guidelines for non-storm personnel.

Mid-Latitude Storms, Tropical Storms and Floods

The university will close before travel conditions become dangerous and will not reopen until the environment is safe. Therefore, there are no special on-site safety guidelines for non-storm personnel.

Thunderstorms

Observe the following rules if lightning is occurring or is about to commence:

- Avoid water fixtures, telephone lines and any electrical conducting materials.
- Stay inside buildings and off the grounds.
- Modern buildings are designed to withstand significant damage resulting from thunderstorm wind, rain, hail and lightning strikes.
- If you are working outdoors or not at work, depending on your location, keep the following in mind:
 - If in your home or a building, follow the aforementioned rules.
 - While in your car, keep in mind that because cars are low profile and supported on rubber tires (an effective electric insulator), they are generally (but not always) safe from lightning strikes. Electrical current will also generally follow a path around, rather than through, the passenger compartment (not necessarily true for convertibles).
 - If in an open area, go to the nearest ditch or ravine and drop to your knees. **Do not** do any of the following:
 - stand in an open area
 - stand underneath a tall tree (especially if it is in an isolated area)
 - seek shelter in a small structure in an open area
 - stand in or around a body of water
 - If in a wooded area, go to a low area of small trees/bushes.
 - Stay away from anything metal (farm equipment, golf clubs, wire fences, metal buildings, etc).
 - If you feel your hair standing on end, drop to your knees bend forward and put your hands on your knees. Do not lie flat on the ground.

Tornadoes

The university will monitor the weather on an ongoing basis if the Weather Service issues a tornado watch. If a tornado warning is issued, the university will designate a spotter to watch the weather. If a tornado is spotted or imminent, take the following steps immediately:

- Notification of a pending disaster will be announced over the voice address system, e-mail, or telephone. Fire/evacuation alarms are not to be activated.
- Evacuate all trailers and temporary structures; proceed immediately to a structurally secure building.
 - Go to the interior area of the building.
 - Avoid west and south facing exterior walls and rooms (tornadoes generally travel from the southwest to the northeast in the U.S.A.).
 - Take cover under a sturdy object.
 - Protect your head, neck and face.
 - Stay away from windows, glass 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.

12. Terrorist Attack

Weapon of Mass Destruction – Definition

A Weapon of Mass Destruction (WMD) includes biological, chemical, incendiary, nuclear or highly explosive material and any combination thereof.

General Guidelines

Emergency action steps will depend upon the type of device and/or agent used and where it is used. The university has developed plans to respond to such situations and has established lines of communication with appropriate civil authorities to obtain current information.

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
- Handwritten Address
- No Return Address
- Misspelled Words
- Confidential, Personal, Open only by _____, 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) shut down ventilation systems.
- Do not allow others to enter the area.
- Leave the room, wash hands and/or any affected area of contact and quarantine yourself.
- Notify Campus Police:

13. Workplace Violence

Abusive or Threatening Individual

1. Stay calm and collect your thoughts. Assess the level of threat. Don't risk staying in a situation if you think physical attack is possible.
2. If the situation at any point appears dangerous, go to a safe place and call for assistance from Campus Police and/or 911, if off campus, and the situation warrants a call.
3. If the situation does not appear to be dangerous, take steps to de-escalate the conflict.
 - Move individual away from an audience
 - Use a clear, calm, strong voice
 - Keep your body language non-threatening
 - Do not use words that threaten or intimidate
 - Be respectful—do not shame, blame or judge the individual
 - Listen to the individual and allow them to ventilate
 - Do not argue—let them express their anger
 - Empathize with the individual—imagine yourself in the same situation
 - Ask the individual how the problem may be solved
 - Think about the possible ways to solve the problem
 - If you are unable to solve the problem, ask for help
 - Thank the individual for bringing the concern to your attention
 - If at any time, the conflict becomes dangerous, go to a safe place and call for assistance from Campus Police and/or 911, as the situation warrants. Campus Police will notify the local police department.
4. Document the events even if you solved the problem. Give documentation to Campus Police staff.
5. Campus Police will contact VP's/Deans or appropriate Human Resources personnel.

Weapons Suspected in the Office

- Inform your supervisor and contact Campus Police immediately.

Weapons Pulled or Displayed

- If an individual pulls a gun in the office area, DO NOT try to disarm the individual.
- Remain calm.
- STAY AWAY from the individual with the gun. If necessary, talk to the individual in as controlled a manner as possible.
- Ask the individual to put the gun down and move away from it.
- Do what you can to get the attention of another colleague and Campus Police as the situation warrants, so that help can be summoned.

Hostage Incident

- Follow the instructions of the hostage taker.
- Do not try to disarm or negotiate with the hostage taker.
- Do not offer yourself as a hostage.
- Do focus your attention on what is happening and make mental lists of events and a description of the perpetrator(s).
- If hostages are taken away, make sure you know who they are and remember what the hostage taker says at this specific moment in the incident.
 - When it is feasible, contact Campus Police as the situation warrants, for help.
 - When police arrive and follow their instructions.
- If the event is ongoing:
 - The police department will likely set up a building perimeter and probably a closer inner perimeter
 - If the subject or subjects have injured anyone, arriving officers will take actions to prevent further harm
 - If the subject or subjects have only threatened harm, then a negotiating team would be set up
 - Follow police department instructions