

# EMERGENCY GUIDE

This guide is designed to be an easy-to-use resource for students, staff and faculty facing a real or potential emergency. All students, staff and faculty should familiarize themselves with this guide and keep it in a readily available place.

Being prepared for an emergency requires constant vigilance and learning so we welcome feedback on the content of this guide via email at [publicsafety@umassd.edu](mailto:publicsafety@umassd.edu). This document will also be available as a printable file at:

[www.umassd.edu/publicaffairs/Emergency.cfm](http://www.umassd.edu/publicaffairs/Emergency.cfm)

## CONTENTS

- 2 - EMERGENCY CONTACTS
- 3 - EMERGENCY INFO SOURCES
- 4 - SHELTER IN PLACE
- 5 - MEDICAL EMERGENCY
- 6 - MENTAL HEALTH EMERGENCY
- 7 - MENACING BEHAVIOR
- 8 - VIOLENT CRIME IN PROGRESS
- 9 - EXPLOSIONS
- 10 - SUSPICIOUS MAIL/PACKAGE
- 11 - BOMB THREAT
- 12 - FIRE
- 13 - HAZARDOUS MATERIALS
- 14 - BUILDING EVACUATION PROCEDURE
- 15 - EVACUATING INDIVIDUALS WITH DISABILITIES
- 16 - UTILITY FAILURE
- 17 - SEVERE WEATHER
- 18 – INFLUENZA (The Flu)

## EMERGENCY CONTACTS

If using a campus phone dial the last four digits unless otherwise noted.

Police/Fire/Rescue	508.999. <b>9191</b>
Police Non-emergency	508.999. <b>8107</b>
Counseling Center	508.999. <b>8650</b>
Health Services	508.999. <b>8982</b> or <b>6641</b>
Employee Assistance/ Wellness	888.610.9039 (Dial full number)
Information Technology Services	508.999. <b>8884</b>
DART van/escort	508.999. <b>8107</b>
Silent witness/Tipline	508.999. <b>8477</b>
Campus web site	<a href="http://www.umassd.edu">www.umassd.edu</a>

## EMERGENCY INFORMATION SOURCES

During emergencies, UMass Dartmouth’s crisis communications protocol calls for timely and accurate notification of emergency responders and all members of the campus community. The various communication resources that can be used in a given situation include:

<b>myAlert</b>	Instant message system. Sign up at <a href="http://umassd.edu/myalert">umassd.edu/myalert</a>
<b>E-Mail</b>	Reaches all <a href="http://umassd.edu">umassd.edu</a> email addresses
<b>Web site</b>	<a href="http://www.umassd.edu">www.umassd.edu</a>
<b>Voice mail</b>	Reaches every campus phone
<b>Campus main number recorded message</b>	508.999.8000
<b>Hotline</b>	508.910.5000 and 774.929.3000
<b>Campus cable</b>	Ch. 77
<b>Front entrance marquee</b>	Electronic billboard for all traffic entering the campus
<b>WUMD</b>	89.3FM
<b>Campus audio alert</b>	A campus-wide audio alert system is expected to be operational by the end of the fall,2008 semester.

### MASS MEDIA

#### Television

4 (Boston)  
 5 (Boston)  
 7 (Boston)  
 25 (Boston)  
 6 (Providence)  
 10 (Providence)  
 12 (Providence)  
 NECN (Boston/Prov)

#### Radio

1030AM (Boston)  
 1420AM (NewBedford)  
 1480AM (Fall River)  
 1530AM (Taunton)  
 93.3FM (Providence)  
 89.3FM (UMD)

#### Newspaper

Boston Globe – [boston.com](http://boston.com)  
 Boston Herald – [herald.com](http://herald.com)  
 StandardTimes – [S-T.com](http://S-T.com)  
 Herald News – [heraldnews.com](http://heraldnews.com)

## SHELTER IN PLACE

Sheltering-in-Place is a standard protective action utilized in Emergency Management during an accident or event in which hazardous materials have been released into the atmosphere. You may, at some time, be instructed by local officials to 'Shelter-in-Place' to reduce your exposure to some type of hazardous materials in the air. The purpose is to create as airtight as possible enclosures to prevent the hazardous material from reaching the enclosure's occupants.

The following are steps to be taken only when instructed to "Shelter-in-Place":

If instructed, you should immediately go indoors.

Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.

Turn off all air handling systems such as window fans, kitchen & bath exhaust fans, air conditioners, and other sources of outside air. Shut off clothes dryers and seal exhaust vent.

Seal off any cracks that could cause leakage to the outside.

Go to an above-ground room with the fewest windows and doors.

Stay inside until officials say otherwise. If you go outside, cover your nose and mouth with a folded damp cloth. Persons with respiratory disorders should not go out at all.

Do not use your telephone unless in need of special assistance.

## **MEDICAL EMERGENCY**

Notify University Police at **x9191** immediately (508.999.9191 if using a cell phone or off-campus phone).

Do not attempt to move the victim unless he/she is in danger of further injury.

Properly trained individuals should begin CPR for an unresponsive victim who is not breathing normally.

Properly trained individuals should commence first aid while awaiting an ambulance, particularly to stop heavy bleeding.

If alcohol poisoning is suspected, keep the person awake.

## MENTAL HEALTH EMERGENCY

In the event of overtly threatening behavior constituting an immediate threat to self or others, notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

In non-emergency situations, refer students to the Counseling Center at **x8650** (508.999.8650 if using a cell phone or off-campus phone).

Refer faculty and staff to Employee Assistance at 888.610.9039.

Express your concerns directly to the individual.

Make referral in the presence of the individual and offer to accompany them.

Watch for changes in behavior:

- Significant changes in academic or work performance

- Changes in hygiene, speech, attentiveness or social interaction

- Excessive drinking or drug use

- Severe loss of emotional control

- High levels of irritability

- Impaired speech or garbled/disjointed thoughts

- Excessively morbid, violent or depressing themes in written assignments

- Verbal expression of suicidal or violent thoughts

## **MENACING BEHAVIOR**

Stay calm and unhurried in your response to the person.

Be empathetic and show your concern.

Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around.

Be helpful. Schedule an appointment for a later time, take notes.

Provide positive feedback such as, “We can get this straightened out,” or “I’m glad you’re telling me how you feel about this.”

Stay out of arm’s reach.

Limit eye contact.

Do not argue, yell or joke.

Do not touch the person.

If the individual’s level of agitation increases, attempt the following:

Leave the scene.

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Alert co-workers using an agreed-upon code word to indicate trouble.

Do not allow menacing behavior to go unreported. Alert University Police and co-workers immediately after the person leaves.

## VIOLENT CRIME IN PROGRESS

If exiting the building **is** possible:

Exit the building immediately.

Notify others as you exit the building.

Be aware of your surroundings.

Notify University Police at **x9191** immediately upon reaching a safe location (508.999.9191 if using a cell phone or off-campus phone).

If exiting the building **is not** possible:

Go to the nearest room or office.

Close and lock the door.

Cover the door windows.

Keep quiet and act as if no one is in the room.

DO NOT answer the door.

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

## EXPLOSIONS

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Take cover under sturdy furniture or evacuate the building if directed to do so by authorized emergency personnel.

Do not use cell phones or any electrical device that could spark further explosions.

Signal for help by shouting or hanging an article of clothing from a window, but do not linger by windows.

If possible, move away from the site of the hazard to a safe location.

Do not use elevators and be careful of fallen debris, glass or heavy objects that might be about to fall.

## **SUSPICIOUS MAIL/PACKAGE**

Do not use a cell phone as it can trigger an explosive device.

Do not move, open, cover or interfere with the package.

Move away from suspicious items.

Notify University Police at **x9191** from a safe location (508.999.9191 if using a cell phone or off-campus phone).

Follow police instructions.

## **BOMB THREAT**

All bomb threats are to be taken seriously. Notify University Police at **x9191** immediately (508.999.9191 if using a cell phone or off-campus phone).

If you receive a bomb threat by telephone, remain calm, write down the caller's exact words and note the time of the call.

Check for caller ID information.

Ask the caller:

When is the bomb going to explode?

Where is the bomb?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

What is your name and address?

If you receive a bomb threat in written form:

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone) immediately.

Do a quick visual inspection of your area. Do not touch or move any suspicious objects.

Do not use radios, pagers or cell phones as they can trigger an explosive device.

If you are told to evacuate the area by authorized emergency personnel, take your notes about the call with you.

## **FIRE**

Alert people in the immediate area of the fire, and evacuate.

Confine the fire by closing doors as you leave.

Activate a fire alarm by pulling on an alarm box.

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone) or use an emergency phone to report the location and size of the fire. Always call from a safe location.

Evacuate the building. Do not use elevators unless directed to do so by authorized emergency personnel.

Do not re-enter the building until authorized emergency personnel give the “all clear” signal.

If smoke, heat or flames block your exit routes, stay in the room with the door closed.

Signal for help using a bright-colored cloth at the window.

If there is a telephone in the room, call 911 to alert authorities of your situation.

Report all fires, even those which have been extinguished, to University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Nearest fire extinguisher: \_\_\_\_\_

Note: There are different types of fire extinguishers for use on different types of fires. Familiarize yourself with the type and operation of fire extinguishers in your work area.

## HAZARDOUS MATERIALS

### Chemical Spills

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Do not touch the material.

Isolate the area by cordoning it off or closing doors.

Notify people in neighboring offices and classrooms.

Turn off space heaters and extinguish open flames in the area.

If there are vapors or noxious fumes, evacuate the affected area or building and do not re-enter the area until authorized emergency personnel give the “all clear” signal.

### Radioactive Materials

Radioactive materials are utilized in some campus laboratories. Those that might be encountered are considered low-level sources of radiation and pose minimal threat when properly stored and handled. If you encounter what you believe to be radioactive material:

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Do not touch the material.

Isolate the area by cordoning it off or closing doors.

Notify people in neighboring offices and classrooms.

### Biological Materials

Biological materials pose minimal threat when properly stored and handled. If you encounter what you believe to be a biological material:

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Do not touch the material.

Isolate the area by cordoning it off or closing doors.

Notify people in neighboring offices and classrooms.

## **BUILDING EVACUATION PROCEDURES**

Leave your building immediately when an alarm sounds or if you are instructed to do so by authorized emergency personnel.

Notify others on your way out.

Turn off equipment.

Secure hazardous operations if possible.

Take important personal items.

Close doors behind the last person out.

Walk quickly to the nearest safe exit.

Do not use elevators unless authorized emergency personnel tell you to do so.

Do not re-enter the building until authorized emergency personnel give the “all clear” signal.

Report any missing or trapped persons to authorized emergency personnel.

Move away from the building.

Go to your evacuation meeting site and sign in.

Even if you were not in your building when it was evacuated, go to your evacuation meeting site so you will be accounted for.

If you are required to leave the building immediately but are unable to (because of a physical disability, injury or obstruction):

Go to the nearest area where there are no hazards.

Notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

Signal out the window to emergency responders if possible.

Remain calm, responders will arrive.

## EVACUATING INDIVIDUALS WITH DISABILITIES

Instructors and supervisors should be proactive and be aware of people who will need assistance.

### **Assisting Blind/Visually Impaired:**

Clearly announce the type of emergency.

Offer your arm for guidance.

Tell the person where you are going, and alert him/her to obstacles along the way.

### **Assisting Deaf/Hearing Impaired:**

Turn lights on and off to gain the person's attention.

Indicate directions with gestures or a written note.

### **Assisting Mobility-Impaired/Wheelchair Users:**

Elevators should not be used to move people with disabilities.

Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairway or designated areas for rescue assistance.

One individual should remain with the person(s) if it can be done without unreasonable personal risk.

Others should advise emergency personnel of the location so that the evacuation can be completed.

If an imminent danger situation exists and the person requests assistance in evacuation before emergency personnel can arrive, assist in finding volunteers to evacuate the person per his/her instructions.

## **UTILITY FAILURE**

In the event of a major utility failure during regular business hours, go to a safe location and notify University Police at **x9191** (508.999.9191 if using a cell phone or off-campus phone).

### **Electrical Outage**

Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.

In laboratory buildings, fume hoods do not operate during a power outage and most laboratories should not be used until the ventilation is properly restored.

### **Gas Leak/Unusual Odors**

Cease all operations immediately.

Do not use cell phones or other electronic equipment.

Do not switch lights on or off.

Evacuate as soon as possible.

### **Flooding/Plumbing Failure**

Cease using all electrical equipment.

Avoid contact with the water.

Evacuate the building.

## **SEVERE WEATHER**

### **Weather Closing Information**

Information regarding weather-related closings at the main campus and satellite sites will be communicated as soon as possible via:

[www.umassd.edu](http://www.umassd.edu)

Campus email

Boston, Providence, New Bedford, and Fall River radio and television outlets

### **Storms with high velocity wind and lighting**

Stay away from windows.

Draw shades or blinds to reduce injury from flying glass.

Minimize use of electric appliances.

## **INFLUENZA (The Flu)**

Influenza, known as flu, is a very contagious disease of the respiratory (breathing) system. The flu is caused by a virus that is easily passed from one person to another by coughing and sneezing.

### **To protect against the flu:**

Get flu vaccine every year.

Wash your hands.

Cover your mouth or nose with a tissue when you cough /sneeze or cough/ sneeze into your upper sleeve not your hands.

Don't touch your eyes, nose or mouth.

Clean things that are touched often.

Avoid contact with people who are sick.

Avoid contact with birds when visiting countries that have bird flu.

### **Symptoms of the flu include:**

Fever (102° - 104°), lasting 3 - 5 days

Headache, severe muscle and joint aches

Sore throat

Tiredness, can be extreme and last 2 weeks or more

Dry cough

Runny or stuffy nose

### **Get to a doctor or the hospital immediately if:**

Breathing is fast, difficult or painful

The skin is dusky or bluish in color

The person has chest pain or is disoriented.

The person is unable to walk or sit up, or function normally

If you have returned from a visit to an area with bird flu and feel ill, call Campus Health Services at **x8982** (508.999.8982 if using a cell phone or off-campus phone) or an area health care provide.

## NOTES

# EMERGENCY

**x9191**

(CAMPUS PHONE)

**508.999.9191**

(CELL OR OFF-CAMPUS PHONE)