

EMERGENCY NUMBER: 508-929-8911

# Emergency Response Guide

For the University Community

January 2011



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**EMERGENCY NUMBER: 508-929-8911**

**Table of Contents**

	Page
<b>Policy Statement and Goals.....</b>	<b>3</b>
<b>Emergency Response.....</b>	<b>3</b>
<b>Campus Closure Policy.....</b>	<b>4</b>
<b>Definitions of Emergency.....</b>	<b>5</b>
<b>Declaration of Campus State of Emergency.....</b>	<b>7</b>
<b>General Roles and Responsibilities.....</b>	<b>7</b>
<b>Communication Methods and Procedures.....</b>	<b>9</b>
<b>Emergency Preparedness.....</b>	<b>11</b>
<b>Evacuation from the Campus.....</b>	<b>11</b>
<b>Evacuation Plan for People with Disabilities.....</b>	<b>12</b>
<b>Fire / Carbon Monoxide / Explosion.....</b>	<b>13</b>
<b>Hazardous Materials Incident.....</b>	<b>13</b>
<b>Hurricanes / Blizzards.....</b>	<b>14</b>
<b>Tornadoes.....</b>	<b>16</b>
<b>Airplane Crash.....</b>	<b>17</b>
<b>Bomb Threat.....</b>	<b>18</b>
<b>Incidents of Violence (not including active shooter).....</b>	<b>18</b>
<b>Active Shooter.....</b>	<b>19</b>
<b>Pandemic Influenza.....</b>	<b>21</b>
<b>Automated External Defibrillators (AED).....</b>	<b>22</b>
<b>Emergency Response Guide Operational Statement.....</b>	<b>23</b>
<b>Appendices.....</b>	
<i>Appendix A: Locations of Emergency Call Boxes.....</i>	<i>24</i>
<i>Appendix B: Emergency Preparedness Resources and Websites.....</i>	<i>25</i>

## **EMERGENCY NUMBER: 508-929-8911**

### **POLICY STATEMENT AND GOALS**

The Emergency Response Guide for the University Community has been designed as a contingency plan for the Worcester State University community to follow during campus emergencies. While this plan does not cover every conceivable emergency situation, it does supply the basic guidelines necessary to cope with most campus emergencies. It is essential for the Worcester State University community to be familiar with, and cooperate fully with the Worcester State University Emergency Response Guide.

Campus emergency operations will be conducted within the framework of university procedures. Any exception to these emergency management procedures will be conducted by, or with approval of, those university administrators directing and/or coordinating emergency operations. A copy of this plan along with an orientation concerning its contents and emergency procedure is to be provided to all personnel and to those newly hired, and to all students current and incoming.

The goals of the Emergency Response Guide are:

- To provide guidance to protect the health, safety, and welfare of students, faculty, staff, and the public, protect the environment, and mitigate potential damage in the event of an emergency.
- To provide a coordinated response to emergencies that may impact students and/or the environment while paying special attention to the safety and security needs of members of the university community.
- To provide for the essential needs of students and employees during and following an emergency.
- To provide training and regularly review procedures to maintain a state of readiness and provide effective response.
- To use critical emergency incidents, when appropriate, as teachable experiences to enhance the quality of life for all those impacted by the incident.

The Incident Management Team (IMT) will make every effort to accomplish these goals when dealing with an emergency incident on campus.

### **EMERGENCY RESPONSE**

During the period of a campus emergency, the University Police Department will take appropriate measures necessary in order to safeguard persons, safeguard property, and maintain educational facilities. The University President or designee will declare a campus state of emergency if such action is warranted.

The Chief of University Police or designee may activate an Incident Management Team (IMT) depending on level of emergency designated by Emergency Director or designee. Emergency

## **EMERGENCY NUMBER: 508-929-8911**

information may be communicated with the university community through the Public Information Officer (PIO) by any or all of the following:

- Global email dissemination
- Emergency Notification System
- Campus-wide office telephone broadcast
- Emergency loudspeaker broadcast from Coughlin Field
- Fire alarms
- University Police sirens & bullhorns
- Campus Switchboard (508-929-8000)
- Local radio and television stations (see 'Campus Closure Policy')

All members of the campus community and guests of the university should follow the following emergency guidelines:

- In case of a major emergency, call extension 8911 from any campus phone or use available emergency call boxes located throughout the campus.
- In an emergency, cell phone users should dial 508-929-8911.
- Follow instructions from university police officers or other emergency personnel on scene.

### **CAMPUS CLOSURE POLICY**

The following policy has been adopted to respond to emergencies, inclement weather conditions or impending inclement weather conditions that necessitate closing the university.

#### **DURING NORMAL OFFICE/CLASS HOURS:**

If during normal office/class hours on a work/class day (defined as Monday-Friday, 8:00am - 5:00pm), the President or her designee determines that the University should be closed due to an emergency, inclement weather or other circumstances, all offices shall be notified of the time and duration of cancellation of normal activity (a phone tree list is available in the Facilities Office).

It is the responsibility of each calling office indicated on the phone tree list to notify all other offices designated. In addition, the calling office should post a conspicuous notice of such closing on the door of each office if at all possible. Normal routine will be expected to commence on the next regular class/work day, unless otherwise notified.

#### **DURING OTHER HOURS:**

A decision to close the University or delay opening will generally be made between 5:00am and 6:00am by the President or designee in consultation with other members of the university staff.

If a decision is made to close for the day, or delay opening, notice will be made for broadcast to the following radio and television stations:

<b>AM Stations:</b>	<b>WTAG</b>	<b>580 AM</b>
	<b>WBZ</b>	<b>1030 AM</b>
	<b>WORC</b>	<b>1310 AM</b>

**EMERGENCY NUMBER: 508-929-8911**

	<b>WGFP</b>	<b>940 AM</b>
<b>FM Stations:</b>	<b>WSRS</b>	<b>96.1 FM</b>
	<b>FOX</b>	<b>100.1 FM</b>
	<b>WXLO</b>	<b>104.5 FM</b>
<b>Television Stations:</b>	<b>WBZ</b>	<b>Channel 4</b>
	<b>WCVB</b>	<b>Channel 5</b>
	<b>WHDH</b>	<b>Channel 7</b>

**CALLING THE UNIVERSITY SWITCHBOARD:**

In addition, a notice of status during times of inclement weather is available through a menu selection when calling the main switchboard number, (508) 929-8000. The announcement about changes in normal routine will, as much as possible given the circumstances, be in the form of "All Worcester State University day classes are cancelled and administrative offices are closed" or "Worcester State University is closed today. Day and evening classes will not be held." This means that all offices will be closed, and classes (if in session) and any scheduled activities will not be held. Faculty and staff, other than designated *Essential Personnel*, will not be expected to report for work.

An opening delay message will be in the form of "Worcester State University has delayed opening until \_\_\_\_." This means that all offices will be scheduled to be opened at the time indicated, and that classes normally scheduled for that time will begin then, or at the next normal class hour. Regular office and class routine will commence at the time indicated, and faculty and staff will be expected to report by that time. An announcement to cancel evening classes could be made as part of the initial closing announcement, or made later in the day if conditions warrant.

It is understood that certain employees are normally scheduled for work shifts beginning before 8 a.m. In instances where an emergency or inclement weather may indicate a potential for closing or delay of work hours, those employees may appropriately delay their arrival times to 8 a.m. (with the exception of those designate *Essential Personnel*), with their work shift extended for that day. In the event of closing or delay due to an emergency or inclement weather, employees designated *Essential Personnel*, will follow procedures previously outlined to them. Employees on regularly-scheduled vacation do not have available time affected by an emergency closing or delay in university work hours due to an emergency or inclement weather.

**DEFINITIONS OF EMERGENCY**

An emergency is any unplanned event that may cause death or significant injuries to faculty, staff, students, or the public, or that can shut down business, disrupt operations, cause physical or environmental damage.

In some cases, there may be sufficient warning of a pending emergency to provide for a planned response. Emergencies with sufficient warning to provide for a planned response may include:

- Announced electric power outage or other utility shutdown
- Forecasted storms:
  - Floods
  - Hurricane

## **EMERGENCY NUMBER: 508-929-8911**

- Tornado
- Winter Weather
- Pandemic Influenza
- Disruption from protests

Most emergencies are sudden and provide insufficient or no warning for a planned response. These include, but are not limited to, the following:

- Unannounced electric power outages or other utility shutdowns
- Sudden severe weather or natural disasters
  - Earthquake
  - Flood
  - Tornado
- Airplane crash
- Fire and or explosion with injuries and accompanying damage
- Hazardous material release
- Bomb threat
- Acts of Violence
  - Active Shooter
  - Campus Disturbances
  - Hostage situation
- Sit-ins and demonstrations
- Vandalism

The above list may not cover all occurrences. It must also be recognized that there may be some occurrences that do not require the response of the all-hazards Incident Management Team and will be responded to by University Police and other department(s) deemed appropriate.

### **ISOLATED CRITICAL INCIDENT**

Isolated Critical Incidents primarily involve University Police, Student Services, Facilities and/or Residence Life. They are localized, impact a limited number of people and only a fraction of the university community or physical property, and may not affect the overall functioning capacity of Worcester State University. Although most isolated critical incidents would not require the intervention of an Incident Management Team as a whole, however, selected members of the team may be involved.

Examples would include, but are not limited to:

- Death of a student, staff or faculty member (on or off campus).
- Drug or alcohol overdose
- Mental health crisis such as attempted suicide
- Vehicle incident
- Violent crimes such as , Sexual assault (Sexual Assault Response Team (SART) will be activated), robbery or aggravated assault

### **LOCALIZED EMERGENCY**

## **EMERGENCY NUMBER: 508-929-8911**

Localized Emergencies impact only a small part of the university community or physical property and do not affect the overall functioning capacity of Worcester State University.

Examples would include, but are not limited to:

- Small, localized fire
- Isolated power outage
- Small, localized hazardous material spill that can be immediately controlled and properly cleaned up.

### **MAJOR EMERGENCY**

A Major Emergency is defined as a serious emergency that completely disrupts one or more operations at Worcester State University. Major policy considerations and decisions would usually be required. The Chief of University Police or designee will activate the university's Incident Management Team and outside emergency services will be required.

### **DECLARATION OF CAMPUS STATE OF EMERGENCY**

The authority to declare a campus state of emergency rests with the University President or designee as follows:

During the period of any campus major emergency, the University Police Department will place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities, and may activate the Incident Management Team (IMT). The Chief of University Police or designee shall immediately consult with the President or designee regarding the emergency and the possible need for a declaration of a campus state of emergency.

*\*Only those individuals who have been assigned as Incident Management Team members will be allowed to enter the established emergency site.*

### **GENERAL ROLES AND RESPONSIBILITIES**

The following defines personnel and their responsibilities pertaining to emergency management:

#### **UNIVERSITY PRESIDENT**

As the Chief Executive Officer for Worcester State University, the President has the responsibility for the overall management during an emergency. Convenes Administrative Cabinet and informs Trustees and/or Board of Higher Education of level of emergency and actions taken. Declares Campus State of Emergency.

#### **VICE PRESIDENT FOR ACADEMIC AFFAIRS**

Assumes the responsibilities of the Chief Executive Officer for Worcester State University in the absence of the President. Keeps appropriate faculty notified in cases of an emergency that may affect one or all of the members of the faculty.

#### **VICE PRESIDENT FOR STUDENT AFFAIRS**

Coordinates and moderate the university's Executive Response Team.

## **EMERGENCY NUMBER: 508-929-8911**

### **CHIEF OF UNIVERSITY POLICE**

Has operational control of the campus during an emergency. Activates the Incident Management Team and serves as the initial Incident Commander.

### **DIRECTOR OF FACILITIES**

Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repair, and equipment operation and protection.

### **ASSISTANT VICE PRESIDENT OF PUBLIC RELATIONS AND MARKETING**

Serves as the sole disseminator of public information in all matters related to the emergency. Serves as the university's Public Information Officer.

### **CAMPUS COORDINATORS**

- **Director of Human Resources**  
The Director of Human Resources is responsible for notifying significant relations of all faculty and staff in cases of serious injury or death while on campus. Maintains up-to-date roster of employees of the university.
- **Director of Residence Life**  
The Residence Life Coordinator is responsible for keeping an up-to-date roster of all students residing in residential buildings and serves as communication link or contact for residential students.
- **Associate Vice President of Student Affairs**  
The AVPA will identify and assist distraught students and will coordinate with Counseling Center, Health Services to advise them how to deal with students and employees who are in need of counseling.
- **Director of International Programs**  
The Director of International Programs will be the primary liaison for emergencies involving WSU students who are studying abroad or for foreign students at the University, and will maintain an up-to-date roster of all international students. Serves as primary contact for international students' families.
- **Director of Food Services**  
Coordinates food storage and delivery during an emergency.

### **STUDENTS**

Each student is responsible as follows:

- Becomes familiar with "Emergency Response Guide for the University Community" and specific information regarding safety in various campus buildings.
- If in class, follows instructions of faculty or emergency personnel for further instructions.

## **EMERGENCY NUMBER: 508-929-8911**

- All students should develop their own basic emergency supply kit, have a plan with families and friends; and stay informed. Please visit <http://www.Ready.gov> for more information.
- All students should register their emergency contact information in WSU's Emergency Notification System.

### **ALL UNIVERSITY PERSONNEL**

Each employee is responsible for the following:

- Becomes familiar and share the information contained within this guide along with other specific information regarding safety in his/her building.
- All members of the university community are encouraged to develop their own basic emergency supply kit, have a plan with families and friends; and stay informed. Please visit <http://www.Ready.gov> for more information.

### **FAMILY AND FRIENDS**

Family and friends who are attempting to locate someone on Worcester State University's campus may call these numbers:

- General Information: 508-929-8000
- Residential Students: 508-929-8074
- Staff: 508-929-8666 -- Office of Human Resources
- Faculty: 508-929-8038 -- Office of Academic Affairs
- University Police: 508-929-8911

If phone systems are jammed or inoperative, family and friends may receive information from the website at [www.worcester.edu](http://www.worcester.edu). If the website is down, stay tuned to local radio stations for information updates (See Campus Closure Policy for list of stations, page 5).

### **COMMUNICATION METHODS AND PROCEDURES**

Current communication methods on campus consist of:

- Global broadcast e-mail
- Campus-wide broadcast voice-mail
- Website ([www.worcester.edu](http://www.worcester.edu))
- Emergency loudspeaker system at Coughlin Field
- Fire alarms (internal and external)
- University Police sirens
- Bullhorns
- Emergency Notification System

Current communication methods off campus consist of:

- University's main switchboard (508-929-8000)
- Global broadcast e-mail
- Website ([www.worcester.edu](http://www.worcester.edu))

## **EMERGENCY NUMBER: 508-929-8911**

- Emergency Notification System
- Media sources (i.e. television and radio)

The Worcester State University Police Chief or designee will devise, approve and distribute timely emergency messages in the absence of the Office of Public Relations and Marketing. When available, the Office of Public Relations and Marketing will be utilized.

Priority sequencing for technology sequencing will be as follows:

- a. First Priority: WSU email message (i.e. active shooter, fire, hazmat or severe weather warnings.)
- b. Second Priority (as necessary): WSU campus telephone broadcast voicemail (i.e. on campus assaults in addition to first priority situations.)
- c. Third Priority (as necessary, for regional impact): text messaging, followed by voice messaging.

\* Any or all methods of communication may be utilized dependent upon the severity (perceived or realized) of an incident.

### **Communications during an emergency**

- University Police personnel will convey facts regarding the incident to the President's Office.
- President's directives and information regarding the incident will be made known to the campus community by the Assistant Vice President of Public Relations and Marketing.
- For any extended emergency situation, Worcester State University will create a link on the website at [www.worcester.edu](http://www.worcester.edu) and urge students, faculty, staff, alumnae, parents and others to visit the site regularly for updates. Updated information will be provided by the Assistant Vice President of Public Relations and Marketing.
- Any member of the University community who is not on campus may find out information by calling the main switchboard at 508-929-8000 or visiting the university website at [www.worcester.edu](http://www.worcester.edu).
- Official University announcements regarding the emergency will be made to the public and the media through the Assistant Vice President of Public Relations and Marketing or designee.
- The University Chief of Police acting as Incident Commander will organize the creation of a designated space for the news media at the beginning stages of the emergency or directly after emergency has passed. The Assistant Vice President of Public Relations and Marketing or designee will manage the news media.

## **EMERGENCY NUMBER: 508-929-8911**

### **EMERGENCY PREPAREDNESS**

#### **Orientation for new employees**

It will be the responsibility of the Human Resource Office to provide new employees with access to this “Emergency Response Guide for the University Community”.

#### **Orientation for new students**

It will be the responsibility of the Orientation staff to provide new students with access to this “Emergency Response Guide for the University Community”. This can be disseminated during New Student Orientation.

#### **Conducting emergency exercises**

The University Police or designee shall conduct emergency exercises at least once a semester. This can include but is not limited to tabletop exercises or full-blown inter-agency coordinated emergency drills. Actual emergencies may substitute for exercise.

#### **Evaluation and Review Procedures**

The Emergency Coordinator or designee will review content of this document and adjust as necessary. A copy of this manual can be found on the University Police website at [www.worcester.edu/police](http://www.worcester.edu/police).

Comments or suggestions concerning the “Emergency Response Guide for the University Community” may be directed to the Chief of University Police or email [WSUpolice@worchester.edu](mailto:WSUpolice@worchester.edu).

### **EMERGENCY EVACUATION FROM THE CAMPUS**

In the event that campus buildings need to be evacuated, it will be done building by building.

#### **University Police**

- Will be notified of situation that calls for building(s) evacuation.
- Will activate an Incident Management Team (IMT).

#### **Occupants**

- The affected building will be evacuated first.
- Occupants will be notified by the activation of fire alarms.
- Building occupants will take directives from emergency personnel.
- Persons will remain calm while they evacuate the area in an orderly fashion and will respond to the University Police and emergency personnel as they would any other emergency service worker.

## **EMERGENCY NUMBER: 508-929-8911**

In the event that the entire campus must be evacuated, the **parking lots will be emptied in the following order**. The reason is to prevent a gridlock situation and major congestion to the point emergency personnel cannot enter or exit the campus.

1. May Street, Faculty and Gym Lots
2. Front roadway parking lots
3. Parking Garage from bottom to top.
4. Student Center Lot
5. Lots behind the Administration building, also known as the corral lot.
6. LRC lot and Library road

If possible, uniformed officers will be there to assist in moving traffic off campus as quickly as possible.

### **Aftermath**

- After the threat is over an assessment of both injuries and property damage will be conducted.
- Chief of University Police or designee will immediately report findings to the President.
- President will give the “All Clear” signal to University Police.

## **EVACUATION PLAN FOR PEOPLE WITH DISABILITIES**

In an emergency situation, it is important you are familiar with your needs during evacuation. You are encouraged to convey these needs to your instructor (or supervisor) at the beginning of each semester. While attending class, try to position yourself near a doorway for an easier exit. Become familiar with the building and its exits. Follow signs to exits. The following guidelines are important to follow:

- Establish a buddy system and alternate for each class. People with disabilities should prepare for an emergency ahead of time by instructing a classmate, instructor, supervisor, or co-worker on how to assist in the event of any emergency.
- People who cannot speak loudly, or with voice / speech impairments, should carry a whistle or have other means of attracting attention of others.
- Be familiar with alarm signals.
- Leave school materials in the room to avoid wasting time.
- DO NOT re-enter a building until permitted by emergency personnel.
- Please call the Disability Services Office at 508-929-8733 if you have any questions.

If you suspect a fire is behind a door; cover your hand to provide protection first and then test the door by touching it. If it is hot, do NOT use the door as an exit. Try to find an alternate route for an exit. Do NOT use elevators unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.

If a power outage occurs during the day and you choose to wait in the building for electricity to be restored, unless an evacuation has been ordered, you can move near a window where there is natural light. If an evacuation has been ordered, or if the outage occurs at night, call University

## **EMERGENCY NUMBER: 508-929-8911**

Police at Extension 8911 from any campus telephone or 508-929-8911 for a cell phone to request evacuation assistance.

### **FIRE/CARBON MONOXIDE LEAK/EXPLOSION**

Emergency response procedure in case of fire, carbon monoxide leak or explosion is as follows:

#### **University Police Department:**

- Upon notification of a fire, carbon monoxide leak or explosion, University Police will call the Worcester Fire Department and report to the location.
- Upon arrival, an assessment will be done and any additional assistance from local or State agencies will be summoned.
- Assistance in evacuating the occupants of the building will be done simultaneously as other officers wait and escort the off-campus agencies to the exact location on campus.

If necessary, the Chief of University Police or designee will activate the Incident Management Team (IMT). Otherwise, appropriate personnel will be notified.

**When the Worcester Fire Department and the Massachusetts State Fire Marshall personnel arrive on campus they will assume all authority until the crisis is over.**

#### **Building Occupants:**

- Staff, faculty and students are responsible to learn the locations of all exits and fire alarm pull stations.
- **All occupants of the building** will evacuate upon hearing a fire or CO (carbon monoxide) alarm.
- **Do not use elevators in a fire emergency.** Once the building is evacuated no one will be allowed back into the building until the “All Clear” is given.
- Once outside the building, remain there and seek the guidance and directives of the emergency personnel on scene.
- University Police or emergency personnel will have updated information and will need your complete cooperation.

#### **Aftermath**

- After the situation is over, the Deputy Chief of Police or designee will liaison with local fire and police personnel to assess injuries and property damage, and will report findings to the Chief of University Police or designee.
- The Chief of University Police or designee will report the findings to the President.
- President will give the “All Clear” signal to the University Police.

### **HAZARDOUS MATERIALS INCIDENT**

Emergency response procedure in the event of a hazardous materials incident is as follows:

#### **University Police Department:**

## EMERGENCY NUMBER: 508-929-8911

- Upon notification of a hazardous materials incident, University Police will call the Worcester Fire Department and report to the location to begin immediate evacuation and to secure the building. The affected building will immediately begin evacuation procedures. University Police will provide assistance in evacuating the occupants of the building as other officers wait and escort the off-campus agencies to the exact location on campus.
- Upon arrival of the Fire Department, an assessment will be done and any additional assistance from Hazmat or other Environmental State agencies will be summoned.

If necessary, the Chief of University Police or designee will activate the Incident Management Team (IMT). Otherwise, appropriate personnel will be notified.

**When the Worcester Fire Department and State Fire Marshall and/or Hazmat Team and/or the Massachusetts Environmental Protection Agency personnel arrive on campus they will assume all authority until the crisis is over.**

### **Building Occupants:**

- *All occupants of the building* will evacuate upon hearing a fire alarm. Once the building is evacuated no one will be allowed to re-enter until the Building Manager receives the “All Clear.”
- Once outside the building, remain there and seek the guidance and directives of the emergency personnel on scene.
- University Police/ emergency personnel will have updated information and will need your complete cooperation.

### **Aftermath**

- After the situation is over, the Deputy Chief of Police or designee will liaison with local fire and police personnel to assess injuries and property damage, and will report findings to the Chief of University Police or designee.
- The Chief of University Police or designee will report the findings to the President.
- President will give the “All Clear” signal to the University Police.

## **HURRICANE / BLIZZARDS**

In the event of natural disasters such as hurricanes, blizzards, tornados and floods the essential criterion is preparedness. By knowing the stage of a storm, the better prepared the university community will be to deal with it. The Incident Management Team (IMT) will report to a designated area to assess the storm. From the updated information received from all reliable sources, the IMT will determine course of action for the University community.

### **Stage One: Hurricane / Blizzard Watch**

## **EMERGENCY NUMBER: 508-929-8911**

- The campus community may be notified via global e-mail, telephone broadcast, emergency notification system and/or notices posted throughout campus, including the residence halls.
- Residents receive instruction from housing staff about hurricane/blizzard procedures.
- Emergency supplies will be checked and replenished.

### **Stage Two: Hurricane / Blizzard Warning**

- The Food Unit Leader of the Incident Management Team (IMT) will check food and water supplies and stock up as necessary.
- Facilities Department will remove all movable objects from the grounds.
- Everyone who has a medical condition is personally responsible to have an adequate supply of required medications, such as insulin, inhalers, etc., to last through an anticipated storm.
- An alcohol ban will go into effect for the entire university community.
- Health Service personnel will move medical supplies to pre-determined locations.
- Buildings may be locked.
- All non-essential personnel will be directed to leave campus.
- Students are encouraged to contact their families to indicate their plans.

### **Stage Three: Six Hours Prior to the onset of Hurricane / Blizzard**

- Resident students who choose to remain on campus must stay in the Residence Halls. Those who leave must notify the Resident Directors of their planned destination. Students who leave will be asked to sign a release accepting personal responsibility for their safety.
- Dining Hall hours will be announced. Weather conditions may affect hours, location and menu.
- Upon notification, residents living on the top floors of the halls and the apartments will be moved to the interior hallways or to lower floors to avoid potential injury caused by broken windows in the event of a hurricane.
- Elevators will be de-activated after physically impaired individuals are relocated to the ground level floor.

### **Stage Four: Onset of Hurricane / Blizzard**

- Normal operations of the university will be suspended until emergency passes.

### **Stage Five: Aftermath of Hurricane / Blizzard**

- After the emergency is over, an assessment of injuries and property will be conducted.
- The President will be immediately advised of campus conditions.
- The President will give the “All Clear” signal to University Police.
- Normal operations of the university will resume.

## **EMERGENCY NUMBER: 508-929-8911**

### **TORNADOS**

Tornados are violent storms, with whirling winds that can reach 200- 400 miles per hour. The width of tornado paths ranges generally from 200 yards to one mile. It is virtually impossible to outrun a tornado. The National Weather Service issues severe weather warnings using the following terms:

- A “tornado watch” means that tornados could develop in the designated area.
- A “tornado warning” means that a tornado has actually been sighted in the area or is indicated by radar.
- A “severe thunderstorm watch” indicates the possibility of thunderstorms, frequent lighting and/or damaging winds, hail, and heavy rain.
- A “severe thunderstorm warning” means that a severe thunderstorm has actually been sighted in the area or is indicated by radar. Micro-bursts are sudden and destructive winds common in this area and usually occur during a severe thunderstorm.

Due to the nature of tornados there is very little advanced warning. The following steps should be taken if one should occur:

- If in a building, one should move away from outside rooms and go to the center hallway. An interior area at the bottom level of the building is preferable.
- One should avoid the Gym, Sullivan Building, Auditorium or any large space with free span roofs.
- If caught outside, go quickly to the bottom level in the nearest building. If not possible, get as close to a building or structure and lie flat on your stomach with your arms covering your head area.
- If in an automobile, get out immediately and follow the same rules as above.

### **University Police Department**

Upon receiving a National Weather Service advisory for a tornado watch or tornado warning, the Worcester State University Police department will do the following:

- Activate an Incident Management Team (IMT)
- Continue to update IMT with updated information.
- Ensure that the university community is alerted via the public address (P.A.) system in the cruisers.
- If time permits, emergency communication procedures will be activated.

### **Facilities Department**

Upon receiving information from Chief of University Police or designee, the Director of Facilities will be responsible for the following:

- Maintain liaison with the utility companies and be prepared to disconnect utilities to affected buildings.
- Provide assistance to the University Police Department in communicating possible threat of a tornado to the occupants of campus buildings.

## **EMERGENCY NUMBER: 508-929-8911**

### **All Campus Personnel and Students**

All campus personnel will follow the directions of the University Police or emergency personnel on scene.

- Take shelter within a building by moving to the center hallways, avoiding Gym and auditoriums.
- If time permits, students living in Dowden Hall and Chandler Village will go to the Learning Resource Center (Library) in the center of the hallways. This building has the fewest number of windows.

### **Aftermath**

- After the emergency is over, an assessment of injuries and property will be conducted.
- The President will be immediately advised of campus conditions.
- The President will give the “All Clear” signal to University Police.
- Normal operations of the university will resume.

### **AIRPLANE CRASH**

In the event of an airplane crash on or near campus, all persons who are not in imminent danger will remain where they are unless otherwise directed by emergency personnel. The following emergency procedures will occur:

- Calls to outside law enforcement and fire agencies will be placed as soon as possible.
- IMT will be activated as soon as possible.
- If necessary, emergency evacuation procedures will be implemented.

In the event the entire campus needs to be evacuated, the university community will follow the directives of emergency personnel, and follow the guidelines for off-campus evacuation (see page 11).

### **University Police/Dispatcher**

- Notify all appropriate emergency services.
- Off-duty University Police personnel will be called in.
- Hard copy of resident student roster will be obtained from the Residence Life Office and the University Police Office.
- All guest lists shall be collected from the Institutional Security Officer’s (ISO) desk worker area in the Residence Hall and given to the University Police officer on duty.
- Rockwood Field will be used as an emergency landing field.

## **EMERGENCY NUMBER: 508-929-8911**

### **Facilities**

- Will assist in any way necessary to help with lighting, power generators, or any other means for a successful conclusion of the emergency as quickly and efficiently as possible.

### **BOMB THREAT**

Bomb threats are to be taken seriously and require prompt attention. Even though evacuations are disruptive, campus personnel and students will be required to evacuate. If you receive a bomb threat over the phone, remain calm and act courteous. If feasible, notify another person to listen on another extension. Take notes on the caller's threat, tone, voice characteristics and background noise. This will greatly assist emergency personnel in their course of action.

### **University Police**

University Police responsibilities are as follows:

- Notify Massachusetts State Police Bomb Squad, Worcester Fire & Police Departments.
- University Police will begin evacuation procedures of the threatened building.

### **Aftermath**

- After the emergency is over, an assessment of injuries and property will be conducted.
- The President will be immediately advised of campus conditions.
- The President will give the "All Clear" signal to University Police.
- Normal operations of the university will resume.

### **INCIDENTS OF VIOLENCE**

**(Does NOT include active shooter incidents)**

There are times that incidents may occur on campus that involve violence, disruptive behavior, riots, terrorist acts or weapons. It is important to respond quickly.

**The rule of thumb in these cases is to call University Police immediately at (508) 929- 8911.**

### **University Police**

- University Police will obtain as much information as possible to assess the situation.
- Will call for assistance from outside agencies when appropriate.
- Will activate the IMT, if necessary.
- Will secure the scene of the incident, if necessary.
- Will initiate evacuation procedure, if necessary.

## **EMERGENCY NUMBER: 508-929-8911**

### **Facilities**

- Will assist in providing assistance with barricades, construction tape, if needed.
- Provide extra lighting, portable generators, radios etc. upon request from the University Police.

### **Aftermath**

- After the emergency is over, an assessment of injuries and property will be conducted.
- The President will be immediately advised of campus conditions.
- The President will give the “All Clear” signal to University Police.
- Normal operations of the university will resume.

### **ACTIVE SHOOTER**

**If you believe there is an active shooter on campus and if safe to do so, call University Police immediately at (508) 929- 8911.**

Active Shooter Definition: An armed person or persons who are actively using deadly physical force on other persons and continue to do so while having unrestricted access to additional potential victims.

It is the policy of the Worcester State University Police Department to protect life by any legal means necessary.

### **University Police**

- Will respond immediately to an active shooter incident.
- Will use any legal means in order to make contact with an active shooter and stop the threat.
- University Police dispatch will call for assistance from Worcester Police and/or MA State Police.
- Will secure the scene of the incident, if necessary.
- University Police or designee will activate university’s emergency communication procedures.

### **Students and University Personnel**

If you are involved in a situation where someone has entered the area and started shooting, the following is a list of actions that are recommended. It should be noted that these types of incident are unpredictable. The below guidelines are recommendations that are based on past best practices, but are subject to change depending on the scenario:

If the shooter is in the building:

1. Exit the building immediately

## **EMERGENCY NUMBER: 508-929-8911**

2. Notify anyone you may encounter to exit the building immediately.
3. Call University Police at 508-929-8911 or call from emergency call box (see appendix)
4. The following information should be provided both to university police dispatch:
  - o Your name
  - o Location of the incident (be as specific as possible)
  - o Number of shooters (if known)
  - o Identification or description of shooter
  - o Number of persons who may be involved
  - o Your location

If you are directly involved and exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office
2. Close and lock the door, if possible
3. Cover the door windows
4. Keep quiet and act as if no one is in the room
5. DO NOT answer the door
6. Notify police as soon as practical
7. The following information should be provided both to university police dispatch:
  - o Your name
  - o Location of the incident (be as specific as possible)
  - o Number of shooters (if known)
  - o Identification or description of shooter
  - o Number of persons who may be involved
  - o Wait for local police or security to assist you out of the building.

### **Understanding Police Response**

Police are trained to respond to an active shooting incident by entering the building as soon as possible, and proceeding to the area of the shooter(s). They will move quickly and directly. Early on in an incident, they may not be able to rescue people because their main goal is to get to the shooter(s). Try to remain calm and patient during this time, so as not to interfere with police operations. A rescue team to search for injured parties will be formed after the first responding officers enter the building. They will be the Officers who will search for injured parties and get everyone safely out of the building. Do not attempt to get involved during the shooting or after as the police will have no idea about your status as an innocent bystander or an active participant. Please allow them to do their job.

### **Aftermath**

- After the emergency is over, an assessment of injuries and property will be conducted.
- The President will be immediately advised of campus conditions.
- The President will give the “All Clear” signal to University Police.
- Counseling services will be made available to all members of the university community.
- Normal operations of the university may resume.

## **PANDEMIC INFLUENZA**

When a new strain of influenza virus emerges, people have no natural protection. If the new influenza virus is easily transmitted from person to person, it can result in a serious disease affecting people worldwide. This is called influenza pandemic. Influenza pandemics occurred in 1918, 1957 and 1968. The next influenza pandemic will occur when a new strain of influenza virus emerges that is easily transmitted from person to person.

In the event of a pandemic influenza outbreak at Worcester State University, the President or designee will determine if and when the University will close. The campus community will be notified in accordance with established procedures.

### **Preventing the Flu: Good Health Habits Can Help Stop Germs:**

According to the Centers for Disease Control and Prevention, the single best way to prevent seasonal flu is to get vaccinated each year, but good health habits like covering your cough and washing your hands often can help stop the spread of germs and prevent respiratory illnesses like the flu. There also are flu antiviral drugs that can be used to treat and prevent the flu.

- **Avoid close contact:** Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- **Stay home when you are sick:** If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
- **Cover your mouth and nose:** Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- **Clean your hands:** Washing your hands often will help protect you from germs.
- **Avoid touching your eyes, nose or mouth:** Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
- **Practice other good health habits:** Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

## **STUDENTS**

Each student is responsible as follows:

- Become familiar with the recommendation by the CDC as stated on page 18 the general information regarding safety procedures at WSU.
- If you are experiencing flu like symptoms, please consult with Health Services or your personal physician.
- For more information on pandemic flu, please visit **[www.cdc.gov/flu](http://www.cdc.gov/flu)** and/or **[www.mass.gov/dph](http://www.mass.gov/dph)**.

## **EMERGENCY NUMBER: 508-929-8911**

### **ALL UNIVERSITY PERSONNEL**

Each employee is responsible for the following:

- Become familiar with the recommendation by the CDC as stated on page 18 the general information regarding safety procedures at WSU.
- Provides employees and/or students in his/her department or area of responsibility with general information concerning Worcester State University's emergency procedures, as well as any specific information regarding safety in their building(s).
- Faculty should notify the Academic Vice President of a dramatic increase in classroom absenteeism.
- Any confirmed cases should be reported to the Human Resources Department.
- If you are experiencing flu like symptoms, please consult your personal physician.

### **IN THE EVENT OF CONFIRMED CASE(S)**

- The Office of Public Relations and Marketing will activate emergency communication procedures.
- Residents receive instruction from housing staff about pandemic influenza procedures.
- Emergency supplies will be checked and sanitation stations will be replenished.
- Those with pre-existing medical condition are urged to consult with Health Services or their personal physician.

### **AUTOMATED EXTERNAL DEFIBRILLATORS (AED)**

Sudden Cardiac Arrest (SCA) is a serious condition that occurs when the heart malfunctions causing a disturbance in the heart's electrical rhythm called ventricular fibrillation (VF). The most effective immediate treatment for this condition may be an administration of an electrical current to the heart by a defibrillator.

As part of the university's overall initiative in emergency response, Worcester State University has placed several Automated External Defibrillators (AEDs) throughout the campus within publicly accessible alarmed cabinets. These AEDs are similar to ones installed in airports, malls, schools and other public locations throughout the country.

#### **AEDs are installed in the following buildings/locations:**

- Administrative - lobby
- Dowden Hall – lobby
- Gymnasium – near Health Services
- Learning Resource Center – 1st and 2nd and 3rd floors by the elevator
- Science & Technology Building – 1st and 3rd floor by the elevator
- Student Center – across from Information Desk
- Sullivan – 1st and 3rd floors near central restrooms
- Wasylean Hall – 1st floor near the ISO desk
- All 3 Police Department vehicles

An AED is used in conjunction with Cardio-Pulmonary Resuscitation (CPR) to treat victims who experience SCA, in accordance with accepted protocols, including those developed by the

## **EMERGENCY NUMBER: 508-929-8911**

American Red Cross and American Heart Association. It is only to be applied to victims who are unconscious, without pulse, and without signs of circulation and normal breathing. The AED will automatically analyze the heart rhythm and advise the operator if a shockable rhythm is detected. If a shockable rhythm is detected, the AED will charge to the appropriate energy level and advise the operator to deliver a shock.

For more information on how to use the AEDs on campus, an instructional DVD has been placed on reserve in the WSU library. Please reference Chief Naughton when borrowing the DVD.

## **EMERGENCY RESPONSE GUIDE OPERATIONAL STATEMENT**

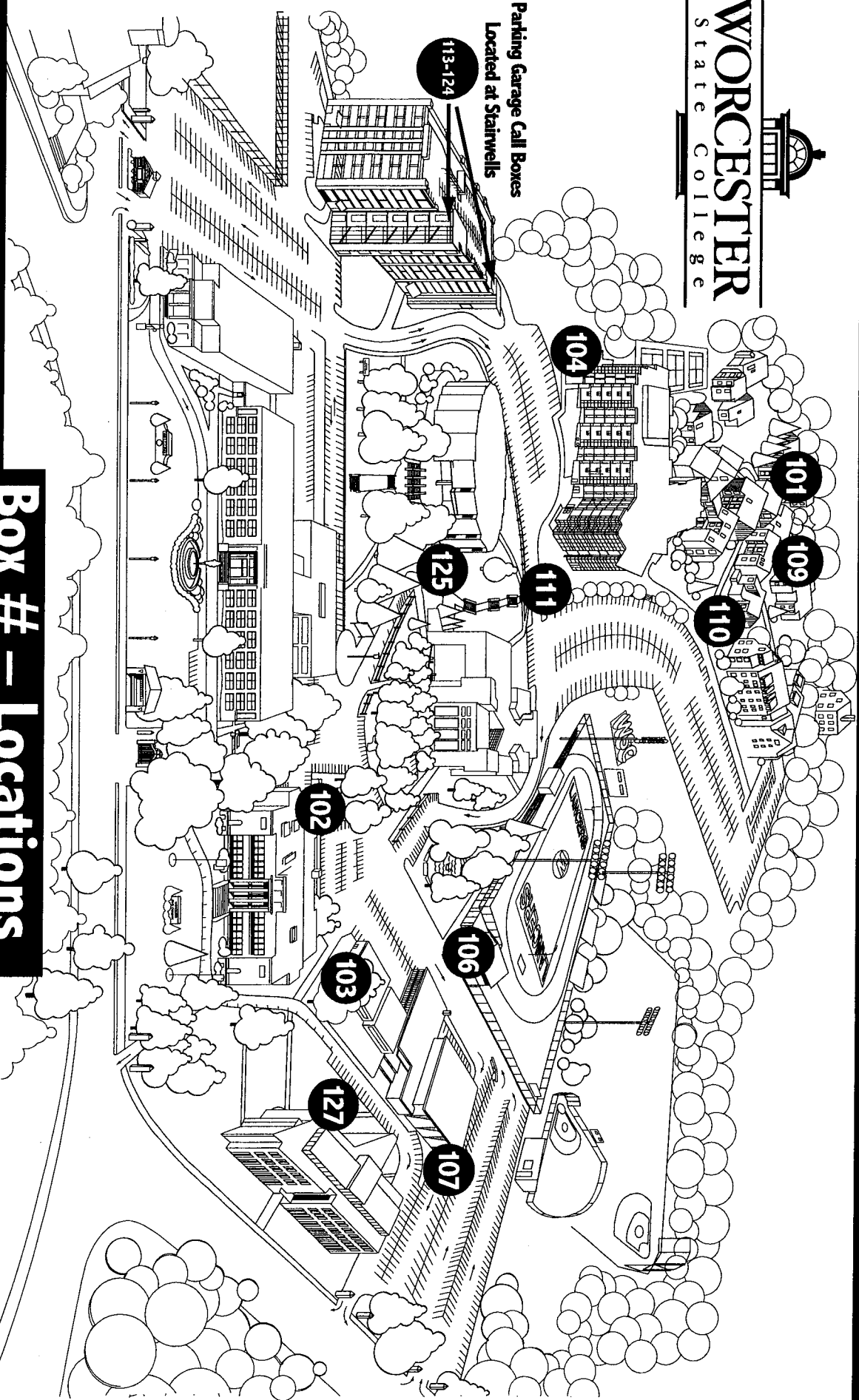
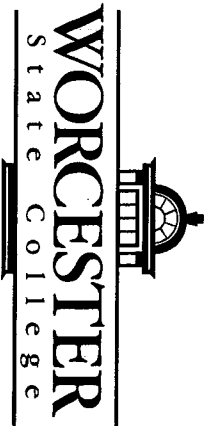
The Emergency Response Guide for the University Community has been designed as a contingency plan for the Worcester State University community to follow during campus emergencies. While this plan does not cover every conceivable emergency situation, it does supply the basic guidelines necessary to cope with most campus emergencies. It is essential for the Worcester State University community to be familiar with, and cooperate fully with the measures outlined in this guide.

Campus emergency operations will be conducted within the framework of university procedures. Any exception to these procedures will be conducted by, or with approval of, those university administrators directing and/or coordinating emergency operations.

### **Homeland Security Presidential Directive/HSPD-5**

Effective October 2005 all police agencies were required by the Presidential 5 Directive that mandates that all police agencies in the country will use the ICS (Incident Command System) in compliance with the NIMS (National Incident Management System) during an emergency or disaster that affects the jurisdiction in which the police agency is responsible. The structure of the Incident Management Team will be re-configured to the ICS matrix and place appropriate police and staff personnel to perform the duties required under this mandate.

# Emergency Assistance Call Box Locations



## BOX # — Locations

- 101 - Chandler Village, Laundry Room/14-16
- 102 - Administration/Right Side, Main Entrance
- 103 - Gym — Ground Floor Entrance
- 104 - Wasyean Hall Parking Lot, Tennis Court Entrance

- 106 - Entrance to Athletic Field
- 107 - Gym — Women's Locker Room
- 109 - Chandler Village/23-26
- 110 - Walkway Between Chandler Village & Dowden Hall

- 111 - Wasyean Hall/Crosswalk Near LRC Walkway
- 113-124 - Parking Garage Call Boxes Located at Stairwells
- 125 - Learning Resource Center Loading Dock
- 127 - Science & Tech, Right of Revolving Door

*Appendix B:*

**Emergency Preparedness Resources and Web sites**

**Massachusetts Emergency Management Agency (MEMA)**

The Massachusetts Emergency Management Agency (MEMA) is the state agency responsible for coordinating federal, state, local, voluntary and private resources during emergencies and disasters in the Commonwealth of Massachusetts.

[www.mass.gov/mema](http://www.mass.gov/mema)

**Federal Emergency Management Agency (FEMA)**

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

[www.fema.gov](http://www.fema.gov)

**Centers for Disease Control and Prevention (CDC)**

The CDC is one of the major operating components of the U.S. Department of Health and Human Services.

[www.cdc.gov](http://www.cdc.gov)

**Pandemic Flu**

One stop access to U.S Government H1N1, Avian and Pandemic Flu information

[www.pandemicflu.gov](http://www.pandemicflu.gov)

**Ready.Gov**

Website sponsored by the Department of Homeland Security and Citizen Corps provides information and checklists for individual and business preparedness.

[www.ready.gov](http://www.ready.gov)

**American Red Cross**

The American Red Cross helps prepare communities for emergencies and keep people safe every day.

National site: [www.redcross.org](http://www.redcross.org)

Local Site: [www.redcrossworchester.org](http://www.redcrossworchester.org)

**Massachusetts Department of Public Health**

Provides information on a variety of health topics including natural disasters and influenza.

[www.mass.gov/dph](http://www.mass.gov/dph)