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Safety / Chief of Police

Basic Emergency Response Guide

CENTRAL CONNECTICUT STATE UNIVERSITY



Accredited since 1999

Special points of interest:

- What to do in an Emergency
- CCSU Critical Incident Plan
- Communication Issues
- Bomb Threats
- Biological Threats
- Workplace Violence

What should you do in an Emergency? - Call 911

This guide is intended to help you do the right thing in an emergency or critical incident. Experience tells us that the question is not if an emergency will happen but when it will happen and how will we respond. Therefore, the entire campus benefits from planned responses as well as individuals who act correctly when faced with the challenge of an emergency. Additionally, the University wants you to know that it has developed a comprehensive Emergency Management Plan to provide a framework for response and action by the University in the event of a serious incident.

What is an emergency? An emergency is defined as any event that places the students of CCSU, its employees, guests, or property in direct physical jeopardy (e.g., fires, explosions, hazardous material incidents, serious accidents, or serious criminal acts).

What should you do? **For police, fire, or medical emergency—Call 911.** If you are unsure if the situation is truly an emergency—call anyway. Remember, life safety is your first priority! If you or the people you are responsi-

ble for are in imminent danger, evacuate your work area and the building, and/or activate the nearest fire alarm if necessary. Do not hesitate to assert authority. Notify the Police, Fire and/or EMS responders by calling 911 as quickly as possible after exiting the building. If you or the people you are responsible for are not in imminent danger, call the University Police at x22375 immediately and report the situation. They are on duty and on-campus 24 hours a day, 365 days a year and are connected with any other emergency service that may be needed.

Is there anyone else you should notify?

That depends upon the situation. Use your best judgment. Bear in mind that other matters, while not an emergency, may also require the attention of the president and/or the Critical Incident Team.



How will the University respond to a critical incident?

The University has a comprehensive Emergency Management Plan that covers a wide range of possible events and provides a framework for decision making. The plan establishes notification criteria, incident specific response guides, and creates a Critical Incident Team—comprised of the president and senior University officials—to coordinate the University's response and bring to bear whatever additional services may be needed.



Your Responsibilities

- Always evacuate the building when the alarm sounds even if you think it is just a drill.
- Know the location of the nearest fire alarm pull box, and exit from your work area/classroom.
- In the event of a fire, immediately activate the nearest fire alarm, call 911 (from a safe location).
- If you smell smoke, call 911. Report burning plastic smells, etc.
- Report all fires, even if they have been immediately extinguished.
- Know your meeting location (faculty should keep class together during and immediately after the evacuation to ensure that all have exited).
- *Be aware and prepared. Plan your evacuation before a fire breaks out.*
- **Never ignore the smell of smoke or an alarm.** *Your life, and the life of others, may depend on your rapid response.*
- **DO NOT INITIATE FALSE ALARMS** – Doing so is life threatening and arrests will be made of anyone who does so.
- **Faculty** members are responsible for monitoring the safe evacuation of their students from classroom situations in the event of an alarm.
- **Management and staff members** are responsible for ensuring an orderly employee evacuation from work areas.
- **Students** are responsible for following the instruction of authorities during emergencies and evacuating buildings promptly whenever an alarm sounds or orders to evacuate have been given by authorized personnel. It is the responsibility of CCSU students to respond promptly to evacuation orders and to treat these activities with appropriate gravity — which includes refraining from initiating false alarms.
- It is the responsibility of *all campus occupants* to immediately report fires and similar emergencies by calling appropriate personnel or by initiating the fire alarm.

Keep building evacuation routes clear. Never block exits - even temporarily!

Fires (General Guidelines)

In the event of fire:

- Close the door to the affected room if possible.
- Sound the building alarm (initiate a pull station - located near exits).
- Alert those that may not be able to hear the audible alarm.
- Exit the building.
- **Call 911** from a safe location and give them the location of the fire.
- Don't attempt to extinguish a fire yourself.



Building Evacuation—Fire Alarm

Evacuate buildings in response to alarms or direction from University or municipal officials. When an alarm sounds or fire is detected:

- Ensure that those in the general vicinity are aware of the evacuation.
- Before leaving, tell emergency personnel of any major equipment/electronics that were left on.
- Shut office/classroom doors behind you (to reduce the spread of fire). If possible, leave doors *unlocked* but securely closed.
- Evacuate quickly by way of the nearest safe exit.
- Never use the elevator unless instructed to do by the **Fire Department**.
- In heavy smoke, stay close to the floor near walls. Avoid becoming a tripping hazard for others. Visibility will be limited.
- Proceed to a safe distance from the building (~100 feet) to your group's pre-determined meeting location (if pre-planned) or stay with the group from your area or classroom.

- Keep clear of emergency vehicles.
- Leave sidewalks and roadways free for emergency responders.
- Tell emergency responders about the presence any fire or other hazard within the building, and the location of any individuals unable to evacuate.
- If no responders arrive within 5 minutes, call 911 or use a nearby Emergency Telephone.
- **DO NOT re-enter** the building until the Fire Department or University Police have given the “all-clear” to do so regardless of whether the alarm is still sounding or not.
- **Use building alarms only for fires.**



Campus Evacuation

If it is necessary to evacuate the campus property, exit in the direction given by University Police or other emergency authority. Do not put your vehicle in a position where it blocks the way for others. Some vehicles may be selected for emergency transportation. If your vehicle is chosen, please cooperate. If the road is not usable, leave your vehicle and evacuate on foot.

In-Place Protection

If you are unable to leave the building during a fire, make every effort to call 911 and inform the dispatcher of your exact location within the building (if you move, call again if possible). If the fire is close, find a room with a closing door far from the fire (check with the back of your hand to see if the door is warm — don't open a door that feels warm to the touch). Place clothing or similar item, at the base of the door to block smoke from entering the room. If there is no phone, attempt to signal people outside through windows. Avoid opening or breaking windows, which could aid the spread of fire or smoke to your area. [Open a window only if you're using it as an emergency exit or are in immediate danger from smoke.]

Evacuation for Disabled

- Administrators, faculty and staff should ensure that these guidelines are communicated to people in their areas of responsibility.
- Individuals with disabilities at CCSU must prepare for emergencies ahead of time. Enlist the aid of "buddies" (co-workers, supervisors, faculty or classmates) to help you in an emergency.
- Prior planning of emergency exit routes and evacuation procedures is important in assuring a safe evacuation. Practice with "buddies". It is important to establish these relationships in advance and understand the most effective way assistance should be rendered during an emergency.
- Once a *general* building alarm is initiated, most elevators will not be functioning normally. If you cannot exit the building during an evacuation, ensure that someone knows your exact location within the building and will communicate this to emergency responders.
- Stay in a room with an operating phone and closing door. If you can not use the phone, have your buddy call for

you from the room, or after they have exited the building. Some buildings have "rescue areas" near open stairways, or elevators. Remain in these areas only if it is safe to do so.

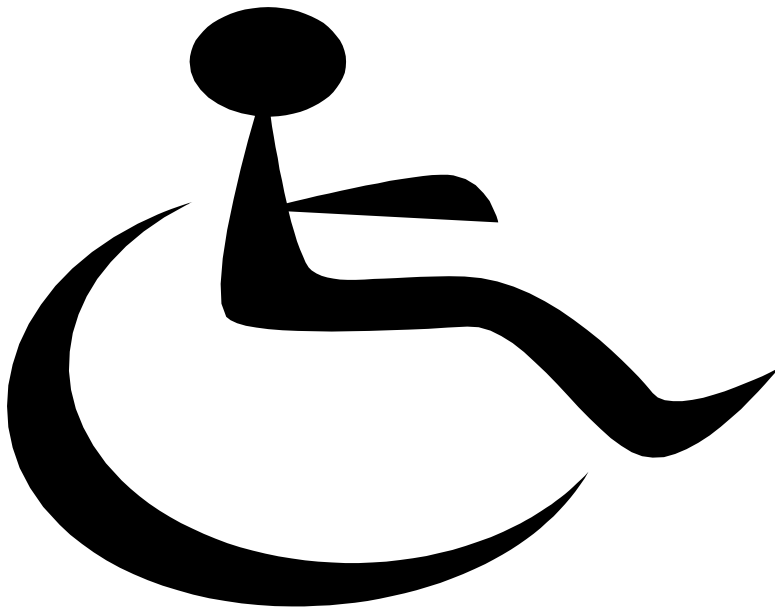
- When it is your role to communicate the location of a person left in the building, before leaving them, please note:
 - room number or exact location within the floor,
 - floor and wing,
 - window locations,
 - name of the individual and their condition,
 - telephone number of the location if applicable.

See further instructions under the *In Place Protection* section.
Note: Carrying a wheelchair down stairs during an evacuation is dangerous and should not be attempted in crowded exit routes.

Evacuation for Disabled (continued)

General Guidelines for assisting a disabled person:

- Listen to the individual; he/she is the expert regarding his/her own disability.
 - Always ask the individual how you can help before attempting any rescue technique or giving assistance.
 - Ask the individual if there are any special considerations or items that need to come with the individual.
 - Remember there are individuals with "hidden" disabilities that may need assistance: health, psychiatric disabilities (anxiety disorders, depression, bi-polar, personality disorders, etc.), limited vision, or hearing impairments.
 - Some individuals may utilize service animals: guide dogs, hearing dogs, or assistance animals. When possible, keep the team together.
- As an individual with a disability, you are the expert on your own disability. You must:
 - Identify yourself as having a disability.
 - Get involved in evacuation planning processes.
 - Discuss with Residence Hall Staff/Faculty/Employer your abilities and needs as an individual with a disability with regard to evacuation (i.e., use a wheelchair, cannot walk unassisted, cannot hear alarm, cannot see, etc.)
 - Know the safest method of lifting yourself from your wheelchair and proper carrying techniques. If you do not know, ask your medical professional. Only professionally trained individuals should attempt to lift you, unless you are in immediate danger.
 - Determine the best evacuation option in advance for all the areas you frequent.

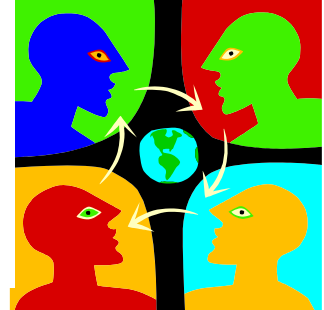


Communication

Communicating with the campus community is always important, but even more so when the University faces an emergency. While the Emergency Management Plan includes a communications plan, everyone plays a role in helping to make this plan work. The best way for this to happen is to ensure that the University speaks accurately, factually, and with one voice. Rumors and inaccurate information can easily undercut efforts to maintain life safety efforts. At the very least, a distorted version of events in the media can cause needless worry on the part of students and their families. The president has authorized the vice president for institutional advancement to be the authorized spokesperson for the University. During or

after an emergency no other employee should disseminate information about the event to the media unless authorized to do so by the president. All questions should be referred to the vice president for institutional relations who will provide full disclosure of all factual information as quickly as possible with full regard for individual privacy and legal responsibility.

If you have information that you think is important, please share it with the authorized spokesperson.



Are there other ways you can help?

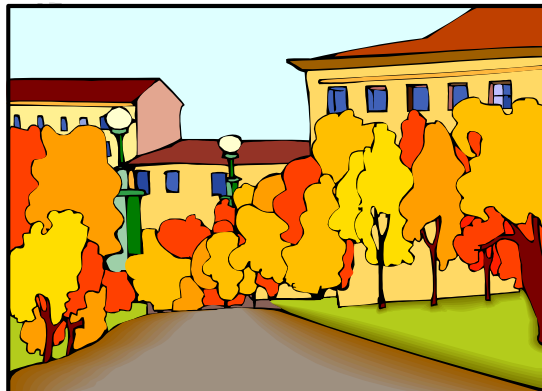
Yes! For example, administrators, deans and department heads are encouraged to follow the practices outlined below:

- **Preparedness:** Inform your employees and students of the procedures outlined in this pamphlet. Arrange for further explanations and on-the-job training through the University fire marshal's office.
- **Emergency Situations:** To the extent possible, inform all employees under your direction of the emergency condition. Evaluate the impact of the emergency and take appropriate action. This may include ceasing operations and initiating building evacuation. Maintain emergency telephone communications with University officials - from another site if possible.
- **Residence hall directors and assistants** are responsible for the preparedness of their area of responsibility by ensuring that residents are familiar with alarm response procedures, evacuation procedures and maintaining a safe residence hall environment. During an emergency, they are responsible for

helping to ensure the safe evacuation of residents.

- All employees are encouraged to contact facilities management for the repair of any unsafe conditions. Where appropriate, you may also want to notify the University fire marshal at extension 22386.

*Report unsafe
conditions to
facilities
management
832-2301*



What should you do about a bomb threat?

Unfortunately faculty and students at campuses everywhere may have to deal with bomb threats on campus. Although actual bombing incidents are rare in colleges and universities, there is always a possibility that such an incident could occur. The University's goal is to assure that its community is safe. Understanding that a common goal of bomb threats is to disrupt classes or examinations, the University also intends to proceed with all scheduled examinations and with regular instruction to the fullest extent possible.

If you receive a bomb threat, it is crucial that you stay calm, listen to the caller, his/her voice characteristics, and any background noises. Ask the caller to repeat the message and/or ask questions such as where the bomb is located and what time it is scheduled to detonate. If possible record every word spoken. A Bomb Threat Checklist (a copy is at the end of this guide) should be kept near the phone, readily available to guide you in documenting as much information as possible from the caller.

After recording this information contact the CCSU police department immediately via 911 or at extension 22375.

Any threat that is received in a physical form (such as a letter, email or recording) it must be treated as evidence and should be handled by as few people as possible. Law enforcement authorities may be able to trace the source of the threat.

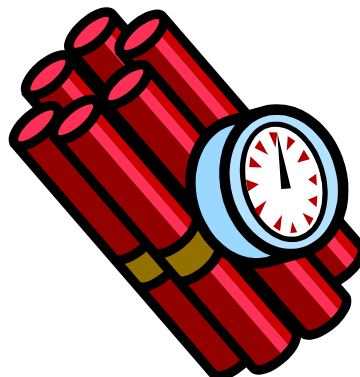
DO NOT attempt to evacuate the building yourself and DO NOT pull the fire alarm. The decision to search and/or evacuate will be made by appropriate authority after evaluating all available information.

Because you are most familiar with what is supposed to be in your work environment the police may ask you to conduct a simple "SEARCH" of the area. **Observe carefully.** DO NOT touch strange objects that you don't recognize or that seem out of place; if you or co-workers cannot account for the item notify the responding police officer.

If a Suspicious Object is Located:

- DO NOT touch or move the object.
- Clear the area and prevent unauthorized people from entering.
- Immediately contact the CCSU police via 911 or extension 22375.

See the next page for the FBI Advisory depicting suspicious packages.



While many people think this is what a bomb looks like, in fact modern explosives can be hidden or fashioned to appear to look like any number of ordinary objects.

FBI Advisory

If you receive a suspicious letter or package

What should you do?

- 1 Handle with care
Don't shake or bump
- 2 Isolate and look for indicators
- 3 Don't Open, Smell or Taste
- 4 Treat it as Suspect!
Call 911



- Misspelled Words
- Addressed to Title Only or Incorrect Title
- Badly typed or written
- Protruding Wires
- Lopsided or Uneven
- Rigid or Bulky
- Strange Odor
- Wrong Title with Name

Excessive Tape or String

Oily Stains, Discolorations, or Crystallization on Wrapper

If parcel is open and/or a threat is identified...

For a Bomb

Evacuate Immediately
Call 911 (Police)
Contact **CCSU Police Dept.**

For Radiological

Limit Exposure - Don't Handle
Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact **CCSU Police Dept.**

For Biological or Chemical

Isolate - Don't Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact **CCSU Police Dept.**



CCSU Police Department (860) 832-2375

What should you do about biological threats, such as anthrax?

These guidelines were developed for State agencies jointly by the Department of Public Health and the Department of Public Works to reflect the current information issued by the Center for Disease Control and Prevention, the US Postal Service, and the FBI. As new information becomes available, updates will be issued. Please share this information with your employees who process mail and other appropriate parties.

HOW TO HANDLE ANTHRAX THREATS

Letters containing *Bacillus anthracis* (anthrax) spores have been received by mail in several areas in the United States. In some instances anthrax exposures have occurred with several persons becoming infected. To prevent such exposures and subsequent infection, all employees should learn how to recognize a suspicious package or envelope and take appropriate steps to protect themselves and others.

These public health principles underlie the guidelines:

- Possible anthrax exposures constitute a situation requiring an urgent response, but not an emergency response.
- In situations where possible exposures can be assessed based on the finding of a possible source of exposure (as opposed to starting with human illness), there is time to assess the credibility of the threat, assess whether there is a substantial risk of airborne exposure to anthrax, test the suspected substance if needed and make recommendations that will assure that no one will become ill if a genuine anthrax exposure has occurred.
- It will rarely be necessary to consider immediate evacuation of a whole floor of a building or a building in response to an anthrax threat alone. This would only be necessary for

possible anthrax exposures if the public health assessment suggests widespread airborne contamination in a building.

DO NOT PANIC

- Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine aerosolized mist. In most situations currently being reported, the main potential threat is getting anthrax infection of the skin (cutaneous anthrax), not the form of anthrax that results from inhalation (inhalational anthrax).



- *Inhalational* anthrax generally requires inhaling a large dose of invisibly fine powder - particles 1-5 microns in size, a size necessary to get deep into the lungs. It is technologically very difficult to get anthrax into a form where it can be readily inhaled. Reaerosolization of particles on clothing and on surfaces into particles of this size is difficult. Thus, visible settled powders and letters or boxes that are unopened are usually not serious threats for inhalational anthrax. The immediate risk to people exposed in these situations is small. Inhalational anthrax would be of concern if: a) a person opened a letter containing fine powder that produced a "cloud" of suspended dust or if the powder got directly into the person's face; or b) there was a real concern of aerosolization based on a credible warning that an air handling system is contaminated or warning that a biological agent was released in a public space.

Handling of suspicious packages or envelopes: Detailed Instructions

- Handle any item suspected of contamination with care.
- Do not shake, bump or move it.

- Do not open, smell or taste it.
- Do not pull the fire alarm.
- Notify your supervisor and describe the incident in detail.

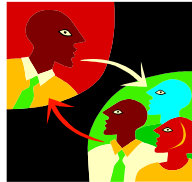
Your supervisor will immediately contact the CCSU police at 832-2375 and human resources (832-1756).

The CCSU police will make an initial assessment of the threat level and/or health risk and make appropriate notifications in accordance with the University's Emergency Management Plan if necessary.

- Turn off the local air conditioner or fan, if possible.
- Law enforcement will advise whether the entire ventilation and heating system should be shut down. If so, the facilities management will handle this.
- Do not walk or pass the item around. Do not call co-workers to the area.
- If you have already handled the item, put it in a drawer.
- If you have not handled it, cover it with anything (e.g., clothing, paper, trash can, etc.) if this can be done safely. Do not remove the cover.
- The area should be secured to prevent others from entering. Cordon off the room/cubicle; obtain help from the CCSU police to do this, if necessary.
- If there is a sink in the room, anyone who touched the item should wash their hands with soap and water.
- *If there is no sink, wipe hands with bacterial wipes.*



- As soon as practical, shower with soap and water.
- If you can leave the area and move to an alternate room nearby that is isolated, you should do so.
- Anyone who touched the item or was in the vicinity should move to this room and wait for further instruction.



- If no room is available, remain at the site until you receive instructions from the CCSU police.
- Supervisors should list all persons who have touched the item or are in the immediate vicinity. Include contact information, such as phone numbers and have this information available for the police and other emergency responders.
- If law enforcement authorities or emergency responders make a determination that anyone was exposed, you will be provided with further directions and any necessary decontamination procedures will be determined.
- Follow-up testing for potential anthrax contamination may take between 24-48 hours. Persons exposed to anthrax are not contagious.



What should you do about workplace violence?

Violence in the Workplace

Prevention Policy

Executive Order on Workplace Violence

August 4, 1999

The State of Connecticut adopts a statewide zero tolerance policy for workplace violence.

Therefore, except as may be required as a condition of employment:

- No employee shall bring into any state work-site any weapon or dangerous instrument as defined herein.
- No employee shall use, attempt to use, or threaten to use any such weapon or dangerous instrument in a state worksite.
- No employee shall cause or threaten to cause death or physical injury to any individual in a state worksite.

Weapon means any firearm, including a BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocket knife), including a switchblade or other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon.

Dangerous instrument means any instrument, article, or substance that, under the circumstances, is capable of causing death or serious physical injury.

Violation of the above reasonable work rules shall subject the employee to disciplinary action up to and including discharge.

Workplace Violence Response Protocols Emergency

A situation is an emergency if: 1) An injury has occurred OR 2) There is an immediate threat of physical harm or injury.

You should consider your personal safety first in all emergency situations. If possible, you should use the following response procedure.

- First person on the scene quickly assesses the situation and risk.
- First person on the scene notifies CCSU police and EMS—Call 911.

Non-Emergency (Threatening)

A “threat” is a communicated intent to inflict physical or other harm on another person. A threat can be communicated either verbally or by gesture, or a combination of the two (singly or as part of a pattern of conduct). A “threatening situation” is a situation where one person, through intimidating words or gestures has induced fear and apprehension of physical or other harm in another person but there does not appear to be any immediate danger of such harm being inflicted.

- Notify the human resources department, or if necessary, the University police.
- If an emergency situation develops, follow steps for emergency response procedure.

Beyond the Immediate Situation

For any emergency situations, the CCSU police will take such action as is appropriate under existing law – including the arrest of perpetrators where necessary.

The University, as part of its Emergency Management Plan, has established a Threat Assessment Team to consider the totality of the University’s response to workplace violence events. This team will respond to reports of workplace violence and develop an action plan suitable to the particular situation. Where necessary, resources outside the University will be used.

*Central Connecticut State University, one of
four universities of the*

Connecticut State University System

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