

HOLY CROSS
EMERGENCY RESPONSE MANUAL

Revised 21 September 2006

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PREFACE

This Disaster Plan/Emergency Response Manual has been designed to provide a guide and framework for the College to deal with campus-wide emergencies. An emergency is any unplanned event that can cause deaths or significant injuries to students, employees or the public; or that can shut down, disrupt operations, cause physical damage or environmental damage or threaten the College's financial standing or public image. While the guide does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

The emotional disequilibrium caused by a catastrophic event to the College community or individuals is addressed in the College's Crisis Catastrophic Emergency and Postvention Manual.

The College policies and procedures described herein are expected to be followed by faculty and staff whose responsibilities and authority cover the operational procedures found in the guide. Campus emergency operations will be conducted within the framework of the College guidelines. Any exceptions to these management procedures due to the crisis situation will be conducted by those College officials directing and/or coordinating the emergency operations with the approval of the President.

MAJOR EMERGENCY GUIDELINES

1. PURPOSE

The basic emergency procedures outlined in this guide are to enhance the protection of lives and property through effective use of College and campus community resources. Whenever an emergency effecting the campus reaches proportions **THAT CANNOT BE HANDLED BY ROUTINE MEASURES**, the President, or Vice President in charge, may declare a college state of emergency and immediately implement these contingency guidelines. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

2. SCOPE

These procedures apply to all personnel and buildings and grounds owned and operated by the College, including off-campus property.

3. TYPES OF EMERGENCIES

Types of emergencies covered by this manual are:

- Fire
- Hurricane
- Tornado
- Blizzard
- Chemical or Radiation Spill
- Explosion, Downed aircraft (crash) on campus
- Bomb threat
- Civil Disturbances or Demonstrations.
- Utility Failure
- Violent or Criminal Behavior
- Medical or First Aid
- Psychological Crisis
- Media Relations

4. **EMERGENCY DIRECTOR:** The College President, or Vice President in charge, serves as the overall Emergency Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist in determining the appropriate response.

MINOR EMERGENCY: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the College. Report immediately to Emergency ext. 2222.

MAJOR EMERGENCY: Any incident, potential or actual, which affects an entire building or buildings, and which will disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the College Administration during times of crisis. Report immediately to Emergency ext. 2222.

DISASTER: Any event or occurrence which has taken place and has seriously impaired or halted the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed.

5. DECLARATION OF COLLEGE STATE OF EMERGENCY

The authority to declare a College state of emergency rests with the College President, or Vice President in charge, as follows:

During the period of any College major emergency or disaster, the College Emergency Coordinators shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. The Emergency Coordinators shall immediately consult with the President regarding the emergency and the possible need for a declaration of a College state of emergency.

Upon declaration of a state of emergency, the Emergency Coordinators will notify College Vice Presidents and members of the Emergency Resource Team. Only registered students, faculty, staff and affiliates (i.e., persons required by employment) are authorized to be present on campus. Those who cannot present proper identification (employee identification card, or student ID) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the law.

In addition, only those faculty and staff members who have been assigned Emergency Resource Team duties or issued an emergency pass by the Public Safety Department will be allowed to enter the immediate disaster area.

CAMPUS EMERGENCY RESOURCE TEAM

The Emergency Resource Team consists of the following personnel or designated alternates:

- Emergency Director: President of the College
- Emergency Coordinators: Director of Physical Plant/Director of Administrative Services
- Damage Control: Director of Physical Plant
- Campus Public Safety: Director of Public Safety
- Postvention Coordinator: Associate Dean for Student Development Services
- Communications: Director of Public Safety/Director of Physical Plant
- Telecommunications: Telecommunications Coordinator
- Public Information: Director of Public Affairs
- Environmental Health and Safety: Director of Administrative Services
- Medical and First Aid: Director of Health Services
- Ad Hoc: Divisional Vice Presidents
- Legal Advice: General Counsel
- Student Affairs: Associate Dean for Student Life
- Ministries: Director Campus Ministry

Team members may coordinate, as necessary, with the Emergency Coordinators for implementation of campus operation plan and support as it pertains to their areas. Responsibilities of the Team members are as follows:

1. **EMERGENCY DIRECTOR:** President of the College
 - Responsible for the overall direction of the College emergency response.
 - Works with the Emergency Coordinators and others in assessing the emergency and preparing the College's specific response.
 - Declares and ends, when appropriate, the campus state of emergency.
2. **EMERGENCY COORDINATORS:** Director of Physical Plant/Director of Administrative Services
Responsible for the overall coordination of the College emergency response on a 24-hour basis.
 - Initiate immediate contact with the President, Emergency Resource Team and College Administration; begin assessment of the College's condition.
 - Determine the type and magnitude of the emergency and direct the establishment of the appropriate command post.
 - Direct the utilization of Public Safety, campus support services outside emergency services and, if necessary, student aides to maintain safety and order.
 - Perform other related duties as may be directed by virtue of the campus emergency.
3. **DAMAGE CONTROL:** Director of Physical Plant
 - Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment.
 - Provides vehicles, equipment and operators for movement of personnel and supplies; assigns vehicles, as required, to the Emergency Resource Team for emergency use.
 - Obtains the assistance of utility companies, as required, for emergency operations.
 - Furnishes emergency power and lighting systems as required.
 - Surveys habitable space and relocates essential services and functions.

- Provides facilities for emergency generator fuel during actual emergency or disaster periods.
 - Provides for storage of vital records at an alternate site; coordinates with Building and Area Coordinators for liaison and necessary support.
4. **CAMPUS PUBLIC SAFETY:** Director of Public Safety
- Maintains the Campus Public Safety in a state of constant readiness.
 - Notifies College administrators of major emergencies.
 - Monitors campus emergency warning and evacuation systems.
 - Takes immediate and appropriate action to protect life, property and to safeguard records as necessary.
 - Obtains assistance from the City, State and Federal Government for radiological monitoring and first aid as required.
 - Provides traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
5. **POSTVENTION COORDINATOR:** Associate Dean for Student Development Services
- Provide overall direction to the interventions in the event of a catastrophe in accordance with the Crisis, Catastrophic Emergency and Postvention Manual.
 - General responsibility for overall management and coordination of postvention response to a catastrophic emergency.
 - Assigns responsibilities and monitors efforts and organization of tasks in conjunction with and supportive to the overall emergency response efforts.
6. **COMMUNICATIONS:** Director of Public Safety/Director of Physical Plant/Director of Telecommunications
- Provides and equips an alternate site as described in the EMERGENCY COMMAND POST section of this guide, Cellular Phone/Cable, TV reception.
7. **PUBLIC INFORMATION:** Director of Public Affairs
- Establishes liaison with the news media for dissemination of information as requested by the President.
 - Establishes liaison with local radio and TV services for the Public announcements.
 - Arranges for photographic and audio visual services.
 - Advises the President, or Vice President in charge, of all news concerning the extent of disaster affecting the campus.
 - Prepares news releases for approval and release to media concerning the emergency.
 - Escorts all media personnel visits.
8. **ENVIRONMENTAL HEALTH AND SAFETY:** Director of Administrative Services
- Provides technical and safety assistance to reduce hazards prior to and during emergency or disaster.
 - Investigate and evaluate campus hazards to environmental health and industrial safety.
 - Establish initial claims and maintains liaison with all insurance carriers, claims adjusters and individual claimants.

9. **MEDICAL AND FIRST AID:** Director of Health Services
- Directs and coordinates medical and first aid services as indicated by the campus emergency, and in conjunction with outside emergency services as required.
 - Maintains liaison with the campus handicapped community and other specialized personnel or students.
10. **AD HOC:** Divisional Vice Presidents
- Where appropriate, direct efforts and response of Department Heads under their control.
 - Assess short and long term impact of crisis on respective areas of responsibility.
 - Assigned specific areas of responsibility to assist in damage control, campus public safety, communications, public information, environmental health and safety, and medical and first aid.
11. **LEGAL ADVICE:** General Counsel
- Provide legal advice to the President and Emergency Coordinators concerning response issues
12. **STUDENT AFFAIRS:** Associate Dean for Student Life
- Provide assistance to the Emergency coordinators concerning student affairs.
13. **MINISTRIES:** Director campus Ministry
- Provide spiritual assistance and comfort to the community and assist in trauma counseling as may be needed.

EMERGENCY COMMAND POST

When a major emergency occurs, or is imminent, it shall be the responsibility of the Director of Public Safety in conjunction with the Director of Physical Plant to set up and staff an appropriate Emergency Post as directed.

1. FIELD COMMAND POST

If the emergency involves only one building or a small part of the campus, a Public Safety vehicle is to be placed as near the emergency scene as is reasonably possible. At least one uniformed officer or dispatcher is to staff the Command Post at all times until the emergency ends. A small office with a desk, chairs, and a telephone may also be required near the scene.

Field Emergency Command Post Equipment should include:

- Barricades and barrier tape, and signs for the scene
- Two portable hand radios
- Cellular phones
- Portable public address system
- First Aid kit
- Campus telephone directory and local telephone directories, including Business to Business
- Bull Horn
- Portable Television

2. GENERAL EMERGENCY COMMAND POST

If the emergency involves a large part of the campus, the Command Post is to be set up in the Physical Plant Conference Room. If this site is unavailable, the Emergency Coordinators are to select an alternate location. At least one uniformed officer or dispatcher is to staff the Command Post at all times until the emergency situation ends. A marshaling area for outside and local agency assistance shall be established by the Director of Physical Plant and the Director of Public Safety for operations of the combined on-site Emergency Resource Team. A conference room with facilities for emergency teams or media crews designed to accommodate multiple telephone and/or electrical appliances is desirable.

GENERAL RESPONSIBILITIES

1. ADMINISTRATORS, DEANS AND DEPARTMENT HEADS

Every Administrator, Dean and Department Head will have the following responsibilities prior to and during an emergency.

Emergency Preparedness

- Safety information shall be distributed to all employees and appropriate student leaders with follow-up discussions, on-the-job training or explanations as required. Contact the Safety Committee for assistance.
- Time shall be allowed for training employees and appropriate student leaders in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation procedures. Contact Safety Committee or the Director of Health Services for assistance.

Emergency Situations

- Inform all employees under their direction of the emergency condition.
- Account for all personnel; report to Public Safety missing or unaccounted for personnel.
- Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
- Maintain emergency telephone communications with officials, from their own activity area (or from an alternate site if necessary).

2. FACULTY AND SUPERVISORS

Each faculty member and staff supervisor has the responsibility to:

- Educate their students and/or employees concerning College emergency procedures as well as evacuation procedures for their building and/or activity.
- Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this guide.
- Evaluate, survey and estimate their assigned building, facility or activity in order to determine the impact a major emergency could have on their facility. Report all safety hazards. Work orders, to reduce hazards and to minimize accidents, should be promptly submitted to the Physical Plant Department.

IMPORTANT: Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency and to report to a designated campus assembly area, outside the building. Then a headcount can be taken and all missing or unaccounted for personnel should be reported to Public Safety. Designated assembly areas should be reviewed with Public Safety.

EMERGENCY BUILDING COORDINATORS

Every Administrator, Dean and Department Head may appoint a specific person as Building Coordinator for every activity under their control. In the event of a building emergency, Building Coordinators will have the following responsibilities:

- Coordinate the evacuation of the building during the emergency.
- Take the headcount at the designated assembly point outside the building and assist in accounting for all building occupants.
- Help keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
- Provide assistance to emergency personnel as required.

In preparation for an emergency, Building Coordinators will:

- Familiarize themselves with the building occupants.
- Be aware of all building exits.
- Coordinate the evacuation of the building during fire drills.
- Know area assembly points outside the building.
- Designate an alternate in their absence.
- Attend Public Safety Training and Information Sessions with alternates.

Training sessions for Building Coordinators include instruction in the following:

- Emphasis on discipline and control, not speed – keep to the right on stairs.
- Emergency exit routes and alternates.
- Assistance to the handicapped.
- Equipment shut off – doors closed.
- Proper use of fire extinguishers.
- Alarms and locations.
- W.F.D. Equipment response locations – emergency personnel procedure.

EVACUATION PROCEDURES

IN AN EMERGENCY.....POLICE/FIRE/AMBULANCE.....DIAL 2222/2224

1. BUILDING EVACUATION

- All building evacuations will occur when an alarm sounds and/or upon verification by Public Safety or Supervisor.
- When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- **ASSIST THE HANDICAPPED IN EXITING THE BUILDING.** Remember that elevators are reserved for handicapped persons. **DO NOT USE THE ELEVATORS IN CASE OF FIRE.**
- Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your area assembly points.
- **DO NOT** return to an evacuated building unless told to do so by a College official.

IMPORTANT: After any evacuation, report to your designated area assembly point. Stay there until an accurate headcount is taken. Department Heads/Supervisors will report any missing or unaccounted for personnel to Public Safety.

2. CAMPUS EVACUATION

- Evacuation of all or part of the campus grounds will be announced by Public Safety as directed by the Emergency Coordinator.
- All persons (students and staff) are to immediately vacate the site in question and relocate to another part of the campus grounds as directed.

COLLEGE NOTIFICATION SYSTEM

The telephone is the primary means of emergency notification at the College. E-mail is a secondary means of communication. These systems are intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. In the event that telephone and/or e-mail communications are out, field communications will be utilized. Public Safety Communications Center will be relocated in the Emergency Command Center.

The Public Safety department is the focal point for a two-way transmission of official emergency telephone communications to College administrators. Each College administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under his/her direction.

In the event of a campus emergency, the officer or dispatcher on duty will notify the Director of Public Safety who will then direct the notification process.

PUBLIC SAFETY EMERGENCY BROADCAST PROCEDURE

The Public Safety Department has established an emergency broadcast procedure as follows:

When a fire alarm sounds, or the Dispatcher/Switchboard is notified that an emergency is in progress and more personnel are needed, a request for all Physical Plant Foremen to report to a specific location, determined by Public Safety, will be broadcast on the Physical Plant radio. The broadcast is to begin and end with the announcement, "THIS IS AN EMERGENCY BROADCAST." The type of emergency is specified. The broadcast is repeated twice.

SAMPLE BROADCAST

'THIS IS AN EMERGENCY BROADCAST'

'THIS IS A FIRE EMERGENCY BROADCAST'

'ALL PHYSICAL PLANT FOREMEN REPORT TO THE FLAG POLE AREA IN O'KANE SQUARE'

'THIS IS AN EMERGENCY BROADCAST'

At the assembly location, all Foremen are assigned specific tasks as needed.

ON/OFF CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES

PUBLIC SAFETY EMERGENCY DISPATCHER Ext. 2222

PHYSICAL PLANT EMERGENCY DISPATCHER Ext. 2263

Uniformed Campus police officers are on duty 24-hours per day.
Additionally, police help is readily available from the Worcester Police Department 911

PHYSICAL PLANT OPERATORS Ext. 2438

After 5:00 p.m. contact Public Safety Ext.2222

Skilled workers are available from Physical Plant at all times during normal working hours and are on call 24-hours per day, seven days a week. They are capable of providing the following emergency services:

- UTILITIES: Repairs to water, gas, electric and sewage systems.
- STRUCTURES: Repairs to structures and mechanical equipment therein, including heating and cooling systems.
- EQUIPMENT: Portable pumps, generators, floodlights, welders, air compressors, tractors, back hoe, fork lift, etc.
- TRANSPORTATION: Vans, light trucks, dump trucks and tractors.

An EMERGENCY READY ROOM is located in the Physical Plant building garage for emergency procurement of items needed for campus support (see Emergency Ready Room Inventory list for items available).

PURCHASING DEPARTMENT Ext. 2410

Emergency procurement of materials and services can be arranged in direct support of any contingency.

RECEIVING (Central Stores, located at Physical Plant building) Ext. 3307
Emergency procurement of items needed for campus support.

EMERGENCY READY ROOM INVENTORY

ITEM	QUANTITY	ITEM	QUANTITY
Signs:		Dust Masks	12
TWO-WAY TRAFFIC	1	Orange Safety Vests	2
ROAD CLOSED	1	Safety Classes	10 pr.
DO NOT ENTER	1	Protective Goggles	3 pr.
DRIVE SLOWLY	2	Cotton Gloves	12 pr.
MEN WORKING	1	Staple Gun	1
Tapes:		Staples	2 bxs.
CAUTION BURIED WATER LINE	1 rl.	Heavy Plastic	2 rls.
CAUTION BURIED SEWER LINE	1 rl..	Rain Gear	2 sts.
Orange Safety Tape	7 rls.	Portable Hand Radios	2
Traffic Cones	17	Circular Saw	1
Water/Sewer Pump	1	Flashlights	3
Sump Pumps	3	Batteries	12
Electric Generators (Portable - one may be pulled by trailer hitch - one may be transported by truck)	2	Floodlights	2
Cutting Torch	1	Tow Chain	1
Electric Welder – Portable	1	Jumper Cables	3
Welding Mask and Gloves		Wooden Ladders	2
Ground Fault Interrupters	4	Fan - Stand up	1
Water Hoses - 50'	4	Heater - Portable	1

ITEM	QUANTITY	ITEM	QUANTITY
Pump Hoses	2	Chain Saw	1
Extension Cord – 300’ Spool	1	Crow Bar	1
Ropes - 50’	2	Ax	1
Electrical Tape	2 rls.	Pry Bar	1
Hard Hats	3	Bolt Cutter	1
Face Masks	2	Maul	1
Shovels	2	Picks	2
Spades	2	Kerosene	5 gal.
Gate Valve Wrenches	3	Bar Oil	5 gal.
Screwdriver Set	1	Water	5 gal.
Claw Hammers	2	Funnel	1
Adjustable Wrenches	2	Push Broom	1
Sledge Hammer	1	Broom and Dust Pan	1
Nails (assorted sizes)	4 cns.	Rags	1 bx.
Temporary Staging Nails	1 bkt.	Weather Radio - Portable	1
Gripriete Nails	1 bx.	Hammers - 51 lb.	2
Sheet Metal Screws			
Plywood (assorted sizes)	4 pcs.		
Gas/Oil Mix	5 gal.		
Diesel Oil	5 gal.		
Gas	5 gal.		

DISASTER RESOURCES**TELEPHONE**

WORCESTER POLICE DEPARTMENT

911

WORCESTER FIRE DEPARTMENT

911

PARAMEDIC UNITS

911

STATE POLICE

829-4431

LOCAL AMBULANCE SERVICE:Community Ambulance Service
Worcester Ambulance Service911
757-7287**LOCAL HOSPITALS:**UMASS Memorial
St. Vincent Hospital @ Worcester Med Center508 334 1000
508 363 5000**EMERGENCY AGENCIES:**AMERICAN RED CROSS
STATE NATIONAL GUARD
EMERGENCY MANAGEMENT WORCESTER
MASSACHUSETTS EMERGENCY MANAGEMENT
AGENCY
FEMA REGION 1 BOSTON756-5711
852-1318
799-1840 (508)366-5321 Westboro
(508) 820-2000 Framingham
(617) 223-9540**LOCAL RADIO STATIONS:**WCUW Community Radio
WICN Public Radio- 90.5 FM
WORC Radio Station AM
WSRS FM 96
WTAG 580 AM
WXLO 1045 FM753-1012
752-0700
791-1310
792-9777
795-0580
752-1045/373-1045**LOCAL TELEVISION STATIONS:**WGMC TV 3
WBZ Eye Witness News Hotline
WCCA TV 13 Worcester Cable Access854-5040
(617) 783-4444
755-1880

Map page

SPECIFIC EMERGENCY PROCEDURES

FEMA: 9 DISASTER RESPONSE STEPS/GUIDELINES

1. DISASTER ALERT

If you have advanced warning:

- People come first, provide assistance. Note needs of people with disabilities.
- Move or secure vital records/high priority items if it can be done safely.
- Screw plywood over windows or use tape to reduce shattering.
- Verify master switch shut-off (water, gas, electricity) by trained staff.
- Move items away from windows and below-ground storage into water-resistant areas:
 - Flooding: move items to higher floors.
 - Hurricane: avoid area under roof.
- Wrap shelves, cabinets, other storage units in heavy plastic sealed with waterproof tape.
- Move outdoor objects indoors or secure.
- Take with you lists of staff, institutional/public officials, insurance and financial data, inventory, emergency plan and supplies.
- Appoint a staff contact to give instructions on returning to work.

2. SAFETY FIRST

- Remain calm, reassuring. Alert staff to potential hazards.
- Look for loose or downed power lines. Avoid area. Report problems to local utility.
- Look for electrical system damage: sparks, broken/frayed wires, smell of burning insulation. Turn off electricity at main switch if you can without risk.
- Shut off water.
- If you smell gas or hear blowing or hissing, open a window and immediately leave the building. Turn off gas at main valve if trained to do so. Call gas company at once.
- **DO NOT REENTER THE BUILDING** until declared safe by Public Safety or emergency management officials.

3. GETTING STARTED OFF-SITE

- Gather staff off-site to assign tasks and review salvage priorities. Create a team big enough for the work.
- Establish a “Command Center” with office equipment (computers, photocopier) and communications tools (walkie-talkies, cellular phones).
- Create a secure salvage area with locks, fans, tables, shelves, plastic sheeting, drying materials and clean water.
- Notify emergency officials of the extent of damage. Contact peer institutions or professional groups for help.
- Appoint a media liaison to report conditions and need for help/volunteers. You may have to limit access to collections. Verify financial resources: amount and terms of insurance, government assistance, potential outside funding.
- Contact service providers for generator, freezer, drying or freeze-drying services and refrigerated trucking.
- Arrange for repairs to security system.

4. STABILIZE THE BUILDING AND ENVIRONMENT

- Some building contents may be contaminated. Do not enter without current tetanus shot, protective gloves/clothing, hard hat and NIOSH-approved respiratory mask.
- Identify and repair structural hazards. Brace shelves. Remove debris from floor.
- Reduce temperature and relative humidity at once to prevent mold outbreak. Ideal targets are less than 70° F/45%RH.
- If warm outside, use coldest air conditioning setting; cover broken windows with plastic.
- In cool, low-humidity weather open windows, use circulating fans. If mold is already present, do not circulate air.
- Do not turn on heat unless required for human comfort.
- Remove standing water and empty items containing water; remove wet carpets and furnishings.
- If everything is soaked, use commercial dehumidification except in historic buildings.
- Purchase needed supplies.

5. DOCUMENTATION

- Once it is safe to enter the building, make a preliminary tour of all affected areas. Wear protective clothing.
- Do not move objects or collections without documenting their condition.
- Use a Polaroid-type camera or video camera to record conditions of collections and structure. Make sure images clearly record damage. Supplement with better quality photos when necessary.
- Make notes and voice recordings to accompany photographs.
- Assign staff to keep written records of contacts with insurance agents and other investigators, and staff decisions on retrieval and salvage.
- Make visual, written and voice records for each step of salvage procedures.

6. RETRIEVAL AND PROTECTION

- Leave undamaged items in place if the environment is stable and area secure. If not, move them to a secure, environmentally controlled area.
- If no part of the building is dry, protect all objects with loose plastic sheeting.
- When moving collections, give priority to undamaged items and those on-loan. Separate undamaged from damaged items.
- Until salvage begins, maintain each group in the same condition you found it; i.e., keep wet items wet, dry items dry, and damp items damp.
- Retrieve all pieces of broken objects and label them.
- Check items daily for mold. If mold is found, handle objects with extreme care and isolate them.

7. DAMAGE ASSESSMENT

- Notify insurance representative or risk manager. You may need an on-site evaluation before taking action.
- Make a rough estimate of the type of materials affected and the extent and nature of damage. A detailed evaluation can slow recovery now.
- Look for threats to worker safety or collections. Determine status of security systems.

- Look for evidence of mold. Note how long the materials have been wet and the current inside temperature and relative humidity.
- SEE DOCUMENTATION SECTION. Documenting the damage is essential for insurance and will help you with recovery.

8. SALVAGE PRIORITIES

- Establish salvage priorities by groups of materials, not item-by-item. A library might use subject areas or call numbers; an archives, record groups; and a museum, material groupings.
- Focus first protection efforts and salvage work on:
 - Vital institutional information; employee and accounting records, accession lists, shelf list and database backups.
 - Items on loan from individuals or other institutions.
 - Collections that most directly support the institution's mission.
 - Collections that are unique, most used, most vital for research, most representative of subject area, least replaceable or most valuable.
 - Items most prone to continued damage if untreated.
 - Materials most likely to be successfully salvaged.

9. HISTORIC BUILDINGS: GENERAL TIPS

- Contact architectural conservators, historic preservation agencies, FEMA, and/or structural engineers before cleanup, especially for buildings on the National Register of Historic Places.
- Follow the Secretary of the Interior's Standards for Treatment of Historic Properties (pp. 17-69).
- Remove standing water from basement and crawl spaces. Contact a structural engineer before pumping water; pumping can collapse foundation when groundwater is high.
- Remove flood-soaked insulation, wallboard and non-historic wall coverings. Support loose plaster with plywood and wood "T" braces.
- Clean historic elements first. Use non-abrasive household cleansers.
- If you treat non-historic features, do not harm historic elements.
- Inventory found items, loose decorative elements, furnishings and collections. Save for reuse or as restoration models.
- Air-dry with good ventilation. Never use systems that pump in super-dry air.

FIRE

IN ALL CASES OF FIRE 2222 FIRE DEPARTMENT WILL BE NOTIFIED IMMEDIATELY

1. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information are available through Public Safety at ext. 2224.
2. If a minor fire appears controllable, IMMEDIATELY contact the emergency number. Then, promptly direct the charge of the fire extinguisher toward the base of the flame.
3. If an emergency exists, activate the building alarm and report the fire by phone.
4. On large fires that do not appear controllable, IMMEDIATELY notify the emergency number. Then, evacuate all rooms, closing all doors to confine the fire and reduce oxygen - DO NOT LOCK DOORS.
5. When the building evacuation alarm is sounded, walk quickly to the nearest exit and alert others to do the same.
6. ASSIST THE HANDICAPPED IN EXITING THE BUILDING. DO NOT USE ELEVATORS DURING A FIRE. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
7. Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. Know your assembly areas.
8. If requested, assist Emergency crews as necessary.
9. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
10. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. DO NOT PANIC!

IMPORTANT: After an evacuation, report to your designated campus area assembly point. Stay there until an accurate HEADCOUNT is taken.

**HOLY CROSS
PUBLIC SAFETY DEPARTMENT**

FIRE EMERGENCY RESPONSE PROCEDURE:

**WORCESTER FIRE DEPARTMENT - EQUIPMENT RESPONSE LOCATIONS TO
FIRE ALARMS**

The following information describes the locations to which the Worcester Fire Department's First

Company will respond when answering an alarm.

1. O'KANE/FENWICK: The location is determined by ascertaining which sprinkler system is activated.
 - If alarm is heard in O'Kane Square, trucks will remain in O'Kane Square. It indicates the O'Kane sprinkler system has activated. The bell is located on the southwest side of O'Kane.
 - If the alarm is heard in back of O'Kane/Fenwick, the Fenwick sprinkler system has activated and trucks will go to the rear of O'Kane, along 10-car garage. The bell is located on the north side of Fenwick, facing the quad area.
2. LOYOLA: First Company to front of building.
3. VISUAL ARTS BUILDING: First Company to front of building across from Loyola.
4. 4. HOGAN: First Company - 3rd floor entrance.
5. Second Company - loading dock for Annunciator.
6. SCIENCE BUILDING: First Company - Gate 4 - Annunciator.
7. STEIN BUILDING: First Company - Linden Lane – Annunciator.
8. 7. DINAND LIBRARY: First Company - Hogan #1 at clock to check Annunciator.
9. Second Company - O'Kane Square.

FIRE ALARM SYSTEMS

1. All Pull Stations ring at the Public Safety Office in O'Kane.
2. All Sprinkler or Automatic Heat Detector activated alarms ring simultaneously at Public Safety and the Worcester Fire Department.

HURRICANE

When hurricane warnings from the National Weather Bureau indicate that a major storm is imminent, the President of the College may call for early dismissal of employees or may announce cancellation of work through local radio stations.

In the event of major storm damage or a hurricane disaster, the Emergency Resource Team will direct Emergency Response operations as described in this guide.

TORNADO

A tornado may strike without warning, causing severe damage and/or injury. In the event of major tornado damage or a tornado disaster, the Emergency Resource Team will direct Emergency Response operations as described in this guide.

BLIZZARD

In the event of blizzard warnings or conditions, the President may call for early dismissal of employees or announce cancellations of work through local radio stations.

The Physical Plant Department will maintain 24-hour snow removal operations throughout the storm.

Key College personnel will keep the following services in operation throughout the storm:

- Public Safety 24-hours a day
- Health Services as scheduled
- Power Plant 24 hours a day
- Food Service as scheduled

CHEMICAL OR RADIATION SPILL

1. Any spillage of a hazardous chemical or radioactive material is reported immediately to Public Safety, ext. 2222.
2. When reporting, be specific about the nature of the involved material and exact location. Public Safety will contact the on-site HAZARDOUS CONTAINMENT TEAM, set up through the Physical Plant Department. MSDS sheets may be obtained from Public Safety.
3. The key person at the scene should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of the HAZARDOUS CONTAINMENT TEAM.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to medical personnel arriving on the scene. First aid and medical treatment will be directed by Public Safety in conjunction with Health Services. * Cleanup, directed by the Physical Plant Department, through the HAZARDOUS COMMUNICATION COORDINATOR, should be started at once.*
5. If an emergency exists, activate the building alarm and report the emergency by phone.
6. When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
7. ASSIST THE HANDICAPPED IN EXITING THE BUILDING. Remember that elevators are reserved for handicapped use. DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.
8. Once outside, move to a clear area at least 500 feet from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
9. If requested, assist emergency crews as necessary.
10. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
11. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

IMPORTANT: After any evacuation, report to your designated campus area assembly point. Stay there until an accurate HEADCOUNT is taken.

*Cleanup report will be submitted to government agencies through the Physical Plant Department and the Health Services Department. Any reports should be submitted immediately.

EXPLOSION, DOWNED AIRCRAFT (CRASH) ON CAMPUS

In the event of an explosion or a downed aircraft (crash) on campus, take the following action:

1. Immediately take cover under tables, desks and other objects which will give protection against falling glass or debris.
2. After the effects of the explosion have subsided, notify Public Safety at...2222...give your name and describe the location and nature of the emergency.
3. If necessary, or when directed to do so, activate the building alarm.
4. When the building alarm is sounded or when told to leave by College officials, walk quickly to the nearest marked exit and ask others to do the same.
5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING. DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
6. Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your assembly points.
7. Assist emergency crews as necessary.
8. A campus Emergency Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
9. Only those who have been assigned Emergency Resource Team duties or issued an emergency pass by the Public Safety Department will be allowed to enter the immediate disaster area.
10. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

IMPORTANT: After any evacuation, report to your designated campus area assembly point. Stay there until an accurate **HEADCOUNT** is taken.

BOMB THREAT

1. If you observe a suspicious object or potential bomb on campus **DO NOT HANDLE THE OBJECT**. Clear the area and immediately call Public Safety on extension 2222.
2. Any person receiving a phone call bomb threat should ask the caller:
 - a) When is the bomb going to explode?
 - b) Where is the bomb located?
 - c) What kind of bomb is it?
 - d) What does it look like?
 - e) Why did you place the bomb?
3. Keep talking to the caller as long as possible and record the following:
 - a) Time of call.
 - b) Age and sex of caller.
 - c) Speech pattern, accent, possible sender nationality, etc.
 - d) Emotional state of the caller.
 - e) Background noise.
 - f) If you have an answering machine, press record.
4. Immediately notify Public Safety and report the incident.
5. Public Safety will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to Public Safety. **DO NOT TOUCH THE OBJECT**. Do not open drawers, cabinets or turn lights on or off.
6. If an emergency exists, activate the building alarm and report the incident by phone.
7. When the building emergency alarm is sounded or an emergency exists, walk quickly to the nearest marked exit and alert other to do the same.
8. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING. DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
9. Once outside, move to a clear area at least 500 feet from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
10. If requested, assist emergency crews as necessary.
11. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

IMPORTANT: After any evacuation, report to your designated campus area assembly point. Stay there until an accurate **HEADCOUNT** is taken.

CIVIL DISTURBANCES OR DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. INTERFERENCE with the normal operation of the College.
2. PREVENTION of access to offices, buildings or other College facilities.
3. THREAT of physical harm to persons or damage to College facilities.

If any of these conditions exist, the Director of Public Safety should be notified and will be responsible for contacting and informing the President and the Deans. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

A. PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

Generally, demonstrations of this kind should not be interrupted. Demonstrators would not be obstructed or provoked and efforts would be made to conduct College business as normally as possible.

If demonstrators are asked to leave but refuse to leave by regular facility closing time:

1. Arrangements will be made by the Director of Public Safety to monitor the situation during non-business hours, or
2. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (see section B).

B. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

1. Demonstrators will be asked to terminate the disruptive activity by the Vice President for Student Affairs, or her designee.
2. The Vice President for Student Affairs will consider having a photographer, equipped with a camcorder, available.
3. Key College personnel and student leaders will be asked by the Vice President for Student Affairs to go to the area and persuade the demonstrators to desist.
4. The Vice President for Student Affairs, or her designee, will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.
5. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities (see Attachment A). Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.
6. Efforts should be made to secure positive identification of demonstrators in violation, to facilitate later testimony, including photographs or video tape, if deemed advisable.

7. After consultation with the President and Director of Public Safety by the Vice President for Student Affairs, the need for intervention by the Worcester Police Department will be determined.
8. If determination is made to seek the intervention of the Worcester Police, the demonstrators should be so informed. Upon arrival of the Worcester Police, the remaining demonstrators will be warned of the intention to arrest (see Attachment B).

C. VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs, or appears imminent, Public Safety should be immediately notified. Public Safety will investigate and report to the Director of Public Safety and the Vice President for Student Affairs.

The Vice President for Student Affairs will:

1. Report the circumstances to the President of the College.
2. Notify Key Administrators.
3. Notify the Director of Public Affairs.
4. Arrange for a photographer to video tape the demonstrators.
5. After consultation with the President and the Director of Public Safety, determine the need for assistance from the Worcester Police Department.

Public Safety will provide an officer with a radio for communication between the College and the Worcester Police Department.

ATTACHMENT A

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

(Identify Self)

This assembly and the conduct of each participant is seriously disrupting the operations of the College and is in clear violation of the rules of the College. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the College.) (In no event will the administration of this College accede to demands backed by force.) Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order - including calling for police assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension.

ATTACHMENT B

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH THE ASSISTANCE OF POLICE

(Identify Self)

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so . Since you have chosen to remain in violation of the rules and regulations of the College each of you is hereby suspended, subject to later review.

The Police will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

UTILITY FAILURE

1. In the event of a major utility failure occurring during regular working hours (8:00am through 5:00pm, Monday through Friday) immediately notify Physical Plant at ext. 2263.
2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or holiday, notify Public Safety at ext.2222. Public Safety will notify on-call Physical Plant personnel.
3. If an emergency exists, activate the building alarm and report the emergency by phone.
4. All building evacuations will occur when an alarm sounds continuously and or when an emergency exists.
5. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING. DO NOT USE ELEVATORS IN CASE OF FIRE.**
6. Once outside, move to a clear area at least 500 feet away from the affected building. Keep the walkways, fire lanes and hydrants clear for emergency crews.
7. If requested, assist the emergency crews as necessary.
8. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

Additional Information and Procedures

Always observe steps “1” and “2” above whenever the following utility emergencies arise.

ELECTRICAL/LIGHT FAILURE:

At present, campus building lighting may not provide sufficient illumination in corridors and stairways for safe exiting. It is therefore advisable to have a flashlight and portable radio available for emergencies.

ELEVATOR FAILURE:

If you are trapped in an elevator, use the emergency phone to notify Public Safety. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel) which will signal for help.

PLUMBING FAILURE/FLOODING

Cease using all electrical equipment. Notify Public Safety at ext. 2222. If necessary, vacate the area.

SERIOUS GAS LEAK:

Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT. REMEMBER** electrical arcing can trigger an explosion: Notify Public Safety ext. 2222.

STEAM LINE FAILURE:

Immediately notify Public Safety at ext. 2222 or Physical Plant at ext. 2263 and, if necessary, vacate the area.

VENTILATION PROBLEM:

If smoke odors come from the ventilation system, immediately notify Public Safety at ext. 2222 or Physical Plant at ext. 2263 and, if necessary, cease all operations and vacate the area.

VIOLENT OR CRIMINAL BEHAVIOR

IN AN EMERGENCY CALL....2222

The Public Safety office is located in the O'KANE building and provides you with 24-hour help and protection. This service is provided seven days a week on a year-round basis.

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

If you are a victim or a witness to any on-campus offense....**AVOID RISKS:**

1. Promptly notify Public Safety at ext. 2222 as soon as possible and report the incident, including the following:
 - a) Nature of the incident.
 - b) Location of the incident.
 - c) Description of person(s) involved.
 - d) Description of property involved.
2. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Public Safety and report the incident.
3. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
4. Should gunfire or discharged explosives hazard the campus, you should take cover immediately using all available concealment. After the disturbance, seek emergency first aid if necessary.
5. **WHAT TO DO IF TAKEN HOSTAGE:**
 - a) Be patient. Time is on your side. Avoid drastic action.
 - b) The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally unbalanced. Don't make mistakes which could hazard your well-being.
 - c) Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
 - d) Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
 - e) Be observant. You may be released or escape. The potential safety of others may depend on your memory.
 - f) Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or rest room privileges are needed by anyone, say so. The captors, in all probability, do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

IMPORTANT: After any evacuation, report to your designated campus area assembly point. Stay there until an accurate **HEADCOUNT** is taken.

MEDICAL AND FIRST AID

**IF SERIOUS INJURY OR ILLNESS OCCURS ON CAMPUS CALL: EMERGENCY 2222
HEALTH SERVICES 2276**

Give your name, describe the nature and severity of the medical problem and the campus location of the victim. Medically trained personnel * should quickly perform the following steps:

- Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
- Ask victim, “Are you okay?” and “What is wrong?”
- Check breathing and give artificial respiration if necessary.
- Control serious bleeding by direct pressure on the wound.
- Continue to assist the victim until help arrives.
- Look for emergency medical ID, question witnesses and give all information to paramedics.

In case of MINOR INJURY OR ILLNESS, provide first aid care.* Use only sterile first aid materials.

EVERY DEPARTMENT SHOULD HAVE AT LEAST ONE PERSON TRAINED IN FIRST AID AND CPR.

Training and certification are provided through the College’s Health Services department.

*Only medically trained personnel should provide first aid treatment (i.e.; First Aid, CPR). Certifications should be renewed annually for CPR and every three years for First Aid.

COMMUNICABLE DISEASE (Measles, Hepatitis A, etc.)

Once the Health Services department has determined the possibility of a communicable disease outbreak on campus, the following steps are taken:

- 1) The State Department of Public Health is immediately notified.
- 2) The Vice President for Student Affairs is notified and will inform the President and the Director of Public Affairs.
- 3) Representatives of the State Department of Public Health will arrive on campus. If an epidemic situation is confirmed, the State Department of Public Health will declare the campus to be under quarantine.
- 4) The Personnel department is notified.
- 5) The College community and the public are notified.
- 6) Immunization, if available for the specific disease, is administered by the State Department of Public Health to students and personnel according to age and/or possible exposure.
- 7) Persons providing essential services to the College must show proof of immunization or be provided with protective equipment before being allowed on campus.
- 8) The State Department of Public Health will determine when the quarantine may be lifted.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break may be manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs:

1. Never try to handle a situation you feel is dangerous on your own.
2. Notify Public Safety of the situation, *ext. 2222*; clearly state that you need immediate assistance, give your name, your location and the area involved.

A psychological crisis may also occur as the aftermath of a disaster. Any catastrophic event in a community creates emotional disequilibrium for both the community and individual members. For some, the event, especially where loss of life is involved, may be so emotionally disruptive as to precipitate despair and self-destructive behavior. To respond to a psychological crisis precipitated by a catastrophic event, the President has appointed a POSTVENTION COORDINATOR and the following procedure has been established.

POSTVENTION COORDINATOR:

The Postvention Coordinator has the general responsibility for the overall management of the psychological after-effects of a catastrophic event or disaster on the College community. The primary goals of the Postvention Coordinator are to:

- Reduce emotionality and restore the environment to its pre-catastrophic stability.
- Provide support services to those most directly affected by the tragedy.
- Reduce the influence of the event that may result in negative consequences.
- Coordinate and provide overall direction to the interventions of the various offices which will be called upon after a catastrophe.

Following is a list of specific areas of responsibility when a catastrophic event has occurred:

- | | |
|---|---------------------------------------|
| • Student notification of a catastrophic event | • Postvention support groups |
| • Guidelines for a memorial service | • Case finding coordination |
| • Guidelines for postponing academic responsibilities of students | • Community mental health |
| • Faculty and staff response | • Notification of parents |
| • Faculty and staff postvention training | • Notification of families of victims |
| • RA training – training for peer educators | • Help for helpers |
| | • Community involvement |
| | • Memorials |
| | • Administrative response |

The College's Crisis Catastrophic Emergency and Postvention Manual is the reference for guidance and procedures.

PUBLIC AFFAIRS

CALL THE CAMPUS PUBLIC SAFETY OFFICE IF YOU NEED ASSISTANCE

EMERGENCY	2222
NON-EMERGENCY	2224

The College has two basic guidelines to observe in a crisis situation:

1. **ONLY AUTHORIZED SPOKESPERSONS WILL MEET OR TALK WITH THE MEDIA.**
2. **ONLY FACTUAL INFORMATION IS RELEASED; NO SPECULATION IS TO BE OFFERED.**

Other Guidelines:

1. During an emergency situation, all administrative and supervisory personnel are notified to report significant developments or pertinent information to the Emergency Coordinators or a designated spokesperson. They should be reminded not to speak to outsiders, especially to the media, on behalf of the College.
2. The Emergency Coordinators or spokesperson will keep the President, and those directly involved, abreast of conditions throughout the emergency situation. Complete details are made available to them, including what happened, how it began, what is happening now, what help has been called, etc.
3. The President, and others directly involved, shall confer and decide on the appropriate action.
4. All calls from the media are referred directly to the **PUBLIC RELATIONS OFFICE, ext. 2419.**
5. Media personnel arriving on campus in response to an emergency will be advised to remain at the Linden Lane Security Station and a college spokesperson will meet and assist them.

EMERGENCY SHUTDOWN PROCEDURES

In the event of a natural disaster in which major structural damage is sustained, it is advisable to turn off hazardous utilities. Electricity and natural gas are of primary concern. The gas-chlorine system at the Hart Center pool should not be overlooked, and any emergency activity in this area should be approached with the utmost caution. Leaking gas-chlorine will form a hazy cloud which may drift from one area to another or disperse into the atmosphere. This cloud should be avoided and any work done in its vicinity should be with the safety of an approved air-pac. Broken gas-chlorine tanks will exhaust themselves and the chemical will eventually disperse and become relatively non-toxic. The important aspect of dealing with leaking chlorine-gas is to evacuate the building and the immediate area.

For details of Emergency Procedures, see the following pages.

EMERGENCY SHUTDOWN PROCEDURES

UTILITY	LOCATION	ACCESS	TOOLS	NOTES
CHLORINE				
WATER				

EMERGENCY SHUTDOWN PROCEDURES

UTILITY	LOCATION	ACCESS	TOOLS	NOTES
OTHER				

CONTRACTOR EMERGENCY RESPONSE INFORMATION

COMPANY	BUSINESS HOURS CONTACT PERSON	TELEPHONE	AFTER HOURS CONTACT PERSON	TELEPHONE
Frank Rounds Co. (Boilers)		781-963-6440	24 Hour Answering Service	781-963-6440
Otis Elevator		800-233-6847	24 Hour Answering Service	800-233-6847
Simplex Company (Fire Alarm)		508-755-2133	24 Hour Answering Service	508-755-2133
Applied Roofing	Len Nadeau	800-427-9973	Todd Jankowski	Beeper 327-8784
Venditti Contr. (Excavation)	Paul Venditti	508-797-2060	Paul Venditti	508-835-4250
Toomey Rental (Tents)	Dan Toomey	508-791-2383		
Ostrow Electric	Paul LaChance Jonathan Ostrow	508-754-2641 508-754-2641	Paul LaChance	508-829-3502
New England Mechanical (H.V.A.C.)	Alan Curran	413-283-4417	24 Hour Answering Service	413-283-4417
Triumvate Enviromental (Hazardous Spills)	Tom Aicardi	800-966-9282	Tom Aicardi	800-966-9282
Southworth (Generators)	Mark Brisson	508-634-3400	24 Hour Answering Service	508-634-3400
William F. Lynch (Plumbing/H.V.A.C.)	Mac Lynch Billy Helm	508-756-5705 508-756-5705	Billy Helm	508-756-5705

A. L. Purinton (Locksmith)	Mark Puriton	508-754-2618	24 Hour Answering Service	508-754-2618
Amorello & Sons (Excavation, Etc.)	Bob Spence Anthony Amorello	508-791-8778 508-791-8778	Bob Spence Anthony Amorello	508-853-0882 508-842-6889
A Tent For Rent				
Francis Harvey & Sons, Inc. (Gen. Constr.)	John F. Harvey	508-752-2876 508-752-2876 508-752-2876 508-752-2876 508-752-2876 508-752-2876	John F. Harvey Neil R. Harvey Daniel Baird Joseph Sheehan Pete Barbadora Ray Harvey	508-852-5450 508-792-3209 508-856-9020 508-757-8104 508-234-6761 508-756-9307
Rent A Tool, Inc.		781-289-3800		
R. H. White Construction (Excavation, Etc.)		508-832-3295 508-832-3295 508-832-3295 508-832-3295	24 Hour Emergency # Jim McCarthy (Underground) Ed Casey (Mechanical) Tom Descoteaux (Building)	508-832-3295 508-582-7631 508-839-3322 508-476-7777

OFF CAMPUS HOUSES

ADDRESS	OCCUPANTS	NOTES
11 Caro Street 1 st floor 2 nd floor	Off line	Academic Year Academic Year
12 Caro Street 1 st floor 2 nd floor 3 rd floor	International TA's International TA's International TA's	Academic Year Academic Year Academic Year
14 Caro Street 1 st floor 2 nd floor	International TA's Coaches	Academic Year
15 Caro Street	Off line	Academic Year
16 Caro Street 1 st floor 2 nd floor 3 rd floor	Off Line Off Line Off Line	Academic Year Academic Year Academic Year
18 Caro Street	International TA's	Academic Year
20 Caro Street Basement 1 st floor 2 nd floor	Vacant International TA's International TA's	Academic Year Academic Year
22 Caro Street 1 st floor 2 nd floor	Off Line Off Line	Academic Year Academic Year
36 Caro Street	Off Line	Academic Year
3 City View Street 1 st floor 2 nd floor 3 rd floor	Jesuits	
18 City View Street	Carmen Wickramagama	

5 City View Street	Brian Chafin Wm. Sobczak	
9 City View Street	Alan S Gibbs	
12 City View Street	Vacant	
16 City View Street	Laurence Enjoiras	
34 College Street 1 st floor 2 nd floor	Consultant	Academic Year Academic Year
62 College Street	Vacant	
72 College Street	Vacant	Academic Year
80 College Street 1 st floor 2 nd floor	I Wayan Dibia Evan/Deborah Pavlakos	Academic Year Academic Year