

# EASTERN CONNECTICUT STATE UNIVERSITY



## CRITICAL INCIDENT MANAGEMENT PLAN EMERGENCY PROCEDURES GUIDE

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## **PREFACE**

This Critical Incident Management Plan, Emergency Procedures Guide provides guidelines for university administrators, faculty, staff and students. While the guide does not cover every conceivable situation, it supplies the basic administrative guidelines necessary to cope with most campus emergencies.

It is the policy of Eastern Connecticut State University to be prepared for any emergency and/or disaster. Emergency response personnel, equipment, and services of the University will be maintained in a state of readiness to save lives, prevent or minimize damage to property, and provide assistance to all people who are threatened or become victims of an emergency and/or disaster. These services shall be coordinated to the maximum extent possible within the Campus as well as comparable activities of local governments, the State of Connecticut, the federal government, and private agencies and organizations of every type. The Campus Incident Management Team shall determine the level and duration of the Campus' commitment of resources.

Campus emergency operations will be conducted within the framework of the university guidelines, and everyone should follow the operational procedures outlined here.

All requests for procedural changes, suggestions, or recommendations should be submitted in writing to the Director of Public Safety for technical review. All changes recommended by the Director of Public Safety will be submitted in writing to the administration for evaluation and adoption.

The Director of Public Safety is responsible for maintaining and updating this plan which is reviewed yearly to ensure the protocol can address campus security concerns.

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## REPORTING EMERGENCIES

**Remain Calm**                      **Speak Clearly and Slowly**                      **Don't Hang Up**

**University Police Department:** University Phones:                      dial **911**  
Non-University Phones:                      dial **911**

When calling, stay calm and carefully explain the problem and location to the police department dispatcher. **Do not hang up until told to do so.**

## **INCIDENT COMMAND SYSTEM (ICS) NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**

Homeland Security Presidential Directive No.5 (HSPD-5), requires federal, state and local law enforcement agencies to adopt standard and uniform procedures for critical incident management. All critical incident management training programs and procedures must comply with National Incident Management System (NIMS) requirements.

Any organization with jurisdictional responsibility which contributes significant resources to an event must be part of a unified command. This includes university law enforcement and key university personnel.

Key university personnel have received training in ICS/NIMS and additional training will continue as required to keep the university compliant with federal regulations. Eastern Connecticut State University will utilize the Incident Command System (ICS) under the guidelines of the National Incident Management System (NIMS) for emergencies and/or disasters. All Command and General Staff functions will be filled with the most qualified individuals available at the time of the incident. Campus Emergency Operations members have been trained and certified by the Federal Emergency Management Agency (FEMA) on ICS principles and how those principles would be applied to an emergency and/or disaster that may affect the Campus. Identified personnel from within the Campus Incident Management Team are designated to fulfill Command and General Staff functions within the ICS to ensure a timely and effective response. ICS forms will be used by members serving in Command and General Staff functions which prioritize objectives and task roles and responsibilities of individuals and other resources who may respond to the emergency and/or disaster.

### **Incident Command (ICS)**

The Emergency Response Plan uses a management system widely known as the Incident Command System (ICS). The ICS provides an organizational structure capable of responding to all levels of emergencies from simple to complex. It also provides the flexibility to respond to an incident as it escalates in severity.

The purpose of the ICS is to:

- Provide an organizational structure that can grow rapidly in response to the requirements of the emergency;
- Provide the Incident Commander with the control necessary to direct and coordinate all operations and all agencies responding to the incident;
- Assign employees with reasonable expertise and training to critical functions without loss of precious time;
- Activate only those positions needed to manage a particular incident or level of incident;
- Promote proper span of control and unity of command.
- it strongly
- Promote the practice of using everyday terminology and procedures and the stress importance of using common terminology that will be used in emergency incidents and disasters.

The organizational structure of the ICS may not resemble the day-to-day organization of the University. Employees may be temporarily reassigned to other duties outside their normal assignments. Furthermore, as the severity of the incident increases assignments may change in the ICS organizational structure. This means that an employee's position in the ICS may change during the course of a single incident.

## Concept of Incident Command Operations

### Four Phases of Emergency Management

1. Mitigation – Mitigation activities are those designed to either prevent the occurrence of an emergency or long-term activities to minimize the potential adverse effects of an emergency.
2. Preparedness – Preparedness activities, programs and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training and exercising are among the activities conducted under this phase.
3. Response – Response includes activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster. It helps to reduce casualties and damage and to speed recovery. Response activities include direction and control, warning, evacuation and other similar operations.
4. Recovery – Recovery is both short-term and long-term. Short-term operations seek to restore vital services to the community and provide restoring the community to its normal condition or even to improved conditions. The recovery period is also an opportune time to institute mitigation measures, particularly those related to the recent emergency. Examples of recovery actions would be temporary food and shelter, restoration of non-vital government services and reconstruction of the damaged areas.

### Emergency Level Classifications

Three levels of operation have been identified, relative to the magnitude of the situation. Depending on the character, scope and magnitude of an emergency incident, a variety of EOC participants may be mobilized.

- **Level 1:** The emergency incident can be managed using normal response operations; normally no EOC activation.
- **Level 2:** Multi-unit response in which the EOC may be partially activated. The Incident Commander is usually the campus Police or Fire Chief. Based on the event, selected EOC staffing notifications are made at the discretion of the Incident Commander.
- **Level 3:** The emergency cannot be managed using normal campus resources. The initial EOC activation notification is made and additional personnel are requested to respond as needed to staff the EOC. A campus state of disaster may be declared during a Level 3 emergency (requires notification of the Office of the President). In addition to the three levels of operation, the term threshold incident is used to describe any emergency incident which requires notification of senior University officials. These include serious incidents involving a loss of or threat to life, major property damage, major regulatory or legal risk, and/or significant media interest.

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By definition, all Level 2 and Level 3 emergencies are considered threshold incidents. Level 1 incidents involving the following are also considered threshold incidents, even though they may not require a large scale response:

- Fatalities or serious injuries to students, faculty, staff or visitors.
- Injuries requiring air ambulance response.
- Injuries to three or more individuals from the same incident, regardless of severity.
- Assaults or other criminal activities involving deadly weapons.
- Structural fires.
- Hazardous materials releases.

## CONTINUITY OF OPERATIONS PLAN (COOP)

Originally developed from our Influenza Pandemic Continuity of Operations Plan (COOP), the Incident Management Team (IMT) oversees the Agency preparation for any action plan to effectively sustain critical services to the campus community in the event of a pandemic or other major emergency. It consists of the Incident Commander, appropriate Command Support Staff personnel and General Staff, including the Section Chiefs assigned to the incident. In the context of an Influenza Pandemic, the IMT focuses on preparing for possible incidents and, should they occur, resolving the incident, resuming or sustaining business functions in an orderly manner, and addressing critical functions on a priority basis. Below are the current appointed members of the COOP Incident Management Team.

IMT Position	Name
Agency Head	Dr. Elsa Núñez
Successor #1	Dr. William Salka
Successor #2	Mr. Ken DeLisa
Incident Commander	Chief Jeffrey Garewski
Deputy	Lt. Tim Viens
Planning Section Chief	Mr. James Howarth
Deputy	Ms. Shirley Audet
Operations Section Chief	Ms. Renee Theroux-Keech
Deputy	Mr. Ed Figiela
Logistics Section Chief	Mr. Garry Bozylinsky
Deputy	Mr. Steve Nelson
Administration Section Chief	Mr. James Howarth
Deputy	Ms. Shirley Audet
Finance Officer	Mr. James Howarth
Deputy	Ms. Shirley Audet
Human Resources Officer	Mr. Ken DeLisa
Deputy	Ms. Lourdes Ardel
Public Information Officer	Mr. Edward Osborn
Deputy	Mr. Kenneth DeLisa
Student Affairs Liaison	Dr. Walter Diaz
	Ms. Michelle Delaney
EOC Liaison Officer	Mr. Ken DeLisa
Deputy	Dr. William Salka
Safety Officer	Mr. Eric Germain
Deputy	
Security Officer	Lt. Tim Viens
Deputy	On Duty Patrol Sergeant

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## **EMERGENCY AUTHORITY, DIRECTION, COORDINATION AND RESPONSIBILITIES**

### **1. President:**

The university president, or designee, as campus emergency director is responsible for the overall direction of campus emergency operations. The designees are as listed below. The President, Incident Commander or Senior Administrators may initiate the Emergency Operations Plan (EOP).

### **2. Incident Commander:**

All emergency operations shall be coordinated by the Director of Public Safety or designee. The direct operational control of the campus major emergency or disaster is the sole responsibility of the Incident Commander (i.e., Director of Public Safety) or his designee. The coordination of campus incident management teams is the responsibility of the Director of Public Safety who will coordinate all on-campus emergency functions as directed. In the absence of the president or designee, the senior on-duty university police officer shall assume operational control of the emergency until relieved.

### **3. Administrators:**

Senior administrators (President's Cabinet and Deans), may appoint a specific person as building/facility coordinator for areas under their control. These coordinators will have the following general responsibilities:

- a. Emergency Preparedness
  1. Review the University Emergency Procedures Guide.
  2. Train employees in emergency techniques such as fireextinguisher usage, basic first aid, CPR, and building evacuation procedures. Contact the university police for assistance.
- b. Emergency Situations
  1. Inform all employees of the emergency condition.
  2. Evaluate the impact the emergency has on their activity and take appropriate action. This may include ceasing operations and evacuating buildings.
  3. Maintain emergency telephone communications with officials.

### **4. Department Heads:**

Each department head has the responsibility to:

- a. Educate staff concerning university emergency procedures as well as evacuation procedures for their building and/or activity.
- b. Inform staff of an emergency and follow emergency instructions on page 5.
- c. Check assigned building facility or activity to see if there are any safety hazards.
- d. **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 as university officials.

## CAMPUS INCIDENT MANAGEMENT TEAM

In addition to establishing an Incident Command Post as necessary, Public Safety shall immediately begin contacting all necessary members of the Campus Incident Management Team.

*The team consists of the following personnel:*

<b>Agency Head:</b>	<b>University President or designee</b>
<b>Incident Commander:</b>	<b>Director of Public Safety</b>
<b>Planning and Administrative Section Chief:</b>	<b>VP for Finance and Administration</b>
<b>Operations Section Chief:</b>	<b>Director of Facilities Management and Planning or designee</b>
<b>Logistics Section Chief:</b>	<b>Chief Information Officer or designee</b>
<b>Student Affairs:</b>	<b>VP for Student Affairs or designee</b>
<b>Public Information Officer:</b>	<b>Director of University Relations or designee</b>
<b>Safety Officer:</b>	<b>Environmental Health and Safety Coordinator</b>

The Incident Management Team is responsible for developing or implementing and coordinating an overall campus operation plan.

Team members should be in constant communication with the incident command post. General responsibilities of the team members are listed below:

- 1. Agency Head:** University President or designee
  - a. Overall direction of the university emergency response.
  - b. Works with the public safety director and others in assessing the emergency and preparing the university's specific response.
  - c. Declares and ends, when appropriate, the campus state of emergency.
  
- 2. Incident Commander:** Director of Public Safety
  - a. Overall coordination of the university emergency response.
  - b. Determines the type and magnitude of the emergency and establishes the appropriate incident command post.
  - c. Initiates immediate contact with the president and university administration and begins assessment of the university's condition.
  - d. Notifies university police and other personnel as necessary to maintain safety and order.
  - e. Notifies members of the incident management team and advises them of the nature of the emergency.
  - f. Notifies and acts as liaison with an appropriate outside organization such as the CT State Police Dept., Willimantic Police Dept., Willimantic Fire Dept., etc.
  - g. Ensures that appropriate notification is made to off campus staff when necessary.
  - h. Conducts a critique of the emergency and the university response when the situation has ended.
  - i. Prepares and submits to the president a report on the incident.

3. **Planning and Administrative Section Chief:** VP Finance & Administration
  - a. Maintain liaison with Incident Coordinator relating to administrative and student concerns.
  - b. Be liaison to the Incident Director or designee.
  - c. Be liaison to Campus Incident Management Team.
  
4. **Operations Section Chief:** Director of Facilities Management and Planning or designee
  - a. Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
  - b. Provides equipment for emergency generation of power to supply critical areas including the incident command post.
  - c. Provides vehicles, equipment and operators for movement of personnel and supplies, assigns vehicles as required to the emergency resource team for emergency use.
  - d. Surveys habitable space and relocates essential services and functions.
  - e. Provides storage and handling facilities for emergency generator fuel during actual emergency or disaster periods.
  - f. Provides for storage of vital records at an alternate site. Coordinates with building and area coordinators for liaison and necessary support.
  
5. **Logistics Section Chief:** Chief Information Officer
  - a. Responsible for the resources, processes and infrastructure needed to sustain or recreate the work environment for the Administrative and Operations Section functions.
  - b. Oversee technology and information security.
  - c. Works closely with IMT members to identify and assess available infrastructure options.
  
6. **Student Affairs:** Vice President for Student Affairs or designee
  - a. Maintain liaison with Incident Coordinator relating to student concerns.
  - b. Oversee Housing staff and coordinate any necessary procedures in an emergency crisis.
  - c. Oversee communications with parents of students and provide appropriate information to them.
  - d. Assist in the coordination of the relocation of students, if necessary.
  - e. Work in conjunction with and oversee counseling services to students during and/or after a crisis.
  
7. **Public Information Officer:** Director of University Relations or designee
  - a. Serves as the official university spokesperson and the central source of information (internally and externally) about the crisis.
  - b. Determines what information should be disseminated internally and externally.
  - c. Provides appropriate information on the crisis to faculty, students, staff and parents.
  - d. Initiates contact with the media to provide information and/or public announcements.
  - e. Provides updates to the media as new information is available.

- f. Monitor all news coverage of the emergency and keep the President and other appropriate administrators informed.
- g. Works with the Incident Coordinator to set up a news center for media crews, and arranges for 24-hour staffing of the center, if needed.

**8. Safety Officer:** Environmental Health and Safety Coordinator

- a. Advises the Incident Commander on issues regarding safety.
- b. Works with the Operations Section to ensure the safety of field personnel.
- c. Develops measures for ensuring the safety of all incident personnel.
- d. Monitors and assesses safety hazards or unsafe situations.

**Others as needed, depending on the nature and/or severity of the emergency, for example:**

Vice President for Academic Affairs  
Academic Deans  
Vice President for Institutional Advancement  
Director of Housing and Residential Life  
Director of Student Activities  
Campus Ministry  
Health Services  
Director of Counseling and Psychological Services  
Director of Athletics  
Director of Food Services  
Electrical Shop  
Plumbing Shop  
Telecommunications  
Information Technology Services  
Environmental Health and Safety Coordinator

## **CAMPUS EMERGENCY OPERATIONS CENTER**

The University's Emergency Operation Center (EOC) is located in the University Police Department. The EOC is opened anytime there is a major incident on campus or a regional incident that could affect campus operations. The EOC is equipped with several pieces of technology to assist the Incident Management Team in the event of an emergency. The President, Director of Public Safety or any senior incident management team member may initiate activation of the EOC.

- Secure electronic access
- Several phone lines for key incident management areas
- Wired and wireless internet services
- Wireless printing capabilities
- Emergency backup power generation
- Projector

## **WEBEOC**

WebEOC is a web-enabled crisis information management system that allows the university access to real-time information sharing with other state and local agencies. Key public safety and IMT members have access to the State's WebEOC web-enabled crisis information management system. By using WebEOC, IMT personnel have immediate access to critical updates and emergency information so they can make informed decisions during a crisis or request essential services from other agencies.

## ON CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES

### On Campus Assistance

#### 1. University Police Emergency Dispatcher:

- a. While dialing from on-campus telephones, extension 55310 and press #3 to speak with a public safety officer.
- b. While dialing from off-campus telephones, 860-465-5310 and press #3 to speak with a public safety officer.
- c. Uniformed University Police Officers are on duty twenty-four hours per day.
- d. Emergency police, fire and medical response is readily available by dialing 911. Public safety answering points (PSAP's) at the Willimantic Departments and the Connecticut State Police notify the University police to respond to 911 calls on campus.

#### 2. Maintenance Operations: Trouble/Service

After 5:00 p.m., contact the University Police at extension 55310 and press #3 to speak with a public safety officer. Skilled workers are available from the Facilities Management and Planning Department at all times during normal working hours and on short notice at other times. They are capable of providing the following emergency services:

- a. Utilities: Repairs to water, gas, electric and sewage systems are of primary concern.
- b. Structures: Repairs to structures and mechanical equipment, including heating and cooling systems.
- c. Equipment: Portable pumps, generators, floodlights, air compressors, tractors, backhoes, forklifts, etc.
- d. Transportation: Sedans, light trucks, dump trucks and tractors.

#### 3. Purchasing Department

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

#### 4. Receiving (located at the Facilities Building)

Emergency procurement of items needed for campus support.

## DISASTER RESOURCES - OFF CAMPUS ASSISTANCE

1. **Local law enforcement agencies:**  
860-465-3135 (Willimantic PD); 860-742-7331 (Coventry PD).
2. **Fire departments and paramedics units:** 860-465-3126 or 3127 (911).
3. **State law enforcement agencies:** Troop K – 860-537-7500, Troop C – 860-896-3200, Troop D – 860-779-4900.
4. **UCONN Police:** 860-486-4800
5. **Local Ambulance:** 860-465-3126 or 3127 (911)
6. **State of Connecticut Health Department:** 860-509-8000 **North Central Health District:** 860-465-3033 (Willimantic)
7. **Hospitals:** Windham: 860-456-6715; Backus: 860-889-8331 ext. 2239 (emergency room), Day/Kimball: 860-928-7503.
8. **The American Red Cross:** (disaster) 860-423-4748; (health & safety) 860-423-7051. Routine: 860-674-5098.
9. **Salvation Army:** 860-423-0977.
10. **State National Guard Norwich:** 860-823-1342.
11. **Emergency Services (Bomb Techs):** 860-537-7570, Troop K. After Hours: 800-842-0200.
12. **Emergency Management Assistance:** 860-566-3180.
13. **CT DEEP Emergency Response and Spill Reporting:** 1-860-424-3338.
14. **United States Coast Guard:** 860-442-4471 LI Sound.
15. **Willimantic City Hall:** Selectman's Office – 860-465-3004.
16. **Connecticut State Colleges and Universities Offices:** 860-723-0000.
17. **State Governor's Office:** Executive Office -860- 566-4840.  
<http://portal.ct.gov/governor/>
18. **Local Radio and TV Stations:** WILI – 860-456-1111; WICH – 860-887-3511; WCTY – 860-887-3511; WECS (Univ. Radio) – 860-456-2164.

19. **Charter Cable: (CH.14 Local Access/Ch.22 Educational Access)**  
1-800-827-8288
20. **National Weather Service:** 1-508-823-1983.
21. **Campus Ministry:** 860-423-0856.
22. **Windham Airport:** 860-456-4156.
23. **Willimantic Public Access Studio:** 860-456-8500.

## **ADMINISTRATIVE EMERGENCY NOTIFICATION SYSTEM**

The University Police Department is the focal point for two way transmission of official emergency telephone communications to university administrators.

Each university administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under their direction.

The officer on duty will notify the Director of Public Safety of any campus emergency and will initiate the notification system by calling the following university administrators as appropriate:

1. University President
2. Provost/Vice President for Academic Affairs
3. Vice President for Student Affairs
4. Vice President for Finance and Administration
5. Vice President for Institutional Advancement
6. Director of Facilities Management and Planning
7. Director of University Relations
8. Chief Information Officer
9. Environmental Health and Safety Coordinator

## **CAMPUS WIDE EMERGENCY NOTIFICATION SYSTEM**

In the event of an incident on campus or the adjacent surrounding area that has the immediate potential to jeopardize the health and safety of the entire campus community, the following emergency notification methods and procedures may be initiated. These procedures are designed to quickly notify the greatest number of individuals possible and provide the necessary instructions and directions required to address the emergency as quickly as possible.

### **Procedures**

1. To report an emergency of this nature, DIAL 911.
  - a. Report your exact location.
  - b. Report the location of the immediate threat.
  - c. Report the number of people at your location.
  - d. Report any injuries.
  - e. Report any available details regarding the immediate threat.
2. The police dispatcher will immediately notify police personnel of the incident and direct them to the scene.
  - a. Police will attempt to immediately engage any immediate threat.
  - b. Evacuate any victims.
  - c. Facilitate follow up medical care.
  - d. Investigate the incident.
3. The police dispatcher will contact the shift supervisor or highest ranking officer on duty and advise him/her of the incident.
4. The shift supervisor or highest ranking officer will notify the Chief of Police and will assess the potential impact of the incident on the university and determine if the campus wide notification system should be engaged.
5. The University Police will immediately attempt to notify a member of the President's Executive Staff and advise them of the situation.
6. The University President's Office will contact the President of the Board of Regents.
7. Depending on the nature of the incident or immediate threat, one or more of the following notification procedures may take place.
  - a. The University Police Department or University Relations Office will utilize the "EASTERN ALERT" Emergency Notification System to issue an emergency text message to all subscribers with accurate information regarding the emergency including instructions and directions.
  - b. The University Police Department will broadcast an emergency message on the Blue Phone Public Address System and/or building monitors.
  - c. The University Police Department will notify local and state law enforcement for assistance if necessary.

- d. An emergency e-mail with the same information will be issued to the entire campus community. The police department will e-mail faculty and administrative staff of the emergency with instructions and directions.
  - e. If safe to do so, the hall director in a residential building with a public address system will make an announcement of the emergency.
  - f. The police department will notify the Child and Family Resource and Development Center of the emergency with instructions and directions.
  - g. The University Police will notify the University Relations Office to update the Official University Website regarding the emergency and to provide updated information and instructions.
    - 1. The University Relations Office will notify local media outlets regarding the campus emergency, and seek their assistance in providing instructions and directions to potential visitors.
    - 2. The University Police website will be update in the Timely Warnings and/or the Crime Advisory link(s).
  - h. The University Police may assign a police officer or employee to utilize a mobile public address system to alert the campus community of the emergency situation and provide specific instructions and directions.
8. Wait for official instructions or updates via the emergency notification system declaring an end to the emergency.

## EASTERN ALERT

Eastern Connecticut State University is committed to the protection and preservation of the life, health and safety of the campus community and to safeguard the operations of the institution. In addition to proactive inter-departmental engagement that focuses on averting a threat, our goal is to minimize the potential consequences of campus emergencies through a rapid, multi-faceted communication network and immediate public safety response. The University has established an Emergency Notification and Warning System to alert members of the campus community of an emergency. The system is designed to quickly send emergency notifications and provide information and protective action to campus members through various electronic media.

***This system will hereinafter will be referred to as EASTERN ALERT.***

EASTERN ALERT is a valuable tool, and it is important that the campus community is aware of the systems capability and educated about the benefits of EASTERN ALERT. This system contains a component that allows individuals to subscribe to receive emergency warning messages via cell phone text or voice, email, land line or any other source. Regardless of which notification methods or media are selected and utilized by the recipient, all emergency notification and warning messages come from "EASTERN ALERT."

EASTERN ALERT will be utilized when an emergency condition is imminent or exists that threatens the health and safety of individuals on or near Eastern's campus. These situations require timely notifications and warnings to the campus community.

The goal of EASTERN ALERT is to provide several levels of emergency notification capability, independent of one another, so as many individuals as possible receive the intended notification. EASTERN ALERT was developed because Eastern recognizes that no single notification system is capable of reaching everyone, everywhere, every time. The development of this multi-approach system will provide greater coverage of intended recipients, and redundancy in the event of specific system failures.

The following EASTERN ALERT communication methods will be utilized and available to the campus community. In the event of a life threatening emergency, notification will be made using the following methods as deemed appropriate for the situation.

1. Eastern Alert SMS Voice Messaging, Text, E-Mail and Off Campus Phone Line  
**(individual enrollment required)**
2. ITS Network Pop-Up on Screen Alert
3. Campus E-mail
4. Blue Phone, Vehicle and Portable Public Address

5. University Website
6. University Police Website
7. University Building Monitors
8. Eastern Information Line (phone hotline)
9. Student Portal
10. Eastern Radio and Television
11. Media Release / Press Conference

The activation of any of these notification methods will be determined by the nature of the emergency. This document also recognizes that emergency information will travel via unofficial sources such as word-of-mouth and peer-to-peer voice and messaging. These information formats are extremely unreliable and information passed in this method cannot be verified or controlled, and should not be considered an official communication from the EASTERN ALERT.

#### **Activation of the EASTERN ALERT System**

1. With the exception of some emerging anticipated weather situations, most emergencies requiring activation of the EASTERN ALERT emergency notification system will be with little or no notice. This means that there may be an immediate threat to individual life, health and safety.
2. With this in mind, the University recognizes the necessity of streamlining the activation process of EASTERN ALERT for timely notifications and warnings.
3. The true nature of a reported emergency may not be understood immediately. Hence, notification may be necessarily delayed while the police respond to and confirm the nature of the incident or develop additional, credible information to justify system activation.
4. Immediate response to a life-threatening emergency is the first priority of emergency personnel. The primary responsibility of police dispatchers is to coordinate that response. The Incident Commander shall consult with the President, or in the President's absence, the Provost, except when both are unavailable or when the emergency situation requires an immediate response. During regular business hours, the Incident Commander (Chief of Police) or his/her designee may direct another member of the EASTERN ALERT team to send out an emergency notification so response to the scene is not delayed. After regular business hours or when no member of the EASTERN ALERT team is on campus, the notification will be made by the police dispatchers under the authority and direction of Police Supervisor in Charge or the Officer in Charge.

5. One or more of the emergency communication methods are dependent upon the intended recipient providing accurate contact information to the EASTERN ALERT system, and being in a position to access the intended notification.
6. Some of the emergency communication methods identified herein are “passive” systems, requiring deliberate action on the part of the recipient to obtain the emergency message. Some communication methods are considered “active” systems, requiring minimal effort on the recipient’s part to receive the message.
7. Emergency messages will be identifiable as official “Eastern Alert” messages from the university.
8. A proactive educational campaign is required to introduce the system to every person on campus. This educational campaign must be ongoing to inform each new person that comes on campus through student or new employee orientation.
9. Regular testing of the EASTERN ALERT system is required to assure functionality and to familiarize recipients and operators with the system’s features. All tests must be evaluated, modified and corrective action recommendations developed, as necessary.
10. As communication technology evolves, new communication methods may be identified as others become obsolete. A constant evaluation of the effectiveness of the system is required.

### **Testing/Drills**

The EASTERN ALERT shall be periodically tested to enhance the process. The Chief of Police shall be responsible for coordinating and authorizing such tests/drills. The President may also authorize such tests/drills.

When only a test of the system is conducted (i.e., to determine how effectively and quickly the messages are sent), the university may notify the campus community of the test in advance. Tests may also be conducted without prior campus notification.

When a drill is conducted (i.e., university officials practicing their roles for a staged incident), the university will notify the campus community of the drill in advance and everyone should respond as if it were a true emergency. When the drill begins, a standard emergency message shall be sent. When the drill is over, notification shall be made to the campus community advising them the drill has been concluded.

## **NOTIFICATION OF CAMPUS VISITORS IN THE EVENT OF AN EMERGENCY**

Understanding the difficulty in reaching every individual on campus in the event of an emergency, Eastern Connecticut State University is committed to notifying as many visitors and guests as possible of a campus emergency.

Utilizing the current technology available, the following methods will be used to make such notifications and to provide instructions and directions to campus visitors.

### **Procedures**

1. Any university individual or office coordinating, sponsoring or holding an event on campus that would include visitors, attendees, patrons, spectators, guests or the general public, will provide the following information to the group prior to the start of the event:
  - a. The following language is suggested to address this matter:  
“Welcome to Eastern Connecticut State University. In an effort to ensure everyone’s safety, please take notice of the emergency exits located at the (point out locations). To report an emergency, please dial 911. In the event of a campus emergency, please follow the instructions of the University Police Department or University officials at this event.”
2. The University Police will assign a police officer or other police personnel to utilize the Emergency Blue Phone Public Address System and/or a mobile or portable public address system to alert the campus community of the emergency situation in outdoor areas and provide specific instructions and directions.
3. The University Police will notify the University Relations Office to update the official University Website regarding the emergency and to provide updated information and instructions.
  - a. The University Relations Office will notify local media outlets regarding the campus emergency, and seek their assistance in providing instructions and directions to potential visitors.
4. The University Police Department will update the University’s Weather Hotline with emergency information, instructions and directions. The Hotline can be reached by calling 860-465-4444 or 1-800-578-1449.

## EMERGENCY CAMPUS LOCKDOWN

**Lockdown:** The term “LOCKDOWN” is defined as an emergency course of action or protocol, ordered by a University official with command authority, to contain a problem or incident within the area of its origin by controlling the movement of people.

A lockdown may be issued as a result of any extraordinary event that will or has the potential to jeopardize the campus community. The major reasons for initiating a lockdown:

1. Facilitate a speedy police or emergency services response.
2. Contain a threat to the campus community.
3. Prevent additional casualties.
4. Minimize injury or loss of life.

### Procedures

During a lockdown, proper procedures for the campus community include:

1. Police dispatchers initiate an electronic lockdown or contact Auxiliary Services to initiate an electronic lockdown.
2. Following the instructions of any emergency notification communication.
3. Securing yourself and others in the immediate area.
4. Lock and barricade doors if possible.
5. Turn off the lights if possible.
6. Close blinds and stay away from windows.
7. Remain calm, quiet and out of sight.
8. Take cover behind or under any solid objects or items that can provide protection.
9. Silence all cell phones or other potential noises in the immediate area.
10. Place a sign in an exterior window (if you feel it is safe to do so) identifying any injuries within your secure area.
11. Use 911 to report any emergency or potential threats you are aware of.
12. Wait for official instructions or updates via the emergency notification system declaring an end to the emergency before un-securing the area.

## SHELTER IN PLACE

**Shelter in Place:** The term “SHELTER IN PLACE” means remaining inside whatever building you happen to be in at the time of an emergency. If you are outside, go immediately into an undamaged building nearby and stay there until you receive official notification that the emergency situation is over. Officials are likely to instruct people to shelter in place if an explosion or chemical spill releases toxic dust, fumes, radiation, or chemicals outside.

## UNIVERSITY RELATIONS

**Call the University Relations Office at 860-465-5735**

**The University has three basic guidelines to observe in crisis situations:**

1. Only authorized spokespersons (generally the Director of University Relations or designee) will meet or talk with the media.
2. The Director of University Relations or designee is responsible for coordinating all communications (internal and external) related to a crisis.
3. Only factual information is released – no speculation is to be offered.

**Other Guidelines:**

1. All personnel should report emergencies to immediate supervisor. They should also be reminded not to speak to outsiders, especially the media, on behalf of the University.
2. The President and other top administrators are to be informed immediately of any emergency. They will then confer and decide on appropriate action.
3. All calls from the media should be referred directly to the University Relations office at 860-465-5735.

# CRITICAL INCIDENT COMMUNICATION PLAN

## UNIVERSITY RELATIONS OFFICE

### Policies

In the event of a campus emergency, it is essential that an effective communications plan be put into effect to disseminate accurate information and ensure that inquiries are referred to appropriate sources. As stated in Eastern's Critical Incident Plan, Emergency Procedures Guide, all policy decisions will be made by the Campus Incident Management Team and communicated through the chain of command.

Once a decision is made or changed, the University Relations office will be the central source of information. All outside inquiries, including all calls from the media, should be directed to the University Relations office, 860-465-5735.

As a public university, Eastern must be sensitive to the public's (therefore the media's) right to know. Individuals (faculty, staff, and students) have a right to privacy, but Eastern is a public institution.

### Procedures

1. If University Relations cannot handle the volume of incoming calls, the University Switchboard may be asked to refer calls to other numbers which will be staffed by University Relations and Institutional Advancement personnel. Additional staff may be needed to handle the increased volume of switchboard calls.
2. The University Relations office will be staffed on a 24-hour basis, if necessary, to provide the following centralized communications functions:
  - a. University Relations will be the official contact with the University Police Department and will determine what information should be disseminated internally and externally.
  - b. University Relations will monitor the media for any developments and will inform appropriate administrators.
  - c. University Relations will be the official source of information for all university departments. To avoid the spread of rumors, all university personnel should refrain from commenting or passing on information unless confirmed by University Relations.
3. Communication by the Office of University Relations with internal and external audiences should be as swift and as complete as possible. In general, the policy of "tell it all and tell it fast" should be followed.
4. As soon as the essential facts of a crisis or emergency can be determined (who, what, when, where), appropriate information will be released. Only factual information will be released – no speculation. Technical, complex information will be reduced to simple lay terms.
5. Where possible, faculty, staff and students will be addressed first, beginning with those closest to the occurrence. Parents whose students were directly affected by a critical incident may be contacted by Student Affairs personnel to allay fears or concerns and to provide specific information about their students.

6. Depending on the nature or severity of the crisis, it may be necessary to establish a news center and/or parent's center. University Relations will be responsible for establishment of a news center. This will be coordinated with the Chief of Police/Director of Public Safety. If the Chief of Police/ Director of Public Safety deems it appropriate, the Media Center may be combined with the general emergency command post. Multiple telephone lines and electrical outlets may be needed. Should the crisis involve large numbers of students, University Relations and the Vice President of Student Affairs will be responsible for establishing a parent's center to provide a continual flow of information to parents. The office of University Relations will coordinate all communications to parents.
7. When the crisis is over, the Director of University Relations will participate in a post-crisis critique with other emergency team members. The Director of University Relations will provide a written report to the president assessing the public relations handling of the crisis.

## MEDICAL AND FIRST AID

### Call the University Police If You Need Assistance:

- **EMERGENCY NUMBER: 911**
- **Off Campus Medical Emergencies: 911**

1. If serious injury or illness occurs on campus, immediately dial 911. Give your name and describe the nature and severity of the medical problem and campus location of the victim.
2. In case of minor injury or illness, provide first aid care if trained. Use only sterile first aid materials.
3. In case of serious injury or illness, trained Emergency Medical Services or Red Cross Personnel should activate basic life support measures as outlined in their training.
4. Every office should have a person trained in CPR and consider having a person trained in basic first aid. An 8-hour course covering both is available through the local American Red Cross. The University Police Department can assist with scheduling a CPR class. Call 860-465-5310 and press #3 to speak with a public safety supervisor to assist in this area.
  - a. Only Red Cross or Emergency Medical Services trained personnel should provide first aid treatment (i.e., first aid, CPR).
  - b. AED's (Automated External Defibrillators) are located in the Sports Center, Mansfield Athletic Complex, Student Center, Facilities, Goddard Hall, Child and Family Development and Resource Center, Fine Arts, and in the Police Department building as well as some of the police vehicles.

## GENERAL EMERGENCY GUIDELINES

### **For All Emergencies, Dial 911:**

**Report immediately:** Call at the first indication of a problem. Do not delay reporting for any reason other than removing yourself or another to a place of safety. Do not hang up until told to do so.

**Severe Weather Emergencies:** Information will be released from the University Police Department concerning pending severe weather conditions.

**Evacuations:** Quickly walk to the nearest exit and report to designated areas as directed. Assist individuals with disabilities. Do not return until authorized.

**Civil Disturbance or Demonstration:** Call the University Police at 860-465-5310 and press #3 to speak with a public safety officer. Avoid the location of the event. Follow directives issued by the University Police.

**Chemical or Radiation Emergencies:** Vacate the area immediately and contact 911 or the University Police at 860-465-5310 and press #3 to speak with a public safety officer. Be specific regarding the nature of the material involved. Environmental Health and Safety personnel will be contacted to assess the scope of the situation. If contaminated, avoid contact with others.

**Bomb Threats:** Attempt to keep the caller on the line and gather information using the bomb threat checklist. If possible call or have someone call 911. Notify a supervisor immediately. Never touch a suspicious item. The decision to evacuate will be made by the University Police.

**Fire:** Activate the nearest fire alarm or Dial 911. Get yourself and others out of the building. Quickly walk to the nearest exit and stand clear of the building. Report to a designated campus assembly point as directed by university officials. Do not return until authorized.

**Utility Failure:** Notify the University Police at 860-465-5310 and press #3 to speak with a public safety officer. Do not use any electrical equipment or touch any light switches. Notify a supervisor.

**Violent or Criminal Behavior:** Dial 911 and give an accurate description of the location, event, suspect, weapons and injuries. Avoid contact with the assailant. Take immediate cover if gunfire is heard.

**Hostage Situation:** Dial 911. Be patient, cooperative and observant. Speak only when spoken to. Try to rest. Wait for Police instructions.

**Explosion or Aircraft Crash:** Take cover immediately. If in a building involved in a crash, activate the alarm and evacuate. Dial 911.

**Psychological Crisis:** Dial 911 for an immediate threat or University Police at 860-465-5310 and press #3 to speak with a public safety officer if not an emergency. Never try to handle any situation you feel is dangerous. Contact an immediate supervisor, hall director or resident assistant.

**Workplace Violence:** Dial 911 for an immediate threat or University Police at 860-465-5310 and press #3 to speak with a public safety officer if not an emergency. Notify a supervisor.

**Medical Issues:** Dial 911 and report the location and nature of the medical emergency. Provide first aid if trained.

**REMEMBER:**

**Remain Calm  
Report Immediately  
Speak Clearly and Slowly  
Give Exact Location of the Emergency  
State the Nature of the Problem**

# MAJOR EMERGENCY GUIDELINES

## 1. Purpose

The basic emergency procedures outlined in this guide are designed to protect lives and property. Whenever an emergency affecting the campus reaches proportions **THAT CANNOT BE HANDLED BY ROUTINE MEASURES**, the President, or designee may declare a state of emergency and these contingency guidelines will be implemented. Since emergencies are generally sudden and without warning, these procedures are designed to be flexible.

## 2. Scope

These procedures apply to all personnel, buildings and grounds, owned and operated by Eastern Connecticut State University.

## 3. Types of Emergencies

- a. Medical and First Aid (epidemic poisoning)
- b. Severe weather – hurricane/tornado, etc.
- c. Civil disturbances or demonstrations
- d. Chemical or radiation spill
- e. Bomb threat
- f. Fire
- g. Utility failure
- h. Violent or criminal behavior
- i. Active shooter
- j. Hostage situations
- k. Explosion, downed aircraft (crash) on campus
- l. Psychological crisis
- m. Workplace violence

In addition there are sections on how to report all emergencies, building evacuations, and first aid instructions.

## 4. Definitions of an Emergency

The University President or designee serves as the overall Incident Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining appropriate responses:

- a. **Minor Emergency:** Any incident, potential or actual, which will not seriously affect the overall functional capacity of the university. Report immediately to the University Police Department at 860-465-5310 and press #3 to speak with a public safety officer.
- b. **Major Emergency:** Any incident, potential or actual, which affects an entire building or buildings, and which will disrupt the overall operations of the university. Outside emergency services will probably be required to supplement campus support services. Major policy considerations and decisions will usually

be required from the Emergency Director or designee. Report to the University Police Department at extension 911.

- c. **Disaster:** Any event or occurrence which has seriously impaired or halted the operations of the university. In some cases, there may be mass personnel casualties and severe property damage. A coordinated effort of all campus-wide resources will be required and outside emergency services will be essential. In all cases of disaster, an incident command center will be established and the appropriate operational plans will be executed. Report to the University Police Department at extension 911.

In addition, any incident which has the potential for adverse publicity for the university should be promptly reported to the Director of University Relations or Public Safety (during non-business hours).

## 5. Considerations

This plan is based on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

- a. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
- b. The succession of events in an emergency is not predictable. Published support and operational plans will serve only as a guide and checklist and may require field modification.
- c. Campus police officers and buildings and grounds officers may be assigned additional duties to assist in the overall operation plan. Their duties may include:
  - 1. Immediate response to critical incidents.
  - 2. Assisting with the coordination of a multi-agency response.
  - 3. Limiting access to the campus or command post(s).
  - 4. Establishing and coordinating the flow of campus vehicular and pedestrian traffic.
  - 5. Assisting with the coordination and control of established evacuation or medical sites.
  - 6. Assignment to specific duties under the National Incident Command and Incident Commands Systems response models.
- d. Disasters may affect residents in the Willimantic and/or surrounding regions. Therefore, city and state services may not be available or may be delayed.
- e. A major emergency may be declared if information indicates that such a condition is developing or is probable.
- f. State declared emergencies or disasters will be addressed in accordance with ICS / NIMS guidelines.

## **Declaration of Campus State of Emergency**

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

When an emergency is declared, major, minor or disaster, the University Police Department immediately shall place in effect the appropriate procedures to meet the emergency.

Once a campus state of emergency has been declared, only registered students, faculty, and staff are authorized to be on campus. Those who cannot present proper identification will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the Connecticut State Statutes.

In addition, only those faculty and staff members who have been assigned emergency resource team duties, or issued an emergency pass by the University Police Department will be allowed to enter the immediate disaster site.

## **Essential Personnel**

- Finance and Administration
  - Public Safety: All sworn personnel, buildings and grounds officers and Environmental Health and Safety Coordinator
  - Vice President for Finance and Administration
  - Facilities: All personnel on all shifts
- Human Resources
  - Chief Human Resources Officer or Designee
- ITS
  - Chief Information Officer or Designee
- Academic Affairs
  - Provost/Vice President for Student Affairs
  - Library (any two): Serials, Access Services, Head of Public and Research Services
- Athletics
  - Director of Athletics, Equipment Manager, Assistant to the Athletic Director, Sports Information Director
- Student Affairs
  - Vice President for Student Affairs; Dean of Students; Director of Housing and Residential Life, Associate Director of Residential Life, Hall Directors; Director of Health Services; Director of Student Activities; Director of Counseling and Psychological Services, Psychological Services Counselors; Director of Campus Ministry
- University Relations
  - Director of University Relations, Public Relations Officer

## **INCIDENT COMMAND POST**

When a major emergency or disaster occurs or is imminent, the University Police Department will be responsible for setting up and staffing an appropriate incident command post as directed.

### **Field Incident Command Post**

If the emergency involves only one building or a small part of the campus, a university police vehicle is to be placed as near to the emergency scene as is reasonably possible. If this site is unavailable, the Director of Public Safety is to select an alternate location. At least one uniformed officer or B & G officer is to staff the command post at all times or until the emergency ends. A small office with a desk, chairs, and a telephone may also be required near the scene.

Field Incident Command Post equipment to include:

- a. Barricades and barrier tape, and signs for the scene
- b. Two portable radios
- c. Cellular telephone
- d. Appropriate emergency lighting
- e. Public address system
- f. Laptop computer

### **General Incident Command Post**

If the emergency involves a large part of the campus, the command post is to be set up in the University Police Department. If this site is unavailable, the Director of Public Safety is to select an alternate location. At least one uniformed officer or B & G officer is to staff the command post at all times until the emergency situation ends.

### **Staging Area**

The University Police Department may establish a staging area to accommodate auxiliary personnel, equipment, news media and other outside and local agencies assisting operations of the on-site incident resource team. A conference room with facilities for emergency teams or media crews, designed to accommodate multiple telephone and/or electrical outlets may be desirable.

## SEVERE WEATHER CLOSING ESSENTIAL OPERATIONS

1. Essential Operations
  - a. Essential operations scheduled to remain open regardless of weather conditions are: University Police, Food Service, Facilities, Student Center, Sports Center, Library, and Residential Halls.
  - b. Designated personnel as identified above are essential employees notified in advance that they are to report for work regardless of weather conditions. Supervisors are required to maintain these lists and update them annually.
  
2. Identification of Implementers of the Severe Weather Closing or Late Opening Policy
  - a. The following individuals are current incumbents of the positions responsible for implementation of the policy.

<b>Title</b>	<b>Current Incumbent</b>	<b>Current Back Up</b>
Director of Facilities	Ms. Renee Theroux-Keech	Mr. Ed Figiela
Plant Facilities Engineer	Mr. Ed Figiela	Ms. Renee Theroux-Keech
Asst. Dean of Continuing Studies & Enhanced Learning	Dr. Indira Petoskey	Dr. William Salka
VP for Finance & Admin.	Mr. James Howarth	Ms. Shirley Audet
Director of University Relations	Mr. Edward Osborn	Mr. Ken DeLisa
Director of Public Safety	Chief Jeffrey Garewski	Lt. Tim Viens
Provost	Dr. William Salka	Dr. Elizabeth Scott

## SEVERE WEATHER EMERGENCIES

Natural disasters can create emergency conditions which vary widely in scope, urgency, and in degree of damage and destruction. Upon receipt of early warning information, the University Police dispatcher will notify on-duty police personnel and will notify the Director of Public Safety. After the initial evaluation has been made, other members of the Campus Incident Management Team will be notified.

As a severe weather condition approaches eastern Connecticut, frequent updates will be received by the University Police Department. This updated information will be transmitted to essential university personnel to allow the maximum amount of time to prepare and make decisions effecting the operation of the university.

The Campus Incident Management Team will make every reasonable effort to secure and safeguard university property, but safeguarding of life will be the overriding consideration.

### **General Storm Related Definitions:**

**Tropical Disturbance:** A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more.

**Tropical Depression:** Rotary circulation at the surface and the highest constant wind speed is 38 miles per hours.

**Tropical Storm:** Distinct rotary circulation, constant wind speed ranges from 39 to 73 mph.

**Hurricane:** Pronounced rotary circulation, constant wind speed of 74 mph or more.

**Storm Warnings:** May be issued when winds of 55 to 73 mph are expected.

**Hurricane Watch:** Issued for a coastal area when there is a threat of hurricane conditions within 24 to 36 hours.

**Hurricane Warning:** Issued when hurricane conditions are expected in a specified coastal area in 24 hours or less. Hurricane conditions include winds of 74 mph or more and/or dangerously high tides and waves. Action for the protection of life and property should begin immediately when the warning is issued.

**Flash Flood Watch:** Issued when a flash flood is possible in the area; stay alert.

**Flash Flood Warning:** Issued when a flash flood is imminent; take necessary precautions immediately.

**Tornado Watch:** Issued when tornadoes are expected to develop.

**Tornado Warning:** Issued when a tornado has actually been sighted. Danger signs include thunder, lightning, heavy rains, strong winds, hail, a "roaring" noise and a dark, spinning "funnel" from the sky to the ground.

**Winter Storm Watch:** Issued when winter weather conditions may affect the area (freezing rain, sleet, or heavy snow) may occur separately or in combination.

**Winter Storm Warning:** Severe winter weather is imminent.

**Heavy Snow Warning:** A snowfall of at least 4 inches in 12 hours or 6 inches in 24 hours is expected. This term is generally used for heavy mountain snows, and may indicate a lesser snowfall in eastern Connecticut.

**Blizzard:** Considerable falling and/or blowing snow and sustained winds of at least 35 mph expected to last for several hours.

**General Guidelines for Action:**

1. When a "watch" is issued:
  - a. Be alert to latest weather updates issued by the University Police Department.
  - b. University vehicles should be fully fueled.
  - c. Residence hall directors and R/A staff should be placed on alert and instructed in what their role will be in disseminating information to resident students and in taking precautionary measures.
  - d. Off-duty emergency personnel should be put on alert and advised that their services may be required.
  - e. Food service should be placed on alert so they may begin to plan for meals of cold food should the campus lose power.
  - f. Facilities maintenance personnel should periodically inventory necessary items and equipment (fuel reserve, chain saws, batteries, flashlights, plywood, masking tape etc.). Personnel should plan to begin taping or boarding large windows to prevent shattering. Secure loose material outdoors.
  - g. Health Services should be placed on alert so they may inventory medical supplies.
  - h. ITS and Telecommunications staff should be put on alert and begin to plan for 24 hour switchboard coverage.
  - i. Receiving should inventory necessary items and remain available for dispensing same.

2. When a "warning" is issued:
  - a. All plans begun during "watch" stage to be implemented.
  - b. Members of Campus Incident Management Team are to be notified.
  - c. Students and staff to be instructed:
    1. Close and lock windows.
    2. Curtains and shades to be fully drawn.
    3. Remain indoors and seek shelter:
      - a. interior hallways on lowest floor is best location.
      - b. avoid auditoriums, gymnasium, Betty Tipton Room and other structures with wide, free-span roofs if the warning regards a tornado.
    4. Stock up on supply of fresh water.
    5. Restrict telephone use to emergencies.
    6. Report any injury or hazardous condition to the University Police Department.
3. Earthquake (tremors)
  - a. **Remain calm.** If indoors, seek refuge in a doorway or under desks or tables. Stay away from shelves, glass windows, and heavy equipment. If outdoors, move quickly away from buildings, utility poles and other structures. Remember, utility lines should always be treated as if they are "hot" or energized.
4. All departments:
  - a. All file folders should be put in the proper file drawers and all file drawers closed and locked when possible.
  - b. All documents, papers and work in process should be placed in desk drawers and desk should be locked when possible.
  - c. All personal computers, desk-top calculators, typewriters, and other office equipment will be unplugged, covered and moved away from windows.
  - d. Windows to be left closed, locked and shades or curtains fully drawn.
  - e. Provide for security of un-deposited checks and any cash on hand.

## EVACUATION PROCEDURES

### 1. Building Evacuation

- a. Building evacuations will occur when an alarm sounds and/or upon notification by the University Police or building coordinator.
- b. When the building evacuation alarm sounds, leave by the nearest marked exit and alert others to do the same.
- c. Assist individuals with disabilities if you can!
  - A. Direct individuals to Areas of Refuge if they cannot leave the building or have them remain in the class.
  - B. Notify 1st Responders of the location of anyone left in the building.
  - C. Individuals with disabilities should use 911 to report their location in an emergency.
- d. Go to designated areas as directed by University personnel.
- e. DO NOT RETURN TO THE BUILDING until authorized by the Police.
- f. Do not use elevators.
- g. Once outside, proceed to a clear area that is at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
- h. Do not return to an evacuated building unless told to do so by a university official.

IMPORTANT: After any evacuation, report to a designated campus assembly point as directed by university officials.

### 2. Campus Evacuation

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

## CIVIL DISTURBANCE OR DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. They are a means by which people choose to invoke their First Amendment rights. As an academic institution, the university encourages the free expression of ideas, and in fact, thrives on intellectual discourse and debate. At the same time, the university is committed to protecting the safety and welfare of the campus community. As such, in those situations in which a demonstration becomes violent and/or disruptive, the university must act to keep the peace. A student demonstration should not be disrupted unless one or more of the following conditions exists:

- **INTERFERENCE with the normal operations of the University.**
- **PREVENTION of access to office, buildings or other university facilities.**
- **THREAT of physical harm to persons or damage to university facilities.**

If you find yourself in the area of a demonstration or disturbance, the following guidelines should be considered.

1. If you are concerned about your safety, remain at a distance from the demonstration.
2. Do not provoke or interact with demonstrators; avoid all confrontations.
3. Encourage others to remove themselves from the demonstration area if it appears a disturbance may ensue.

If any of the following conditions exist, University Police 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:

### **1. Peaceful, Non-Obstructive Demonstrations**

Generally, demonstrations of this kind should not be interrupted. Efforts should be made to conduct University business as normally as possible.

### **2. Non-Violent, Disruptive Demonstrations**

If a demonstration blocks access to university facilities or interferes with the operation of the University:

- a. The Vice President for Student Affairs or designee will ask the demonstrators to discontinue the disruptive activity.
- b. If the demonstrators persist in the disruptive activity, they will be told that failure to discontinue the specified action by a certain time may result in disciplinary action. This could include suspension or expulsion or possible intervention by civil authorities (see Attachment A, page 44). Except in extreme emergencies the President will be consulted before such disciplinary actions are taken.
- c. It may be important to positively identify demonstrators for future disciplinary action.

- d. The Vice President for Student Affairs will consult with the President and the Director of Public Safety to determine whether civil authorities will be needed.
- e. The demonstrators should be informed if the University Police are going to intervene. Upon arrival the University Police will warn demonstrators of intention to arrest (see Attachment B, page 44).

### **3. Violent, Disruptive Demonstration**

In the event that a violent demonstration in which injury to persons or damage to property occurs or appears imminent, the President and Vice President for Student Affairs will be notified:

#### **During Business Hours**

- f. In coordination with the Vice President for Student Affairs, University Police will contact the appropriate personnel and mutual aid as needed.
- g. If advisable, the University Police will contact a photographer to report to an appropriate location for photographing the demonstrators.
- h. The President, in consultation with the Vice President for Student Affairs and the Director of Public Safety, will determine the possible need for an injunction.
- i. University Police will provide all coordination of communications for the administration and any assisting agencies.

#### **After Business Hours**

- a. University Police should be immediately notified of the disturbance.
- b. University Police will investigate the disruption and report to the Director and Associate Director of Public Safety. They will notify the Vice President for Student Affairs of the situation.
- c. The Vice President for Student Affairs will:
  - 1. Report the circumstances to the President.
  - 2. Notify key administrators and if appropriate the administrator responsible for the building area.
  - 3. Notify University Relations.

NOTE: The Director of Public Safety reserves the right to request mutual-aid assistance and departmental emergency activation without counsel from administration, if the situation is deemed to be a serious threat to the safety of persons involved.

## **ATTACHMENT A**

### **Directive to Immediately Terminate Demonstration**

(Identify Yourself)

This assembly and the conduct of each participant are seriously disrupting the operations of the university and are in clear violation of the rules of the university. You have previously been called upon to disperse and terminate this demonstration. Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Connecticut State University System, take whatever measures are necessary to restore order - including calling for police intervention. 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 Police Intervention**

(Identify Yourself)

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 university each of you is hereby suspended, subject to later review.

The Police will now disperse this assembly. Those who fail to leave immediately will be subject to arrest.

## CHEMICAL SPILLS OR RADIATION HAZARDS

1. Any spillage of a hazardous chemical or radioactive material should be reported immediately to the University Police Department at 911. University Police will be responsible for contacting the Willimantic Fire Department and the Environmental Health and Safety Coordinator.
2. When reporting, be specific about the nature of the involved material and exact location. University Police will contact the necessary specialized authorities and medical personnel.
3. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of the University Police.
4. Anyone who may be contaminated by the spill should avoid physical contact with others. Remain in the vicinity and give your name to the University Police. Required first aid and cleanup by specialized authorities should be started at once.
5. If a toxic emergency or fire exists, activate the building Fire Alarm.
6. When the building fire 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 THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
8. Once outside, move to a clear area at least 500 feet away 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. An Incident 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 University official.
12. The Incident Commander or the Environmental Health and Safety Coordinator will determine if outside assistance is necessary to address a chemical or radiation hazard.
13. Major spills or OSHA regulated spills fall under the Emergency Response section of OSHA 29CFR1910.120.

**IMPORTANT:** After any evacuation, report to a specific assembly area as designated by university officials.

## BOMB THREATS AND SUSPICIOUS PACKAGES

### 1. Reporting A Bomb Threat

Anyone receiving a bomb threat call or written bomb threat should immediately notify:

**University Police (911)**  
**Immediate supervisor**

Anyone receiving a bomb threat call should attempt to keep the caller on the line as long as possible, asking the questions **on the bomb threat checklist** (page 48), and recording the answers and other data called for.

### 2. University Police

The senior police officer on duty shall be responsible for:

- a. Assessing the credibility of the threat and taking immediate necessary action.
- b. Contacting Willimantic Fire Department 911 or (860-465-3126).
- c. Notifying the Director of Public Safety or designee.
- d. Notifying the Director of Facilities Management and Planning.
- e. Staffing the control point (normally the University Police Department).
- f. Directing the search.
- g. Limiting access to buildings under search to authorized persons only.
- h. Coordinating the search of the building  
with:  
Facilities  
Housing Staff  
Administrative Personnel  
Instructional Personnel  
Other Staff  
Outside Assistance Teams: Police, Fire, etc.
- i. Screening calls from search teams and maintaining records of areas searched.
- j. Proper safeguarding and protection of suspicious objects until the arrival of bomb disposal personnel.

### 3. Chief of Police/Director of Public Safety

Chief of Police/Director of Public Safety or his designee will be responsible for:

- a. Assumes tactical command of bomb search operations, advising the President of each step in the process.
- b. Notifying the President's Office.
- c. Contacts Willimantic Police Department 911 or (860-465-3135).
- d. Contacts State Police Emergency Services Unit (860-537-7570) if a device or suspicious object is found.
- e. Contacts additional police staff if needed.
- f. Contacts University Relations.

### 4. General Safety Considerations

- a. A bomb or incendiary device can take almost any form and can be initiated in a wide variety of ways. Therefore, under **NO CIRCUMSTANCES** should a suspicious object be touched or removed. People should be removed from the bomb, not vice versa.

- b. Communication in any area where a bomb may be present will be by telephone to prevent detonation by radio frequency.
- c. During the evacuation phase, leave doors opened to dissipate the energy of a potential explosion.
- d. In the event of an explosion, all follow-up activity will be taken with great caution for the possible existence of a secondary device.

**5. Facilities (On a voluntary basis)**

Facilities shall be responsible for:

- a. Supplying additional lighting if needed.
- b. Shutting down utilities as needed.

**6. Housing (On a voluntary basis)**

Housing shall assist:

- a. In searches of housing areas.
- b. Controlling access to buildings under search.

**7. Faculty (On a voluntary basis)**

Faculty conducting a class will be alerted to the existence of a bomb threat by a prepared note (page 51). The instructor will then proceed with class, moving about the room, being alert for any strange or suspicious object(s) and report such items to the University Police.

This procedure will be presented to current and future faculty members by the Division of Academic Affairs.

**8. Other Eastern Personnel (On a voluntary basis)**

Upon being informed of a bomb threat, exiting employees shall conduct a visual search of their immediate areas, being alert for any strange or suspicious object(s) and report such items to the University Police.

This procedure will be presented to current and future employees by the appropriate deans, directors and other supervisors.

**9. Evacuation**

The decision to evacuate a building will be made by the President or senior available administrator. The President's decision will be made in light of several factors, among them:

- a. the recommendation of the Director of Public Safety
- b. the credibility of the bomb threat
- c. the recent history of bomb threat;
- d. the current social/political climate, and
- e. general public safety considerations.

If evacuation is chosen, an announcement will be made in each area that there is a public safety concern in the building and that the building must be closed. Occupants will be asked to proceed to the nearest exit, taking their personal belongings with them. Appropriate personnel will be posted if deviation from standard exit routes is necessary.

Personnel conducting the evacuation should behave in a calm and assured manner so as not to promote panic.

## **10. Assembly Points**

If groups of people need to be relocated temporarily, the Betty Tipton Room of the Student Center, the Fine Arts Instructional Center Auditorium or the Mead Commons area will be used as assembly points, as long as they have been deemed safe. Other assembly points may be established based on the circumstances of the incident.

## **Suspicious Packages and Letters**

Suspicious characteristics to look for include:

- An unusual or unknown place of origin.
- No return address.
- An excessive amount of postage.
- Abnormal or unusual size.
- Oily stain on the package.
- Wires or strings protruding from or attached to an item.
- Incorrect spelling on a package label.
- Differing return address and postmark.
- Peculiar odor (many explosives smell like shoe polish or almonds).
- Unusual weight.
- Uneven balance or shape.
- Springiness in the top, bottom, or sides.
- Never cut tape, strings or other wrappings on a suspicious package.
- Never immerse a suspicious letter or package in water.
- Never touch or move a suspicious package or letter.

# 11. Bomb Threat Guidance

## Staff Response

### Site Decision Maker(s)

- Immediately contact local law enforcement if not done
- Mobilize the building emergency response team(s)
- Communicate with personnel about bomb threat condition
- Limit access to building
- Evaluate authenticity of threat
- Decide on appropriate action or combination of actions:
  - Lockdown: partial or full
  - Search: partial or full
  - Evacuation: partial or full

### If Search is Initiated

- Assemble and deploy search teams
- Search the entire building and grounds
- Account for all personnel
- General Search guidelines include:
  - Start on the outside of the building and work inward
  - When inside, start at the bottom and work upward
  - Search personnel should always work towards one another
  - Listen for background noises
  - Clear evacuation routes and assembly areas
  - If suspicious item is located leave indicators for emergency services

### Personnel

- If search is initiated by Site Decision Maker(s), make a quick and complete visual scan of the workplace and any other common areas assigned
  - Divide room into various search levels
  - First sweep all objects resting on the floor or built into walls, up to your waist
  - Scan the room from waste- to chin-height
  - Scan room from top of head to the ceiling, including air ducts, window tops and light fixtures
- If anything unusual is noticed, move people away from the potential hazard and immediately report the location of the object to the Site Decision Maker(s)

Use of radio communications is NOT recommended unless the area has been cleared

## Suspicious Item

**A suspicious item** is defined as any item (e.g., package, vehicle) identified as potentially containing explosives, an IED, or other hazardous material that requires bomb technician diagnostic skills and specialized equipment for further evaluate. Suspicious indicators are based upon the prevailing and/or communicated threat, placement and proximity of the item to people and valuable assets, and more tangible aspects to include, but not limited to; unexplainable wires or electronics, other visible bomb-like components, unusual sounds, vapors, mists, or odors.

### If Suspicious Item is Found

- **DO NOT** touch, tamper with, or move the item
- Immediately report item to Site Decision Maker(s) and local law enforcement/first responders
- Site Decision Maker(s) must:
  - Ensure area is secured & cleared of personnel
  - Notify Search Teams
  - Ensure emergency responders are briefed
  - Evacuation & Search teams should remain available to assist and inform evacuees, media, staff, and others

**NOTE:** the discovery of one device should not automatically mean the conclusion of a search; More devices may be present!

The Site Decision Maker(s) must take this into consideration during the planning and execution stages of the facility's Bomb Threat Response Plan.

## Lockdown/Evacuation

### Considerations

- Threat Assessment—is the threat credible?
- Search results—were any suspicious items located?
- What type of response is warranted considering totality of the circumstances?
  - Partial or full lockdown?
  - Partial or full evacuation?
  - No action?

### If Evacuation is Initiated

- Select evacuation routes and assembly areas that are not in the vicinity of the suspicious item; ensure these routes have been searched and cleared
- Notify police/fire/EMS of evacuation and request assistance
- Account for all personnel
- Evacuation Team confirms the building is empty
- Bring Emergency Kit and Building Trauma Kits, if available
- Advise all evacuees to remove all personal items (i.e. purses, backpacks)

### Continuing Actions After Evacuation

- Debrief emergency services and assist in coordinating further actions
- Take accountability and report
- Open media, medical and family areas—brief regularly
- As appropriate, determine reoccupy or dismiss action
  - Reoccupy when cleared and deemed appropriate
  - Dismiss in consultation with site administration
  - Notify all personnel of decision and ensure accountability
- Site Decision Maker(s) remain(s) on-scene until situation is resolved or until relieved by another administrator

### A Final Note

- Every bomb threat is unique and should be handled in accordance with the needs of the facility. Prior to any threat, Site Decision Maker(s) and administrators should utilize this and other existing federal guidance to work with their local first responders to establish a Bomb Threat Response plan that addresses each risk level appropriately and is optimal for their building(s) and personnel.



2013



# Bomb Threat Guidance



*These guidelines are designed to help Site Decision Makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with first responders and other stakeholders.*



This product was jointly developed by the FBI and DHS Office for Bombing Prevention and reviewed by the National Explosives Task Force (NETF)

For more information contact the DHS Office for Bombing Prevention at OBP@dhs.gov

## PRIOR TO THREAT



- Plan and Prepare
- Develop a Bomb Threat Response Plan
- Provide Bomb Threat Response Plan training to all personnel

## IF THREAT IS RECEIVED



- Conduct Threat Assessment
- Execute appropriate actions outlined in Bomb Threat Response Plan

## Planning & Preparation

### Planning Considerations

- Coordinate with local law enforcement & first responders to ensure smooth handling of a bomb threat
- Develop clear-cut primary and alternate levels of authority (referred to in this document as "Site Decision Maker(s)")
- Select Evacuation Teams and Search Teams
- Develop training plan
- Determine search procedures
- Designate control center locations
- Plan for emergency assistance (police, fire, etc.)
- Establish primary and alternate evacuation routes and assembly areas
- Establish evacuation signal(s)
- Develop a communications plan
- Determine procedures for accessing/shutting off & reactivating utilities

### Preparation Considerations

- Control building access
- Implement strict master key control
- Inspect incoming parcels
- Safeguard confidential material
- Keep exits unobstructed
- Ensure adequate internal/external emergency lighting
- Utilize electronic surveillance

## Emergency Toolkit Contents

Items you may want to consider including in your Emergency Toolkit, which will be taken to the Incident Command Post, are:

### Building Facility

- Complete set of master keys: coded to rooms and corresponding with a printed key list
- Blueprints and floor plans or site map of building
- Video, photographs or CD depicting building interior and exterior

### Emergency Response Plans

- Copies of the site crisis response plan, bomb threat plan, and crisis management plan
- A list of the following phone numbers:
  - Site Decision Maker(s)
  - Police/Fire/Emergency Medical Services (EMS)
  - Federal Bureau of Investigation (FBI)
  - Bureau of Alcohol, Tobacco Firearms and Explosives (ATF)
  - Postal Inspector
  - Nearest hospital
  - Facility emergency names and phone numbers

### Personnel Information

- Building Emergency Response Team member contact information and assignments
- List of personnel trained in CPR and/or first aid
- Updated list, with pictures if possible, of all staff/personnel
- Staff/visitors sign-in/out sheets that include names and dates; Include provision for staff/visitors transported to medical facilities
- List of staff with special needs and description of need
- Contact information for neighboring/contiguous buildings

### Additional Emergency Action Resources

- Reflective vests for Building Emergency Response Team members with identifying marks
- Bullhorn with charged batteries
- AM/FM portable radio
- Flashlights and batteries
- Local street and zone maps
- Clipboards
- Writing materials (legal pads/pens/pencils/markers)
- Plastic red/yellow tape for cordoning off areas

## Receiving a Threat

### Phoned Threat

- **Remain Calm & DO NOT HANG UP**
- If possible, signal other staff members to listen & notify Site Decision Maker(s) and authorities
- If the phone has a display, copy the number and/or letters on the window display
- Write down the exact wording of the threat
- Keep the caller on for as long as possible, use the Bomb Threat Checklist to gather as much information as possible
- Record, if possible
- Fill out the Bomb Threat Checklist immediately
- Be available for interviews with the building's emergency response team and law enforcement

### Verbal Threat

- If the perpetrator leaves, note which direction they went
- Notify the Site Decision Maker(s) and authorities
- Write down the threat exactly as it was communicated
- Note the description of the person who made the threat:

- |                             |                                   |
|-----------------------------|-----------------------------------|
| • Name (if known)           | • Race                            |
| • Gender                    | • Type/Color of clothing          |
| • Body size (height/weight) | • Hair & eye color                |
| • Distinguishing features   | • Voice (loud, deep, accent, etc) |

### Written Threat

- Handle the document as little as possible
- Notify the Site Decision Maker(s) and authorities
- Rewrite the threat exactly as is on another sheet of paper note the following:
  - Date/time/location document was found
  - Any situations or conditions surrounding the discovery/delivery
  - Full names of any personnel who saw the threat
  - Secure the original threat. **DO NOT** alter the item in any way
  - If small/removable, place in a bag or envelope
  - If large/stationary, secure the location

### E-mailed Threat

- Leave the message open on the computer
- Notify the Site Decision Maker(s) and authorities
- Print, photograph, or copy the message and subject line, note the date and time

## Threat Assessment

A totality of the circumstances standard suggests that there is no single deciding factor, that one must consider all the facts, the context, and conclude from the whole picture whether there is a possible threat. All threats should be carefully evaluated.

### Low Risk

**Lacks Realism:** A threat that poses a minimum risk to the victim and public safety. Probable motive is to cause disruption.

- Threat is vague and indirect
- Information contained within the threat is inconsistent, implausible, or lacks detail
- Caller is definitely known and has called numerous times
- The threat was discovered instead of delivered (e.g., a threat written on a wall)

### Medium Risk

**Increased Level of Realism:** Threat that could be carried out, although it may not appear entirely realistic.

- Threat is direct and feasible
- Wording in the threat suggest the perpetrator has given some thought on how the act will be carried out
- May include indications of a possible place and time
- No strong indication the perpetrator has taken preparatory steps, although there may be some indirect reference pointing to that possibility
- Indication the perpetrator has details regarding the availability of components needed to construct a bomb
- Increased specificity to the threat (e.g. "I'm serious" or "I really mean this")

### High Risk

**Specific and Realistic:** Threat appears to pose an immediate and serious danger to the safety of others.

- Threat is direct, specific, and realistic; may include names of possible victims, specific time, location of device
- Perpetrator provides his/her identity
- Threat suggests concrete steps have been taken toward carrying out the threat
- Perpetrator makes statements indicating they have practiced with a weapon or have had the intended victim(s) under surveillance

**PLEASE READ CAREFULLY**

IT HAS BEEN DETERMINED THAT THERE IS A LOW-CREDIBILITY BOMB THREAT, PLEASE CONTINUE TO CONDUCT YOUR CLASS, MOVING ABOUT THE ROOM AND BEING ALERT FOR ANY STRANGE, OUT-OF-PLACE OR SUSPICIOUS OBJECTS.

IF YOU SEE ANYTHING SUSPICIOUS, DO NOT TOUCH IT. DISMISS YOUR CLASS, ASKING THE STUDENTS TO REMOVE THEIR PERSONAL BELONGINGS. LEAVE DOORS AND WINDOWS OPEN. NOTIFY THE POLICE PERSONNEL WHO ARE IN THE BUILDING OF WHAT YOU HAVE OBSERVED.

IF YOU ARE NOT COMFORTABLE HELPING IN THIS PROCESS, YOU MAY DISMISS YOUR CLASS AND LEAVE THE BUILDING.

## FIRE EMERGENCIES

**In an Emergency, Dial: 911**

**On Campus Emergencies: 911**

**Off Campus Emergencies: 911**

1. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information is available through the Office of the Environmental Health and Safety Coordinator at extension 55103.
2. If a minor fire appears controllable, **immediately** contact the fire department and University Police. Then promptly direct the charge of the fire extinguisher toward the base of the flame with a sweeping motion.
3. If an emergency exists, activate the building alarm. The alarm will directly report the fire to the fire department.
4. On large fires that do not appear controllable, **immediately** pull the fire alarm. Then evacuate all rooms. If possible close all doors and windows upon leaving to confine the fire and reduce oxygen - **Do Not Lock Doors!**
5. When the building evacuation alarm is sounded, walk quickly to the nearest marked exit and alert others to do the same.
6. **Assist the handicapped in exiting the building if you can! Do not use the elevators during a fire.**
  - A. Direct individuals to Areas of Refuge if they cannot leave the building or have them remain in the class.
  - B. Notify 1st Responders of the location of anyone left in the building.
  - C. Individuals with disabilities should use 911 to report their location in an emergency
7. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
8. Once outside, move to a clear area at least 500 feet away from the affected building as directed by the University Police and/or Willimantic Fire Department. Keep streets, fire lanes, fire hydrants, and walkways clear for emergency vehicles and crews.
9. If requested, assist emergency crews as necessary.
10. An Incident 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 University 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 intervals to alert emergency crews of your location. **Do Not Panic!**

**IMPORTANT:** After an evacuation, report to a designated campus area assembly point determined by Public Safety.

## UTILITY FAILURE

1. In the event of a major utility failure occurring during regular working hours (7:30 a.m. through 5:00 p.m., Monday through Friday), immediately notify the University Police at 860-465-5310 and press #3 to speak with a public safety officer and Facilities at 860-465-5317.
2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or on holidays, notify University Police at 860-465-5310 and press #3 to speak with a public safety officer.
3. If an emergency exists, activate the building fire alarm.
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(s). Keep the walkways, fire lanes and hydrants clear for emergency crews.
7. If requested, assist emergency crews as necessary.
8. An Incident 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 university official.

### **Additional Information and Procedures:**

Always observe steps "1" and "2" above whenever the following utility emergencies arise:

**Electrical/Light Failure:** Emergency lighting systems should provide sufficient illumination to exit buildings in an orderly manner.

**Elevator Failure:** If you are trapped in the elevator, use the emergency phone to directly notify the University Police. If the elevator does not have an emergency phone, turn on the emergency alarm to signal for help. Both are located on the elevator's front panel.

**Plumbing Failure/Flooding:** Cease using all electrical equipment. Notify University Police at 860-465-5310 and press #3 to speak with a public safety officer. If necessary, vacate the area.

**Gas Leak:** Cease all operations. **DO NOT SWITCH ON/OFF LIGHTS OR ANY ELECTRICAL EQUIPMENT.** Remember electrical arcing can trigger an explosion! **AT A PHONE AWAY FROM THE GAS LEAK AREA,** notify University Police at 860-465-5310 and press #3 to speak with a public safety officer.

**Steam Line Failure:** Immediately notify the University Police at 860-465-5310 and press #3 to speak with a public safety officer or Facilities at 860-465-5317. If necessary, vacate the area.

**Ventilation Problem:** If smoke odors come from the ventilation system, immediately notify the University Police at 860-465-5310 and press #3 to speak with a public safety officer or Facilities at 860-465-5317. If necessary, cease all operations and vacate the area.

**Emergency Shutdown Procedures:**

<b>Type</b>	<b>Appropriate Notification</b>
GAS:	Yankee Gas – 1-800-344-4290; 1-800-942-7529; or 1-800-992-3427  or Facilities, 860-465-5317 for Propane Tank
ELECTRICAL:	Connecticut Light & Power: Life Threatening only Level 1: 1-800-296-0062; Level 2/3: 1-800-286-9180
WATER:	Water Department – 860-465-3076 or 860-465-3078 After hours: 860-465-3126
OTHER:	Facilities: 860-465-5348

## VIOLENT OR CRIMINAL BEHAVIOR

### In an Emergency, Call 911

The University Police Department is located at 44 Charter Oak Road (corner of Charter Oak Road and High Street). They provide you with 24 hour help and protection. This service is provided seven days a week on a year round basis.

On Campus Emergencies, Call 911

Off Campus Emergencies, Call 911

1. Everyone is asked to assist in making the campus a safer place by being alert to suspicious individuals and situations and promptly reporting them. **Avoid Risks.**
2. If you are a victim or a witness to any on campus offense, or if you observe a suspicious person on campus, promptly notify University Police at extension 55310 and press #3 to speak with a public safety officer 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
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 create a hazard on campus, you should take cover immediately. After the disturbance, seek emergency first aid if necessary.

## **ARMED OR HOSTILE INTRUDER EMERGENCY (Active Shooter Incident)**

### **In an Emergency, Call 911**

This situation is when a suspect(s) barricades himself in a particular location, moves about within a building, or in an outdoor situation where a suspect(s) is actively discharging a firearm at campus community members and/or randomly firing into an area where it is reasonably expected that persons could be struck by the suspect(s) fire. These situations leave little or no time for individuals to react and require first arriving Law Enforcement units to take immediate action to end the danger.

### **Procedures (Run-Hide-Fight)**

1. If it is possible **to do so safely**, exit the building immediately when you become aware of an incident by moving away from the path of danger or sounds of gunfire and take the following steps:
  - a. Evacuate to a safe area away from danger and take protective cover until emergency responders arrive.
  - b. **Call 911** and provide the following information:
    - (a) Your name
    - (b) Location of the incident (be specific)
    - (c) Number of suspects
    - (d) Description of suspects
    - (e) Your exact location
    - (f) Any injuries to anyone
  - c. Individuals not immediately impacted by the situation are to take protective cover and stay away from windows and doors until notified otherwise.
  
2. If you are directly involved in the incident and exiting your **residence hall** is not possible, the following actions are recommended:
  - a. If you are in your room or in the nearest room.
    - (a) Close and lock the door
    - (b) Turn off the lights
    - (c) Seek protective cover
    - (d) Stay away from doors and windows
    - (e) **KEEP QUIET** and act as if no one is in the room
    - (f) Do not answer the door
  
  - b. **Call 911** and provide the following information if it is safe to do so:
    - (a) Your name
    - (b) Location of the incident (be specific)
    - (c) Number of suspects
    - (d) Description of suspects
    - (e) Your exact location
    - (f) Any injuries to anyone
    - (g) Wait for police to assist you out of the building

3. If you are directly involved in the incident and exiting any other building is not possible, the following actions are recommended:
  - a. Go to the nearest room or office
    - (a) Close and lock the door if possible
    - (b) If the door cannot be locked, quickly try to barricade the door
    - (c) Turn off the lights
    - (d) Seek protective cover
    - (e) Stay away from doors and windows
    - (f) **KEEP QUIET** and act as if no one is in the room
  - b. Call 911 and provide the following information if it is safe to do so:
    - (a) Your name
    - (b) Location of the incident (be specific)
    - (c) Number of suspects
    - (d) Description of suspects
    - (e) Your exact location
    - (f) Any injuries to anyone
  - c. Wait for police to assist you out of the building
4. If a person(s) is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
5. The last option you have if caught in an open area outside may be to fightback. This is dangerous, but depending upon your situation, this could be your last option.
6. If you are caught by the intruder and you are not going to fight back, avoid eye contact and obey all commands. Do not make any attempt to pose a challenge.

## **Police Response**

In the event of an active shooter on campus, the University Police Department policy is to immediately attempt to make contact with and stop the shooter. The responding officer's priorities are to:

- Stop the Active Shooter
- Rescue Victims
- Provide Medical Assistance
- Investigate

Once the police arrive, obey all commands they may issue. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further instructions.

## HOSTAGE SITUATIONS

### 1. What To Do If Taken Hostage:

- a. 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 if possible, but do not stare. Treat the captor respectfully.
- b. Be patient. Time is on your side. Avoid drastic action.
- c. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is in a highly emotional state of mind. Don't make mistakes which could jeopardize your wellbeing.
- 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 may escape. The personal 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 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.

### 2. If you are in a building where a hostage taking has occurred:

- a. If you are able to leave the area or the building without placing yourself in danger, take the closest exit and go to the nearest phone and call 911 or the University Police Department at 911.
- b. If you are unable to leave the area of building without placing yourself in danger, go to the nearest unused office, lock and barricade the door and phone 911 or the University Police Department at 911.
- c. State clearly that you need immediate assistance. If you are not in immediate danger, don't hang up until told to do so. Give your name, location, the nature of the problem and the people or area it involves.

### 3. After the hostage taking:

- a. Write down mental notes.
- b. Provide the names of witnesses to the police if possible.
- c. Get medical attention for anyone injured.
- d. Utilize the services of Critical Incident Stress professionals, e.g., Counseling.

## TERRORISM INCIDENT

Terrorism is the unlawful use of force or violence against people or property to intimidate or coerce a government or its citizens to further certain political or social objectives. It is generally categorized into two types -- domestic and international. Terrorist acts against a country or citizens can occur anywhere in the world.

### Individual and Group Safety Information

The following are a few safety recommendations in dealing with potential terrorist acts:

1. Be aware of your environment and surroundings.
2. Become familiar with the color-coded terror alert system, which includes five levels.
3. If you see a suspicious individual or situation, do not be confrontational.
4. Become familiar with the university's emergency procedures.
5. Stay calm.
6. Never enter a building that has been damaged by fire, explosion or smoke.
7. Move a safe distance away from the scene of any emergency incident.

Call 911 immediately to report suspicious persons, packages or incidents on campus.

The Connecticut Intelligence Center (CTIC) encourages individuals to report information concerning suspicious or criminal activity potentially related to terrorism using the Homeland Security (HLS) Tips Line. The information will be forwarded to the Connecticut Intelligence Center, which may be forwarded to the Joint Terrorism Task Force or to the Homeland Security Operations Center (HSOC) if warranted.

The Office of Counter Terrorism operates a 24/7 toll-free tips line, which allows the citizens of Connecticut a single point of contact to report suspicious incidents or suspected acts of terrorism.

### **1-866-HLS-TIPS (1-866-457-8477)**

Suspicious incidents or suspected acts of terrorism may also be reported using the CTIC Suspicious Activity Report (SAR) which can be accessed at:

<https://portal.ct.gov/DEMHS/Homeland-Security/Report-A-Tip>

## EXPLOSION, AIRCRAFT DOWN (CRASH) ON CAMPUS

In the event a mishap occurs such as an explosion or a downed aircraft (crash) on campus, take the following action:

1. Immediately take available cover anywhere that will provide protection against falling glass or debris. Then EVACUATE the building immediately.
2. After the initial effects of the explosion and/or fire, activate the building alarm if safe to do so and evacuate the building. CAUTION: If the alarm fails to go off, report the emergency by telephone if safe to do so once you have left the building.
3. When possible, notify the University Police Department. Give your name and describe the location and nature of the emergency.
4. If the building evacuation alarm is sounded or when told to leave by university 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 area assembly points.
7. If requested, assist emergency crews as necessary.
8. An Incident Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
9. Campus roads will be closed to routine traffic as needed to allow access for emergency operations.
10. Area of event will be cordoned off and secured by University Police to allow for emergency operations and to secure scene until appropriate investigations are completed.
11. Spectators are to be kept well clear of the area. The possibility of secondary explosions may exist.
12. The public should be advised not to touch items of debris found after the event. They should be instructed to notify the University Police of the location.
13. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a University official.

**IMPORTANT:** After any evacuation, report to a designated campus area assembly point.

## **PANDEMICS**

A pandemic is an epidemic occurring over a very wide area (several countries or continents) and usually affecting a large percentage of the population. The existence of a pandemic means that efforts to control the epidemic have failed and the emphasis must shift from preventing the further spread of the disease to limiting the damage the pandemic does to the community and its economy.

The following tips can help prevent people from becoming infected with a pandemic flu:

1. Wash your hands frequently.
2. Get a flu vaccine, if one is available.
3. Keep a healthy distance away from anyone who might be infected.
4. Wear a facemask or other protective equipment recommended by public health officials.
5. Keep your immune system strong by getting plenty of rest, moderate exercise and by drinking plenty of fluids, etc.

## PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to him or herself or to others, or is out of touch with reality due to severe drug reactions or psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or the person could be a Windham Hospital walk-away.

If a psychological crisis occurs:

- Never try to handle a situation you feel is dangerous on your own.
  - Notify the University Police Department of the situation, dial extension 911.
  - Clearly state that you need immediate assistance, give your name, your location and the area involved.
  - When a student indicates that he is a danger to himself or others and a counselor is not on duty, a university police officer at the scene should determine if the student is presently receiving counseling from an ECSU counselor.
1. If the student is not currently seeing a counselor, the officer should escort the student to Windham Hospital Emergency Room. Hospital personnel will assess the student's emotional state and determine a treatment plan. If the hospital determines that the student can safely return to campus, the officer shall escort the student to his/her residence to notify the Hall Director and the Director of Public Safety. The Hall Director shall notify the Vice President for Student Affairs.
  2. If the student is seeing a campus counselor, that counselor should be notified. The counselor may decide to speak with the student by phone or at the university, or ask the officer to escort the student to Windham Hospital.
  3. If the counselor cannot be reached, proceed as in #1.
  4. If a student receiving counseling from an off campus counselor wishes to speak with his counselor, and is able to provide the officer with the counselor's name and location, the officer should help the student make contact. If the counselor is unavailable, proceed as in #1.
  5. If a student is not a danger to himself or others but is distraught, and if the student is not already seeing an on campus counselor, he/she can be directed to the counseling center for assistance. The Counseling Service staff possesses knowledge and expertise in a broad range of problems that university students typically and frequently encounter. The staff can also facilitate referrals to other professionals or mental health agencies in the community when necessary. The center is located in 182 High Street and is open Monday through Friday from 8:30am to 4:30pm. Anyone who would like to schedule an appointment to speak with a counselor, can call (860) 465-0181 (5-0181 from campus). The student can also walk into CAPS and schedule an appointment or, be seen by the "on-call" counselor for an urgent walk-in appointment. Most often, appointments can be arranged with the next few days.
  6. If the disturbed individual is not a student, proceed as in #1.
  7. University police will be provided with the home phone numbers of the counselors.

## Student Intervention Protocol

As a member of the Eastern Connecticut State University community you may come in contact with students who are experiencing personal distress or difficulties coping with college. Students may reveal problems to you through personal communication or indirectly by their general behavior.

Please be aware of the following calls for action and support available so that you are equipped with the information necessary to assist our students.

1. If you believe someone is in imminent danger of harm to themselves or others, immediately call 911 to initiate an emergency response.
2. Complete the "Tell Somebody" online report form at <https://www.easternct.edu/student-affairs/migrated/student-intervention-team/tellsomebody.html> to provide detailed information on any behavior that is concerning you and needs to be brought to the attention of the Student Intervention Team.
3. If you are concerned about a student, but it is not an imminent danger situation, call the Dean of Students Office at (860) 465-5244 or (860) 465-4412 or any member of the Student Intervention Team (below).

## Student Intervention Team (SIT)

Eastern has a team of professionals that meet weekly or as necessary to assess threatening behavior and address student issues that have come to the attention of faculty or staff. Team members include:

Ms. Michelle Delaney, Dean of Students, (860) 465-5244, [delaneymi@easternct.edu](mailto:delaneymi@easternct.edu)

Mr. Bryce Crapser, Director, Counseling and Psychological Services, (860) 465-5779, [crapserb@easternct.edu](mailto:crapserb@easternct.edu)

Ms. Kristen Scavone, Director, AccessAbility Services, (860) 465- 4667, [scavonek@easternct.edu](mailto:scavonek@easternct.edu)

Mr. LaMar Coleman, Director, Housing and Residential Life, (860) 465-0072, [colemanla@easternct.edu](mailto:colemanla@easternct.edu)

Mr. Chris Ambrosio, Director, Student Conduct, (860) 465-0063, [ambrosioc@easternct.edu](mailto:ambrosioc@easternct.edu)

Ms. Sandra Rose-Zac, Coordinator, Wellness Education and Promotion, (860) 465-2821, [rosezacs@easternct.edu](mailto:rosezacs@easternct.edu)

Dr. Joseph Bretton, Director of Health Services, (860) 465-5320, [bretonjo@easternct.edu](mailto:bretonjo@easternct.edu)

Lt. Tim Viens University Police, (860) 465-5310, [viensti@easternct.edu](mailto:viensti@easternct.edu) or Sgt. Lisa Hamilton, (860) 465-5310, [hamiltonl@asternct.edu](mailto:hamiltonl@asternct.edu)

The Dean of Students convenes the team every Monday morning during the academic year (and as necessary during other times) to discuss information received about students so that the team may determine the appropriate course of action to best assist the students. It is important that you share any information you have about a student, regardless of its significance, so that we can determine a course of action.

## **Identifying and Responding to Students at Risk**

Faculty and staff should be aware of the signs that a student may be at risk or a danger to himself or others.

### Suggestions for Assessing and Addressing Immediate Behavioral Issues

- What is the triggering event?
- Is this the first instance?
- Respond calmly
- Be prompt in responding before the level escalates
- Attempt to deescalate
- Don't argue with the person
- Advise the individual of consequences for the behavior
- Advise on the proper procedures for addressing any disagreements

### Types of Behavior to Be Aware Of

Determining the type of behavior being exhibited is an important step in establishing the type of guidance, assistance or intervention a student may need. Some forms of behavioral issues include but are not limited to:

- Argumentative Student
- Disrupting the Class or Residential Environment
- Excessive Contact (E-mail, Voicemail, Texting)
- Storming Out of Class or Office
- Disturbing Writings
- Idle Threats (Indirect and Direct)
- Substance Abuse
- Self-Mutilation
- Violent Demeanor or Actions
- *(also see Warning Signs of Potentially Violent Individuals on page 64)*

### Taking Action on Behavioral Issues

- Disruptive Behavior – DOCUMENT your observations (possible report to SIT)
  - Interferes with the educational or workplace process
  - Conduct that hinders or prevents faculty and staff members from carrying out their professional responsibilities such as yelling, speaking out of turn, continued sarcasm

- Threatening – REPORT ASAP TO UNIVERSITY POLICE
  - Verbal written or physical actions short of actual contact.
  - Aggressive demeanor such as flailing arms or finger pointing or general oral or written threats such as “you’ll be sorry” or “you’re gonna pay for that.”
- Violent Behavior – GET TO SAFETY & CALL 911
  - Physical assault in any way such as throwing object, punching a wall
  - Specific threats to harm someone such as a threat to shoot a named person

#### What Happens after an Incident is Reported?

- Counseling follows-up with the individual
- Judicial Office and/or Police Conduct an Investigation
  - Judicial hearing
  - Police case report
  - Police arrest
- SIT (Student Intervention Team) meets every Monday (or when necessary) to discuss student issues:
  - Classroom Incidents
  - Housing/Residential Incidents
  - Police Incidents
  - Arrests
  - Emergency Committals
  - Behavioral Assessments

#### **The Threat Assessment Team (TAT)**

In an effort to enhance already existing processes, the University has created Threat Assessment Team (TAT) to complement the existing Student Intervention Team (SIT) to deal with concerning, troubled, and/or at risk faculty, staff, and students. Team members include:

Walter Diaz, Vice President for Student Affairs

William Salka, Provost and Vice President for Academic Affairs

James Howarth, Vice President for Finance and Administration

Stacey Close, Associate Vice President for Equity and Diversity

Jeffrey Garewski, Director of Public Safety/Chief of Police

Bryce Crapser, Interim Director of Counseling and Psychological Services

Ken DeLisa, Acting Vice President for Human Resources

Complete the “Tell Somebody” online report form at

<https://www.easternct.edu/student-affairs/migrated/student-intervention-team/tellsomebody.html>

to provide detailed information on any behavior that is concerning you and needs to be brought to the attention of the Threat Assessment Team.

## **Reporting Threatening Behavior**

If a member of the University community observes any behavior that is concerning and that needs to be brought to the attention of the above stated teams, individuals may report the behavior using the online report form which will then be forwarded to the appropriate team for review.

This is not a system to be used for emergencies. If you are in an emergency situation that requires medical, psychological, or police services, call 911.

Even when there is no threat to harm, it is recommended to involve others to discuss concerning behavior. Below is an additional list of contacts with whom you may consult:

- If you don't know whether to be concerned about a student's behavior, contact the Dean of Students at 860-465-5244 for guidance and support.
- If you need to consult with someone about a student in emotional distress, contact the Counseling and Psychological Services Office (CAPS) at 860-465-0181.
- If you need to consult with someone about a student's disruptive behavior and the University disciplinary system, contact Judicial Affairs at 860-465-0405.
- If you don't know whether to be concerned about a faculty or staff member's behavior, contact Human Resources at 860-465-4650 for guidance and support.

## **Student Death Protocol**

The University document provides clear procedures in the event of the death of a student or the student's family. The policy applies to all full and part-time matriculating students enrolled at the time of their death. The University may receive news of the death of a student from a variety of sources. These procedures are designed to ensure a well-coordinated response by the University.

The nature of these circumstances will be a guiding factor in determining the level of required communication and appropriate response from the University. University staff are prepared to offer many types of assistance to students and others coping with a sense of loss and possible vulnerability.

Any member of the University community is asked to immediately inform the Vice President for Student Affairs upon hearing of such a death.

## **WORKPLACE VIOLENCE**

### **State of Connecticut Violence in the Workplace Prevention Policy Issued by Governor's Office August 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:

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

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.

Any weapon or dangerous instrument at the work site will be confiscated, and there is no reasonable expectation of privacy with respect to such items in the workplace.

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

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Any employee who fears for their immediate personal safety or for the immediate safety of others should call the University Police Department at 911.

Contact your supervisor for non-emergency situations.

## **Warning Signs of Potentially Violent Individuals**

There is no exact method to predict when a person will become violent. One or more of these warning signs may be displayed before a person becomes violent but does not necessarily indicate that an individual will become violent. A display of these signs should trigger concern as they are usually exhibited by people experiencing problems:

- Irrational beliefs and ideas
- Verbal, non-verbal or written threats or intimidation
- Fascination with weaponry and/or acts of violence
- Expressions of a plan to hurt themselves or others
- Externalization of blame
- Unreciprocated romantic obsession
- Taking up too much time with behavior of performance problems
- Fear reaction among co-workers/clients
- Drastic changes in belief system
- Displays of unwarranted anger
- New or increased source of stress at school, home or work
- Inability to take criticism
- Feelings of being victimized
- Intoxication from alcohol or other substances
- Expressions of hopelessness or heightened anxiety
- Productivity and/or attendance problems
- Violence towards inanimate objects
- Stealing or sabotaging projects or equipment
- Lack of concern for the safety of others

## Personal Conduct to Minimize Violence

### DO

Project calmness: move and speak slowly, quietly and confidently.

Be an empathetic listener: encourage the person to talk and listen patiently.

Focus your attention on the other person to let them know you are interested in what they have to say.

Maintain a relaxed yet attentive posture and position yourself at a right angle rather than directly in front of the other person.

Acknowledge the person's feeling. Indicate that you can see he/she is upset.

Ask for small, specific favors such as asking the person to move to a quieter area.

Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.

Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).

Be reassuring and point out choices. Break big problems into smaller, more manageable problems.

Accept criticism in a positive way. When a complaint might be true, use statements like, "You're probably right" or "It was my fault." If the criticism seems unwarranted, ask clarifying questions.

Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.

Arrange yourself so that a visitor cannot block your access to an exit.

### DO NOT

Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, and robotic behavior, going strictly by the rules or giving the run-around.

Reject all of a client's demands from the start.

Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger pointing or long periods of fixed eye contact.

Make sudden movements which can be seen as threatening. Notice the tone, volume and rate of your speech.

Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.

Criticize or act impatiently toward the agitated individual.

Attempt to bargain with a threatening individual.

Try to make the situation seem less serious than it is.

Make false statements or promises you cannot keep.

Try to impart a lot of technical or complicated information when emotions are high.

Take sides or agree with distortions.

Invade the individual's personal space. Make sure there is a space of 3' to 6' between you and the person

## Missing Persons

Both the Office of Housing and Residential Life and the Eastern Police Department have comprehensive missing persons (student) policies and procedures. It is the policy of the Office of Housing and Residential Life to effectively and efficiently report to and follow-up with the University Police in regard to missing residential students as outlined in the Housing and Residential Life Missing Person Policy.

The following Housing and Residential Life staff members are responsible for making sure the University Police are notified immediately of a reported missing student:

- Director and Associate of Housing
- Hall Directors
- Resident Assistants

A Housing incident report documenting the circumstances will be filed immediately and referred to the University Police.

Eastern also recognizes that non-Housing staff and faculty members must report if a residential student is missing by reporting the missing student to the University Police immediately.

Eastern has a missing person student notification policy and procedures for those who reside on-campus. Residential students may register the name of a confidential contact person to be notified if they are later determined to be missing. Only authorized campus officials and law enforcement officers working on a missing person investigation may have access to this information. All students, even if they have not registered a contact person, are advised that their hometown law enforcement agency will be notified if they are missing. The parent or guardian of any student under 18 years of age and not emancipated must also be notified.