

PUBLIC-FACING EMERGENCY ACTION PLAN

EMERGENCY PREPAREDNESS & ACTION GUIDE

PREVENTION | PROTECTION | MITIGATION | RESPONSE | RECOVERY

PUBLIC INFORMATION NOTICE

This guide summarizes public emergency preparedness expectations and protective actions. It intentionally excludes campus maps, exact assembly and reunification locations, internal emergency contact lists, law-enforcement tactics, security-system information, internal communications procedures, critical infrastructure details, protected emergency locations, and other non-public operational content. Official Eastern Alert messages and directions from University Police, emergency responders, and authorized University officials always take priority over this guide.

THE MOST IMPORTANT RULE

During an emergency, follow the most recent instruction issued through Eastern Alert, by Eastern University Police/Public Safety, fire or emergency medical responders, or other authorized officials. Conditions can change quickly, and the safest action may be different from the general guidance in this document.

EASTERN CONNECTICUT STATE UNIVERSITY

83 WINDHAM STREET, WILLIMANTIC, CONNECTICUT 06226

EMERGENCY PREPAREDNESS & ACTION GUIDE · PUBLIC VERSION 1.0 · SEPTEMBER 2026

IMMEDIATE DANGER? CALL 911

Text 911 when a voice call is unsafe. University Police Dispatch: 860-465-5310

1. A MESSAGE TO THE EASTERN COMMUNITY

Eastern Connecticut State University places the safety, security, and well-being of students, faculty, staff, visitors, contractors, and community partners among its highest priorities. Eastern maintains a comprehensive Emergency Action Plan, continuity arrangements, emergency notifications, training, and partnerships with local, state, and regional responders for a wide range of emergencies.

This guide explains the protective actions members of the Eastern community may be asked to take and the preparedness measures supporting the University. It provides useful public information without disclosing sensitive procedures, protected locations, or operational details that could reduce security or interfere with emergency response.

EASTERN'S PUBLIC SAFETY COMMITMENTS

ALL-HAZARDS PLANNING

Eastern plans for natural, technological, public health, security, transportation, infrastructure, and human-caused emergencies.

RAPID NOTIFICATION

Eastern Alert and other official methods provide warnings, protective-action instructions, closure information, and updates.

COORDINATED RESPONSE

University leadership, University Police, Facilities, IT, Student Affairs, EHS, and response partners coordinate using ICS/NIMS and recognized emergency management practices.

INCLUSIVE PREPAREDNESS

Emergency planning considers access and functional needs, effective communication, and reasonable assistance for people who may require additional support.

TRAINING AND EXERCISES

Plans are reinforced through education, drills, exercises, reviews, and corrective actions.

CONTINUITY AND RECOVERY

Eastern prepares to restore essential academic, residential, student, technology, public safety, and facility services as safely and quickly as conditions allow.

WHAT THIS GUIDE DOES AND DOES NOT INCLUDE

- Provides consistent public guidance for the Eastern Connecticut State University community.
- Explains common emergency terms and the actions expected of students, employees, and visitors.
- Describes how Eastern communicates, supports accountability, and manages recovery at a public level.
- **Does not** replace the controlled internal EAP, University procedures, or directions issued by emergency responders.
- **Does not** identify facility vulnerabilities, tactical methods, protected emergency locations, internal systems, critical infrastructure, or non-public contacts.

2. GUIDE CONTENTS AND CORE PRIORITIES

This guide is organized so readers can quickly understand how Eastern prepares, how emergency information is shared, and what actions to take when an incident occurs.

- 1 A Message to the Eastern Community
- 2 Guide Contents and Core Priorities
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EMERGENCY MANAGEMENT PRIORITIES

Eastern emergency actions are guided by the following priorities, in order:

1 LIFE SAFETY Protect people from immediate harm and provide access to emergency assistance.	2 INCIDENT STABILIZATION Limit escalation, coordinate resources, and support responder operations.	3 PROPERTY & ENVIRONMENT Protect and preserve University property and the environment.	4 CONTINUITY OF MISSION Preserve or restore essential academic and University services.
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3. PURPOSE, SCOPE, AND SHARED RESPONSIBILITY

PURPOSE

The purpose of this public-facing Emergency Action Plan is to help the Eastern community understand how to receive emergency information, recognize the major protective actions used by the University, and take appropriate personal safety steps before, during, and after an emergency.

SCOPE

This guide applies broadly to the Eastern Connecticut State University campus, academic and administrative buildings, residence halls, athletic and event spaces, specialized facilities, and University-sponsored activities. Exact exits, assembly areas, shelter locations, reunification locations, internal contact lists, and operational procedures are communicated through posted information, training, Eastern Alert messages, and official University direction.

SHARED RESPONSIBILITY

Preparedness is strongest when the University and the campus community work together. Eastern maintains plans, systems, trained personnel, and response partnerships. Students, faculty, staff, visitors, vendors, and contractors support safety by remaining alert, reporting concerns, following instructions, and taking drills seriously.

- Know how you will receive official Eastern Alert and University emergency messages.
- Know at least two safe ways to leave the buildings and spaces you use most often.
- Report emergencies promptly and provide clear, accurate information.
- Do not enter restricted areas, interfere with responders, or spread unverified information.
- Plan for medications, mobility, communication, transportation, caregiving, and other personal needs.
- During an incident, make reasonable decisions to protect yourself and others without placing yourself in additional danger.

ALL-HAZARDS PLANNING

Eastern's internal emergency planning addresses a broad range of conditions that may affect the campus or surrounding community, including:

- Fire, smoke, explosion, or structural concerns
- Severe weather, winter storms, flooding, extreme temperatures, and other natural hazards
- Medical emergencies, mass-casualty incidents, and public health emergencies
- Hazardous materials, gas leaks, suspicious odors, air-quality concerns, and radiological emergencies
- Power, water, heating, cooling, communications, information technology, and other utility disruptions
- Violence, threats, suspicious activity, suspicious packages, bomb threats, swatting, and other security incidents
- Cybersecurity incidents and technology-service interruptions
- Transportation incidents, civil disturbances, and emergencies in the surrounding community

A PLAN IS A FOUNDATION, IT IS NOT A SCRIPT

No written plan can predict every circumstance. Eastern and responding agencies may adjust protective actions as credible information, weather, building conditions, medical needs, law-enforcement conditions, or operational impacts change.

4. EMERGENCY COMMUNICATIONS AND OFFICIAL INFORMATION

Eastern uses layered emergency notifications because no single method reaches everyone every time. Depending on the incident, official information may be delivered through Eastern Alert (text, voice, and email), campus email, Blue Phone/public-address systems, building monitors, University or Police websites, the student portal, hotline, official social media, local media, mobile public address, or direct University instruction.

WHAT EMERGENCY MESSAGES MAY CONTAIN

- The nature and general location of the emergency, when it is safe and appropriate to share.
- The protective action to take, such as evacuate, shelter-in-place, secure-in-place / lock-in / lock-out, lockdown, avoid an area, relocate, or remain off campus.
- Changes in classes, services, building access, transportation, or campus operations.
- Where and when additional official information will be provided.
- An all-clear, reopening, or recovery instruction when conditions permit.

YOUR RESPONSIBILITIES

- Keep your mobile number and email information current in University systems and make sure you can receive Eastern Alert notifications.
- Read the full message. Initial messages may be brief because speed is essential.
- Follow the newest official instruction; later messages may change earlier guidance.
- Relay instructions to people nearby who may not have received or understood the message, when safe to do so.
- Use official Eastern Alert and University sources rather than rumors, reposted screenshots, or unofficial social media accounts.
- Do not call or text 911 or University Police for routine status information. Keep emergency lines available for hazards, injuries, threats, or urgent assistance.
- Do not post images or details that reveal protected locations, responder movements, injured persons, or unverified allegations.

OFFICIAL INFORMATION MAY BE LIMITED DURING THE FIRST MINUTES

Emergency personnel may need to verify facts, protect privacy, and avoid releasing information that could endanger people or compromise operations. A short initial message does not mean that Eastern is unaware of the situation.

CLOSURE AND DELAY INFORMATION

Weather, utility problems, public safety conditions, or other hazards may cause delays, early dismissal, closures, suspended classes, or remote operations. Do not travel to campus when directed to remain off campus. Continue monitoring Eastern Alert and official University channels for updates.

5. PROTECTIVE ACTIONS USED AT EASTERN

Protective actions are broad instructions used to move people away from danger, keep people safely inside, restrict access, or suspend operations. The action selected depends on where the hazard is located and which option offers the greatest protection at that time.

PROTECTIVE ACTION	WHAT IT MEANS
EVACUATE	Leave the affected area or building using the nearest safe exit. Move to the location directed by officials.
SHELTER-IN-PLACE	Remain indoors and move to a safer interior area because conditions outside may be more dangerous.
SECURE-IN-PLACE / LOCK-IN / LOCK-OUT	Remain indoors and restrict movement or exterior access as directed because of a safety concern outside, near campus, or requiring controlled movement within a building.
LOCKDOWN	Take immediate protective action because of a serious security threat. Move away from danger if safe; otherwise secure yourself, remain quiet and out of view, and follow police directions.
CAMPUS CLOSED / DELAYED / SUSPENDED	Do not travel to campus, or leave as directed. Monitor Eastern Alert and official University messages for operating status.
ALL CLEAR / RECOVERY	The immediate protective action has ended. Continue following instructions because areas or services may remain restricted.

EVACUATION

- Stop what you are doing and leave promptly when an alarm or official instruction directs evacuation.
- Use the nearest safe exit. Do not use an elevator unless emergency personnel specifically direct you to do so.
- Take only items immediately within reach if they will not delay your exit. Do not return for belongings.
- Move away from the building and go to the assembly or safe location identified by officials.
- Remain available for accountability and report anyone who may need assistance or may still be inside.
- Do not re-enter until authorized officials issue an all clear.

SHELTER-IN-PLACE

- Go indoors or remain inside because outdoor conditions may be more dangerous.
- Move to an interior area away from exterior windows and doors, as directed.
- Close doors and windows if safe. Follow instructions related to ventilation, movement, or building access.
- Remain in place, monitor official messages, and conserve phone use until instructions change.

SECURE-IN-PLACE / LOCK-IN / LOCK-OUT

- If Eastern directs a **Lock-In**, remain in your current room, office, classroom, residence hall area, event space, or assigned secure location and limit non-essential movement.
- If Eastern directs a **Lock-Out**, move indoors, keep exterior access controlled, stay away from exposed entrances and windows, and do not leave the building until directed.
- Follow Eastern Alert and University Police instructions. Be prepared for the protective action to change if conditions escalate or improve.

LOCKDOWN

A lockdown is used for an immediate or potentially immediate security threat. Conditions may require different decisions, but the public safety objective is to create distance from danger, reduce exposure, secure yourself when escape is not safe, and follow police direction.

- Move away from the threat if a safe route is available. Do not move toward sounds of violence, the reported threat, or police activity.
- If you cannot safely leave, go to the nearest securable location, lock or barricade the door if possible, turn off lights, silence devices, move out of view, and remain quiet.
- Do not open a secured door or leave a protected area based on an unverified request. Follow verified University Police directions and use your judgment if remaining creates immediate danger.
- Call or text 911 when safe and provide the clearest factual information available, including your location and what you observed.
- When law enforcement arrives, keep your hands visible, avoid sudden movements, and follow commands immediately.
- Do not livestream, post responder locations, identify protected locations, or share unverified information.

IMMEDIATE SURVIVAL DECISIONS

In a life-threatening event, individuals may need to make immediate decisions based on what they can see and hear. Official messages are important, but personal action should not be delayed when danger is clearly present. **Move away/run** if a safe route exists; if you cannot safely leave, **hide/secure**; **defend yourself only as a last resort** if directly confronted and no safer option exists.

ALL CLEAR AND RE-ENTRY

Only an authorized Eastern Alert, University Police message, or responder direction ends a protective action. An alarm stopping, a door opening, or an unofficial message is not necessarily an all clear. Re-entry may occur in stages, and some areas may remain restricted for investigation, cleanup, repair, privacy, or safety reasons.

6. BEFORE AN EMERGENCY: PERSONAL PREPAREDNESS

Preparedness does not require specialized equipment or extensive training. A few practical steps can substantially improve personal safety and reduce confusion during an emergency.

EMERGENCY ALERTS

Confirm that the University has your current mobile number and email address and that you can receive Eastern Alert notifications.

EXITS AND SURROUNDINGS

Identify at least two exits from the classrooms, offices, labs, and public spaces you use most often.

EMERGENCY CONTACTS

Save 911 and Eastern University Police Dispatch: 860-465-5310.

PERSONAL NEEDS

Plan for medication, mobility, sensory, communication, dietary, transportation, caregiving, and service-animal needs.

FAMILY COMMUNICATION

Choose an out-of-area contact and agree that family members will wait for official Eastern information rather than travel immediately to campus.

SMALL EMERGENCY KIT

Consider carrying essential medication, a phone charger or power bank, water, weather-appropriate items, and basic personal supplies.

INFORMATION DISCIPLINE

Know where Eastern posts official operating status, and avoid forwarding unverified screenshots, posts, or rumors.

TRAINING AND DRILLS

Participate seriously. Drills build familiarity with alarms, exits, communication, and protective actions.

VISITORS AND CONTRACTORS

Visitors, vendors, and contractors may not be enrolled in Eastern Alert. Employees and event hosts should explain how emergency instructions will be communicated and help visitors follow alarms, public-address announcements, building displays, posted directions, and instructions from University Police or University officials. Visitors should remain with their host when practical and report emergencies by calling or texting 911.

FACULTY, SUPERVISORS, AND EVENT LEADS

People leading classes, work groups, residence hall activities, meetings, programs, athletic events, or public events have an important public-facing role. They should communicate instructions clearly, support orderly movement or sheltering, account for the group when feasible, identify anyone needing assistance, and report missing or injured persons without delaying personal safety.

7. ALL-HAZARDS PUBLIC RESPONSE GUIDANCE

The following guidance addresses the most common categories of emergency. It is intentionally general. Always follow alarms and official instructions that are specific to the actual incident.

FIRE, SMOKE, EXPLOSION, OR STRUCTURAL CONCERN

- Activate the fire alarm if it has not already sounded and call 911 from a safe location.
- Evacuate using the nearest safe exit. Close doors behind you when possible, but do not lock them unless directed.
- Stay low if smoke is present and move away from the building.
- Do not use elevators, re-enter, retrieve belongings, or attempt firefighting unless you are trained, equipped, and can do so without delaying evacuation.
- Report trapped or missing persons and the last known location to responders.

SEVERE WEATHER AND NATURAL HAZARDS

Eastern and the surrounding Connecticut region can be affected by winter storms, lightning, high winds, flooding, extreme heat or cold, hurricanes and tropical storms, tornadoes, earthquakes, and other natural hazards.

- Monitor Eastern Alert, official University operating-status information, the Weather/Closing Hotline (860-465-4444), and trusted weather warnings before traveling.
- For severe wind or tornado conditions, move indoors to the lowest practical interior area away from windows, exterior glass, and large open rooms.
- For lightning, go indoors and avoid exposed outdoor areas, metal structures, and standing water.
- Never drive or walk through floodwater. Avoid downed wires, unstable trees, damaged structures, and blocked roads.
- For extreme heat or cold, limit exposure, use appropriate clothing, stay hydrated, and seek help for signs of heat illness or hypothermia.
- After an earthquake or major storm, expect aftershocks, debris, utility damage, and restricted access. Follow evacuation or shelter instructions.

MEDICAL EMERGENCY OR MASS-CASUALTY INCIDENT

- Call 911 and give the exact location, number of injured or ill people, and known hazards.
- Do not move an injured person unless there is immediate danger.
- Provide first aid, CPR, bleeding control, naloxone, or AED assistance only within your training and comfort level.
- Send someone to direct responders when safe and keep access routes clear.
- Protect the person's privacy. Do not photograph, record, or post medical information.
- In a large incident, follow triage, evacuation, accountability, and family-information instructions. Do not self-deploy to the scene.

**HAZARDOUS MATERIALS, GAS, SUSPICIOUS ODOR,
AIR-QUALITY, OR RADIOLOGICAL EMERGENCY**

- Move away from the source and avoid contact with liquids, powders, vapors, smoke, or contaminated people or objects.
- Do not investigate, clean up, touch containers, or operate equipment in the affected area.
- Call or text 911 or University Police from a safe location and describe the odor, visible material, symptoms, and location.
- Follow evacuation or shelter-in-place instructions. The safest choice depends on the material, wind, building systems, and location of the release.
- If exposed, follow emergency medical and decontamination directions. Do not leave the area in a way that may spread contamination unless instructed.
- For a regional radiological or nuclear-plant emergency, follow official state and Eastern messages regarding shelter, evacuation, food and water, travel, and University operations.

**POWER, WATER, HEATING, COOLING,
COMMUNICATIONS, OR BUILDING-SYSTEM DISRUPTION**

- Remain calm and wait for instructions regarding evacuation, relocation, closure, or remote operations.
- Avoid elevators and dark or damaged areas. Use emergency lighting and stairs as directed.
- Report smoke, sparks, flooding, unusual noises, strong odors, failed alarms, or other immediate hazards.
- Do not enter mechanical, electrical, roof, utility, or restricted spaces.
- Use only approved equipment and charging methods. Do not use open flames for light.
- Classes or services may be moved, delayed, canceled, or continued remotely while systems are restored.

**VIOLENCE, THREATS, SUSPICIOUS ACTIVITY,
SUSPICIOUS PACKAGE, BOMB THREAT, OR SWATTING**

- Call or text 911 for immediate danger. Move away from the person, object, or area and do not confront or investigate.
- Report threats, weapons, stalking, escalating conflict, suspicious behavior, or other concerning activity as soon as possible. Use Tell Somebody or other established University reporting pathways for non-emergency concerning behavior.
- Do not touch, move, open, smell, or place an electronic device next to a suspicious object or package.
- If you receive a threat, preserve the message and report it. Do not begin your own search or announce details publicly.
- In a swatting or false-report event, follow law-enforcement instructions carefully. Avoid sudden movements, arguments, or attempts to approach officers to explain the situation.
- Do not spread rumors, identify potential victims or suspects, or share responder locations online.

ASSAULT, FIGHT, OR ESCALATING CONFLICT

- Do not physically intervene unless you must act to protect yourself from immediate harm and no safer option exists.
- Move away, encourage bystanders to clear the area, and call or text 911 or University Police.
- Do not film, cheer, provoke, or create a crowd around the incident.
- Provide factual witness information privately to responding personnel.
- Request medical assistance for anyone who may be injured, even when injuries are not obvious.

PUBLIC HEALTH EMERGENCY OR COMMUNICABLE DISEASE

- Follow Eastern and public health guidance regarding attendance, testing, isolation, vaccination, masking, hygiene, or remote operations when applicable.
- Stay home when ill or when directed, and seek medical care for severe symptoms.
- Wash hands, cover coughs and sneezes, clean shared surfaces as directed, and avoid sharing personal items.
- Respect medical privacy and do not identify affected individuals or spread unverified health information.
- Students and employees should use established academic, human resources, and student-support processes when illness affects participation.

CYBERSECURITY INCIDENT OR TECHNOLOGY-SERVICE INTERRUPTION

- Stop interacting with a suspicious email, link, file, login page, device, or message and report it through the approved Eastern information technology process. The IT Help Desk is 860-465-4346.
- Do not provide passwords, authentication codes, financial information, or sensitive records in response to an unexpected request.
- Preserve relevant messages or screen information when safe, but do not forward malicious content to others.
- Use alternate official communication methods if Eastern announces that a service may be unavailable or compromised.
- Follow instructions for password changes, device use, remote learning, or temporary service limitations.

TRANSPORTATION INCIDENT, CIVIL DISTURBANCE, OR NEARBY COMMUNITY EMERGENCY

- Avoid the affected area and do not cross police, fire, or safety barriers.
- Follow instructions to shelter, secure-in-place, evacuate, reroute, or remain off campus.
- Do not interfere with demonstrations, traffic control, crash response, or emergency operations.
- Use alternate transportation only after confirming that routes and destinations are open and safe.
- Report injuries, hazards, threats, or stranded persons by calling or texting 911 or contacting University Police.

8. REPORTING THREATS, HAZARDS, AND EMERGENCIES

IMMEDIATE DANGER OR LIFE-THREATENING EMERGENCY: CALL 911

Call 911 for immediate threats, fire, serious injury, active violence, or hazardous releases. Text-to-911 is available when a voice call is unsafe or impossible. When safe, also notify Eastern University Police Dispatch at 860-465-5310.

REPORT PROMPTLY

Early reporting allows Eastern and emergency responders to assess concerns before they become more serious. You do not need proof before reporting a reasonable concern, and you should never place yourself in danger to gather more information. For non-emergency public safety concerns, contact University Police Dispatch at 860-465-5310. Concerning but non-emergency behavior may also be reported through the University Tell Somebody process.

- Threats of violence, weapons, stalking, harassment, intimidation, or concerning behavior.
- Suspicious people, vehicles, packages, odors, substances, messages, or activity.
- Fire, smoke, gas, water leaks, electrical hazards, damaged doors or alarms, blocked exits, or unsafe building conditions.
- Medical emergencies, missing persons, assaults, fights, or people in distress.
- Cybersecurity concerns, lost or exposed sensitive information, or suspicious requests for credentials.
- Any condition that could threaten life, safety, property, the environment, or campus operations.

PROVIDE USEFUL INFORMATION

- Your exact location and a safe callback number.
- What happened or what you observed, using facts rather than assumptions.
- When it happened and whether it is still occurring.
- Descriptions of people, vehicles, objects, hazards, injuries, or direction of travel.
- Whether weapons, fire, chemicals, smoke, structural damage, or immediate medical needs are involved.
- Any immediate danger to you or others.

PRESERVE SAFETY AND INFORMATION

- Move to safety before making a report when danger is present.
- Do not confront, follow, detain, search, touch, or investigate.
- Preserve messages, photographs, or records only when doing so is lawful and safe; do not circulate them publicly.
- Follow instructions from the dispatcher and remain available if additional information is needed.

9. ACCESS AND FUNCTIONAL NEEDS

Eastern is committed to inclusive emergency preparedness. Access and functional needs may relate to mobility, vision, hearing, speech, cognition, mental health, medical conditions, language, transportation, service animals, temporary injury, or other circumstances.

PLAN IN ADVANCE

- Students may contact AccessAbility Services to discuss emergency-related access needs, personal emergency planning, and reasonable accommodations.
- Employees may use established human resources and supervisory processes to discuss workplace emergency needs.
- Identify more than one person who can help communicate information or support movement during an emergency, while recognizing that helpers may not always be available.
- Keep essential medication, mobility devices, communication tools, chargers, medical information, and service-animal supplies accessible.
- Learn the posted emergency features and exits in the locations you use most often, and ask for clarification before an emergency.

DURING AN EMERGENCY

- Follow official instructions and communicate the type of assistance you need as clearly as possible.
- Do not use elevators during a fire or when they are unavailable, unless emergency personnel specifically direct their use.
- If you cannot safely evacuate, move away from immediate danger, call 911, provide your exact location and needs, and remain available for instructions.
- People offering help should ask before acting, follow the individual's directions, and avoid separating a person from essential equipment or a service animal.
- Emergency personnel may choose an alternate route, location, or method of assistance based on conditions.

PERSON-CENTERED ASSISTANCE

No single method works for everyone. The person needing assistance is often the best source of information about how to help safely and respectfully.

10. ACCOUNTABILITY, FAMILY COMMUNICATION, AND REUNIFICATION

ACCOUNTABILITY

Eastern may use class or residence information, employee accountability, direct reporting, electronic safety checks, assembly-area reports, and information from emergency responders to determine who is safe and who may need assistance. Exact methods depend on the incident and available systems.

- Remain with your class, work group, or event group when safe and practical.
- Respond promptly to an official safety check or accountability request.
- Report missing or injured persons and their last known location to an authorized official.
- Do not leave an assembly, shelter, or reunification process without notifying the person managing accountability, unless remaining is unsafe.

FAMILY COMMUNICATION

- Use text messages when networks are congested, and keep calls brief.
- Tell family members to rely on Eastern Alert and official University information and not to travel to campus or the incident scene unless instructed.
- Avoid sharing names, medical status, images, or unverified information about other people.
- Keep emergency contact information current in University records.

REUNIFICATION

A major emergency may require Eastern to establish a controlled family information, assistance, or reunification location where students, employees, families, and authorized contacts can receive information or be reunited. The location may be away from the affected area and will be announced only when it is ready and safe to use.

- Do not report to the incident scene or assume that a familiar campus location will be used. Follow the family assistance or reunification location announced by Eastern.
- Follow official travel, parking, check-in, and identification instructions.
- Bring government-issued identification when requested.
- Expect delays. Reunification must protect accountability, privacy, medical needs, and law-enforcement operations.
- Media, unofficial volunteers, and unverified organizations should not enter controlled family-support areas.
- Counseling, victim services, and other support information will be shared when appropriate.

11. CONTINUITY, RECOVERY, TRAINING, AND PLAN MAINTENANCE

CONTINUITY OF OPERATIONS

Eastern prepares to continue or restore essential academic, residential, student-support, public safety, technology, financial, facility, and administrative functions following an emergency. Depending on the impact, services may continue from alternate locations, online, through modified schedules, or with support from CSCU and partner organizations.

RECOVERY

Recovery begins while response operations are still underway and may continue for days, weeks, or longer. Reopening decisions are based on life safety, building condition, utilities, technology, transportation, staffing, public health, responder access, and the ability to support students and employees.

ACADEMIC RECOVERY

Course delivery, attendance, assignments, laboratories, field experiences, academic records, and class locations may be adjusted, relocated, or moved online.

PHYSICAL RECOVERY

Buildings, utilities, equipment, access systems, and environmental conditions are assessed before unrestricted use resumes.

OPERATIONAL AND FINANCIAL RECOVERY

Eastern documents costs, repairs, insurance, contracts, records, and essential administrative services needed for recovery.

PSYCHOLOGICAL AND EMOTIONAL RECOVERY

Counseling, employee assistance, victim services, memorial considerations, and community support may be provided.

TRAINING AND EXERCISES

Eastern uses training, drills, and exercises to familiarize the community with alarms, Eastern Alert, protective actions, communications, roles, accountability, continuity, and recovery needs. Exercises should be conducted with attention to safety, accessibility, trauma-informed practices, and the need to distinguish an exercise from a real emergency.

- Take drills seriously and follow the announced instructions.
- Report access barriers, notification failures, blocked exits, or other safety issues identified during a drill.
- Do not create simulated weapons, threats, or emergency messages unless specifically authorized as part of a controlled exercise.

PLAN REVIEW AND IMPROVEMENT

The internal Emergency Action Plan is reviewed on an annual basis, with a complete update every two years, and may be updated sooner after incidents, exercises, organizational changes, facility changes, new risks, regulatory changes, or lessons learned. After-action reviews and corrective actions are used to strengthen preparedness over time.

12. EMERGENCY QUICK REFERENCE

Use this table as a rapid reminder. Official alarms and instructions take priority.

SITUATION	IMMEDIATE PUBLIC ACTION	KEY REMINDER
FIRE, SMOKE, OR EXPLOSION	Activate the alarm if needed, call 911, and evacuate by the nearest safe exit.	Do not use elevators unless directed. Do not re-enter until officials issue an all clear.
MEDICAL EMERGENCY	Call 911. Provide the exact location and condition. Give first aid or use an AED only within your training.	Do not move an injured person unless there is immediate danger.
SEVERE WEATHER	Move indoors and away from windows. Follow shelter or closure instructions.	Avoid flooded roads, downed wires, and unsafe outdoor travel.
HAZARDOUS MATERIAL, GAS, OR UNUSUAL ODOR	Leave the immediate area, avoid contact or fumes, and report it.	Do not investigate, clean up, or operate equipment in the affected area.
VIOLENCE OR IMMEDIATE THREAT	Move away from danger if a safe route exists; if not, hide/secure, call or text 911 when safe, and follow University Police directions.	Defend yourself only as a last resort if directly confronted and no safer option exists. Do not share responder locations online.
SUSPICIOUS PACKAGE OR OBJECT	Do not touch, move, open, or use a device next to it. Clear the immediate area and report it.	Do not begin a search or return until cleared by officials.
POWER OR BUILDING-SYSTEM DISRUPTION	Remain calm, avoid elevators, and await relocation, evacuation, or closure instructions.	Report hazards such as smoke, water leaks, sparks, or unusual sounds.
PUBLIC HEALTH CONCERN	Follow Eastern and public health guidance. Stay home when ill or when directed.	Use good hygiene and respect privacy.
CYBERSECURITY CONCERN	Stop the activity, preserve the message or screen, and report it through the approved Eastern IT process.	Do not send credentials, open additional links, or spread unverified information.
CIVIL DISTURBANCE OR TRANSPORTATION INCIDENT	Avoid the affected area and follow rerouting, shelter, or closure directions.	Do not interfere with responders or enter restricted areas.

FIVE ACTIONS TO REMEMBER

1 RECOGNIZE Notice alarms, alerts, hazards, and changes around you.	2 MOVE Create distance from danger or go to the protective location directed.	3 REPORT Call 911 for immediate danger and provide clear facts.	4 FOLLOW Obey the newest official instruction and responder direction.	5 VERIFY Use official sources and wait for an authorized all clear.
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PUBLIC EMERGENCY CONTACTS AND INFORMATION

IMMEDIATE DANGER, FIRE, POLICE, OR MEDICAL EMERGENCY	Call 911. Text 911 when a voice call is unsafe or impossible.
EASTERN UNIVERSITY POLICE / PUBLIC SAFETY	860-465-5310 dispatch@easternct.edu Public Safety Building, 44 Charter Oak Road
CAMPUS CLOSURE, DELAY, OR WEATHER STATUS	Monitor Eastern Alert and official University channels. Weather/Closing Hotline: 860-465-4444.
ACCESSIBILITY OR EMERGENCY-PLANNING SUPPORT	Contact AccessAbility Services, Student Affairs, your supervisor, or Human Resources as appropriate.

13. PREPAREDNESS IS A CONTINUING COMMITMENT

Eastern Connecticut State University recognizes that a safe learning, living, working, and visiting environment depends on preparation before an emergency, clear action during an emergency, and thoughtful recovery afterward. Preparedness becomes real when people understand Eastern Alert, know the protective actions, report concerns, and participate in training.

Every member of the Eastern community contributes to safety. Stay informed, remain alert, report concerns, follow official instructions, and help others when you can do so safely.

SAFETY IS EASTERN'S HIGHEST PRIORITY

Plans are in place. Personnel are prepared. The campus community is part of the solution.

DOCUMENT CONTROL AND SECURITY NOTICE

This is a public summary. Eastern maintains controlled internal emergency plans with protected locations, internal contacts, security-system, infrastructure, and tactical details. Those materials are limited to personnel and response partners with an operational need to know. This guide may be reproduced for preparedness purposes without adding protected information.

For current emergency and campus operating information, use Eastern Alert and official Eastern Connecticut State University channels.