

Emergency Assembly Area: **[INSERT BUILDING NAME & STREET ADDRESS]**

Inclement Weather Area: **[INSERT BUILDING NAME & STREET ADDRESS]**

**[INSERT DEPARTMENT NAME]** Emergency Preparedness & Action Plan

**[MONTH/YEAR]**

The Dartmouth Emergency Preparedness & Action Plan is designed to allow departments across the institution to consider the various incidents that would require emergency protocols & coordinate with the Dartmouth Office of Emergency Management to further customize the template to be specific to a particular facility or complex.

Read the Checklist Below & Verify these Activities are Completed to ensure that the Department fully utilizes the available resources and knowledge within Safety & Security and the Office of Emergency Management.

# Completion Checklist

[ ]  Assign a Designated Liaison/s representing your department to Compete the Form by Adding the Necessary Information to (EX: “**[INSERT DEPARTMENT NAME]**”)

[ ]  Coordinate a Department Safety Group of experienced personnel to outline department-specific incidents that may require emergency protocols.

[ ]  Contact the Office of Emergency Management at emergency.manager@dartmouth.edu for further customization of the document (EX: Adding New Sections or Emergency Protocols)

[ ]  Notify the Office of Emergency Management at emergency.manager@dartmouth.edu once Document is Finalized.

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# Important Contact List

|  |  |
| --- | --- |
| Department | Department Phone # |
| Safety & Security | (603) 646-3333 (Emergency)(603) 646-4000 (Non-Emergency) |
| Emergency Management | (603) 646-1609 |
| Environmental Health & Safety | (603) 646-1762 |
| Facilities & Operations Management | (603) 646-2485 (Main Office)(603) 646-2344 (Troubleshooter) |
| Dicks House College Health Service | (603) 646-9400 |
| [INSERT BUILDING FACILITY MANAGER HERE] | [INSERT BUILDING/FACILITY MANAGER NUMBER HERE] |

# Introduction & Purpose

**[INSERT DEPARTMENT NAME]** is committed to the safety and well-being of its employees, students, and campus visitors. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the department or the College.

# Goals

The goals of **[INSERT DEPARTMENT NAME]** in responding to an emergency include:

• The safety of all staff, students, and guests.

• The physical and emotional well-being of employees, students, and campus visitors.

• The timely stabilization of an emergency situation.

• The protection of **[INSERT DEPARTMENT NAME]** facility/ies, property/ies, and the belongings of employees, students, and campus visitors.

# Applicability & Scope

This plan applies to all employees of **[INSERT DEPARTMENT NAME]** and any person occupying the physical plant of **[INSERT DEPARTMENT NAME]**; to include students, Dartmouth College employees, and campus visitors.

The scope of this plan is intended to encompass all hazards. This plan may be consulted when responding to any and all emergencies. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

# Responsibility

The **[INSERT DEPARTMENT NAME]** emergency plan is the responsibility of **[INSERT INDIVIDUAL NAME OR POSITION]**. The **[INSERT INDIVIDUAL NAME OR POSITION]** will, at the bare minimum, conduct a review of the plan and is responsible for relevant revisions as needed throughout the year. Any suggestions, comments, or questions should be directed to the **[INSERT INDIVIDUAL NAME OR POSITION]**.

# Order of Succession

Leadership authority during an emergency shall flow downward through the following list of people:

1. **[INSERT INDIVIDUAL NAME OR POSITION]**
2. **[INSERT INDIVIDUAL NAME OR POSITION]**
3. **[INSERT INDIVIDUAL NAME OR POSITION]**

# Emergency Communications

During an emergency, **[INSERT DEPARTMENT NAME]** will use the following means and methods of communication:

* **[INSERT POSSIBLE MEANS AND METHODS OF COMMUNICATION]**
	+ ***Landline Telephones***
	+ ***Cell Phones (possible outages during emergency)***
	+ ***Texting (more reliable during an emergency)***
	+ ***Two-way Radios***
	+ ***Email***

***Take time to develop specific communications procedures defining who will be responsible for communications and what information will be communicated.***

# Media Inquiries

Media inquiries during or after an emergency will be addressed by the Office of Communications. Any information released to the media will be constructed or approved under the guidance of the Office of Communications.

# Testing, Training & Exercises

***This section is best developed on a departmental basis. It is recommended that the department spend time, at the very least, discussing the contents of this and other emergency plans with employees. It is also recommended that at least once annually the department exercise the plan by practicing all or part of it.***

# Emergency Contact Directory

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| --- | --- | --- | --- |
| Position/Title | Name | Office Phone # | Out of Office Phone # |
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# Emergency Protocols

## Fire

In the Event of a Fire:

* Pull the **Fire Alarm** and Call **911**

If you **See Smoke** or **Flames**:

* Use **CARE**:
	+ **Contain** the fire by closing all doors as you leave
	+ **Activate** the nearest Fire Alarm pull station (Pull stations are located near all building exits)
	+ **Report** the fire by dialing 911
	+ **Evacuate** or extinguish (In most cases, it is best to Evacuate) to the designated Emergency Assembly Area

**Never** fight a fire if:

* You lack a safe way to escape should your efforts fail
* It has left its source of origin
* You are unsure of the type of extinguisher you need or have

## Building Evacuation

Familiarize yourself with the evacuation routes posted in all campus buildings. If an evacuation order is issued for your building for any reason, fully cooperate with first responders/ Department of Safety & Security personnel and:

* Take only keys, wallets, and essential belongings
* If possible, wear weather appropriate clothing
* If you are the last one to exit your room, close doors
* Leave the building immediately
* Do not investigate the source of the emergency
* Walk, don’t run, to the nearest exit
* Use stairs, not elevators

During an evacuation order, individuals with special needs may require additional assistance in evacuating the premises. If willing and able to aid those with special needs during an evacuation, the Department of Safety & Security recommends:

* If there is no immediate danger, get input from the individual on how you can help before attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved; and whether there are any special considerations, methods, or any items that need to be brought with the person during the evacuation.

OR

* If there is no immediate danger, report the location and number of people needing assistance to the Department of Safety & Security personnel on scene at 603-646-3333.
* If there is imminent danger and/or evacuation cannot be delayed, the person with a disability should be evacuated from the building with haste in as safe of a manner as the situation allows.

Individuals who are Blind or have a Visual Impairment:

* Ask the person who is blind/visually impaired if they would like assistance or guidance in leading them out of the building to the Emergency Assembly Area (EAA)
* Give verbal instructions to the person who is blind/visually impaired regarding the safest exit route by using compass directions, estimated distances, and directional terms. (i.e., "from where we're standing, the exit door leading to the main floor of the Collis Center 10- 20 feet down the hall on the right past the kitchen. There is a stairwell leading to the side exit onto Wheelock Street. The stairwell has 28 steps and there are handrails on both sides, etc.")
* Do not walk up and grasp the arm of a visually impaired person and attempt to lead them out of the building. First ask if they would like to hold onto your arm as you exit, especially if there is debris in the area or you need to exit through a crowd.
* Give other relevant verbal instructions or information (e.g., "elevators cannot be used", "door handle is on the left and the door opens outward", "this exit leads to the eastside of the Collis Center", etc.).

Individuals who are D/deaf or Hard of Hearing:

* Get the attention of a person who are D/deaf or hard of hearing by either touch or by making eye contact.
* Clearly state the situation and reason for evacuation. Have a pen and paper handy to write a brief statement if the person does not seem to understand.
* Offer visual instructions by pointing toward exits or evacuation maps showing the safest exit routes.
	+ If there is no immediate danger, persons with disability/mobility limitations should shelter in place and call Safety and Security at 603-646-4000 (6-4000 from Campus phones) to report location and number of people needing assistance
	+ If there is imminent danger and evacuation cannot be delayed, the person with a disability should be carried or helped from the building in the best and fastest manner (the person with the disability is the best authority as to how to be moved out of the building)
	+ If you are unable to evacuate, call Safety and Security at 603-646-3333 (6-3333 from Campus phones) and report your location
	+ As you make your way towards the Emergency Assembly Area, encourage those you encounter to exit as well
	+ Follow instructions of the Department of Safety and Security or other identified emergency personnel
	+ Wait for instructions before returning to your building after an evacuation

## Medical Emergency

If someone is injured or becomes ill:

* Stay Calm
* Dial 911 and explain the type of emergency, the location, condition, and number of victims
* Let the dispatcher know of any safety hazards - chemical spill, fire, fumes, etc.
* Do not hang up unless told to do so by the dispatcher
* Do not move the victim unless there is danger of further injury if s/he is not moved
* Render first-aid or CPR only if you have been trained
* Do not leave the injured person except to summon help
* Comfort the victim until emergency medical services arrive
* Have someone stand outside the building to flag down the ambulance and/or Safety and Security when they reach the vicinity

## Bomb Threat

If you receive a bomb threat, remain calm and:

1. Obtain as much information as possible:
* Write down the number from where the call is coming
* Write down the exact time of the call
* Write down as accurately as possible the statements made
* Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing feature)
* Listen for background noises
* Try to signal for someone else to also listen on the telephone line, if possible
* Do not hang up and stay on the line as long as possible; wait for the caller to hang up
1. Keep the bomb threat caller talking, and ask as many questions of the caller as you can:
* When will the bomb go off? How much time remains?
* Where is the bomb located?
* What does it look like?
* What kind of bomb is it?
* How do you know about this bomb?
* Why was it placed here?
* Who are you?
* What is your name?
1. Call 911 immediately and then the Department of Safety and Security at 603-646-3333 (6-3333 from Campus phones)
2. Complete a [Bomb Threat Checklist](https://www.dartmouth.edu/security/docs/Bomb%20Threat%20Checklist%20Form.pdf) form and have it ready, along with your notes from the call, for responding Officers. It is recommended to have a Bomb Threat Checklist form handy, and follow it while receiving the threat

## Hostile Intruder/Active Shooter

If a hostile intruder/active shooter is Outside your building:

1. Get to a room that can be locked, close and lock windows and doors
2. Turn off the light
3. Try to get everyone down on the floor (so that no one is visible from outside the room)
4. Call 911. The Dispatcher will ask for, at least, the following information:
* Your Name
* Your Location
* Location of the incident (be as specific as possible)
* Number of shooters (if known)
* Identification or description of shooter
* Number of persons who may be involved
* Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
1. Do not respond to any voice commands until you are confident that they come from a Law Enforcement Officer or a Department of Safety & Security Officer

**If a hostile intruder/active shooter is INSIDE your building:**

1. Exit (get out of) the building immediately
2. Notify anyone you may encounter to exit the building immediately
3. Call 911. The Dispatcher will ask for at least the following information:
* Your Name
* Your Location
* Location of the incident (be as specific as possible)
* Number of shooters (if known)
* Identification or description of shooter
* Number of persons who may be involved

**If exiting the building is not possible, the following actions are recommended:**

1. Go to the nearest lockable room or office
	* If you are locked out of all rooms, seek refuge in the nearest restroom, lock yourself in a stall and keep quiet
2. Close and lock the door and/or block it (try barricading the door with desks and chairs)
3. Cover the door windows
4. Call 911 (the Dispatcher will gather information from you)
5. Keep quiet and act as if no one is in the room (silence cell phones)
6. DO NOT answer the door
7. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
8. Do not respond to any voice commands until you are sure that they come from a Law Enforcement Officer or a Department of Safety & Security Officer

**If a hostile intruder/active shooter enters your office or classroom:**

1. Remain calm
2. Dial 911 (if you can’t speak, leave the line open so the Dispatcher can listen to what’s taking place)
3. Try to escape, but if unable, you must take action to survive!! Make a quick survival decision, either:
* Try to negotiate with the hostile intruder/active shooter (perhaps not the most effective measure), or
* Try to hide; bear in mind that being hidden (i.e., behind a wooden door) is not the same as being covered (i.e. behind a steel door), or
* Play dead (pretend to be unconscious), or
* Try to overpower the hostile intruder/active shooter by force (use anything at your disposal and fight for your life); Only you can decide if this is something you should do
* If someone other than yourself acts to overpower the hostile intruder/active shooter it is recommended that you assist, as this will increase the chances of success and survival. Again, only you can decide if this is something you should do

**If the hostile intruder/active shooter leaves your area, and as soon as it is safe to do so:**

1. Close and lock the door and/or block it (try barricading the door with desks and chairs)
2. Call 911 (if not on the line already)
3. DO NOT answer the door and stay in place behind cover
4. Do not respond to any voice commands until you are confident that they come from a Law Enforcement Officer or a Department of Safety & Security Officer

**If you decide to flee during a hostile intruder/active shooter situation:**

1. No matter what the circumstances, make sure you have an escape route and plan in mind
2. Do not attempt to carry anything while fleeing
3. Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of the intruder’s/aggressor’s location as soon as possible)
4. Move quickly, keep your hands up high and visible
5. Follow the instructions of any Police Officers you may encounter

**What to expect from responding police officers:**

Police Officers responding to an active shooter are trained in a procedure known as "Rapid Deployment" and proceed immediately to the area in which shots were last heard. The responding officer’s purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons.

Please understand that the police will be treating all those they encounter (including you) as possible suspects. When you encounter the police:

* Remain calm
* Do as the officers tell you
* Put down any bags or packages you may be carrying
* Keep your hands up and visible at all times
* If you know where the hostile intruder/active shooter is, tell the officers
* Once out of harm’s way remain at whatever assembly point authorities designate
* Keep in mind that the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned
* Do not leave until you have been interviewed and released

## Utility Failure

These may include electrical outages, plumbing failure/flooding, gas leaks, steam line breaks, ventilation problems, elevator failures, etc. Dartmouth’s Facilities Operations and Management (FO&M) has procedures and personnel to deal with utility failures and resumption of service. For your personal safety, in the event of a utility failure:

* Remain calm
* Immediately notify Safety and Security at 603-646-3333 (6-3333 from Campus phones)
* If the building must be evacuated, follow the instructions on Building Evacuation
* Unplug all electrical equipment (including computers) and turn off light switches
* Use a flashlight: Do not light candles or use other kinds of flames for lighting
* Laboratory personnel:
* Secure all experiments, unplug electrical equipment, and shut off research gases prior to evacuating
* Close all fume hoods and chemical containers
* Elevators:
	+ If passengers are trapped in an elevator, advise them to stay calm and tell them you are getting help
	+ If it is safe for you to stay in the building, stay near the passengers until assistance arrives
* If you are trapped in an elevator, help will be there soon:
	+ Remain calm
	+ Use the Call Button of Phone to call for help
	+ Do not try to climb out or exit the elevator without assistance

## Floods

Minor or area flooding on campus could occur as a result of a water main break, loss of power to sump pumps, or major multiple rainstorms. Safety and Security monitors the National Weather Service, and other emergency advisory systems to stay abreast of weather and alert related conditions and will provide instructions should they be necessary. For imminent or actual flooding, and only if you can safely do so:

* Secure vital equipment, records, and other important papers
* If present in your area, report all hazardous materials (chemical, biological, and/or radioactive) to Safety and Security at 603-646-3333 (6-3333 from Campus phones) or to Environmental Health and Safety at 603-646-1762 (6-1762 from Campus phones)
* Move to higher, safer ground
* Shut off all electrical equipment
* If in a lab, secure all laboratory experiments
* Do not attempt to drive or walk through flooded areas
* Wait for further instructions on immediate action from Safety and Security
* If the building must be evacuated, follow the instructions on Building Evacuation
* Do not return to your building if you have been evacuated by flooding until you have been instructed to do so by College personnel
* If you are assisting with flood cleanup, report immediately to Environmental Health and Safety any oil, chemical, or radioactive materials suspected of mixing with flood waters

## Tornadoes

A “**Tornado Watch**” means that tornadoes could potentially develop. A “**Tornado Warning**” means a tornado has actually been sighted. If you see a tornado, report it immediately by calling 911, and seek shelter or safety:

* Go to a basement, underground excavation, or lower floor of interior hallway or corridor (preferably a steel-framed or reinforced concrete building)
* Seek shelter under a sturdy workbench or heavy furniture if no basement is available
* Listen for reports and siren/public address announcements
* Avoid:
	+ Top floors of buildings
* Areas with windows or glass doors
* Auditoriums, gymnasiums, cafeterias, or other areas with large, free-span roofs
* If out in the open:
	+ Cars -do not wait out the storm in a car; cars are not safe in tornadoes
	+ Move away from the path of the tornado in a perpendicular direction
	+ Lie flat in the nearest depression, ditch, or ravine if there is no time to escape

## Earthquakes

Earthquakes are more common in the western United States, but they do occur in the New England area as well. In the event of an earthquake:

* Stay away from large windows, shelving systems, or tall room partitions
* Get under a desk, table, door arch, or stairwell
* If none of these is available: move against an interior wall and cover your head with your arms
* Remain under cover until the movement subsides
* After the shaking stops, survey your immediate area for trapped or injured persons and ruptured utilities (water, gas, etc.)
* If damage has occurred in your area, inform Safety and Security immediately at 603-646-4000 (6-4000 from Campus phones)
* If it is safe to do so, remain at your location and await further instructions from College personnel
* Do not evacuate until instructed by emergency personnel
* Laboratory personnel:
	+ Exit the lab to the corridor
	+ Duck and cover near an interior wall
* If out in the open:
	+ Stay in an open area away from buildings, power lines, trees or roadways
	+ If in a car, pull over and stop. Do not park under an overpass or near a building. Be cautious about driving again, in the event roads are damaged
* After an earthquake:
	+ Put on enclosed shoes to protect against broken glass
	+ If the power is out, use a flashlight. Do not light a match or candle
	+ Be alert for safety hazards such as fire, electrical wires, gas leaks, etc.
	+ Check on others. If there are injuries or other urgent problems, report them to Safety and Security at 603-646-3333 (6-3333 from Campus phones)
	+ Give or seek first aid. Assist any disabled persons in finding a safe place for them
	+ Evacuate if the building seems unsafe or if instructed to do so:
	+ Use stairs, not elevators
	+ Unplug small electrical appliances
	+ Bring keys, purses, wallets, warm clothing
	+ Be prepared for aftershocks
	+ Cooperate with emergency personnel, keep informed, and remain calm

## Shelter in Place/Safe Shelter

Shelter in Place is useful when evacuation is not an option. Refuge is sought in an interior room with few or no windows. It is helpful to identify these locations within your department ahead of time and to ensure employees are familiar.

It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment. Shelter in place may also be necessary in the event of a hostile intruder on campus.

Shelter in place procedures will be initiated through the various notification systems used by Dartmouth.

* Stop classes and/or other operations in the building.
* If there are visitors in the building, advise them to stay in a secure location to ensure visitor safety. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately, where they are.
* Close and lock all doors, windows, and other openings to the outside.
* If necessary/possible, turn off the heating or cooling system.
* Select interior room(s) above the ground floor with the fewest windows and vents. The room(s) should be large enough for everyone to sit comfortably and quietly. Use multiple rooms if necessary.
* Lock the door to any rooms being used and draw the curtains/shades or cover the windows. You should not be visible from the outside or from the corridor.
* Ideally, choose room(s) with hardwired telephones as cellular networks may be unavailable. Use these phones to report any emergencies.
* Stay away from windows and doors.
* In the event of a hostile intruder, remain absolutely quiet and follow steps outlined in the “Hostile Intruder/Active Shooter” section.
* Remain calm and await further instructions.

**DO NOT** leave the room until directed to do so by a public safety official.

## Suspicious Package or Object

If you have any reason to believe that a letter or parcel is suspicious, DO NOT take a chance or worry about embarrassment. Call Safety & Security immediately at **603-646-4000**.

* **DO NOT** touch the package or object.
* **DO NOT** tamper with the package or object.
* **DO NOT** attempt to move the package or object.
* **DO NOT** open the package or object.
* **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box.
* Isolate the package or object and evacuate the immediate area.

Characteristics of Suspicious Packages are:

* Special deliveries, foreign mail, or air mail.
* Restrictive markings such as “Confidential” or “Personal.”
* Excessive postage.
* Handwritten or poorly typed addresses.
* Incorrect titles.
* Misspelled words.
* Stains or discoloration on the package.
* Excessive weight.
* Rigid, lopsided, or uneven envelopes.
* Protruding wires or aluminum foil.
* Excessive tape or string.
* Visual distractions such as illustrations.
* No return address.

For more information on readiness or to schedule a small group training session, go to <https://www.dartmouth.edu/prepare/> or contact the Office of Emergency Management at emergency.manager@dartmouth.edu.