



EMERGENCY RESPONSE GUIDE

SEE IT | HERE IT | REPORT IT

**IN CASE OF EMERGENCY FIRST TEXT 911 OR
CALL 911** WESTCOMM Regional Dispatch

Center then call ELMS PUBLIC SAFETY:

413.265.2278

YOUR SAFETY FIRST!



Table of Contents

Introduction	1
Active Shooter Response.....	2
Bomb Threats Response	3
Chemical Hazards Response	4
Civil Disturbance Response	5
Evacuation Response	5
Explosion Response	6
Power Outage Response	6
Fire Response	7
Flooding Response	8
Medical Emergencies Response	8
Shelter-in-Place Response	9
Suspicious Object Response	10
Suspicious/Violent Persons Response	11
Terrorist Acts Response	12
Tornado/Severe Weather Response	12

Introduction

The Elms College Mobile Emergency Response Guide has been developed to provide the campus community with a quick reference guide explaining how to respond to various types of emergencies that might occur on campus.

Elms Public Safety provides its community with safety and security services 24/7; however, we are not able to provide service that may be needed in response to a major emergency. The Chicopee Police and Fire Departments and other specialized service agencies would be required to respond to provide additional support functions during an emergency on campus.

Every potential emergency situation cannot be anticipated or prevented. This guide is intended to provide basic instruction, not an absolute response for every emergency. Keeping calm, exercising common sense, following basic instructions and calling for the assistance of emergency first responders will help us mitigate, respond to, and effectively recover from an emergency on campus. Your use of this guide will help to reduce the chances of serious injury to you, and others.

Notifications of Campus Emergencies will be communicated through the CodeRed Emergency Notification System. To register for CodeRed notifications please click on the following link: [CodeRed Registration Link](#)

Active Shooter Response

1. If no escape route is available, attempt to establish a barrier (locked door, stack furniture at access points, etc.) to create as much space and time delay as possible between you and the threat.
2. Utilize the Run, Hide, Fight response protocol.
3. If you have access to a phone, and can safely do so, **dial 911 first**, then call Public Safety @ 413-265-2278.
4. Provide as much information as possible about your location, other persons who may be exposed to the threat, and a description of the suspect(s).
5. Seek concealment and cover.
6. Attempt to communicate with responding emergency personnel through cell phones or visual communication if possible.
7. Follow instructions provided to you by emergency response personnel.

Stay away from threatening situations. Curious spectators can easily become victims.

Bomb Threats Response

BOMB THREAT (PHONE)

1. Attempt to gain as much information as possible from the caller. Document all of the information you are able to obtain from the caller such as:
 - Time of call and detonation time
 - Description/type of explosive device
 - Location of the device
 - Reason for the threat
2. Immediately call 911 first then Public Safety and provide as much detail as possible.
3. Follow instructions from Police or other emergency response personnel. Depending on the circumstances, you may be instructed to evacuate the area. Never activate the fire alarm or use radios or cell phones or other wireless devices.
4. Note any unusual items (packages, backpacks, etc.) or suspicious objects and immediately report that information to the responding authorities.

BOMB THREAT (WRITTEN CORRESPONDENCE)

1. Call 911 first then Public Safety
2. Preserve Evidence
3. Do not handle written documents
4. Do not delete or alter email messages

Chemical Hazards Response

CHEMICAL SPILLS

1. If toxic chemicals come into contact with your skin, immediately flush the affected area with clear water.
2. If you are unsure if the substance is toxic, treat it as such.
3. Remove contaminated clothing.
4. Call 911 First, then Public Safety immediately. If there is any possible danger, evacuate the area.

CHEMICAL FIRES

1. Remain calm and call 911 First, then Public Safety.
2. If the fire is small, contained and you are not exposed to its fumes, you may locate a fire extinguisher and attempt to put the fire out.
3. Never allow the fire to come between you and an exit.
4. If you are inside of a building, activate the alarm system and evacuate. Close doors and windows behind you if you are able to do so safely, and then proceed to the nearest exit.
5. Do not attempt to save possessions at the risk of personal injury and do not return to the emergency area until instructed to do so by police or fire officials.
6. Chemical Fires are just as toxic as a Chemical Spill.
7. All fires must be reported by calling 911 first then Public Safety.

Civil Disturbance Response

Civil disturbances include riots, demonstrations or threatening individuals. In case of a civil disturbance consider the following

1. Avoid provoking or obstructing demonstrations.
 2. Contact Public Safety.
 3. Secure your area if necessary.
 4. If you are able, lock doors, safes, files and equipment.
 5. Avoid the area of the disturbance and stay away from doors and windows.
 6. Continue with normal routines as much possible if disturbance is outside.
 7. If you feel safe secure in place by locking all outside doors.
 8. If you have any questions about a suspicious activity, contact the Public Safety Department.
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Evacuation Response

1. Know the sound of your building's fire alarm and plan at least two evacuation routes in advance in case one is blocked.
2. Take nothing with you except absolute essentials.
3. Close windows and doors behind you if you have time.
4. Do not hesitate. Waiting for confirmation may prevent a safe exit.
5. Assist disabled persons if you are able to without endangering yourself. If you are not able to assist them, take note of their location, their condition and report that information to rescuers immediately once outside.
6. Once outside, gather at a predetermined location away from the building and be accounted for.
7. Remain outside at the assembly area until police or fire officials tell you it is safe to return to the building.
8. If evacuating an area threatened by gases, chemicals or other dangerous substances, move upwind from the threat to minimize your exposure.

Explosion Response

1. Evacuate the area of the explosion. When you reach a safe area, call 911 First, then Public Safety and provide any information you have about the explosion.
2. Gather at a predetermined area away from the building to be accounted for and consider the possibility of additional explosions. Remain at the assembly area until police or fire officials advise it is safe to return.
3. Stay away from windows, mirrors, overhead fixtures, electrical equipment and large, heavy, unstable objects.
4. Comply with directions from fire and police officials.
5. Do not move seriously injured persons unless they are in obvious immediate danger.
6. Open doors carefully and watch for falling objects.
7. Do not use elevators.
8. Do not use open flames such as lighters.
9. Position yourself upwind from smoke and fumes if possible.

Power Outage Response

1. Remain calm and attempt to report the power outage to Public Safety.
2. If you have a flashlight available, use the light to assist you in turning off or unplugging all electrical equipment and appliances that were in use prior to the power outage.
3. Do not attempt to use elevators
4. Use a flashlight or cautiously walk toward emergency exit lights if there is a need to evacuate the immediate area.
5. Assist others who may not be familiar with the evacuation routes or who have no light source.
6. Do not use candles or other open flame devices as a light or heat source.

***Note: Emergency exit lights are only designated to last 45-60 minutes. If it looks like the power outage will last more than a few minutes, further direction will be sent to you via CodeRed.**

Fire Response

FIRE ALARMS

1. Consider all fire alarms to be the result of a real fire.
2. Evacuate the building immediately using one of the predetermined evacuation routes. Do not use elevators.
3. Evacuation routes can be found on posters located on each level by stairwells and exits.
4. Close the door behind you if you are the last one out. If you see flames or smoke in your path, use the alternate planned route for evacuation.
5. If you must exit through the smoke, get down low on the floor and crawl under the smoke until you are past the threat.
6. If you cannot exit safely, shelter-in-place. Seal doors, windows and air vents so smoke cannot enter the room. Call 911 First, then Public Safety and report your location.

IF YOU SEE FIRE

1. Activate the fire alarm if it is not already sounding (activate a red pull-down station) located on a wall or hallway on each level.
2. Once outside the building, call 911 First, then Public Safety and relay all information about the location and type of fire.
3. If the fire is small and contained you may locate a fire extinguisher and attempt to put the fire out after you sound the fire alarm.
4. Do not spend more than one minute attempting to extinguish the fire. If the fire is not contained and is larger than a waste can, DO NOT ATTEMPT TO EXTINGUISH IT.

Flooding Response

NATURAL FLOODING

1. Natural flooding may take hours or days to accumulate and could take even longer to dissipate.
2. Immediately report flooding in your area to **Public Safety**.
3. Take steps to protect your property.
4. Be prepared to evacuate or move to a higher level in the building.
5. Turn off or unplug electrical devices that may be affected by water. Store some fresh drinking water early in the process.

MECHANICAL FLOODING

1. Pipes and water storage devices can rupture at any time, but are more likely to do so in freezing weather.
2. Immediately report ruptures or flooding to **Public Safety** authorities with the location, extent of the leak or rupture and the cause if you know it.
3. If you are familiar with the water source and are able, stop the water flow from a shut off valve.
4. Take steps to protect property by moving it away from the water source.

Medical Emergencies Response

1. Call 911 First, then **Public Safety** and advise the officer of your location and the nature of the victim's illness or injury.
2. Unless trained, do not attempt to render any first aid before medical assistance arrives. Depending on the circumstances, the 911 dispatcher may provide you with basic medical instructions from a predetermined protocol.
3. Follow the dispatcher's instructions if you are able.
4. Do not attempt to move a victim of an auto accident or other trauma such as a fall unless their life is in an immediate danger.
5. Comfort the victim and assure them help is on the way.
6. Don't allow yourself to be exposed to chemicals, electric shock, fire, blood or other body fluids. Wear protective equipment or wait for professional assistance.
7. Remain after help arrives to provide needed information.
8. If you suspect that you have been exposed to infectious disease in any form while assisting the victim, seek medical attention within 24 hours.

Shelter-in-Place Response

This is a precaution aimed to keep you safe while remaining indoors (this is not the same thing as going to a shelter in case of a storm). Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire room or office building. If you are told to shelter-in-place, follow the instructions provided in this Fact Sheet.

Why you might need to shelter-in-place: Tornado, fire, severe thunderstorm, hostile intruder, Active Shooter, Chemical, biological or radiological contaminants that may be released accidentally or intentionally into the environment.

CodeRed notification and the outdoor blue assistance phones (along with other electronic media) will be used to inform the Elms Community to shelter-in-place.

HOW TO SHELTER-IN-PLACE

- Close and lock all windows and exterior doors.
- Bring everyone into the room(s). Shut and lock the door(s).
- If you are told there is danger of explosion, close the window shades, blinds or curtains.
- Have employees familiar with your building's mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting and plastic garbage bags.
- Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed.
- If there are visitors in the building, provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- Call your emergency contact and have a phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room.
- Stay in place until given the all clear by emergency management personnel.

Suspicious Object Response

MAIL

1. If you encounter suspicious mail based on threatening statements or suspicious print, immediately place the mail in a larger envelope and call the police. Do not handle the mail any more than necessary to preserve it for evidentiary purposes.
2. If you encounter suspicious mail based on foreign substances (powders, chemicals, etc.), place the mail into a larger envelope if immediately available, place entire contents into a trash can and evacuate the area.
3. Call 911 immediately and seek instructions in the event you have been exposed to any powders or chemicals. Do not make physical contact with other persons and minimize the areas you might contaminate in the event of exposure.

PACKAGES, VEHICLES OR OTHER SUSPICIOUS OBJECTS

1. Don't touch the package or vehicle and move a safe distance away from the object.
2. Call 911 First , then Public Safety. Do not use transmitters such as cell phones, radios or other electronic devices in the immediate area of the threat.
3. Keep other people away from the area of the threat.
4. Relay to police officials why you believe the object is suspicious in nature.
5. Follow instructions from police or fire officials when they arrive.
6. Do not activate the fire alarm if suspicious objects are left in a building. Wait for instructions from fire officials.

Suspicious/Violent Persons Response

When an individual's actions create a sense of fear, threat, or a suspicion of criminal activity, contact 911 First , then Public Safety and report the following:

1. NATURE OF THE SUSPICIOUS BEHAVIOR.

- Possession of Weapon
- Verbal threats of violence
- Suspected Criminal Act
- Mentally Ill / Emotionally Distraught
- Other Suspicious Behavior

2. LOCATION OF THE SUSPICIOUS PERSON/PERSONS.

PHYSICAL DESCRIPTION OF THE SUSPICIOUS PERSON:

- Gender
- Race
- Height
- Build (thin, medium, heavy)
- Hair Color (head, facial)
- Eye Color (eyeglasses)
- Markings, Tattoos, Teeth, etc.

3. CLOTHING DESCRIPTION (TYPE AND COLOR):

- Head (hat, scarf, mask, sunglasses, etc.)
- Outer Garments (coat, jacket, gloves)
- Shirt or Blouse
- Pants, Dress, Shorts
- Shoes

If the person has left the area, provide the police with his/her direction and means of travel (on foot, bike, motor vehicle. etc.).

Terrorist Acts Response

EXPOSURE - BIOLOGICAL, CHEMICAL, NUCLEAR

- If time permits, evacuate to a safe location.
- Contact 911 First, then Public Safety.
- Cover your mouth and nose with layers of cloth.
- Get as far from the source of contamination as possible and avoid touching persons who have not yet been exposed to the threat.
- Follow instructions from responding emergency personnel.

BLAST OR EXPLOSION

- Evacuate to a safe location if time permits.
 - Attempt to take cover at a below-ground shelter or building and cover yourself with anything available that may provide protection from the blast and exposure.
 - Follow instructions from responding emergency personnel.
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Tornado/Severe Weather Response

Tornado warnings come just minutes before the event and time is of the essence. You will have little time to travel to a safe location. Don't wait for confirmation.

IF YOU ARE OUTDOORS:

- Attempt to seek inside shelter if it is close by. If not, lie in a low lying ditch, culvert, etc. Cover your face and head.

IF INSIDE OF A BUILDING

- Proceed to a below-ground level floor if possible, or get to the center portion of the building inside of a closet, bathroom, hallway or under a doorway or other structural support.
- Stay away from windows, book shelves and other unsecured objects that might fall on top of you.
- Cover yourself with anything available that may provide protection from falling or flying objects.
- Stay in place until an all clear is sounded or rescuers get to you.
- After the threat has ended, get to an assembly area or shelter where you can be accounted for.

OTHER SEVERE WEATHER TIPS

- Have a battery operated radio available for weather warnings, instructions and updates.
- Dress appropriately for severe temperatures. Wear multiple layers of clothing for cold weather and thin, absorbent, reflective clothing for extreme heat.
- Keep a flashlight, bottled water and extra food on hand for emergencies. Do not leave shelter unless absolutely necessary.