

ST. BONAVENTURE UNIVERSITY

EMERGENCY

RESPONSE

GUIDE



ST. BONAVENTURE
UNIVERSITY

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INTRODUCTION

This information is being disseminated to assist University employees and students in responding to a variety of emergency situations which they may confront at St. Bonaventure University while working, attending classes or events, or living on campus.

This manual should be maintained in an accessible area, at information desks in residence halls, or other areas where the guide will be readily available should an emergency occur. Copies will be placed in all classrooms. This guide is also available electronically on the University's Web page. Employees and students are encouraged to bookmark the page for future reference.

Please become familiar with the contents of this guide. In the event of an emergency, it is designed to serve as a quick reference for effective action. New employees and students will be made aware of the manual during orientation. If there are any questions or comments regarding this manual, please contact the Director of Security at 375-2525.

University Security Services staff members are available seven days a week and 24 hours a day to respond to any emergency which may occur on the St. Bonaventure University campus.

In addition, the Medical Emergencies Response Team (MERT), a volunteer organization staffed by certified students who are advised by and work with Health Services, assist Security Services in responding to medical and other emergencies. Calling Security Services at 375-2525 also serves to dispatch MERT until additional personnel can arrive from off-campus agencies to provide further support and service.

SBU's Emergency Phone Numbers

Off-Campus Emergency

911

Security Services

(716) 375-2525

University Facilities Office

(716) 375-2622

BOMB THREAT

Bomb threats usually occur by telephone.

The person receiving the BOMB THREAT call should remain calm and attempt to obtain as much information as possible from the caller by using the checklist on the following page.

Call **Campus Security at 375-2525**, giving your name, location and telephone number. Inform the dispatcher of the situation including any information you may have as to the location of the bomb, time it is set to explode, and the time you received the call.

Inform your supervisor or department head.

Campus authorities will be responsible for building evacuations.

DO NOT pull the fire alarm to evacuate the building.

If you should observe a suspicious object, package, etc., report it to Campus Security, but under no circumstances should you touch it, tamper with it or move it in any way.

If instructed to evacuate, move a safe distance from the building (a minimum of 100 yards). If the weather is inclement, you may move to another building a safe distance away. Do not re-enter an evacuated building until instructed it is safe to do so by University officials.

BOMB THREAT CHECKLIST

If you receive a bomb threat, **REMAIN CALM** and:

Write down the exact wording of the threat: _____

Keep the person on the line as long as possible and ask the following questions:

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did YOU place the bomb? _____

Why? _____

If not, how do you know about it? _____

CALL CAMPUS SECURITY (375-2525) IMMEDIATELY TO REPORT THE BOMB THREAT.

Give them your name, location and situation. If a bomb is alleged to be in your location, scan the area briefly for suspicious items, touch nothing, advise other occupants in the area to leave the area, **BUT DO NOT** use cell phones, **DO NOT** turn lights on or off, then leave immediate area and meet responding officer **OUTSIDE** the location.

UNDER NO CIRCUMSTANCES SHOULD YOU TOUCH OR TAMPER WITH A SUSPICIOUS ITEM.

After reporting the call, leave the building as instructed above, and fill out a copy of the following page as soon as possible.

BOMB THREAT REPORT
To be completed by the person receiving the call.

What is your name and address? _____

Date: _____

Sex of caller: _____ Age: _____ Race/Ethnicity: _____

Length of call _____ What line was call received on: 375- _____

CALLER'S VOICE:

- | | | | |
|-----------------------------------------|-----------------------------------|--------------------------------|------------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | <input type="checkbox"/> Loud | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Familiar | | |

If voice is familiar, who did it sound like?

BREATHING:

- Soft Nasal Deep

BACKGROUND SOUNDS:

- | | |
|------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Street Noise | <input type="checkbox"/> House Noise |
| <input type="checkbox"/> Clear Crockery/Dishes | <input type="checkbox"/> Motor |
| <input type="checkbox"/> Static | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Local |
| <input type="checkbox"/> PA Systems | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Music | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> Animal Noises |

THREAT LANGUAGE:

- | | |
|-------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Well Spoken (Educated) | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Message Read by Threat Maker |

Remarks:

CRIME IN PROGRESS/ACTIVE THREAT

Individual/Group Safety

1. Stay calm and assess the situation. Determine the location of the threat if possible.
2. Call 9-1-1 as soon as it is safe to do so. Be prepared to give them the following information:
 - A. location of the incident;
 - B. a description of the person or person's clothing and physical features; and
 - C. the person's direction of travel and description of vehicle.
3. Evacuate the area by a safe route if possible. If it's not possible to evacuate, not seek an area of safe refuge. If it is known that the threat is of a chemical or biological nature and the decision is made to evacuate, be sure to evacuate to an area that is either uphill (higher ground) or at least in the opposite direction from the prevailing wind. Do not evacuate in the direction that the wind is blowing during such an attack or threat.
4. If you must seek a safe refuge, secure all doors and windows as quickly as possible and barricade as many items between you and the threat as possible (i.e. table arm chairs, tables, cabinets, etc.).
5. Render first aid to injured persons that may be in or near your area to the best of your ability and/or training. Do this so long as it is safe to do so. Simple first aid includes applying direct pressure to the wound and elevating the wounded area if possible. At the very least, reduce the risk of further injury and try to make the victim comfortable.
6. Do not attempt to make contact (verbal or physical) with the individual responsible for the threat unless no other option is available.
7. If you must have contact with the individual posing the threat, attempt to find some cover (solid objects) to place between you and the individual.
8. You may need to be prepared to combat the subject individually to neutralize the threat if your life is in imminent danger. Active resistance increases the chances of survival, but this is strictly a personal decision. You always have a choice.
9. If you are barricaded in a room, identify objects which could be used as missiles or weapons to deter the threat from pursuing you at your location. Examples may be student desks, keys, shoes, belts, books, cell phones, ipods, book bags, laptops, pens, pencils, etc. or any item capable of being launched at an attacker. Articles of clothing can be used for protection against a knife-wielding attacker.

10. If you are fortunate to be in a group, develop a plan as a group for how you will combat the attacker posing the threat should he/she gain access to your area of refuge. Frequently, it is possible to overwhelm an attacker if multiple people resist or attack from different directions at the same time. While this reduces the risk of numerous serious or fatal injuries to the group as a whole, the chances of someone being injured is still present. This is a risk that the group must accept with any plan.
11. Once in a secure location, DO NOT open the door for anyone but the Police. This includes others seeking refuge as this may be a ploy by the attacker to gain access.
12. While police are en route, stay calm, render any assistance you are qualified to perform, locate and fill out the form on page 7 before discussing the incident with anyone, and turn the form over to the Police when completed. Be alert, be observant — features that you remember regarding the physical characteristics can greatly assist the Police in their investigation.
13. DO NOT approach police officers as they attempt to locate and neutralize the threat. During this time, the officers are trained to seek out and respond to the threat, which could include the use of deadly force. They are not able to assist with the evacuation or medical assistance to injured parties. Once the threat has been neutralized, the officers will return immediately to organizing the evacuation of the facility and obtaining or providing emergency medical procedures.
14. IMPORTANT: During “active threat” situations, the decision to resist the threat is an individual decision that no one person can make for anyone else. An aggressive resistance may assist with your personal safety, the safety of the group, and increase the chances of survival. There are NO guarantees when offering resistance that NO one will be injured.

Recommended Best Practices

1. Be prepared and aware of your environment! Anticipate the unexpected.
2. Implement “active threat” preparedness into each department’s emergency operations plan.
3. Practice these emergency operations plans once implemented so each department will have general guidelines on how to react in a crisis.
4. Monitor co-workers, students and others for signs of stress or severe depression. Report any concerns to your supervisor. For students, notify the Counseling Center at 375-2310.
5. Early detection of individuals having personal or family problems or demonstrating odd or threatening behavior is the best method for reducing the likelihood of “active threat” events.

FILL OUT AS BEST YOU CAN
GIVE TO THE FIRST POLICE OFFICER ON THE SCENE

SEX	RACE	AGE	HEIGHT	WEIGHT	WEAPON TYPE
HAIR		GLASSES TYPE		HAT (color, type)	
COMPLEXION		SCARS/MARKS		TIE	
TATTOOS				SHIRT	
				COAT	
				TROUSERS	
				SHOES	
AUTO LICENSE, MAKE, COLOR			DIRECTION OF TRAVEL		

ADDITIONAL INFORMATION:

UTILITY FAILURE

If there is a power or utility failure, you should do the following:

During regular working hours (8:00 a.m. to 5:00 p.m., Monday through Friday), immediately notify the Facilities Office at 375-2622. The Facilities Department will verify the cause of the failure and the approximate duration of the failure.

If there is potential danger to building occupants or the utility failure occurs after hours, on the weekend or holidays, notify Security Services at 375-2525.

Power failure may also result in phone service interruption.

If an emergency exists, activate the building fire alarm and follow established evacuation procedures. Once outside, move 500 feet from the affected building. Keep walkways, fire lanes and parking areas clear for emergency vehicles and personnel.

If the fire alarm fails to activate, report the emergency by dialing 911 from any telephone on campus and provide your name, telephone number, location and the nature of the emergency.

If a power failure occurs during daylight hours, open window draperies to allow natural light into the building. If you are in an unlighted area, proceed cautiously to an area that has emergency lights or emergency power.

Notify the Security Services if people are trapped in an elevator. Instruct trapped persons to remain calm and to stay in the elevator car until help arrives. If you are trapped in an elevator, stay calm. Use the intercom if available or press the emergency button. Do not attempt to leave the elevator car.

Provide assistance to persons with disabilities, other students, visitors and staff in your immediate area.

Do not return to the building after it has been evacuated unless you are instructed to do so by University officials or emergency personnel.

WATER LEAKS AND WATER DAMAGE

Serious water damage can occur from a number of sources: broken pipes, clogged drains, broken skylights or windows, sprinkler head being knocked off, etc.

If you discover a water leak, remain calm.

If the leak occurs Monday-Friday, 8:00 a.m. to 5:00 p.m.:

Notify Facilities at 375-2622. Provide as much information about the leak as possible: building, exact location, severity of the leak, possible cause. Indicate whether any valuables, art collections or books, such as the library areas, are involved or are in imminent danger.

If the leak occurs after regular working hours or on the weekend:

Notify Campus Security at 375-2525. Provide as much information about the leak as possible: building, exact location, severity of the leak, possible cause. Indicate whether any valuables, art collections or books, such as the library areas, are involved or are in imminent danger.

If possible, notify your supervisor or RA of the exact location of the leak.

If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.

If you know the source of the leak and are confident that you can stop it by turning off a faucet or unclogging a drain, do so cautiously. At no time should you place yourself in danger in order to stop the leak.

Take only essential steps to avoid or reduce immediate water damage. For example, move small objects out of the danger area or, if possible, cover larger objects with plastic sheeting, etc.

FIRE ALARM

If you discover a fire, remain calm.

If possible, close the door to the room where the fire is located.

Activate the nearest fire alarm pull station.

Once the fire alarm is activated, ALL persons MUST leave the building!

Evacuate immediately! Use the nearest exit. Never allow the fire to get between you and the exit. Always keep your means of escape open.

Call Campus Security at 375-2525 from a safe location.

- ✓ Provide your name
- ✓ Building name
- ✓ Nature of the emergency.

Do not hang up until you are instructed to do so by the dispatcher.

Alert other occupants who may not have heard the alarm or who are not responding to the alarm to immediately evacuate the building.

The fire alarm may not sound continuously; continue to evacuate even if the fire alarm stops. Warn others who may attempt to enter the building after the fire alarm stops.

Leave the lights on and do not lock the doors.

If the door is hot, do not open it. Call Campus Security at 375-2525 for help. Seal up cracks around the door with damp towels, sheets, etc. Signal rescuers by hanging a sheet or other object from the window.

Do not use elevators if the fire alarm is activated or in the event of an actual fire.

Move a minimum of 100 feet from the building. Keep roads and sidewalks clear for emergency responders.

Do not re-enter the building until told to do so by University officials.

FIRE PREPAREDNESS

Participate in University fire drills.

Pre-plan your escape.

Know the locations of exits and emergency equipment before the fire.

MEDICAL EMERGENCIES

Whom to call: Campus Security (375-2525)

**DO NOT HANG UP UNTIL INSTRUCTED
TO DO SO BY THE DISPATCHER**

What to do:

- ✓ Do not attempt to move a person who has fallen and appears to be in pain.
- ✓ If possible, provide the following information to the officer/ dispatcher:
 - ✓ Your name
 - ✓ Your location
 - ✓ Description of medical emergency
 - ✓ Description of symptoms
 - ✓ Allergies
 - ✓ Medications
 - ✓ Major medical history (heart condition, asthma, diabetes, etc.)
 - ✓ The name(s) of the ill/injured person(s), if known
- ✓ Enlist help and stay with the injured person until help arrives.
- ✓ Do not unnecessarily expose yourself to hazards including fire, electricity, chemicals, or bodily fluids.
- ✓ While waiting for help, ask for proper medical procedures by phone.
Render appropriate first aid **for which you have been trained.**
- ✓ Remain at the scene after emergency personnel have arrived to provide information.

HAZARDOUS MATERIALS SPILL

The complexity and detail of the resulting spill will depend upon the volume of materials being handled, the flammability of the materials, potential toxic effects and the potential for release to the environment.

Immediately notify the Facilities Office at 375-2622 if a chemical spill occurs during regular working hours (8:30 a.m. to 5:00 p.m., Monday through Friday).

Immediately notify Campus Security at 375-2525 if there is potential danger to building occupants or if the chemical spill occurs after hours, on the weekend or holidays.

Provide your name, building, location in the building (room number, etc.), and the type of emergency. Do not hang up until instructed to do so by the dispatcher.

The responsible person on the site should evacuate the affected area immediately and seal it off to prevent further contamination. Shut down hazardous operations and turn off ignition sources and ventilate the area if possible.

If in the judgment of the person or persons responsible for such materials determines the spill presents any danger to themselves or the other building occupants, the building fire alarm should be activated to alert the building occupants to evacuate.

When the fire alarm sounds, all persons must leave the building and follow established evacuation procedures.

Do not re-enter the affected area until directed to do so by University officials.

If the identity of the chemical spilled is unknown, treat it as a hazardous material.

If the identity is known, a copy of the Material Data Safety Sheet (MDSS) will provide specific hazard information to emergency responders regarding hazardous properties of the spilled material and clean-up guidelines.

Take precautions not to step in the spilled material. If toxic chemicals come in contact with your skin, immediately flush the area with clear water; remove clothing from the affected area. Do not breathe fumes or vapors. Move to a safe location away from the spill.

Provide assistance to persons with a disability. Elevators can be used for evacuation purposes if there is no fire. Note: elevators are recalled to the first floor when the fire alarm is activated.

EVACUATION OF PERSONS WITH DISABILITIES

The first aspect of evacuating a person with a disability is to determine what their need for assistance is and the nature of the emergency. Persons who can evacuate a building with little or no assistance should be directed to the nearest exit. Persons with significant mobility impairments should be directed to an elevator if the integrity of the building is not compromised (severe weather, bomb threats, medical) or to stairwells if the building is or may be compromised (fire, explosion, earthquake, power outage).

For persons directed to stairwells, evacuation assistance will be provided by the fire department or other trained personnel. If another person can wait with the person who is mobility impaired, that is helpful in maintaining order. It is imperative that arriving rescue personnel know the number of persons and their location so that appropriate evacuation assistance can be initiated.

In the event that immediate evacuation is necessary, it is helpful to ask the person with a disability how it would be best to effect the evacuation. Some persons may need to be carried while others may need some assistance walking. In any event, this should be a last resort and used only when an immediate threat is determined to be present.

It is helpful to notify building users how to proceed during an emergency evacuation. Knowing the location of exits, stairwells and emergency telephones will greatly enhance your ability to safely evacuate persons with disabilities.

TORNADO

By definition, a **tornado watch** is a forecast of the **possibility** of one or more tornadoes in a large area. This is usually an area 150 miles wide and 200 miles long. Normal activities should continue but with monitoring of radio weather reports for tornado warnings. A **tornado warning** means that a tornado has been detected and may be approaching or conditions may produce a tornado.

If a tornado is sighted or a tornado warning is declared for the immediate vicinity, Crisis Communication protocol will be enacted. All students, faculty and staff should remain indoors, away from doors and windows and to go to the lowest level or center of the first floor if no basement is available.

All persons should seek shelter, preferably in the basement if one is available. If no basement is available, interior corridors and small rooms on the ground or lowest floor should be used. The best area will normally be the north and east side of the building as most storms approach from the south or west. In every case, the area selected for shelter should be on the sides away from the approach of the storm.

Avoid windows if at all possible, as well as auditoriums, gymnasiums and other wide, free span areas with an unsupported overhead.

Persons caught outside who cannot reach shelter safely should seek a nearby ditch or depression and lay flat, shielding their head with their arms.

EARTHQUAKE

Before the earthquake occurs, pick “safe places” in each room of your home, office or other buildings that you frequent. A safe place could be under a sturdy table or desk or against an interior wall away from windows, bookcases, or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely you will be injured. Injury statistics show that people moving as little as 10 feet during an earthquake's shaking are most likely to be injured.

Drop, cover, and hold on! It is very dangerous to try to leave a building during an earthquake because objects can fall on you. Many fatalities occur when people run outside of buildings, only to be killed by falling debris from collapsing walls. In U.S. buildings, you are safer to stay where you are.

Stay indoors until the shaking stops and you are sure it is safe to exit. If you go outside after the shaking has stopped, move quickly away from the building to prevent injury from falling debris.

If you must leave a building after the shaking stops, use the stairs, not the elevator. Earthquakes can cause fire alarms and fire sprinklers to go off. You will not be certain whether there is a real threat of fire. As a precaution, use the stairs.

Expect aftershocks. Each time you feel one, drop, cover, and hold on! Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake. Aftershocks following earthquakes can cause further damage to unstable buildings.

Fires are the most common earthquake-related hazard, due to broken gas lines, damaged electrical lines or appliances, and previously contained fires or sparks being released. If there is any danger, leave the building immediately. Stay out of damaged buildings. Return only when authorities say it is safe.

If you are outside during an earthquake, stay outside. Move away from buildings, trees, streetlights, and power lines. Crouch down and cover your head. Many injuries occur within 10 feet of the entrance to buildings. Bricks, roofing, and other materials can fall from buildings, injuring persons nearby. Hazards caused by earthquakes are often difficult to see, and you could be easily injured.

Use the telephone only to report life-threatening emergencies. Telephone lines are frequently inoperable in disaster situations. Phone lines need to be clear for emergency calls to get through.

Don't try to move seriously injured people unless they are in immediate danger of further injury.

Report damaged utilities or buildings to the Facilities Office at 375-2622. (Contact Campus Security after business hours at 375-2525.)

Help persons who may require special assistance.

Reference: *<http://www.fema.gov/rrr/talkdiz/earth.shtml>*

Crisis Communications Plan Appendix
Office of Communications
St. Bonaventure University
(Modified for Emergency Response Guide)

Steps to be taken in event of a crisis:

1. Contact the Office of Security Services with information on the nature of the crisis and a contact name for further information.
2. Security personnel will initiate contact with appropriate members of the crisis team. Crisis team members:
 - Sr. Margaret Carney, O.S.F., University President; Michael Fischer, Provost and Vice President for Academic Affairs; Brenda McGee Snow, Senior Vice President for Finance and Administration; Emily Sinsabaugh, Vice President for University Relations; Br. F. Edward Coughlin, O.F.M, Vice President for Franciscan Mission; Stephen Pugliese, Vice Provost for Student Life; Richard Trietley, Director of Safety and Security; Robert M. Donius, Vice President for University Ministries; Tom Buttafarro, Director of Operations for the President's Office; Phil Winger, Associate Vice President for Facilities
3. While reports of suspicious, concerning or criminal behavior should be reported to the Office of Security Services immediately, questions about the status of crisis situations or directions for campus community members during a crisis (including media inquiries) should be directed to the Office of University Relations. University Relations will use the electronic notice board to give the University community basic details and indicate the name and extension(s) to which all calls should be referred.
4. University Relations will endeavor to keep the University, surrounding community and media informed through the appropriate combination of the following communication mechanisms, listed in order of most- to least-frequently used communications mechanisms:
 - electronic notice board notification to community;
 - posting of information on the official University Web page;
 - Bona Hotline- 375-BONA (2662).
 - distribution of information to area news agencies (including the campus radio station and other campus media);
 - instant text messaging*.

Updates will be issued as new information becomes available. **Please note: If a case involves employee or student injury or death, families must be notified by appropriate personnel before any identifying information is released to the public.** (*See Crisis Communications Plan, available in the offices of the President, Security Services and University Relations for details*).

5. University divisions and offices are expected to develop and maintain telephone trees with office, home and cellular telephone numbers** for all employees within the division. These will be used during times when computer communications are not accessible, or to supplement computer communications when necessary. Vice Presidents will be responsible for initiating phone trees within their divisions. Schools and departments may use them otherwise as necessary at the discretion of the Dean or Director.

6. The University is responsible for maintaining this process for communications during a crisis, but cannot control cellular and other communications by individuals.

*Go to www.my.sbu.edu to sign up for instant text messaging service (click on E2Campus Notification System). Standard messaging rates apply.

**Faculty and staff may provide cellular telephone information for use in telephone trees; however, they cannot be required to provide such information for this purpose unless explicitly required in their conditions of employment.

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