



GALLAUDET UNIVERSITY
Washington, D.C.

EMERGENCY PREPAREDNESS GUIDE

for

Students, Faculty, Teachers, and Staff

This Guide will answer these questions:

- *How can I prepare for an emergency?*
- *What should I do during an emergency?*
- *How can I get help?*

Crisis Management Team
August 15, 2002

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Dear Students, Faculty, Teachers and Staff:

On behalf of the Crisis Management Team, I am sharing this *Emergency Preparedness Guide* for Gallaudet University. The Crisis Management Team has taken steps to prepare for both minor and major emergencies and has your safety and security as its first priority. Please take time to read the *Principles of Crisis Management at Gallaudet University* on the next page.

In this time of heightened national alertness, many institutions of higher learning are preparing plans for what to do in response to critical situations. All of us hope the need for such a plan will never arise, but Gallaudet University would be remiss in its duty to our campus citizens if we did not have one.

This Guide has been written to provide you with basic information related to preparing for and responding to emergencies. Since an emergency may be sudden and without warning, and no two emergencies or crises are alike, these guidelines allow for flexibility and modifications to meet the requirements of a particular emergency. This Guide and periodic updates of it can be found on the Gallaudet web site at:

<http://academic.affairs.gallaudet.edu/resources/emergency.htm>.

Emails will be sent to the campus community to announce updates.

As you read through this information, please make careful note of preparations you should take as an individual to prepare for a crisis and to protect your own health and well-being to the maximum level possible. In many ways, the success of the University's plan depends upon you and the individual plan you prepare for yourself.

Sincerely,

Jane K. Fernandes
Provost

Principles of Crisis Management at Gallaudet University

- ◆ *Gallaudet realizes it is not immune to a wide range of crises, including natural disasters and crimes. Our first concern with every crisis will be the care and safety of all individuals within our community.*
- ◆ *Gallaudet will be candid and regularly communicate in a timely way with all constituents during a crisis.*
- ◆ *Gallaudet will hold students, faculty, staff, and visitors accountable for violating standards of nonviolence.*
- ◆ *Gallaudet will be aggressive in defending its reputation or the reputations of members of the campus community from false, unjustified, and harmful attacks.*
- ◆ *Gallaudet recognizes that an institution's character and all it stands for are clearly demonstrated in the manner in which it deals with crises.*

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How can I prepare for an emergency?

Emergencies often happen with little or no warning. The most important thing you can do to keep yourself safe is to prepare and stay calm. Following the advice below will help you to be prepared.

Basic Guidelines

- ❶ Be aware of the surrounding area.
- ❷ Learn where emergency exits are. Think about how you would leave a building, subway, or busy place if there was an emergency and you had to hurry.
- ❸ Look around you. Be aware of heavy things that could fall or glass that could break. Move away from them if you can.
- ❹ Stay calm and follow the directions of emergency personnel and University officials.
- ❺ Be careful when traveling. Be aware of someone behaving unusually. Do not accept packages from strangers. Do not leave your luggage unattended. Always have it with you so that no one can put something into it.

Be Prepared

- Prepare an Emergency Kit including: flashlight and extra batteries, pager batteries, first aid kit, non-perishable packaged food, bottled water, prescription medications, an extra set of keys, blanket, family contact information, paper and pencil. In an emergency, you should be sure to have your wallet or purse for identification, emergency funds, prescription medications, and keys. If you are a person with a disability, your kit may require additional items. Please consult the American Red Cross web site at: www.redcross.org/services/disaster/beprepared/dissup.html
- Know the emergency evacuation routes in campus buildings where you spend most of your time.
- If you are a person who has a disability and you will need assistance during an evacuation, contact the Office for Students with Disabilities (OSWD) or the Support Services unit at the Clerc Center now. Staff members will work with you to develop an individual emergency plan. (See also page 8.)
- Make sure your family knows how to contact you. Give important University contact information to your family. (See page 12 for students; page 13 for faculty & staff.)

- ☑ Make a habit of letting people know where you are and when you are expected to return – your family, your RA, your CRE or people in your office.
- ☑ Subscribe to ***Gallaudet Alert***.

Gallaudet Alert Notification System

Gallaudet Alert is an email system based on a listserv. It works this way:

1. The University President or his/her designee notifies the Department of Public Safety (DPS) of an unexpected closing (because of snow, for example), an emergency, or any other unusual situation.
2. DPS sends the message using the listserv.
3. All people who have subscribed to the listserv receive the announcement immediately.

The announcement can be sent to: email, pagers, cell phones (with text capability), laptops, PCs, and Personal Digital Assistants (e.g., Palm Pilot.) You can subscribe to the listserv on more than one device, for example, your pager and your PC.

How to Subscribe to the Listserv:

1. Use the device with the address to which you want the alert sent.
2. With this device, send a completely blank message and nothing in the subject line to: alert-on@gumail.gallaudet.edu
3. After the listserv has received your blank email, ***Gallaudet Alert*** will send you an acknowledgment and give you instructions to have your address removed in case you wish to unsubscribe.

FYI

A First Aid Kit should include:

- 
- Sterile adhesive bandages, assorted sizes
 - Safety pins, assorted sizes
 - Cleansing agent/soap
 - Latex gloves (2 pairs)
 - Sunscreen
 - 2-inch sterile gauze pads (4-6)
 - 4-inch sterile gauze pads (4-6)
 - Triangular bandages (3)
 - Tube of petroleum jelly
 - 2-inch sterile roller bandages (3 rolls)
 - 3-inch sterile roller bandages (3 rolls)
 - Moistened towelettes
 - Antiseptic
 - Thermometer
 - Tongue depressors (2)
 - Scissors, tweezers, needle
 - Non-prescription drugs: aspirin, ibuprofen, anti-diarrhea medication, antacid, laxative, Syrup of Ipecac and activated charcoal (both for use if advised by the Poison Control Center.)

How will I know there is an emergency?

The University Notification System is a system which includes several methods of notification which are not based on sound. If an emergency occurs, any method or combination of methods may be used to communicate about the emergency and procedures to follow.

University Notification System

1. **Fire Bell/Strobe Light** - People should evacuate the building and go to an Assembly Area.¹
2. **Campus wide email** - Follow instructions on the email.
3. **Gallaudet Alert** (see page 2) - Follow instructions on the message.
4. **Flashing Blue Lights at Blue Emergency Button Stations** -The flashing lights symbolize an immediate campus evacuation to the Primary Evacuation Site² (or Secondary Evaluation Site³ if the primary site is affected.)
5. **Orange Flags on DPS bicycles** - Same as flashing blue lights--evacuate to the primary (or secondary site) immediately.
6. **Verbal messages** - spread by people in the buildings.

¹ **Assembly Area**

In the event of a building evacuation, building occupants should move to an assembly area near the building's main entrance, away from pathways and streets (which should be kept open for emergency vehicles and personnel).

² **Primary Evacuation Site**

The primary evacuation site for the University is the Field House. KDES and MSSD primary and secondary evacuation sites are the gyms of their respective buildings. If neither gym is available, then the Kellogg Conference Center is the back-up evacuation site.

³ **Secondary Evacuation Site**

The secondary evacuation site is the Kellogg Conference Center.

What should I do in an emergency?

General Emergency Procedures

During any type of emergency, follow these important procedures:

1. If you are in a building, know the exit nearest to you. In the event that this exit is blocked, be familiar with alternate exits.
2. Avoid panic. Remain calm. Follow procedures and instructions.
3. Stop rumors. Rumors lead to confusion and make everyone's task harder.
4. Avoid using the telephone. It is for emergencies only. Unnecessary use of the phone delays delivery of emergency resources when and where they are most needed.
5. Leave the building immediately when conditions are safe. If it is nearby, take the Emergency Kit you prepared in advance, and your wallet or purse. Do not take time to collect other personal items.
6. In general, do not use the elevators. Even if it is safe to use them, elevators will be needed by authorized personnel to evacuate people with disabilities and children. In the event of a fire or structural damage, elevators cannot be used by anyone. You must use the stairs.
7. After leaving the building, report immediately to the identified Assembly Area or Evacuation Site. Remain in the Assembly Area until advised of further action by Gallaudet University's Department of Public Safety (DPS), the Metropolitan Police Department (MPD), or the D.C. Fire Department.

How will I know if I should evacuate or stay where I am?

In some emergencies, it may be better not to leave the place where you are and go to another location. The safest action may be to stay exactly where you are. You will be notified through the University Notification System about whether or not you should evacuate.

What should I do in an emergency requiring evacuation of areas on campus?

General Evacuation Procedures

Often, the best protection in an emergency is to evacuate from where you are and move to a safer place. For example, when a fire alarm goes off in a campus building, the University requires that everyone in that building leave it and move to an identified assembly area. It is impossible to anticipate or specifically define every possible circumstance that will require an evacuation. The following is a general guide that is applicable for most evacuations:

1. Evacuations from buildings will occur when the fire alarm sounds and flashes continuously and/or upon notification by the Department of Public Safety. If you see a fire and the alarm is not on, pull the nearest fire alarm.
2. Remain calm and shut down equipment, if possible, without endangering yourself or others.
3. Do not attempt to collect personal items except for your wallet or purse. If your Emergency Kit is nearby, take it with you. Before opening a door, feel it for heat. If it is hot, do not open it. Do not break windows unless absolutely necessary for ventilation and escape. If it is safe to leave, close doors, but do not lock them.

If you are trapped in a closed room, contact DPS at:

- x5444 (tty)
 - x5555 (v)
 - DPS@2way.net (pager address)
 - Or call 911
4. All people in the building should walk quickly to the nearest exit and ask others to do the same.

5. Once outside all people should move to a clear area away from the affected building. Streets and walkways need to be clear for emergency vehicles and personnel.
6. No one should return to the building unless directed to do so by the Department of Public Safety.

Emergency Evacuation Procedures and Routes

The Emergency Preparedness Guide is distributed to faculty, teachers, staff and students. The Guide will be updated periodically on the Gallaudet University web site. Campus-wide email announcements will be sent when updates are published on the web site.

All students and employees should be aware of the nearest exit to evacuate from their buildings and be aware of alternate exits if needed.

Students' and employees' primary route should be the nearest exit. The secondary route should be the next nearest exit. The Assembly Area should be the area nearest the main entrance of the building or the Primary Evacuation Site, except in instances where shelter in the building is appropriate (tornadoes, severe weather).

Employees should wait at the Assembly Area or Primary Evacuation Site until advised of further action by the Department of Public Safety, the Metropolitan Police Department (MPD), a Crisis Management Team member, or a fire fighter.

If it is necessary to evacuate the campus completely, procedures will be explained to faculty, teachers, staff, and students at the Assembly Area.

Evacuation Options During a Fire Alarm or Other Emergency

Depending upon the nature of the emergency, choose one of the following options when evacuating a building:

Vertical Evacuation

Vertical evacuation (using a stairway) is the preferred method to exit a building. All exit passageways (i.e. hallways, stairways, etc.) are marked with "Exit" signs. Stairways can be used by those who are able to evacuate with or without assistance. People with sight disabilities may require assistance. People who must use crutches or other devices as walking aids will need to use their own

discretion in deciding whether they are able to use emergency exits, especially where several flights of stairs are concerned.

Horizontal Evacuation

Horizontal evacuation means moving away from the area of danger to a safer place on the same floor where the individual is at the time of the alarm or emergency. This type of evacuation may be required in situations where the individual cannot use exit stairs to get to the outside and must remain on a particular floor until assistance arrives. In this case, the individual should move away from the area of imminent danger (detectable smoke, fire, or unusual odor) to a safe distance (i.e., another wing, the opposite end of the corridor, or outside).

Stay in Place

In certain cases, individuals may not be able to move to another location. Unless danger is imminent, the individual should remain in a room with an exterior window and a phone/tty, closing the door if possible. If a phone/tty is available, call DPS at x5444 (tty), x5555 (v) or page at: DPS@2way.net. Give your name, location, and reason you are calling. DPS will respond appropriately. Phone lines normally remain in service during building emergencies. If the phone line fails, an individual can signal from the window by waving a cloth or other visible item.

Area of Refuge

If a person with a disability cannot get far away enough from the danger by using Horizontal Evacuation or by Staying in Place, then that person should seek an Area of Refuge. Such an area should have the following: 1) telephone, 2) sprinkler system, and 3) one-hour fire-rated assembly (i.e., fire door, walls, and ceiling). Specific areas of refuge on each floor will be designated by signs at the accessible entrances.

Assisting People with Disabilities to Evacuate

Guidelines for Evacuating People with Disabilities

Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation. The following guidelines are presented to assist with the evacuation of people with physical disabilities.

General Guidelines

- If you are a person (employee or student) with a disability who may need assistance during an emergency, establish a system now that assures you get the help you need. Work with the Office of Students with Disabilities (University) or the Support Services unit (Clerc Center) to develop a personal plan for how you will handle various types of emergency situations. It is strongly recommended that each person with a disability who may need assistance in an emergency, have a clear system in place that will be activated in an emergency. If you need assistance and do not have a plan, it will be more difficult to assure your safety.
- In the event of an emergency, follow the individual emergency plan described above.
- In any emergency situation, if an individual wants to help a person with a disability, always ASK how you can help BEFORE giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- If the situation is life-threatening, contact DPS at x5444/tty or x5555/v, page: DPS@2way.net , or call 911.
- DO NOT use elevators, unless authorized to do so by a DPS officer, police or fire personnel. Never use elevators if there is fire or structural damage to the building.
- While it is best to follow the individual's emergency plan, **in the event of an imminent life-threatening situation, no one should hesitate to assist a person with a disability to evacuate a building, using whatever means possible.**

Assisting People with Disabilities ~ Responses to Emergencies

People who are Mobility Impaired (those who use a wheelchair)

When the alarm sounds, people using wheelchairs should either stay in place or move to an **Area of Refuge**¹ and wait for assistance from a member of the D.C. Fire Department or other trained emergency personnel.

Emergency personnel are trained to go to Areas of Refuge to assist people with disabilities. If the person with a disability is alone, he/she should contact DPS. He/she should give the present location or Area of Refuge to which he/she is going. Elevators can be used only if authorized by emergency personnel, but may **never** be used in the event of fire or structural damage.

People who are Mobility Impaired (those who do not use a wheelchair)

People with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. In an actual evacuation, these individuals may choose to wait until heavy traffic has cleared before attempting the stairs. If there is no imminent danger, the person with a disability may choose to stay in the building or move to an Area of Refuge until emergency personnel arrive. Elevators can be used only if authorized by emergency personnel, but may **never** be used in the event of fire or structural damage.

People who are Deaf or Hard of Hearing

Most areas and rooms in University buildings are equipped with fire bells and strobe lights that simultaneously sound an alarm (auditory) and flash strobe lights (visual). Although this system is intended to alert deaf and hard of hearing individuals, they may not notice or hear emergency alarms and may need to be alerted to emergency situations.

People with a Sight Disability

People with sight disabilities are generally familiar with their immediate surroundings and frequently traveled routes. Nonetheless, because the emergency evacuation route might be different from commonly traveled routes, people who have a sight disability should be assisted to exit the building.

People who are Deaf and Blind or Partially Sighted

People who are deaf and blind or partially sighted will need to be alerted to emergency situations. People who are deaf and blind or partially sighted may be familiar with their immediate surroundings and frequently traveled routes. Nonetheless, since the emergency evacuation route might be different from commonly traveled routes, people who are deaf and blind or partially sighted should be assisted to exit the building.

¹ Area with special safety features. See page 7.

How can I get help?

During an emergency, remember to first follow the instructions given through the **University** Notification System. Try to avoid using the telephone unless you are in a special emergency situation.

In special emergencies, call the Department of Public Safety (DPS):

Ext. 5444 (tty)
Ext. 5555 (voice)
or page at:
[**DPS@2way.net**](mailto:DPS@2way.net)

or
Call 911

The **Office of the Provost** has two toll-free lines available for communication in emergencies unless the office has been evacuated. These numbers are:

877-822-0672 (tty/v)
877-822-0680 (tty/v)

During an emergency, other special numbers may be established. Such numbers will be communicated through the University Notification System.

Especially for Students

- During an emergency, it is very important to know who is on campus and who is not. During an emergency, University officials want to be able to account for each person who is supposed to be on campus. For this reason, we encourage you to make sure someone at the University (e.g. RA, CRE, Advisor) knows where you can be located if you leave campus. This recommendation is for *your safety*. It is not meant to invade your privacy.

During a serious emergency, your family may contact the University to find out if you are safe. If we don't know where you are, this lack of knowledge could cause your family a great deal of fear and worry. All of us can prevent this situation by letting someone on campus know of our plans.

- If an evacuation to the Primary Evacuation Site (see page 3) is necessary, a log-in system will be established at the entry point so that we know who has arrived at the site. Students should try to stay in groups by dormitory. Commuter students should stay in one group. University staff will have prepared lists of students by dormitory and commuter status. If students are in these groups, it will be easier and quicker to account for everyone.
- **If you are off campus** when an emergency happens (e.g., at an internship site), please call or page DPS to let us know that you are safe.
- **Know the important telephone numbers and contact information listed on the next page.**

EMERGENCY CONTACT INFORMATION

Department of Public Safety (DPS)	202-651-5444 (tty) 202-651-5555 (voice) DPS@2way.net (pager)
Office of the Provost Toll Free Numbers	877-822-0672 (tty/v) 877-822-0680 (tty/v)
D.C. Metropolitan Police Non-emergency Emergency	202-727-9099 (voice) 202-727-1010 (tty/v) 911 (tty/v)
Gallaudet University Web site	www.gallaudet.edu
Provost's Email address	jkfonline@gallaudet.edu



RECORD YOUR PERSONAL IMPORTANT NUMBERS HERE:

Especially for Faculty, Teachers, and Staff

- For the same reasons we are encouraging students to keep us informed of their whereabouts, we also recommend that you keep someone in your department informed about changes in your normal schedule. Accounting for you and assuring your safety could be critical during an emergency.
- Your department may want to put a system in place so that, in the event of an emergency, department members could be accounted for quickly.
- During a serious emergency, there is no doubt that the faculty, teachers and staff will be called on to assist others in both physical and emotional ways. **One of our first priorities during an emergency evacuation will be to assist children and individuals who have disabilities.** It is possible that you may be called on to assist someone with a disability. Special procedures are located in this Guide on pages 8 & 9.
- Check to be sure that each student with a disability in your class or residence hall has contacted the Office of Students with Disabilities or Support Services unit (Clerc Center) to develop an individual emergency plan, if they will need assistance in an evacuation.
- **Know important telephone numbers and contact information:**

Department of Public Safety (DPS)

202-651-5444 (tty)
202-651-5555 (voice)
DPS@2way.net (pager)

Office of the Provost Toll Free Numbers

877-822-0672 (tty/v)
877-822-0680 (tty/v)

D.C. Metropolitan Police
Non-emergency
Emergency

202-727-9099 (voice)
202-727-1010 (tty/v)
911 (tty/v)

Gallaudet University Web site

www.gallaudet.edu

Provost's Email address

jkfonline@gallaudet.edu

Definitions of types and levels of emergencies

Emergency

A combination of circumstances resulting in a state that calls for immediate action. Such circumstances can cause death or significant injuries to people, disrupt operations, cause physical or environmental damage, or threaten the University's reputation.

Minor emergency or critical incident - Any incident, potential or actual, which will not seriously affect the overall functional capacity of the institution. Examples: a minor one-room fire contained immediately, a minor laboratory spill confined to a small area.

Major emergency or major crisis - Any incident, potential or actual, which affects members of the community and/or an entire building or buildings, and for which emergency relocation will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the University.

Disaster - A sudden or great misfortune; an unforeseen event bringing with it destruction of property or loss of life. It is any event or occurrence, which has seriously impaired or halted the normal operations of the University. Major disasters are called catastrophes. A disaster may have its origin on campus and affect residents in the geographical location of Gallaudet, or may occur somewhere in the city affecting the University community. In those instances one should anticipate delays in off-campus emergency services and city/federal services.

Emergency Levels Defined

Level One Emergency - University Crisis

A Level One emergency is a *major emergency, major crisis, or disaster* that requires an extensive response and commitment of resources from many departments/units and usually requires outside assistance. It also is an event or activity with the potential to negatively affect the reputation or credibility of the University. This classification will be made by the President or his/her designee.

The Crisis Management Team is responsible for making decisions to resolve a Level One emergency. University personnel at the site of the emergency are responsible for those immediate emergency decisions necessary to protect life and property and to stabilize the situation until the Crisis Management Team has convened. Designated essential emergency personnel must remain or arrive on campus to respond to a Level One emergency. (See list of essential emergency personnel on pages 16 and 17.)

Level Two Emergency - Situational Emergency

A Level Two emergency is one that requires a major response and the significant commitment of resources from several University departments or units, but will still be within the capabilities of the University to control (i.e. student with bacterial meningitis, bomb threat, utilities failure). Such emergencies may involve outside agencies responding to give specialized assistance. This classification will be made by the President or his/her designee.

The primary decision-making responsibility rests with the department that would normally handle the situation, but also requires a cooperative effort with other departments that are responding in support. The Crisis Management Team is notified in most instances, and will assume responsibility for primary decision-making if the situation warrants it. That decision will be made by the President and/or Chair of the Crisis Management Team.

Level Three Emergency - Critical Incident

A Level Three emergency is a *minor emergency or critical incident* that has the potential to require more resources than the responding department has available (e.g. single injury, small and easily contained fire.) This level will be declared only if the situation has the potential of escalating to a higher classification. This classification will be made by the Director of the Department of Public Safety, Director of Campus Life, Director of Facilities Maintenance and Operations, or their designee(s).

The primary decision-making responsibility rests with the department that would normally handle the situation. No university-wide action is required.

Essential Emergency Personnel

An effective and efficient response to an emergency requires certain University personnel. The following positions have been classified as essential emergency personnel who must remain or arrive on campus to respond to a Level One emergency:

President's Office

President
Executive Assistant to the President
Director, Public Relations

Division of Administration and Finance

Vice President, Administration and Finance
Executive Director, Facilities
Executive Director, Finance
Executive Director, Services
Executive Director, Gallaudet Press/Director, Information Technology Services
Director, Facilities Maintenance and Operations
 Utilities personnel
Director, Department of Public Safety
 Public Safety personnel
Director, Residential Services
Manager, Risk Management/Student Health Services
 Student Health Emergency Response Team
Manager, Transportation
 Drivers
Manager/Supervisor, Interpreting Services
 GIS Emergency Response Team

Division of Academic Affairs

Provost
Special Assistant to the Provost
Administrative Assistant to the Provost
Dean, College of Liberal Arts, Sciences and Technologies
Dean, Graduate School and Professional Programs
Dean, Student Affairs
Dean, Laurent Clerc National Deaf Education Center
Associate Dean, Academic Departments
Associate Dean, Center for Academic Programs and Student Support
Associate Dean, Professional Programs
Director, Mental Health Center
Director, Office of Students with Disabilities

Clerc Center Essential Personnel

Dean, Clerc Center

Director, Student Services, Demonstration Schools

Principal, Demonstration Schools

Program Managers, Demonstration Schools

Coordinators, Demonstration Schools

Athletic Director and Staff

All Residential Education Staff

Family Education Coordinator

Family Educators

All Mental Health staff (coordinator, counselors, social workers, psychologists)

Lead Teachers

Procedures for Specific Types of Emergencies

Fire

If you smell smoke, see flames, or otherwise suspect that there is a fire in the building, take the following actions:

- 1) Pull the building fire alarm. The Department of Public Safety (DPS) has the primary responsibility of responding to level one fire (small fire) alarm incidents requiring building evacuations.
- 2) If a phone is available, call DPS at x5444 (tty) or x5555 (v), or use the DPS pager address: DPS@2way.net and give your name, location, and reason you are calling. The first officer on the scene will respond immediately to the annunciate panel to determine where the alarm originated and advise the base station (DPS) of the location. The base station will then notify the D.C. Fire Department.
- 3) Evacuate the building in a calm and orderly fashion, closing the door to your office as you exit.
- 4) Pre-assigned individuals (through OSWD and Clerc Center) should assist people who have disabilities to exit the building.
- 5) Once outside, walk quickly to your designated Assembly Area (see page 3). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- 6) No entry into the building will be permitted until the D.C. Fire Department declares the area safe.
- 7) If there is a fire near you:**
 - Stay low to the floor and crawl out of the building as quickly as possible.
 - Cover your nose and mouth with a wet cloth
 - If you come to a door that is closed, use the palm of your hand and your forearm to feel the door. Touch the lower, middle, and upper parts of the door. If it is not hot, lean against the door and open it slowly. If there is no fire, proceed. If a door is hot when you touch it, do not open it. Look for another way to get out.
 - Smoke and gas rise to the ceiling first. Stay below the smoke at all times.

Explosion, Aircraft Crash, or Similar Incident

In the event of an explosion, downed aircraft (crash) on campus or similar incident, take the following action:

1. Immediately take cover under a desk, table or other object that will protect you from falling objects and flying debris.
2. After the initial explosion, call x5444 (tty) or 5555 (v); use the DPS pager address: DPS@2way.net; or call 911 to report the incident only if your area is unaffected by the explosion at that time.
3. Evacuate the building IMMEDIATELY. Do not use elevators.
4. Do not move seriously injured people, unless they are in immediate danger (fire, building collapse, etc.) and the risks to you appear minimal.
5. Stay clear of the affected building. Keep streets and walkways clear for emergency response vehicles.
6. Do not return to the building or attempt to search for other people.
7. All people should go to the Primary Evacuation Site or the Secondary Evacuation Site (see page 3) if the Primary Evacuation Site is the building affected.
- 8. If you are trapped in a falling building:**
 - Use a flashlight.
 - Stay in your area so you don't kick up dust.
 - Cover your mouth with a handkerchief or cloth.
 - Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if you have one. Shout only if you cannot make noise another way. (Shouting can cause you to inhale dangerous amounts of dust.)

Hazardous Material Incident

The University Notification System will advise you if a hazardous material release (asbestos, chemical agents, chemical weapons or biological weapons, etc.) occurs outside or near the campus. If conditions require an immediate evacuation from the building, you will be instructed to go to the Primary Evacuation Site or another assembly point. If conditions require everyone to remain inside the building you should:

1. Close and seal all exterior doors and windows.
2. Shut off any personal outside air system such as a window air conditioner.
3. Remain in the building until advised of further action by DPS, D.C. Police or Fire Department personnel, or HAZMAT personnel.

Earthquake

Earthquakes are rare in this region, but they can occur. Here are some steps to follow during and immediately after an earthquake:

1. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment. Exit the building only after the shaking has stopped.
2. If outdoors, move quickly away from buildings, utility poles, and other structures. Always avoid power or utility lines.
3. If in an automobile, stop in the safest place available, preferably in an open area away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation and if emergency help is necessary, contact DPS at x5444 (tty), x5555 (v) or page: DPS@2way.net. Protect yourself at all times and be prepared for aftershocks immediately afterwards.
5. Assist people, especially those with disabilities, to evacuate the building.
6. Once outside, move to a clear area away from buildings, utility poles, or other structures.

Bomb Threat

All bomb threats must be taken seriously. The information the caller gives provides the information we need to evaluate the threat. If your office receives a bomb threat, the recipient of the call should:

1. Remain calm. Do not hang up on the caller until all vital information is obtained. Listen and do not interrupt the caller. Respond in a matter-of-fact manner, asking the caller to repeat what he has said to you. Gather as much information as possible. Remember all details of the conversation.
2. Contact DPS at x5444 (tty), x5555 (v), or page: DPS@2way.net
3. Do NOT activate the fire alarm yourself. The decision to activate the alarm will be made by DPS. The DPS shift supervisor will contact the Metropolitan Police Department (MPD) and University administrators.
4. Officers at the bomb threat site will prepare the building for evacuation. They will ensure that someone is positioned at each building entrance to prevent reentry.
5. MPD will conduct a building search for the bomb. In the event that MPD is unable to respond to do the search, DPS shift supervisors will organize their own search of the building by security officers.
6. No access to the building will be granted until the search has been completed, the suspicious package or device has been removed or deactivated, and MPD or DPS clears the building for reentry.

Tornado

During a tornado warning, stay calm and quickly follow the steps outlined below:

1. If indoors, disconnect electrical equipment and appliances. Seek shelter in the lowest level of the building. Take a flashlight with you if you have one handy. Interior hallways or rooms are preferable, away from windows. Auditoriums, cafeterias, and gymnasiums that are covered with a flat wide-span roof are not considered safe and are not recommended as shelter locations. **The primary evacuation site in a tornado for both the University and the Clerc Center is the Kellogg Conference Center.**
2. If outdoors, take cover in the nearest ditch or depression, away from power lines, buildings or trees. If you are in a car, do not stay in the car or attempt to outrun the tornado. Pull over and take cover in the nearest ditch or depression away from power lines, buildings or trees.
3. After the tornado has passed, evaluate the situation and if emergency help is necessary, contact the Department of Public Safety at x5444 (tty), x5555 (v); page: DPS@2way.net; or call 911. Be aware at all times of the dangerous structural conditions around you. Gas leaks and power lines create additional hazards.
4. If inside a building, evacuate it using the emergency exits. Move away to a clear or predetermined assembly point. Keep streets and walkways clear for emergency vehicles and personnel.
5. Do not return to an evacuated building unless permitted to do so by MPD, D.C. Fire Department personnel, or DPS.

Utility Failure

Power Outage

In the event of a power outage in your area, remain calm and follow these steps:

1. Remain where you are and open all available blinds/shades/curtains to receive outside light.
2. If you are in an unlighted area without windows, go cautiously to an area that has emergency lights or outside light.
3. If telephones are working, call and report the outage to DPS at x5444 (tty) or x5555 (v). TTYs will not work unless they have a battery backup feature. If a pager is available, page DPS at DPS@2way.net.
4. Wait for further instructions from University or emergency personnel.
5. If you are in an elevator, stay calm. Use the emergency button to alert Security personnel.

Water Line/Sewer Failure

In the event of a water line/sewer failure, remain calm and follow these steps:

1. Notify the Department of Public Safety immediately (x5444 tty, x5555 v or pager address: DPS@2way.net.) Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.
2. Use extreme caution if any electrical appliances/outlets are near the water.
Stop using all electrical equipment.
3. If the source of the water is known and you are confident you can stop it safely, (i.e. unclog the drain, turn off the water), do so cautiously.
4. Assist with protecting objects from water damage by removing them from the area.
5. If directed to evacuate, follow the same directions for a building evacuation.

Gas Line Rupture

In the event of a gas line rupture or aroma of gas in a building, remain calm and follow these steps:

1. Evacuate the building immediately! Ask others to follow you on the way out.
DO NOT call anyone. DO NOT switch on/off the lights. DO NOT shut down any electrical equipment. Electrical arcing can trigger an explosion.
2. Once outside the building, immediately contact DPS at x5444 (tty), x5555 (v) or page: DPS@2way.net. Give them information concerning the location of the smell.
3. Remain at a safe distance from the building, including windows.
4. Do not enter the building until DPS or Washington Gas declares the building safe for reentry.

Violent Behavior

These situations include any action that is a danger to the community, such as a hostage situation, gunfire/sniper, kidnapping, rape, murder, gang activity, or any other form of violent behavior. The following procedures are to be followed:

1. Contact DPS at x5444 (tty), x5555 (v) or page: DPS@2way.net immediately. You should explain the nature of the incident, the location, description of people involved, and description of property involved. Some situations, as described below, may make it difficult or impossible to notify DPS of the emergency.

Responding to gunfire/sniper

Should you hear or see gunfire, or a sniper is firing a weapon on or near campus, you should take cover immediately using any means possible to hide.

Conduct while being held hostage

If you are being held hostage, try to remain calm and be alert to situations that you can use to your advantage. Remember that the primary objective is your safety. Do not attempt to fight back or struggle physically. Avoid making remarks to your abductors that might anger them. Comply with the instructions of your abductors as well as you can.

2. Whenever possible, try to remember the characteristics of your abductors--their habits, surroundings, mannerisms, etc. Try to remember all movements including length of time traveling, direction, distances, landmarks along the way, odors and sounds, etc.
3. Do not attempt to escape unless it is indicated that your life is in immediate danger. Before you act, think carefully about what action will give you the best possible chance for survival.

Suicide Threat

Suicidal behavior can vary from a suicidal gesture to a life-threatening attempt. The incident and response begins with the initial awareness that a person may have caused harm, or is talking about causing harm, to him/herself.

In situations where there is imminent danger requiring an immediate response (i.e., the harm that has been self-inflicted would be regarded as serious by a reasonable person):

1. Contact DPS at x5444 (tty), x5555 (v) or page: DPS@2way.net. All information should be shared, including a description of the medical emergency, substances believed to be ingested, whether or not the individual responds to stimuli, weapons in the areas, etc.
2. DPS will contact an ambulance, Campus Life/Clerc Center Student Life on-call staff, and take other appropriate steps.

In situations where a suicide gesture or threat was made where imminent danger is unclear, including evidence of recent self-inflicted superficial scratches or cuts, and/or statements of an intention to harm oneself:

1. Contact DPS at x5444 (tty), x5555 (v) or page: DPS@2way.net. Describe the situation.
2. DPS will contact the Campus Life/Clerc Center Student Life on-call staff or the Mental Health Center if during working hours.

Death of a Student

A death that requires an emergency response is most likely a death that was sudden, caused by an accident or a homicide. As a general rule one should immediately call or page DPS. Crisis Management Team (CMT) members will be notified. The first University person on the scene should follow these procedures:

1. Keep other people from viewing the victim and the surroundings.
2. Do not allow access to the body, or to the area where the body was found, to anyone other than DPS or MPD Police and homicide detectives.
3. Do not attempt to move the body or try to identify the victim.
4. Do not touch or attempt to move any physical evidence in the surrounding area.

The Crisis Management Team (CMT)

Crisis Management Team

Managing a crisis requires a coordinated effort involving members of a team already identified who have received training and are familiar with the contents of this Guide. The Crisis Management Team is the group created for this purpose by authority of the President.

Crisis Management Team Composition

The Crisis Management Team is a focused responsibility group for the crisis management process. The core Crisis Management Team includes members of senior management and representatives from several areas of the University who are in the best position to respond to the emergency. Specifically, the core team consists of:

- President
- Provost (Chair)
- Vice President, Administration and Finance
- Executive Director, Facilities Management
- Dean, Student Affairs
- Dean, Laurent Clerc National Deaf Education Center
- Director, Public Relations
- Director, Mental Health Center
- Executive Assistant to the President

The Core Crisis Management Team meets regularly during the year and when a crisis occurs. Additional individuals may be invited to Crisis Management Team meetings during a crisis as support members. The core members remain constant, while support members are event-dependent. Some examples of support members include (but are not limited to):

- Director, Department of Public Safety
- Director, Campus Life
- Director, Student Services (Clerc Center)
- University Faculty Governance Representative(s)
- Liaison, Office of Campus Ministries
- Manager, Risk Management/Student Health Services
- Director, Construction
- Executive Director, Information Technology Services
- Executive Director, Academic Technology
- President, Student Body Government
- President, Graduate Student Association

- Director, Student Health Services
- Others, as defined by nature of the crisis

Jurisdiction

The Crisis Management Team has jurisdiction for handling any of the following incidents:

1. Death on campus or at college sanctioned or sponsored events;
2. Any student death, any near fatal accident or incident; attempted suicide;
3. Serious damage to University property;
4. Level One emergencies (see page 14), Level Two emergencies (see page 15), or incidents demanding special attention and meeting the definition of major crisis, emergency, or disaster.

Authority

The Crisis Management Team structure deviates from the normal lines of authority, and the team is empowered to act decisively on behalf of the institution. These procedures apply to all personnel, buildings, and grounds owned and operated by the University. The President has the executive authority to execute all portions of this plan. The Provost chairs the team with authority to give direction to the team and make final decisions. Collegiality, collaboration, and consensus are important elements of positive group interaction and communication, but these elements must be balanced with the need to be timely and decisive.

Some campus groups have authority to manage a crisis as it happens until the Crisis Management Team takes over. The groups with authority to handle crises initially during an emergency are:

- Department of Public Safety
- Campus Life (University) and Student Life (Clerc Center)
- Facilities Maintenance and Operations

Team Responsibilities

The main functions of the Crisis Management Team are:

1. Assessment/Mitigation
Project what might occur, vulnerability assessment, elimination or reduction of the probability of a crisis.
2. Preparation
Develop a response plan to different potential crises.

3. Response

Respond to emergencies and direct emergency resources, plan activation.

4. Recovery and evaluation

Return of conditions to normal or improved levels; assure community well-being; recovery of vital functions; debrief and provide for the evaluation and improvement of the crisis process; reduction of risk of crisis recurrence.

Additional functions of the Crisis Management Team are:

- Recommending appropriate response for each area of the organization.
- Recommending and developing community and media communications during and after the crisis.
- Serving as consultants, or providing “third-party” opinions to other members of the team.
- Working with appropriate outside resources to secure information, resources, and assistance as needed.
- Participating in, or conducting disaster and emergency preparedness training.
- Developing and/or recommending efforts toward preventing crises from happening.
- Revising and updating emergency information such as this Guide and related web site.
- Assuring that all the emergency-related signs and designated areas are clearly marked and in place.
- Recommending appropriate training in preparedness and recovery.

