

HARVARD UNIVERSITY EMERGENCY GUIDE



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OPERATIONS CENTER

EMERGENCY PHONE NUMBERS



Medical Emergency
911



**Harvard University
Police Department**
(617) 495-1212



University Operations Center
(617) 495-5560

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Reporting an Emergency

This procedure provides information on how an emergency or hazardous condition should be reported. This procedure can be utilized in all situations.

Report emergencies to:

Medical Emergency



911

- Injury
- Illness

Harvard University Police Department



(617) 495-1212

- Public Safety
- Threat
- Violence
- Theft

University Operations Center



(617) 495-5560

- Fire/Smoke/Explosion
- Flooding
- Hazardous Material
- Utility Failure
- Facilities Issues

Information you should know:

- What to do if the **fire alarm** sounds.
- Location of the nearest **First-Aid Kit**.
- Location of the nearest **Automated External Defibrillator (AED)**.
- How to obtain **information** during an emergency.
- Who are your representatives on the **Local Emergency Management Team (LEMT)**?



Reporting an Emergency



Tips for reporting an emergency:

- Remain calm.**
- Report all injuries first.**
- Try to call from a desk phone, not a cell phone.
- Describe the type of emergency (fire, medical, utility disruption, public safety, etc).
- Give the phone number you are calling from.
- Provide the address and room number of the emergency.
- Refer all **media inquiries** to the **Harvard News Office** at (617) 495-1585.

Other important information:

- Notify your supervisor or an Emergency Management Team member.
- Determine if the emergency has interrupted University operations.

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HARVARD UNIVERSITY Preparing for Emergencies



This procedure provides instruction on how to use this guide. Additionally, it provides tips and suggestions on how to be prepared before an emergency occurs.

About this guide:

This guide is:

- A list of suggestions and tips which may help you to stay safe during an emergency.
- A reference on how to report emergencies and hazardous conditions to the University.
- An overview of the most common emergencies you may encounter in the Harvard community.
- This guide is not** a comprehensive set of instructions for every type of emergency you may encounter.

How to use this guide:

- Remain calm.**
- The Reporting an Emergency procedure can be used in **any situation** to assist you in reporting a general emergency or hazardous condition.
- During an emergency, you should turn to the procedure that **best fits** the situation. There may not be a procedure that addresses the exact situation facing you.



Preparing for Emergencies



Personal Preparedness

- Review the guide** and be familiar with how to obtain information from it during an emergency.
- Know whom to contact** for different types of emergencies, both to obtain assistance and report problems within your department.
- Be vigilant** in your areas and report situations which seem dangerous or suspicious.
- Review other safety resources** such as the annual *Playing it Safe* guide from HUPD, resources available from UHS, guidance from your local HR department or supervisor, and www.ready.gov for helpful tips and advice.
- Take personal responsibility** for your own preparedness by taking steps to educate and equip yourself for an emergency.
- Know** the evacuation routes and meeting locations for your office and places you visit during the business day.
- Know** your school or department policies regarding emergencies.
- Know** how you will get information from your school/department during an emergency.



Injury / Illness

This procedure provides basic information relating to medical emergencies. It should be used, along with other applicable procedures, anytime someone requires medical assistance.

Call 911

- DO NOT** move the injured unless there is an immediate, life-threatening situation. If you believe they may have been electrocuted, do not touch them for any reason.
- Follow the instructions** of the 911 emergency dispatcher. If necessary, they will send an ambulance and notify HUPD to assist you.
- Notify** the Harvard University Police Department by calling (617) 495-1212.
- Send** someone to retrieve the First Aid Kit and AED if available.
- Send** someone to guide responders to the location of the person needing assistance.
- Notify** a supervisor or Local Emergency Management Team member.
- If necessary**, contact the University Operations Center at (617) 495-5560.

Tips for reporting an injury or illness

- How many** people need help?
- What type** of injury or illness do they have?
- Do you know **how** they became injured?
- Is someone providing medical care already?



Injury / Illness



If you are trained, equipped, willing, and it is safe for you to do so, provide basic First Aid according to your previous training or American Red Cross suggested standards.

Check

- Check to see if the person can talk.
- If not, can the person make eye contact?
If the person is awake:
- Try to keep them warm and talking.
If the person is not awake:
- If you are **trained, properly equipped, and willing**, assess the need for CPR.

Always wear the proper protective equipment before providing any type of medical assistance.

If CPR is required:

- Begin CPR and follow the AED instructions.
- If there is severe bleeding:**
- Provide bandages to the injured.**
- Following the guidance from the *American Red Cross*, ask the injured to **apply firm, steady pressure** over the injured area until professional assistance can arrive.
- DO NOT** remove or replace the bandages.
- Add additional bandages** if necessary.
- If the individual is unable to apply pressure themselves and **if you are willing and properly protected**, you may assist them.



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Fire / Smoke / Explosion



This procedure provides basic information relating to fire alarms, actual fires, and explosions. If anyone is hurt or hazardous materials are involved, please refer to those applicable procedures as well.

If you are inside the building:

- DO NOT fight the fire.**
- Evacuate** the building.
- As you evacuate, **activate the fire alarm system** by using an emergency pull-station.
- DO NOT** use elevators; use only the stairs.
- Close** doors behind you as you leave.
- Assist others in evacuating. If someone is **unable to leave**, you should **continue to evacuate** and **alert responders**.
- Go to the **Evacuation Meeting Location**.

If you are outside the building:

- DO NOT enter the building.**
- Call 911.**
- Notify the **University Operations Center** by calling **(617) 495-5560**.
- Notify** your supervisor or a member of the Local Emergency Management Team.
- Assist others **once they are safely away from the building** and encourage them to **remain in the Evacuation Meeting Location**.



Fire / Smoke / Explosion



Tips for reporting smoke, a fire or an explosion:

- Remain calm.**
- Is anyone **injured or trapped**?
- Do you know **what** may be burning?
- Are there any **other hazards** present?

Once you have safely evacuated:

- DO NOT reenter the building** until given permission by the fire department.
- Look for HUPD or Fire Department personnel** and provide them any information you may have about occupants still inside the building or about the origin of the emergency.
- Remain** in the Evacuation Meeting Location.
- Await** further instructions from responders or management.

If you MUST use a fire extinguisher to escape:

- P**ull the safety pin on the grip handle
- A**im the nozzle at the base of the fire
- S**queeze the handles all the way together
- S**weep the extinguisher from side to side



Utility Disruption

This procedure provides basic information relating to the disruption of normal utility service, including heating, cooling, water, electricity, telecommunications, and the network.

Determine which utility is disrupted and call:

- Building Manager for all local, non-emergency utility issues.
- University Operations Center: **(617) 495-5560**
 - Heating
 - Cooling
 - Water (including pressure)
 - Electricity
 - Other unsafe conditions
- UIS Telephone Repair: **(617) 495-4900**
 - Telecommunications
- UIS Help Desk: **(617) 495-8411**
 - Network
 - Computers
 - Software

Tips for reporting a utility disruption:

- Are you in a **safe location**?
- What **type of utility** is disrupted (heating, cooling, water, electricity, telephones, etc.)?
- What is the **extent of the disruption**?
- Complete outage**, or does it **fluctuate**?
- How long** has the disruption lasted?



Utility Disruption



If you feel the area is unsafe, evacuate the area and request assistance according to the Reporting an Emergency Procedure.

- Remain calm.**
- DO NOT** burn candles or anything else.
- DO NOT** use the elevators.
- If you are using only emergency lighting, leave the area or find supplemental lighting. **The emergency lighting will typically last for only approximately 30 minutes.**
- Report** the condition to your supervisor or a Local Emergency Management Team member.
- Follow** department-specific instructions to recover business operations.
- After reporting the disruption, **inform others** in the area that “*the University has been notified of the disruption and is working to correct the problem as soon as possible.*”

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Threat

This procedure provides information on what to do when you become aware of a threat. This includes bomb threats, cyber threats, or threats of violence against the University, its property, or its interests.

If you receive a threat:

- Refer all threats to the **Harvard University Police Department** at **(617) 495-1212**.
- If you receive the threat on the phone and if you can, ask the caller to hold and **transfer the call to HUPD at (617) 495-1212**.
- If you are unable to transfer the call**, ask the caller to contact HUPD directly.
- Obtain as much information as possible from the caller, and then **contact HUPD** with the information you collected.
- Answer** any questions HUPD has for you.
- Remain available** to further assist HUPD.
- Inform your supervisor or a member of your Local Emergency Management Team.
- DO NOT activate the fire alarm system unless instructed to do so by HUPD.**

If you locate a Suspicious Object:

- Do not touch or move it.**
- Notify **HUPD** of the exact location.
- Isolate** the immediate area.
- Refer to Suspicious Package Procedure.**



Threat



Tips for receiving and reporting a threat:

- Try to **record** the threat **exactly** as it is said.
- Note the **time** the threat was made.
- Be clear about the **type** of threat.
- If possible, record **details** about the threat:
 - What** will happen?
 - Where** will it happen?
 - When** will it happen?
 - How** can it be stopped?
- What is your **general impression**?
 - Angry, confused, scared, etc.
- Did you notice any **background noises**.
- Ask for the individual's name.**

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Suspicious Package / Item



This procedure provides basic information relating to suspicious packages or items. It can be utilized for any type of package or object, including those with unknown contents.

If you are holding a suspicious package / object:

- Evacuate others** from the immediate area.
- Gently** set the item down on a **solid surface or on the floor**. If there is powder or liquid, try to set the item down in a container like a trash can or bucket.
- Cover** the item with an article of clothing.
- Leave** the immediate area.

If you locate a suspicious package / object:

- Remain calm.**
- DO NOT** touch or move the object.
- DO NOT** activate the fire alarm system.
- Contact the **Harvard University Police Department (HUPD)** at **(617) 495-1212**.
- Evacuate** only the immediate area.
- Isolate the area** and do not allow anyone to enter until HUPD has specifically said that the area is safe.
- Notify** a supervisor or Local Emergency Management Team representative.
- Request** other witnesses to remain nearby to speak with HUPD responders.
- Remain available** to assist responders.



Suspicious Package / Item



Tips for identifying a suspicious package:



FBI Advisory

If you receive a suspicious letter or package

What should you do?

- 1** Handle with care
Don't shake or bump
- 2** Isolate and look for indicators
- 3** Don't Open, Smell or Taste
- 4** Treat it as Suspect!
Call 617-495-1212



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Hazardous Materials



This procedure provides information relating to the release of hazardous materials, such as chemicals, or any substances which cannot be readily identified as safe, including bodily fluids and fuel.

Avoid Exposure

- Call the **University Operations Center** at: **(617) 495-5560**
- If personnel are **ill or injured**, call **911** and refer to the *Injury/Illness Procedure*.
- Notify your supervisor, the Building Manager, or a member of the Local Emergency Management Team.

Tips for reporting an accident:

- Has anyone been **exposed**?
- What** has been released (gas, liquid, solid)?
- Do you know what the **material** is?
- Are there **labels, placards, or pictures** that you saw or can see from a safe location?
- How much** has been released?
- Is it actively being released, or has it **slowed/stopped**?
- Is the release contained, or is it **entering the environment** (sewer, soil, vents, etc.)?
- Are there **sources of ignition** nearby?

DO NOT try to clean-up the spill.

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Hazardous Materials



If you believe the area is unsafe:

- Evacuate Immediately**
- Request** exposed individuals to **remain nearby** until emergency responders arrive.
- Isolate** the area and await assistance.

Safety tips for hazardous materials:

If you are trained and can do so safely:

- Turn off** any sources of ignition.
- Provide assistance** to the ill or injured (see *Injury/Illness Procedure*).
- If individuals have been **exposed**, brush off any dry chemicals and **rinse the area** thoroughly for 15 minutes or until medical assistance arrives.
- Prevent** further release, but do not risk exposing yourself.
- Try to **slow the free-flow movement** of a liquid to prevent the spill from entering drains or the environment by using any absorbent buffer which is available.
- Locate** the Material Safety Data Sheet (MSDS) and provide it to responders.

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Flooding / Water Leak



This procedure provides basic information relating to flooding which may occur in any University-owned property. It provides basic safety and notification information.

Reporting a problem:

- Report all flood, back-up, and water leak issues to the **University Operations Center** at **(617) 495-5560**.
- Contact your supervisor, the Building Manager, or a member of your Local Emergency Management Team.

Tips for reporting a flood or water leak:

- What is the **source** of the water (pipe, seepage, roofing, etc.)?
- How much** water is present?
- How fast** is the water entering the area?
- Are there **hazardous materials** involved?
- Has anything been **damaged**? *Specify if Harvard-owned property, such as **books, collections, equipment, or infrastructure** have been damaged.*
- Is anything in **danger** of being damaged?
- Are any other **utilities** involved?

DO NOT risk exposure to save property.



Flooding / Water Leak



Important safety information:

DO NOT enter standing water.

- Water can carry an **electric current** without any visible signs. **This can be dangerous.**
- Assume the water is dangerous** until a qualified assessment is complete.
- Some flooding may contain **hazardous materials** or **sewage**.

DO NOT use elevators during a flood.

Flooding tips if the area is safe:

- Turn off** electrical devices.
- If there are **hazardous materials** involved (chemicals, asbestos, sewage, etc.), refer to the *Hazardous Materials Procedure*.
- If the water is entering **from the roof** and it is **related to a storm, relocate** to a safer area of the building or an alternate location. *Leaking from the roof following a storm may indicate structural instability or an otherwise unsafe condition and needs to be inspected.*
- Move property** that may become wet or damaged to an elevated area.
- Use absorbent materials or barriers** to contain the affected area.
- Isolate** the affected area.



Shelter-in-Place

This procedure provides basic information and instruction for seeking shelter. In some emergencies, it is safer for you to stay indoors than it would be to evacuate. You may need to shelter-in-place for a variety of reasons, including, weather, chemical hazards, biological hazards, or public safety emergencies. It is important to note that you may not know which hazard you are sheltering from at the time the notification is issued.

Methods of notification:

*If there is a hazardous condition which requires you to shelter-in-place, you may be notified through **any** of the following means:*

- Email
- Text messaging
- Phone messages and voicemail
- Face-to-face verbal communication
- Public address system of a building or emergency vehicle
- AM/FM radio broadcast
- Television broadcast
- NOAA/NWS Weather Radio Broadcast

If you are OUTDOORS:

- Remain calm.**
- Immediately **move** to the **nearest building**, **alerting others** in the area to the warning.



Shelter-in-Place



Once you are INDOORS:

- Remain calm.**
- Follow responder instructions.*
- Locate a nearby room, preferably in the **interior** of the building with the **fewest** number of windows and doors.
- Secure** the room.
- Stay away** from the doors and windows.
- If you have a **serious, life-threatening emergency, call 911.**
- If you are only calling to **report your location**, call the **University Operations Center** at **617-495-5560.**
- Be patient. Do not leave the room** unless there is a life-threatening situation, you are instructed to do so by responders, or until it is clear the danger has passed.

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Personal Notes



This section is reserved for your personal use.

It may be helpful if you **record important information** in this section, such as **phone numbers**, the location of your **nearest Automated External Defibrillator** and **First Aid Kit**, or information specific to your **school or department**.



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Personal Notes

