

D'Youville College Emergency Response Quick Reference Guide

This quick reference guide is intended as a hands-on list of procedures to be followed in specific emergency situations. The guidelines are intended to better enable the D'Youville community to better protect life and property and minimize the damage caused by emergency situations, as well as to promote awareness in responding to emergencies. The Reference Guide is consistent with and complements the NYC Emergency Response Plan and its Appendices.

I. BASIC PROCEDURES

1. Call 9-1-1 if an appropriate emergency. Provide your name, building name, location and the nature of the emergency.
2. Control of the immediate area of the incident, if on campus.
3. Address the immediate (life threatening) needs of those involved in the incident.
4. Contact campus security (829-7777)
5. If the emergency is off campus (e.g. athletes at an away game) establish communication lines between the scene and appropriate campus officials.
6. Contact college officials, and the college response team. Activate phone trees and messaging systems as needed.

II. EVACUATION PROCEDURES

All students (residential and commuter), faculty and staff members should familiarize themselves with the emergency procedures and evacuation routes in buildings they live or work in, or use frequently. Everyone in a NYC building or on campus must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should evacuate in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. Faculty members are seen as leaders by students and should be prepared to direct their students to evacuate campus buildings in the event of an emergency when necessary.

GENERAL EVACUATION PROTOCOL

1. All building evacuations will occur when an alarm sounds and/or upon notification by Campus Security.
2. When the fire/evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. Use stairs in case of fire and/or other emergencies. DO NOT use elevators.
4. Once outside, proceed to a clear and safe area away from the building.
5. Keep driveways and walkways clear for emergency vehicles and personnel.
6. Building Floor Wardens will conduct headcounts to assure that all persons are accounted for in the assembly area.
7. **Do NOT return to an evacuated building unless told to do so by a college official.**

CROWD EVACUATION

In an emergency evacuation, panic may set in and as more people join the evacuation it may be difficult to move. Here are some hints for such situations:

- Try to stay outside of the crowd; go around crowds, not through them.
- Don't stand near or against immovable objects, such as walls, doors or barricades, which would limit your options for escape or increase the risk of being crushed.
- If you are caught up in a surging crowd, **DON'T STAND STILL OR SIT DOWN!** Keep moving in the direction of the crowd.
- If you have dropped an item, unless it's critical, don't try to pick it up. Bending or getting your fingers stepped on or trapped will increase your risk of being pushed to the ground.
- If you are being pulled or pushed along by a moving crowd, don't try to push against the flow or simply let the crowd take you.
- Just like breaking free from a rip tide in the ocean, move diagonally across the crowd, neither with it nor against it.
- The force will begin to weaken as you reach the perimeter of the crowd and you will be better able to break free.
- If you fall or are pushed down, try to get back to your feet as quickly as possible; if someone is willing and able, extend an arm and ask for help getting back to your feet as quickly as possible.
- If you can't get up, keep moving! Crawl in the direction of the crowd until you can get back up.
- If you cannot get up or crawl, curl up in a ball to create an air pocket and cover your head. Keep your back facing up protecting your head and face with your hands and arms.
- Crowds tend to surge and pulse. Wait for a lull in the pressure or flow to try to get back to your feet.

FIRE EVACUATION PROTOCOL

Main Campus

If you see smoke or fire, activate the fire alarm. Most of NYC's buildings contain systems that will immediately notify both campus security and the Buffalo Fire Department (BFD) when the system goes into alarm mode. The security officer stationed at the DAC desk will notify the closest roving officer to respond to the building and call the BFD with the building's exact address. The assigned officer will check the source of the alarm (see below) and notify the main desk of the situation. The desk officer will update the BFD. In the event of a working fire, security will be assigned to assist with evacuation of all affected or potentially affected buildings and control of traffic (see below).

The main emphasis should be placed on evacuation and human life.

As a building is being evacuated, **one** security officer should direct traffic and fire department and emergency personnel to the problem area. Other security officers should remain at their assigned posts to ensure that the fire is not a diversionary tactic.

BUILDING EVACUATION ASSIGNMENTS

EVACUATED BUILDINGS	ASSEMBLY POINT (outdoors)	ASSEMBLY POINT (indoors)
Alt Academic Building	Parking Lot C (Connecticut St) Prospect Park	College Center
Student Apartment Complex	Parking Lot C	College Center
Bauer Family Academic Center	Parking Lot B (Library)	College Center
D'Youville Education Center	Parking Lot B (Library)	College Center
College Center	Parking Lot E KAB Front Lawn	KAB - theater
Koessler Administrative Bldg.	Prospect Park Parking Lot B (Library)	College Center
Montante Family Library	Parking Lot A or D	College Center
Madonna Hall	Parking Lot B (Library)	College Center
Marguerite Hall	KAB Front Lawn	College Center
Niagara Street Annex	Parking Lot E (adjacent to dorm)	SASE
D'Youville Academic Center	Parking Lot B or C	College Center
SASE	Parking Lot E	College Center
Dobson Field	Front Park	Return to College

Notices will be sent out as to where those vacating a building should assemble.

III. LOCKDOWN PROCEDURES

Lockdown means that everyone in the lockdown area of the campus is not to move from their current location. Lockdown will be announced by the emergency notification system. Examples of a potential lockdown situation would be a shooter or potential shooter on campus. All students and personnel will be asked to move from halls, common areas, lavatories, etc. into classrooms and offices - preferably those that can lock from the inside.

- Classroom/office doors are to be locked if at all possible or secured with furniture.
- All individuals in the room should take a seated position on the floor next to a wall, out of view from the door window (stay out of sight).
- Windows should NOT be covered; leave window coverings (shades, blinds, etc.) open and lights as they are.
- Document and attend to any injuries as well as possible.
- No one should enter or leave the room under ANY circumstances.
- Silence cell phones. Do not have them on vibrate either.
- Do not open locked doors.
- Do not answer a classroom telephone.
- Do not respond to a fire alarm unless imminent signs of fire are observed. Doing so could compromise the safety of those already secured.
- Do not talk within your secured area. If some form of communication is absolutely necessary write notes, whisper or use hand gestures.
- Do not respond to any public address system or other announcements.

- Take attendance including notation of missing individuals. Keep this as a record for use on release.
- Lockdown will end **ONLY** when you are physically released from your room by emergency responders or other authorities with master keys.

IV. ACTIVE SHOOTER PROTOCOL

When law enforcement is on campus in an emergency situation, note the following:

- Officers may use pepper spray or tear gas to control the situation.
- Officers may be armed with rifles, handguns, or shotguns.
- Officers may shout commands and might push individuals to the ground for safety.
- Remain calm and follow officers' instructions.
- Put down any items in your hands, immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Silence cell phones.
- Avoid making quick movements toward officers such as attempting to hold onto them for safety.
- Avoid pointing, screaming, and/or yelling.
- Do **NOT** pull or trigger a fire alarm as this may unintentionally place others at risk.
- The first officers to arrive will **NOT** stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove injured persons.
- Law enforcement may call upon able-bodied individuals to assist in removing the wounded from the premises. Be prepared to assist **ONLY** if asked to do so.

V. SHELTER IN PLACE

Sheltering in place is a precautionary routine to keep you as safe as possible while indoors during an emergency event. It entails closing all doors, windows, and vents in a readily accessible location that puts as much air and mass between you and the hazard outside.

Situations that may require you to shelter in place include natural disasters; accidental or intentional release of chemical, biological or radiological material.

VI. OTHER EMERGENCIES REQUIRING SPECIFIC RESPONSE PROCEDURES

Hazardous Materials

Any spillage of a hazardous chemical or potentially radioactive material should be reported immediately to Campus Security (829-7777).

- Evacuate affected site immediately. Do not walk on or touch any spilled substance. Try to stay upstream, uphill and upwind of accident.
- Cover mouth with cloth while leaving the area.
- Do not reenter area for any reason. Remain outside affected area until authorities allow reentry.
- A fire alarm may be activated but care is needed to avoid the spill area during evacuation.

Violent or Criminal Behavior

- In the event of violent, hostile, or criminal behavior, leave the immediate area if possible, and direct others to do so.
- Immediately call 9-1-1 and then Campus Security (829-7777).
 - Give your name, location, telephone number and details of what is happening.
 - If the offender has weapons or is suspected of having weapons, take cover immediately using all available concealment. See Lockdown Procedures above.

Bomb Threat Emergency Response

In the event that a bomb threat is made:

- If you are the person receiving the bomb threat via telephone remain calm, keep the person on the line as long as you can.
- Obtain and write down as much information as you can.
- Do not interrupt the caller, be patient with him/her.
- While on the phone try to get the attention of someone else close by to inform them of the situation.
- You or another person should contact security (829-7777) and security will contact 911.
- The fire alarm should be activated in the affected building(s) as soon as possible by those receiving the call or security.
- The area should be evacuated per the general evacuation procedures.
- The authorities will determine when it is safe to return to the building.

Suspicious Packages/Mail

All staff and faculty are required to immediately report any suspicious packages or objects found on campus to Campus Security (829-7777). Possible warning signs:

- Wiring
- Noise coming from the envelope or package
- Weight of the package or letter is odd for its size
- Liquid or powder leaking
- Chemical odor or odd stains present
- Excessive packaging

In the event of a suspicious package/mail:

- Do not handle it.
- If you suspect that the package could be explosive, evacuate the area and call 9-1-1 from a secure location.
- Avoid the use of radios and cell phones near any suspicious envelope or package. Radio waves can detonate an explosive device.
- If the letter or package has already been opened and powder or other substance has spilled from the package or letter, do not clean it up. Leave it where it is, evacuate the area, and call 9-1-1 and then campus security.
- If someone opening a suspicious package is covered with a possible chemical agent, the contaminated individual should evacuate to an isolated area, away from other personnel who were not exposed.

VI. WEATHER EMERGENCY

Within Western New York the most likely weather emergency will involve winter storms.

- The campus community will be notified of weather related emergency information including campus closures.
- Essential personnel – including, but not limited to, Campus Security, Facility Services, Food Service, and Residence Life staff may be asked to remain or report as directed.
- Notification methods are as follows:
 - D’Youville College’s emergency notification system
 - DYC email and website
 - Local TV and Radio stations
- During any weather related event, students and employees should adhere to road condition warnings and/or travel advisories issued, before making their decision to travel.
- Facilities will activate the snow removal procedure. First priority will be to keep access to the college open for emergency vehicles.
- If there is potential danger to building occupants, or if utility failure occurs (heat, electric, hot water), notify Campus Security at 829-7777.
- Activity outside the affected building(s) should be limited, especially at night, unless otherwise directed.
- If necessary, assist those with disabilities within the building.
- In a major emergency disaster, Campus Security is to relate concerns or problems concerning the emergency to appropriate college personnel unless instructed to the contrary.

VII. COMMUNICATION

INTERNAL COMMUNICATION

DYC has in place an emergency notification system designed to send vital messages to individuals’ designated emergency phone numbers and e-mail addresses in the event of a disruption of normal campus operations or in the case of an emergency. Enrolled students will have access via their student portal. Employees with questions about the systems should contact Mark Alicea at aliceam@dyc.edu.

If an incident is ongoing there will be multiple notifications which could include:

- Website
- E-mail to DL Manager – multiple times as updates become available.
- Voice-mail.
- Information posters in key locations, including but not limited to the lobby of each building and gathering spots such as eating areas, library, and the bookstore. In the event of loss of electronic communications capability, the Support Team will ensure that posters are updated on a regular basis, with information also available 24-7 in the designated Incident Command Post.

Campus security should be notified for any and all incidents, so that they can complete an incident report. Campus security will determine who to contact to respond to any non-emergency incident.

The Director of Public Relations¹, as the public information officer, will coordinate all communications with the emergency official(s) prior to releasing such information to the public. This includes officials from, but not exclusively, the police, fire, medical, public health, state, or federal agencies that are on the scene of the emergency on the campus.

The public information officer will provide statements as needed to media and other external requestors of information.

All information obtained during the emergency should be funneled through the public information officer for coordination with the official(s).

STUDENTS OF CONCERN COMMITTEE

D'Youville's Student of Concern Committee provides a centralized collection of concerns from faculty, staff, and other students regarding student distress and potential harm to self or others. We're available to confidentially review, case by case, these situations and provide guidance, consultation, action plans and referrals. We hope that through this we can intervene early and provide support for the campus community. We also coordinate follow-up actions (counseling, judicial consequences, disability services, hospitalization, etc.)

E-mail studentsofconcern@dyc.edu for further information or to schedule a presentation with more details on identifying students of concern.

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¹ In the event of the DPR's absence, the Vice President of Institutional Advancement or a representative of the President's Office will assume these responsibilities.

MEDICAL EMERGENCIES FOR STUDENTS/EMPLOYEES

In the event of a serious or life threatening condition such as:

- not breathing
- profuse bleeding
- head, neck or back injury
- suspected drug overdose
- alcohol overdose
- diabetic incident
- shortness of breath
- severe allergic reaction
- seizure
- semi or near state of unconsciousness
- serious fall
- chest pain
- slurred speech
- body weakness

Try and check for any medical alert bracelet, necklace or card.

1. **Call 911.** Tell the operator your name, location, building name and describe the injured or ill person. If the person is less than 18 years of age contact the Health Office, 716.829.8777, or the Vice President for Student affairs, 716.829.8100, 716.829.8199, 716.572.2467.

2. **Call Security (716.829.7777)** so they can assist with directing the ambulance to the correct location

Automatic External Defibrillator machines AED Locations:

Marguerite lobby by security desk
Library lobby by security desk
Apartments lobby by security desk
College Center 1st floor near reception desk
Niagara Street in the stairwell
ALT 1st floor next to the elevators
BFAC 1st floor outside Connections
DAC lobby next to the computer lab
DEC lobby
KAB 1st floor in the elevator vestibule
SASE 1st floor across from security
Madonna 2nd floor and belongs to DaVinci
Dobson Field House

PSYCHOLOGICAL EMERGENCIES INVOLVING AN EMPLOYEE OR STUDENT

1. Contact the D'Youville personal counseling center at 716.829.7819 for assistance.

2. If assistance is not immediately available and you feel someone's life is in danger, contact **Crisis Services (716.834.3131)** and if needed, 911.

3. Contact Robert Murphy, vice president for student affairs, at 716.829.8100 or 716.829.8199 as soon as possible to report the incident. After hours, Mr. Murphy can also be reached at 716.572.2467

NON-EMERGENCY INFORMATION SPECIAL CONSIDERATIONS

1. If someone is injured or ill and you feel it is not life threatening, the injured person should seek medical care through their physician or an emergency room.

D'YOUVILLE EMPLOYEES ARE ADVISED TO NOT TRANSPORT ANYONE IN THEIR CAR. (Contact a family member or taxi for transport)

2. Psychological problems such as depression or acting out behaviors should be referred to the director of the personal counseling center, at 716.829.7819.

3. Drug or alcohol related incidents: assistance and referral should be sought through the personal counseling center, 716.829.7819 or the health center, 716.829.8777.

EMERGENCY NUMBERS

Emergency: 911
Security: 716.829.7777
Personal Counseling: 716.829.7819
Health Center: 716.829.8777
VP for Student Affairs: 716.829.8199
CRISIS SERVICES: 716.834.3131
LIBERTY TAXI: 716.877.7111

Blue light emergency phones are located outside campus buildings and red emergency phones are located within campus buildings.