

# EMERGENCY PREPAREDNESS GUIDELINES

## EMERGENCY PREPAREDNESS

Rivier University's first priority is the safety of our students, faculty, staff, and visitors. Our Public Safety and Security Office is staffed 24-hours a day, emergency call boxes are located throughout campus, and our secure residence halls require an access card to unlock entrances.

### **Crisis Management Planning**

The University's Crisis Management Planning Team meets monthly to consider issues of emergency management and safety. This group is led by the Vice President of Student Affairs and consists of representation from many areas on campus, including public safety, facilities, residence life, counseling, Early Childhood Center, marketing & communications and more. A detailed crisis management plan exists, and this plan is regularly updated.

### **Crisis Management Response**

In the event of a crisis, the administration will call the Crisis Response Team into action. This group will make decisions aimed at bringing the crisis to a swift end and minimizing the damaging impacts.

### **Receiving Information during a Crisis**

Gathering information during an emergency is difficult and can take time. The University will strive to deliver as much information as possible, as early as possible, during and after a crisis event. The following are the primary channels utilized as appropriate for the situation:

Rivier University website: Advisory messages will be prominently displayed on the

- Rivier University home page, and updates will be posted as more information becomes available.
- Rivier University main phone number: The Rivier University main voice mail message (603-888-1311) will contain an advisory message.
- Rivier University e-mail: An advisory message will be sent to Rivier e-mail accounts. Additional e-mails will follow when updates become available.

### **Help Keep the Campus Safe**

All members of the community have a role in keeping the campus safe. Students can contribute to campus security by keeping residence halls locked at all times; never prop doors or allow unknown individuals into the building. All members of the campus community should report suspicious activities or potential threats to Public Safety immediately. On- an off-campus emergency contact numbers should be programmed into campus phones and cell phones.

- Rivier University Public Safety: (603) 888-1311
- Emergency: Dial 911

# EMERGENCY NOTIFICATION SYSTEM

## EVERBRIDGE (NATIONAL NETWORK NOTIFICATION SYSTEM)

Rivier University has implemented an emergency notification system, powered by Everbridge (National Notification Network). The system allows the University to send emergency notification messages to all registered faculty, staff, and students during a crisis or emergency.

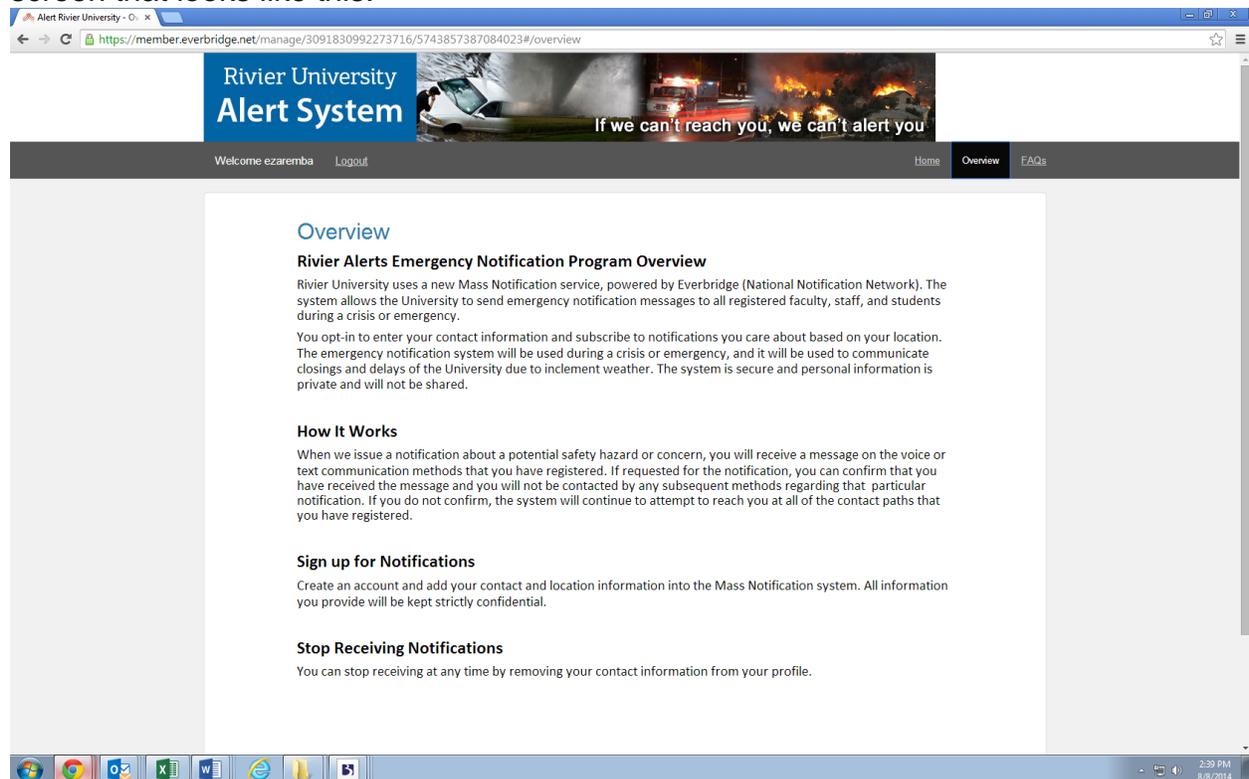
Log-in to the Everbridge System: <http://www.everbridge.com>

### Registration Process

The registration process for the Everbridge system is quick and easy. Invitations will be sent to all unregistered faculty, staff, and students at the start of each semester, via your Rivier e-mail account. For new employees, an invitation will be sent shortly after you begin employment. The sender of the message is: [rivieralerts@rivier.edu](mailto:rivieralerts@rivier.edu) If you need to have your invitation resent, please contact [David Bedard in the Office of Information Technology](#). Follow the instructions in the e-mail invitation to register for the system. Review the information below for some helpful registration tips.

### Accessing Your Everbridge Profile

Log-in to the Everbridge system, by visiting <http://www.everbridge.com>. You should get a screen that looks like this:



The screenshot shows a web browser window displaying the Rivier University Alert System Overview page. The browser's address bar shows the URL: <https://member.everbridge.net/manage/3091830992273716/5743857387084023#/overview>. The page features a header with the Rivier University logo and the text "Alert System" and "If we can't reach you, we can't alert you". Below the header, there is a navigation bar with links for "Home", "Overview", and "FAQs". The main content area is titled "Overview" and contains the following sections:

- Rivier Alerts Emergency Notification Program Overview**

Rivier University uses a new Mass Notification service, powered by Everbridge (National Notification Network). The system allows the University to send emergency notification messages to all registered faculty, staff, and students during a crisis or emergency.

You opt-in to enter your contact information and subscribe to notifications you care about based on your location. The emergency notification system will be used during a crisis or emergency, and it will be used to communicate closings and delays of the University due to inclement weather. The system is secure and personal information is private and will not be shared.
- How It Works**

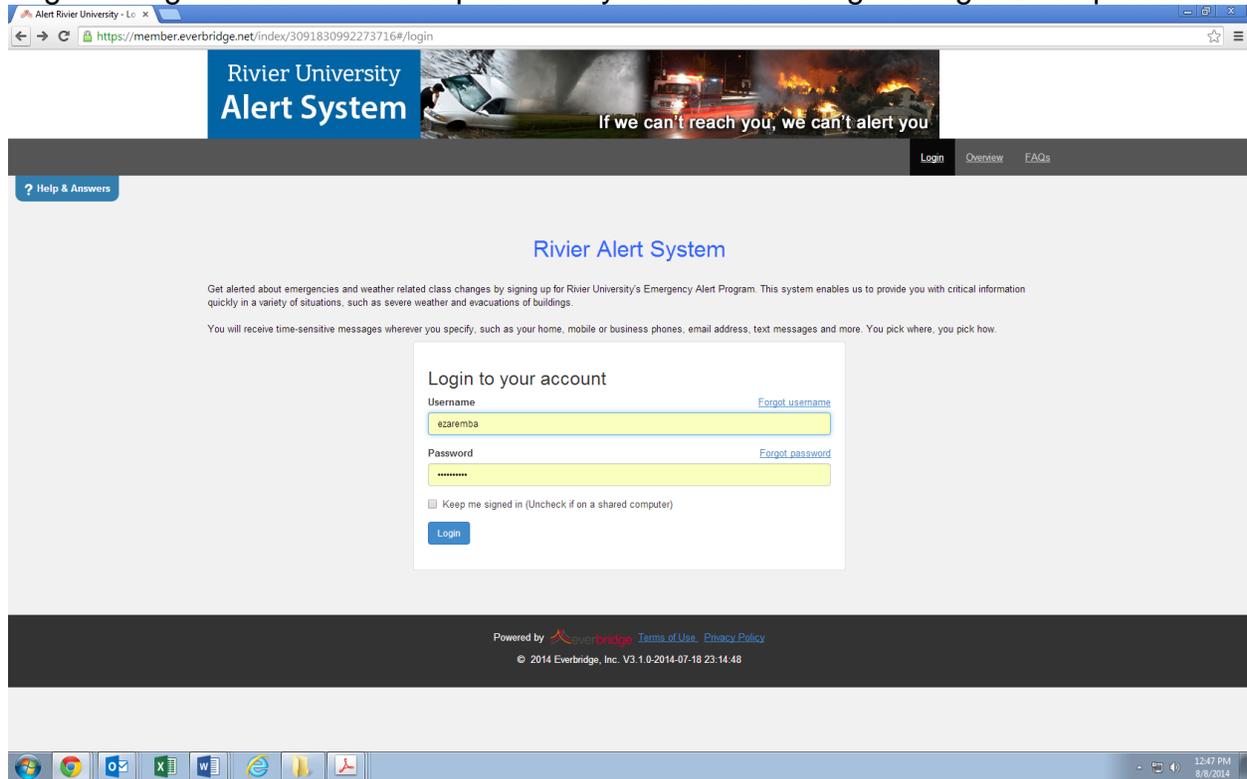
When we issue a notification about a potential safety hazard or concern, you will receive a message on the voice or text communication methods that you have registered. If requested for the notification, you can confirm that you have received the message and you will not be contacted by any subsequent methods regarding that particular notification. If you do not confirm, the system will continue to attempt to reach you at all of the contact paths that you have registered.
- Sign up for Notifications**

Create an account and add your contact and location information into the Mass Notification system. All information you provide will be kept strictly confidential.
- Stop Receiving Notifications**

You can stop receiving at any time by removing your contact information from your profile.

The screenshot also shows the Windows taskbar at the bottom with various application icons and the system clock displaying 2:39 PM on 8/8/2014.

Log-in using the username and password you created during the registration process.



The screenshot shows a web browser window displaying the Rivier University Alert System login page. The browser's address bar shows the URL: <https://member.everbridge.net/index/3091830992273716#/login>. The page header features the Rivier University Alert System logo and a banner image with the text "If we can't reach you, we can't alert you". Below the header, there are navigation links for "Login", "Overview", and "FAQs". A "Help & Answers" button is also visible. The main content area is titled "Rivier Alert System" and contains a brief description of the system's purpose: "Get alerted about emergencies and weather related class changes by signing up for Rivier University's Emergency Alert Program. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather and evacuations of buildings." It also states: "You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more. You pick where, you pick how." The login form is titled "Login to your account" and includes fields for "Username" (containing "ezaremba") and "Password" (masked with dots). There are links for "Forgot username" and "Forgot password". A checkbox for "Keep me signed in (Uncheck if on a shared computer)" is present, and a "Login" button is at the bottom of the form. The footer of the page indicates it is "Powered by Everbridge" and includes links for "Terms of Use" and "Privacy Policy". The copyright notice is "© 2014 Everbridge, Inc. V3.1.0-2014-07-18 23:14:48". The Windows taskbar at the bottom shows the system clock as 12:47 PM on 8/8/2014.

## Updating Your Everbridge Profile

You can update your Everbridge profile as often as you like, and should do so each time your contact numbers change. Be sure to keep this information current at all times. You can easily update your information by logging into the Everbridge system. Your Everbridge profile, "My Profile" will display once you are logged in. Edit your information, and be sure to click the SAVE button at the bottom of the screen.

## Setting Emergency Priorities

When creating/editing your Everbridge profile, you must complete the "Here is how to contact me" section. This section allows you to prioritize your phone numbers/e-mail addresses according to the order in which you wish to receive messages during an emergency. You must enter a priority number for each phone number/e-mail address—if the device has a setting of N/A, then you will not receive a notification to this device.

Please note that you can have up to six phone numbers/e-mails entered and have a corresponding priority setting of 1 through 6 in the contact section.

## Save Your Changes

You must click the SAVE button to save your Everbridge profile.

### **When Will the System be used?**

The emergency notification system will be used during a crisis or emergency, and also will be used to communicate closings of the University due to inclement weather. The system is secure and personal information is private and will not be shared.

### **Testing of the System**

The system will be tested at a minimum of once each semester. Tests may be announced or not announced.

### **What Can You Expect When the Emergency Notification System is used During an Emergency?**

All registered users will receive messages to the numbers/e-mail accounts that are registered with the system. The emergency notification will be sent to each of your phones/e-mails until you confirm receipt. You can confirm the following ways:

- Phone Calls: Remain on the line until you are asked to enter a "1" to confirm receipt.
- Text messages: Follow the instructions at the end of the text message to reply with your confirmation.
- E-mails: Click the link in the body of the e-mail to confirm receipt.

The system will continue cycling through your registered devices until you successfully confirm receipt.

### **Questions?**

Please contact the following staff members with questions:

- Kurt Stimeling, Vice President for Student Affairs, 897-8249
- Joe McDonald, Director of Public Safety, 897-8477
- David Bedard, Telecommunications/Multimedia Services Manager, 897-8234

## **GENERAL EMERGENCY PROCEDURES**

### **General Emergency Procedures**

During any type of emergency, follow these important procedures:

- 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.
- Avoid panic. Remain calm. Follow procedures and instructions.
- Stop rumors. Rumors lead to confusion and make everyone's task harder.
- Leave the building immediately when conditions are safe.
- 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. In the event of a fire or structural damage, elevators cannot be used by anyone. You must use the stairs.

- After leaving the building, report immediately to an identified Assembly Area or Evacuation Site. Remain in the Assembly Area until advised of further action by emergency personnel.
- 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 Everbridge Notification System about whether or not you should evacuate.

## GENERAL EVACUATION PROCEDURES

### 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:

- Evacuations from buildings will occur when the fire alarm sounds and flashes continuously and/or upon notification by the Department of Public Safety or other emergency personnel. If you see a fire and the alarm is not on, pull the nearest fire alarm.
- Remain calm and shut down equipment, if possible, without endangering yourself or others.
- Do not attempt to collect personal items except for your wallet or purse. 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:**

888-1666

Or call 911

- Everyone in the building should walk quickly to the nearest exit and ask others to do the same.
- Once outside everyone should move to a clear area away from the affected building. Streets and walkways need to be clear for emergency vehicles and personnel.
- No one should return to the building unless directed to do so by the Department of Public Safety or other emergency personnel.

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).

Students and employees should wait at the Assembly Area or Primary Evacuation Site until advised of further action by the Department of Public Safety, or other emergency personnel.

## EVACUATING PEOPLE WITH DISABILITIES

The following guidelines are presented to assist with the evacuation of people with physical disabilities. These guidelines pertain to both students and employees. This information applies to both real emergencies and fire drills, and must be followed by all members of the university community, including individuals with disabilities. Ultimately, the individual with a disability is responsible for his or her own safety in emergency situations. Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation. Individuals with disabilities should be familiar with the layout of buildings and the location of exits in every building in which they work, have class, or live on campus. Individuals with disabilities should be familiar with the emergency alarm system and safest evacuation sites in each building.

### General Guidelines

- If you are a person (student or employee) with a disability who may need assistance during an emergency, establish a system immediately that assures you get the help that you will need. Students should contact the Rivier University Office of Disability Services at (603) 897-8479 or [www.rivier.edu/academics/support\\_services.aspx](http://www.rivier.edu/academics/support_services.aspx). Employees should contact the Rivier University Office of Human Resources at (603) 897-8717 or [www.rivier.edu/hr/default.aspx](http://www.rivier.edu/hr/default.aspx). Work with the Office of Disability Services or the Office of Human Resources to develop a personal plan for how you will handle various types of emergency situations. It is highly recommended that each person with a disability who may need assistance in an emergency, have a clear plan 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 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, call **911** and then contact the Rivier University Department of Public Safety using an Emergency Call Box that may be available or at 888-1666.
- **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**

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

When an alarm sounds people using wheelchairs, when on a ground level floor, should exit the building using the nearest, safe emergency exit. On a non-ground level floor the individual should either stay in place or move to a **Rescue Area** (usually a stairwell) and wait for assistance from a member of the Nashua Fire Rescue or other trained emergency personnel.

Emergency personnel are trained to go to Rescue Areas to assist people with disabilities. If the person with the disability is alone, he/she should contact the DPS. He/she should give the present location or Rescue Area 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 a Rescue Area 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 the University buildings are equipped with horn/strobes 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 emergencies. Write directions on paper, if necessary. It should not be assumed that hearing impaired persons can hear the fire alarm or that they will know what to do by watching others. Resident students who have disclosed that they are hearing impaired may be provided with a flashing alarm system in their residence.

### **People with Sight Disability**

People with sight disabilities are generally familiar with their immediate surroundings and frequently traveled routes. 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. Help guide a person with vision loss by asking the person if he/she would like to take your arm at the elbow. **DO NOT** grasp the arm of a person with low vision or blindness without his/her permission. Give the person verbal instructions as you guide the person, advising about steps, rough terrain, walking through doorways, debris, etc. Verbal compass directions, estimated distances and directional terms are the most familiar tools for the individual with vision loss.

### **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. Because 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.

A guide dog could become confused or disoriented in a disaster. People who are blind may have to depend on others to lead them, as well as their dog, to safety during an emergency.

### **People who have a Respiratory Illness**

Many respiratory illnesses can be aggravated by stress. In an emergency, oxygen and respiratory equipment may not be readily available. In an emergency, individuals with respiratory illness should call **911** and then attempt to contact the Rivier University Department of Public Safety at **888-1666**. He/she should provide emergency personnel their present location or Rescue Area to which he/she will be going.

## **ACTIVE THREAT GUIDELINES**

A hostile threat (intruder) on the grounds of the University is a serious matter, which requires a direct police response. This response would include making every effort to locate, identify, and neutralize the threat. The police intervention would also include obtaining information from the individual reporting the incident and could include preventative measures, such as shelter in place, locating cover and concealment and/or evacuation efforts to prevent further injuries. Although encountering an active threat on

campus remains remote, we encourage members of the campus community to review these guidelines in the event of an emergency.

An active threat refers to any incident which creates an immediate threat or presents an imminent danger to the campus community such as a shooter or a hostage situation.

Taking the time now to review these guidelines increases your ability to respond in the event of an emergency.

When a hostile threat/weapon on campus incident involves a suspect(s) actively causing death or serious physical injury or threatening imminent death or injury, the following actions are recommended:

- Try to stay calm and determine the location of the threat.
- Call 911 as soon as possible, although escaping is your priority.
- If a safe exit does exist, take it as quickly as possible.
- Run away from the threat if you can.
- Do not run in a straight line.
- Keep vehicles, bushes, trees and anything that could possibly be used as cover or concealment between you and the hostile person(s) while you are running.
- Continue running until you are well cleared from the location of the threat.
- Find a safe location and call 911 to tell the police of your location.
- If you can get away from the immediate area of danger, summon help and warn others.
- If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this a good spot to remain hidden?
- If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending upon your situation, this could be your last option.
- If you are caught by the intruder and you are not going to fight back, do not look the intruder into the eyes and obey all commands. Do not appear to pose a challenge-be submissive.
- Once the police arrive, obey all commands. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further instructions.

### **Hostile Threat in a Residence Hall**

When a hostile person(s) is actively causing deadly harm or poses an imminent threat to cause deadly harm within a residence hall, the following actions are recommended to be implemented:

- Lock yourself in your room.

- If communication is available, call 911 and then the Department of Public Safety if possible. Speak quietly and then set your cell phone to vibrate or silent.
- If away from your room, join others in a room that can be locked.
- Do not stay in an open hall.
- Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempt to exit.
- Barricade yourself in your room with desks, beds, or anything you can push against the door.
- Lock your windows and close the blinds or curtains.
- Stay away from windows.
- Turn all lights and audio equipment off.
- Stay low to the ground and remain as quiet as possible.
- Try to stay calm and be quiet as possible.
- Wait for instructions either from the police or through the Rivier University emergency notification system (Everbridge).

### **Hostile Intruder in a Non-Residence Hall Building:**

When a hostile person(s) is actively causing death or serious bodily injury or threat of imminent death or serious bodily injury the following actions are recommended:

- Faculty should immediately lock the students and themselves in the classroom if possible. Cover any windows or openings that have a direct line of sight into the hallway.
- If communication is available, call 911 and then if possible, the Department of Public Safety.
- Do not sound the fire alarm. A fire alarm would signal occupants to evacuate the building and thus place them in potential harm as they attempt to exit.
- Lock the windows and close the blinds or curtains.
- Stay away from the windows.
- Turn off lights and all audio equipment.
- Try to remain calm as possible.
- Keep everyone together.
- Keep classrooms secure until police arrive and give you directions or you receive directions through the Rivier University emergency notification system (Everbridge).
- If you are not in a classroom, try to get to a classroom or an office.
- Stay out of the open areas and be as quiet as possible.
- If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
- If you are in a crowded room and the threat is shooting, “play dead” or quietly crawl to safety.
- If you are with a group, as an action of last resort, you might choose to take the offense:

- If the shooter is entering the room, position yourself in a location that allows for an element of surprise.
- Throw anything available at the threat. Aim for the face to distract him/her.
- Attack as a group, swarming around the threat.
- Grab the threat's arms, legs or head and take him/her to the ground. Use body weight to secure him/her.
- "Fight dirty" – kick, bite, gouge eyes.

### **If you have incapacitated the threat**

- Make sure the suspect is secured (body weight, belts, etc.)
- Move any weapons away from the threat.
- Do not hold a weapon.
- Call 911 and advise law enforcement that the threat/shooter is down.
- Provide your location and stay on the line if possible.
- When the police arrive, obey all commands. You may be asked to keep your hands in the air; you may even be handcuffed until the police assess the situation. These steps are taken for safety reasons.

These actions cannot cover every possible situation that might occur, but this guide could reduce the number of injuries or deaths if put into action as soon as a situation develops. Time is the most important factor in the optimal management of these types of situations.

## **THREATS TO EMPLOYEES / STUDENTS**

A threat to any member of the campus community -- whether it is to oneself or to another person -- is taken with the utmost seriousness by the University. These threats can be made personally, but can also be made in a variety of ways -- email, text messaging, letters, through another person, etc. They can also be direct, or more subtle.

### **Individual and Group Safety Information**

There is no exact method to predict when a person will become violent. One or more of these warning signs may be displayed before a person becomes violent, but does not necessarily indicate that an individual will become violent. A display of these signs should trigger concern as they are usually exhibited by people experiencing problems:

- Irrational beliefs and ideas
- Verbal, nonverbal or written threats or intimidations
- Fascination with weaponry and/or acts of violence
- Expressions of a plan to hurt himself or others
- Externalization of blame

- Unreciprocated romantic obsession
- Taking up much of supervisor's time with behavior or performance problems
- Fear reaction among co-workers/client
- Drastic change in belief systems
- Displays of unwarranted anger
- New or increased source of stress at school, home or work
- Inability to take criticism
- Feelings of being victimized
- Intoxicated from alcohol or other substances
- Expressions of hopelessness or heightened anxiety
- Productivity and/or attendance problems
- Violence towards inanimate objects
- Stealing or sabotaging projects or equipment
- Lack of concern for the safety of others

## **SAFETY AND SECURITY**

Rivier University is committed to providing its students and employees with a safe place to live, study and work. The safety and wellbeing of all students and employees is everyone's responsibility and must be accomplished by the promotion and enforcement of safe living, study and work practices and a safe living, study and work environment. The participation of every member of the University is necessary to accomplish these goals. The goal of Rivier University is to preserve a safe environment free from intimidation, threats, and acts of violence. Rivier University does not tolerate any form of violence in the classroom, in the residence halls or in the workplace. Rivier University defines violence as either physical or verbal aggression and includes threats as well as assaults. The Department of Public Safety, faculty or staff members, appropriate supervisors and the Office of Human Resources should be notified immediately of any incidents that are perceived as potentially violent. In an effort to prevent any violence, all reported threats will be investigated through the appropriate departments, the Department of Public Safety or through local law enforcement.

## **REPORTING PROCEDURE**

**Emergency Situations:** Any student or employee who believes that there is a serious threat to his/her safety or the safety of others that requires immediate attention should call 911 and then the Department of Public Safety.

**Non-Emergency Situations:** Any student or employee who feels subjected to or witnesses violent, threatening, harassing, or intimidating behavior in the classroom, living area or workplace should immediately report the incident or statement to a residence life staff member, a staff member, a faculty member, his/her supervisor, the Office of Human Resources or the Department of Public Safety.

## **FIRE EMERGENCIES**

Fire is always a threat to buildings. The University, with many buildings, is no different. Members of the campus community should be aware of the fire protection features of their buildings and be familiar with evacuation and safety procedures. This type of awareness will reduce the chances of death, injury and damage of property.

The best defense against a fire is to prevent it from happening in the first place and through preparation. The following are suggestions before a fire happens:

Know **primary and secondary evacuation routes**.

Know the **best evacuation routes for the physically disabled**.

The following are suggestions to minimize risks to life, injuries and damage if a fire occurs:

- If you smell smoke, see flames, or otherwise suspect that there is a fire in the building, activate the fire alarm, or if there is none, verbally inform people in the building.
- Call 911.
- If a phone is available, call DPS at 888-1666 or use a campus callbox and give your name, location, and reason you are calling.
- Assist individuals who are injured and inform emergency personnel about them.
- Evacuate the building promptly.
- Assist individuals who are physically disabled.
- Ensure that everyone is out of the building. Close all doors and windows while leaving, but only if it does not jeopardize your safety or the safety of others.
- **Do not** use elevators.
- If there is smoke, stay low to the ground because toxic air rises.
- 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 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.
- Report all hazardous conditions to emergency personnel.
- Do not re-enter the building until emergency personnel declare it safe.

## EXPLOSION

An explosion is a sudden increase in volume and release of energy in a violent manner, usually with the generation of high temperatures and the release of gases. The health, safety and welfare of individuals in the workplace and in the laboratories are predicated upon a heightened awareness of the risks associated with the handling of flammable or explosive material. In addition, steps should be taken to eliminate, reduce and control those risks. In the event of an explosion on campus take the following action:

- Know the exit/escape routes in advance from your office, classroom, floor and building.
- Be aware of the location of fire extinguishers and how to use them.
- Immediately take cover under a desk, table or other object that will protect you from falling objects and flying debris.

- After the initial explosion call 911 and then Public Safety at 888-1666 to report the incident only if your area is unaffected by the explosion at that time.
- Evacuate the building **IMMEDIATELY. Do not use elevators.**
- Do not move seriously injured people, unless they are in immediate danger (fire, building collapse, etc.) and the risks to you appear minimal.
- If you know how to extinguish a fire and are able to do so without endangering yourself or others, you may do so.
- Once outside of the explosion area, stay a safe distance away from the scene. Keep streets and walkways clear for emergency response vehicles.
- Do not return to the building or attempt to search for other people.
- Everyone should go to the Primary Emergency Site or the Secondary Evacuation Site if the Primary Evacuation Site is the building affected.

If you are trapped in a falling building:

- If you are unable to evacuate because of the explosion, once in an area of refuge, immediately contact the Department of Public Safety.
- Use a flashlight if one is available.
- 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. Only shout if you cannot make noise another way. (Shouting can cause you to inhale dangerous amounts of dust.)

## **BOMB THREAT**

While threats to detonate a bomb are usually not enacted, each and every threat potentially jeopardizes the life of all those in and around the targeted area. As such, each threat must be taken seriously and precautionary procedures implemented. Bomb threats usually are generated via telephone and email, but can also be sent using a variety of different methods, such as letter, text message, etc. 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:

- 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.
- Contact DPS at 888-1666.
- A bomb or incendiary device can take almost any form and can be triggered in a wide variety of ways. Therefore, under **NO CIRCUMSTANCES** should a suspicious object be touched or removed. People should be removed from the bomb, not vice versa.
- Communication in any area where a bomb may be present will be by landline telephone to prevent detonation by radio frequency. Under no circumstances will portable radios and cell phones be used.

- The decision to evacuate a building will be made by the University President, in consultation with the Emergency Management Committee. The decision will be made with consideration given to a variety of factors, such as:
  - Credibility of Threat
  - Recent History of Bomb Threats
  - Current Social/Political Climate
  - General Public Safety Matters
- If evacuation is chosen, occupants will be asked to proceed to the nearest exit, taking their personal belongings with them and leaving doors and windows open to dissipate the energy of a potential explosion. Appropriate staff will be posted if deviation from standard exit routes is necessary. Staff conducting the evacuation should behave in a calm and assured manner so as not to promote panic.
- Rivier University employees will conduct the search of the building in compliance with the Rivier University Emergency Operations Plan and the protocols of the Nashua Police Department and Nashua Fire Rescue.
- If a real or suspicious device is located the scene will be turned over to the Nashua Police Department on-scene commander.
- In the event of an explosion, all follow-up activity will be taken with great caution because of the possible existence of a secondary device.
- 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 the Nashua Police Department or DPS clears the building for reentry.

## **HAZARDOUS MATERIAL INCIDENT**

Hazardous materials are chemical substances, which if released or misused can pose a threat to the environment or health. These chemicals are used in industry, agriculture, medicine, research, and consumer goods. Hazardous materials come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials. In all its forms, hazardous materials can cause death, serious injury, long-lasting health effects, along with damage to buildings, homes, and other property. Hazardous materials incidents can occur at any time without warning.

### **In the Event of a Hazardous Materials Incident:**

#### **IF CAUGHT AT THE SCENE OF A HAZARDOUS MATERIALS INCIDENT:**

- If you are involved in an incident, call 911 or Nashua Fire Rescue and if possible, the Department of Public Safety to report the nature and location of the incident as soon as possible.
- Move away from the incident scene and help keep other people away from the incident. Try to move upstream, uphill and upwind of the accident. In general, try to go at least one-half mile (usually 8-10 city blocks) from the danger area.

- Do not walk into or touch any spilled liquids, airborne mists, or solid chemical deposits. Try not to inhale gases, fumes and smoke. If possible, cover your mouth with a cloth while leaving the area.
- Stay away from incident victims until the hazardous material has been identified.

#### IF YOU COME IN CONTACT OR ARE EXPOSED TO A HAZARDOUS MATERIAL

- Follow the decontamination instructions from your local authorities. You may be advised to take a thorough shower, or you may be advised to stay away from water and follow another procedure if the material reacts badly to water. Depending on the hazardous material, you may be advised to decontaminate before evacuating a contaminated area, or you may be told to evacuate first and then seek decontamination.
- Seek medical treatment for unusual symptoms as soon as possible.
- Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other materials. Call local authorities to find out about proper disposal of contaminated clothing and shoes.

#### IF ASKED TO STAY INDOORS ("SHELTERING IN-PLACE"):

- Close and lock all doors and windows. Close vents and as many interior doors as possible.
- If possible turn off air conditioners, fans, and other ventilation systems. In large buildings, also set ventilation systems to 100 percent recirculation so that no outside air is drawn into the building.
- If authorities say that tap water is safe, quickly fill up large containers if they are available for an additional water supply.
- Seal gaps around doorways and windows with wet towels or plastic sheeting and duct tape if any of these materials are available.
- If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel. Avoid eating or drinking any food or water that may be contaminated.
- Monitor the Emergency Broadcast System station and the Everbridge Notification System for further updates and remain in shelter until authorities indicate it is safe to come out. Local officials are unlikely to recommend sheltering in a sealed room for more than 2-3 hours because the effectiveness of such sheltering diminishes with time as contaminated outside air gradually seeps into the shelter. At that point, evacuation from the area is a better protective action to take.
- When the emergency has passed, you should ventilate the room to avoid breathing contaminated air that has seeped inside the room. **DO NOT** leave your room sealed, as asphyxiation can occur within a completely sealed room after several hours.
- If the "shelter in-place" order is issued while you are in a car, stop and seek shelter in a permanent building. If you must remain in your car, keep car windows and vents closed and shut off the air conditioner and heater.

## IF ASKED TO EVACUATE:

- Evacuate immediately even if you see nothing alarming in your area. Many hazardous materials do not have a taste or an odor, and are only noticeable once they cause physical reactions such as watering eyes or nausea.
- Stay tuned to a radio, television or the Everbridge Notification System for information on evacuation routes, temporary shelters, and procedures.
- Follow the routes recommended by the authorities--shortcuts may not be safe.
- Remember to help those who may require special assistance such as people with disabilities.
- If authorities say you have time, minimize contamination within your area by closing all windows and doors and shutting all vents.

## AFTER EVACUATION:

- Return home only when authorities say it is safe.
- Open windows and vents to provide ventilation.
- If you were sheltering in place, you should ventilate the room once the emergency has passed to avoid breathing contaminated air that has seeped inside the shelter.
- Report any lingering vapors or other hazards to your local emergency services personnel.
- Follow local instructions concerning the safety of food and water.

## ASSISTING INCIDENT VICTIMS:

- DO NOT try to care for victims of a hazardous materials incident until the substance has been identified and authorities indicate it is safe to go near victims.
- If authorities determine that it is safe to go near victims, move victims to fresh air and seek medical treatment for unusual symptoms as soon as possible.
- Follow decontamination instructions from local authorities. You may be advised to take a thorough shower, or you may be advised to stay away from water and follow another procedure if the material reacts badly to water.
- Place exposed clothing and shoes in tightly sealed containers. Do not allow them to contact other materials. Call local authorities to find out about proper disposal.

## **SUSPICIOUS LETTERS/PACKAGES**

In the wake of the Sept. 11, 2001 terrorist attacks on the United States, many organizations throughout the country received threats of anthrax and other potentially lethal substances through the mail. Concerns were raised that letters or packages received might contain some type of biological, chemical or radiological substance that could jeopardize human life. Most of these threats turned out to be unfounded. Nevertheless, the establishment of procedures to handle these situations is of

paramount importance because of the potential for the spread of these dangerous and often lethal substances. These threats can come in many forms, including empty packages and those containing a powdery substance. Sometimes, there is not even a threat, but just a suspicious looking letter or package that may contain powder or a substance that is unusual to be included in a piece of mail.

### **Reporting Procedures**

In the event of receiving a suspicious package or letter on campus, the recipient should immediately call:

- The Department of Public Safety at 888-1666.
- The Director of Public Safety will be notified in the event the responding officer makes the determination that the letter or package is suspicious.

### **Notification Procedures**

- In the event that the Director of Public Safety makes the determination that the letter or package is suspicious the protocol as outlined in the Emergency Operations Plan will be followed.
- The Nashua Police Department will be contacted.

### **Guidelines for Protection/Minimization of Impact**

- The room containing the suspicious package or letter is immediately evacuated. If necessary, the evacuation may extend to the floor or the entire building, depending on the suspicious nature and/or exposure of the substance to the handler(s).
- The Incident Command System (ICS) is implemented.

The following are important safety guidelines for anyone who may come into contact with a suspicious letter or package:

## **HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS**

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspelling of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil

- Excessive security material (masking tape, string, etc...)
- Visual distractions
- Ticking sound
- Marked with restrictions, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address

## **HANDLING SUSPICIOUS/THREATENING UNOPENED LETTERS/PACKAGES**

- Do not shake or empty the contents of any suspicious envelope or package.
- **PLACE** the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have a container, then **COVER** the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover. Then **LEAVE** the room and **CLOSE** the door, or section off the area to prevent others from entering (i.e., keep others away).
- **WASH** your hands with soap and water to prevent spreading any powder to your face.
- Isolate all persons exposed to the contents in another area nearby, to avoid contaminating others. Do not leave the area until advised to do so by local law enforcement and/or emergency medical personnel.
- Report the incident to the Department of Public Safety by calling 888-1666.
- Notify your supervisor or any available supervisor.
- List all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the Department of Public Safety personnel and law enforcement officials for follow-up investigations and advice.

## **HURRICANES**

A hurricane is a tropical storm with wind speeds of at least 74 miles an hour. It is capable of changing direction and intensity quickly and is likely to include rain and sometimes thunder and lightning, as well. Hurricanes are divided into five categories, depending on wind speed. A Category 5 storm has wind speeds of at least 155 miles an hour. In the event a hurricane does occur, here are a few safety tips to follow:

- Remember that the National Weather Service issues a **HURRICANE WATCH** when the possibility of the path of a hurricane could threaten the region.
- A **HURRICANE WARNING** is issued when a hurricane is spotted or its path, indicated on Doppler radar, makes a hurricane imminent for the region.
- Stay in basements OR interior hallways on the ground floor that are NOT parallel to the hurricane's path.
- Never take shelter in buildings with wide, free-span roofs.
- Avoid all windows and other glassed areas.
- Do not leave shelter until the storm has passed.

## **TORNADO**

A tornado is a rapidly rotating, funnel-shaped column of air that extends from a cumulonimbus cloud to the ground. It can include thunderstorms and hail. It often has a roaring sound, like that of 100 trains, or a crashing thunderous sound. Wind speeds are at least 110 miles an hour, but can be in excess of 300 miles an hour. During a tornado warning, stay calm and quickly follow the steps outlined below:

- The National Weather Service issues a **TORNADO WATCH** when the possibility of tornadoes exists within a given region.
- A **TORNADO WARNING** is issued when a tornado is spotted or indicated on radar.
- Tornadoes form suddenly and there may not be time for a TORNADO WARNING before a twister strikes.
- 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.
- 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.
- After the tornado has passed, evaluate the situation and if emergency help is necessary, contact the Department of Public Safety at 888-1666 or call 911. Be aware at all times of the dangerous structural conditions around you. Gas leaks and power lines create additional hazards.
- If inside a building, evacuate it using the emergency exits. Move away to a clear assembly point. Keep streets and walkways clear for emergency vehicles and personnel.
- Do not return to an evacuated building unless permitted to do so by Nashua Police personnel, Nashua Fire Rescue personnel, or DPS.

## **EARTHQUAKE**

An earthquake is a violent moving or shaking of the earth's crust, generally caused by a release of tectonic stress along fault lines. Earthquakes are notoriously impossible to predict. They are most notably measured on the Richter scale. An earthquake with a magnitude of less than "3" is rarely felt. An earthquake with a magnitude of "5" is considered moderate and can cause damage to poorly constructed buildings, while a "6" or larger causes major damage. Earthquakes are rare in this region, but they can occur. Here are some steps to follow during and immediately after an earthquake.

- 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.
- Do not use elevators, in case of after shocks.
- As soon as possible, move away from windows and out from under the heavy suspended light fixtures.

- Identify what equipment you should shut down if time permits.
- Store flammable and hazardous chemicals in properly locked cabinets.
- Make sure latches on cabinets, process tanks, storage tanks and closets are secured.
- Keep breakable and heavy objects on lower shelves whenever possible.
- If outdoors, move quickly away from buildings, utility poles, and other structures. Always avoid power or utility lines.
- Don't go near anything where there is a danger of falling debris.
- Never take shelter in buildings with wide, free-span roofs.
- 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.
- After the initial shock, evaluate the situation and if emergency help is necessary, call 911 and then contact DPS at 888-1666. Protect yourself at all times and be prepared for aftershocks immediately afterwards.
- Assist people, especially those with disabilities, to evacuate the building.
- Once outside, move to a clear area away from buildings, utility poles, or other structures.
- Do not re-enter buildings until officials have checked for possible structural damage, gas line leakage and other utility disruptions.
- Be prepared for aftershocks. Earthquakes sometimes occur in a series of tremors, which could last for a period of several days. Aftershocks may last from a few seconds to as long as 5 minutes.

## **UTILITY FAILURE**

### **Power Outage**

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

- Remain where you are and open all available blinds/shades/curtains to receive outside light.
- If you are in an unlighted area without windows, go cautiously to an area that has emergency lights or outside light.
- Emergency lighting systems should provide sufficient illumination to exit buildings in an orderly manner.
- If telephones are working, call and report the outage to DPS at 888-1666.
- Wait for further instructions from University or emergency personnel.
- 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:

- Notify the Department of Public Safety immediately at 888-1666. Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.

- Use extreme caution if any electrical appliances/outlets are near the water. Stop using all electrical equipment.
- 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.
- Assist with protecting objects from water damage by removing them from the area.
- If directed to evacuate, follow the same directions for a building evacuation.

### **Gas Leaks**

A gas leak refers to the seeping of natural gas, frequently through a pipe, which can endanger the lives of those in the area. While the fumes may cause health problems, the larger problem is the potential for an explosion because natural gas is highly flammable. In the event of a gas leak or aroma of gas in a building, remain calm and follow these steps:

- Do not spend undue time assessing the release.
- Evacuate the building immediately, providing assistance to those with special needs. Notify others to leave other areas in close proximity to the location.
- Do not use elevators.
- **Do not** call anyone. **Do Not** switch on/off the lights. **Do not** shut down any electrical equipment. Electrical arcing can trigger an explosion.
- Once outside the building, immediately contact DPS at 888-1666. Give them information concerning the location of the smell.
- Remain at a safe distance from the building, including windows.
- Do not smoke or use a cigarette lighter anywhere near the area of the gas leak.
- Do not enter the building until DPS, emergency personnel or Liberty Utilities personnel declare the building safe for reentry.

### **Ventilation Problem**

- If smoke odors come from the ventilation system, immediately notify the Department of Public Safety at 888-1666 or the Facilities Management Department.
- If necessary, cease all operations and vacate the area.

## **DEMONSTRATIONS AND OTHER FORMS OF STUDENT/COMMUNITY CIVIL EXPRESSION**

Rivier University reserves the right to prohibit demonstrations, protests and other forms of expression, which are determined to be contrary to the mission of the University and/or to ensuring a peaceful learning environment. As a private institution, Rivier University also reserves the right to deny entry onto its campus of anyone who may interfere with University activities. As a Catholic institution, Rivier University expects all behavior to exhibit commitment to self-discipline and mutual respect for one another and is otherwise consistent with the University's mission.

Most campus demonstrations such as marches, meetings, protests, picketing, and rallies will be peaceful and non-obstructive. It may be best to assign a specific location for the demonstration if advance notice is given to the university. Keep in mind that South Main and Clement Streets are city streets and not Rivier University property, however.

With respect to conference service events and meetings, RISE events, and Power of One and Peace and Social Justice Institute's programs, Rivier University personnel will make all necessary decisions, which are in the best interest of Rivier University. When possible, the off-campus event coordinator may be included in the discussions.

Should a demonstration occur on campus, it should not be disrupted unless one or more of the following conditions exists:

**Interference** with the normal operation of the university  
**Prevention** of access to offices, buildings or other university facilities  
**Threat** of physical harm to persons or damage to university facilities

If any of these conditions exists, Public Safety Officers will be responsible for contacting and informing the Director of Public Safety. Depending on the nature of the demonstration, appropriate procedures will be followed as outlined in the Rivier University Emergency Operations Plan.

### **Individual and Group Safety Guidelines**

The following are some useful guidelines to minimize problems:

- If you are concerned about your safety, remain at a distance from the demonstration.
- Do not provoke or interact with demonstrators; avoid all confrontations.
- Encourage others to remove themselves from the demonstration area.