

2008 Medaille College  
Emergency Management Plan Appendices

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**APPENDIX #1:**

**Medaille College  
Locations and Contact Information**

Campus Locations:

Medaille College is a four-year college that serves the higher education needs of Western and Central New York and Southern Ontario. The College has a main campus, located in the City of Buffalo, and two satellite campuses, located in Amherst and Rochester.



**Main Campus**

18 Agassiz Circle  
Buffalo, NY 14214  
716-880-2000  
800-292-1582

**Amherst Campus**

30 Wilson Road  
Amherst, NY 14221  
716-631-1061

**Rochester Campus**

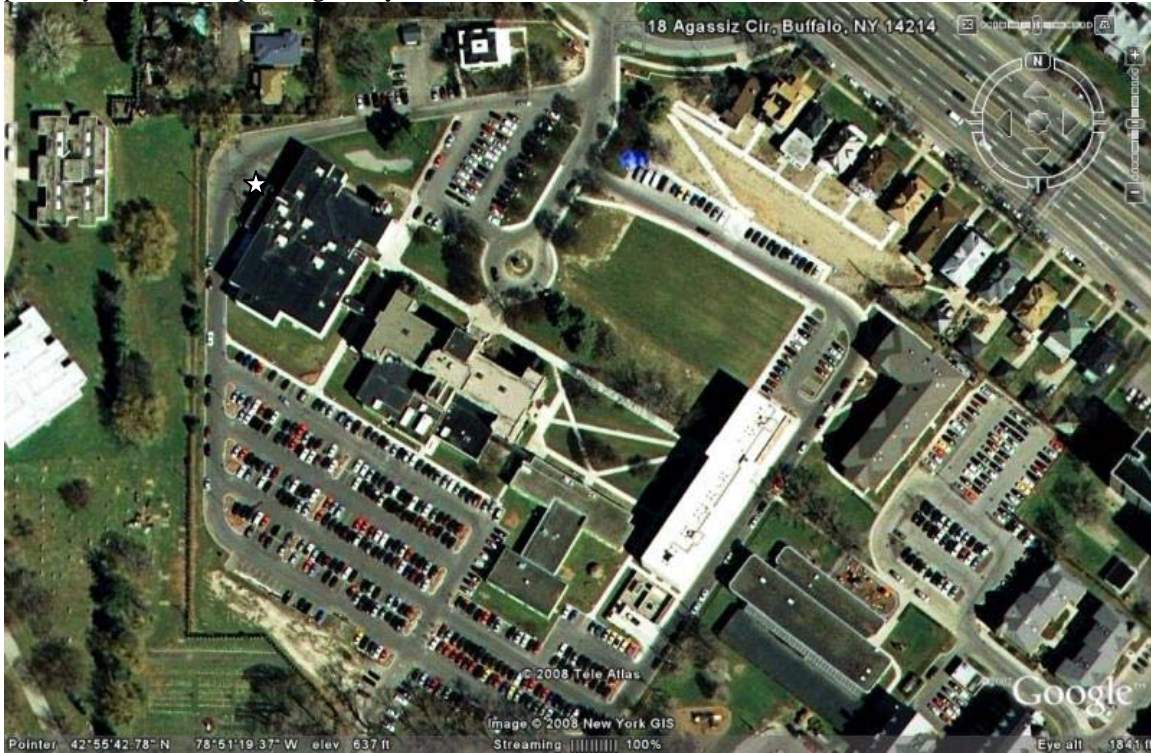
100 Corporate Woods Parkway, Suite 200  
Rochester, NY 14623  
585-272-0030

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**Main Campus**

Context:

The Main Campus is located in downtown Buffalo and is bordered by the Scajaquada Expressway (NYS Route 198), Canisius College, Forest Lawn Cemetery, and a small neighborhood (Burbank Terrace, Burbank Drive and Meadowview Place). The Campus is within the Olmsted Crescent, a historic area of parkways and landscape designed by Frederick Law Olmsted.



Address:

18 Agassiz Circle  
Buffalo, NY 14214  
(716) 880-2000 Phone  
(800) 292-1582  
(716) 884-0291 Fax

Police Department:

Buffalo Police Department (D-District)  
669 Hertel Avenue  
Buffalo, NY 14207  
(716) 851-4413

Fire Department

Buffalo Fire Department (Headquarters)  
195 Court Street.  
Buffalo, NY 14202  
(716) 851-5333

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Campus Facilities:

Main Building

- Offices (faculty and staff), classrooms, labs and auditorium.

Sullivan Center

- Dining facility, gymnasium, offices and campus store.

Huber Hall

- Offices, classrooms, computer labs and library

South Residence Hall

- Student residences

North Residence Hall

- Student residences

Agassiz Circle & Humboldt Parkway: (Adjacent to and part of the Main Campus)

- 24 Agassiz Circle (Admissions Offices)
- 2 Agassiz Circle (Public Safety, Operations and Institutional Research)
- 73 Humboldt Parkway (Institutional Advancement and The Perspective) Faculty and staff offices
- 77 Humboldt Parkway (Education Department) Faculty and staff offices
- 81 Humboldt Parkway (Education Department) Faculty and staff offices
- 85 Humboldt Parkway (Business Department) Faculty and staff offices
- 91 Humboldt Parkway (Business Department) Faculty and staff offices
- 95 Humboldt Parkway (Student residence)
- 103 Humboldt Parkway (Student residence)
- 107 Humboldt Parkway (Information Technology) Staff offices
- 117 Humboldt Parkway (Wellness Center) Nurse's office and counseling
- 121 Humboldt Parkway (Student residence)

Main Street:

- 2212 Main Street (Faculty Residence)
- 2214 Main Street (Faculty Residence)
- 2228 Main Street (Faculty Residence)

Lincoln Parkway:

- 88 Lincoln Parkway (Medaille College Presidential Residence)

Utilities:

<b>Service</b>	<b>Contractor</b>	<b>Phone Number</b>
Gas	National Fuel	1-800-444-3130
Electric	National Grid	1-800-898-8501
Water	City of Buffalo Water Authority	716-851-4747

Contractors:

<b>Service</b>	<b>Contractor</b>	<b>Phone Number</b>
HVAC	Danforth	716-832-2386
Plumbing	AB&N	716-834-7893
Electric	IPL	716-854-1811
Boiler	Danforth	716-832-2386
Elevator	Otis	1-800-233-6847
Roofing	Groove Roofing	716-828-1870 Emergency # 716-984-1032 (Andrew)

Dining Service Staff:

Hauser, Darryl	Director of Dining Services	997-4391
Hendricks, Phillip	Manager	(216) 773-0754
Metz, Mark	Executive Chef	Home: 632-4982, Cell: 572-2816
Mottola, Robert	District Manager	984-3309
Robinson, Johnny	Chef Manager	Home: 883-0215, Cell: 553-1512

Dining Service Contacts:

Depew Dairy	683-9164
Erie County Health Department	961-6800
Irish Dry Ice	827-2727
Johnston Paper	(800) 800-7123 Ext 111 or Ext 161
Midstate Bakery	853-1119
New York State Health Department	(518) 473-8083, (Nights and Weekends) (866) 881-2809
Pepsi Co.	(Office) 651-3206, (Cell) 628-8824
Syracuse Banana (Produce)	(315) 471-2251
Sysco Jamestown (Broadline Supplier)	665-5620

Wheelchair Van Services:

- South-towns Wheelchair Van Service: 716-675-2505
- We Care, Health and Human Services Transportation: 716-898-7900 and (fax) 716-898-1034



## Amherst Campus

### Context:

The Amherst satellite campus is located in a two-story, stand-a-alone facility in the Town of Amherst. The facility is adjacent to the Interstate 90 (NYS Thruway) and is minutes away from Erie Community College, North Campus, and the Greater Buffalo International Airport.



### Address:

30 Wilson Road  
Amherst, NY 14221  
(716)-631-1061

### Police Department:

Town of Amherst Police Department (Headquarters)  
500 John James Audubon Parkway  
Amherst, NY 14228  
(716) 689-1311

### Fire Department:

Main Transit Fire Department  
6777 Main Street  
Williamsville, NY 14221  
(716) 689-1212

### Amherst Facility:

The College leases approximately 50,000 square feet of classroom and office space. The building is located approximately 10 miles from the Main Campus in the City of Buffalo.

Building Manager:

Colby Smith

McGuire Development

560 Delaware Avenue, Suite 300

Buffalo, NY 14202

Phone (716) 829-1987 Fax (716) 885-1319

Point People:

- Jenifer Bavifard (Campus Director)
- Jackie Matheny (Enrollment Mgmt./Admissions Director)
- Public Safety Officers on duty

Building Coordinators: Need six (3 per floor); day, evenings until 10PM and weekend coverage)\*

- 1st Floor: (None confirmed)
- 2<sup>nd</sup> Floor:
  - Jennifer Bavifard (7AM-4PM Weekdays)
  - Andrew Marsherrall (10AM-6PM Weekdays)

Emergency Operations Center (EOC) Locations:

- Internal: Multi-Purpose Room (MPR). Approximate capacity: 100.
- External:
  - North lawn area in front of building
  - South side parking lot



## Rochester Campus

### Context:

The Rochester satellite campus is located in a business park that is accessed from East Henrietta Road. It is adjacent to the Interstate 390 and across from Monroe Community College.



### Address:

100 Corporate Woods Parkway, Suite 200  
Rochester, NY 14623  
(585)-272-0030

### Police Department:

Town of Brighton Police Department (Headquarters)  
2300 Elmwood Avenue  
Rochester, NY 14618  
(585) 784-5150

### Fire Department:

Town of Brighton Fire Department (Headquarters)  
2300 Elmwood Avenue  
Rochester, NY 14618  
(585) 784-5220

### Rochester Facility:

The campus leases approximately 10,000 square feet of classroom and office space on the second floor of 100 Corporate Woods Parkway which is part of the Corporate Woods Business Park, located within the Town of Brighton. The facility is located approximately 70 miles from the Main Campus in the City of Buffalo.

Sandy Maraficioti (Building Manager)  
Corporate Woods Associates  
175 Corporate Woods Parkway, Suite 160  
Rochester, NY 14623  
Phone (585) 272-1050  
Fax (585) 272-1057

Rochester Campus Information:

Point People:

- Lorraine Beach (Campus Director)

Building Coordinators: None Confirmed.

Emergency Operations Center (EOC) Locations: None Confirmed.

## Emergency Evacuation Procedures

**NOTE: In the event an emergency occurs within the Medaille College Community, with the exception of the Rochester Campus, Medaille Public Safety must be notified IMMEDIATELY at (716) 880 – 2911. Members of the Public Safety Department are instructed to follow guidelines as outlined in the department’s standard operating procedures to respond and remedy the situation while making necessary notifications to first responders and outside agencies.**

### **Guidelines:**

Evacuation of all or part of the Medaille College campuses will be announced by the Department of Public Safety or appropriate agency. Upon notification, all persons on site are to immediately vacate the identified area of the campus in question and relocate to another part of the campus grounds or off campus as directed.

### **Special Guidelines for persons with Disabling Conditions:**

Do not use elevators unless authorized by Public Safety, the Police or Fire Department personnel to do so. Elevators may fail in the event of a fire or earthquake. When attempting to assist individuals with disabilities, always ask the individual how they can be helped before attempting to give assistance. Ask whether there are any special considerations or items that need to come with the person.

If someone is unable to exit a building due to mobility impairment: he/she should move to a safer area or designated area of rescue. Assistance may be needed in clearing debris to assist the individual with the mobility impairment in moving them to a safer location.

- Use a telephone to call public safety or other means to advise them of the situation and your LOCATION.
- Police and fire personnel will determine if a person is safe where they are located or if there is a need for them to be evacuated. Emergency personnel may also determine that using the Elevator is the safest means of egress.
- Individuals with mobility impairments should try to establish the “buddy system” having someone prepared to assist them in case of an emergency evacuation.
- In cases of imminent danger, where there are no safe spaces to move individuals, a rescue attempt may be considered. THIS IS A LAST RESORT. Consider the risk to yourself and the individual with the disabling condition. Do not make an emergency situation worse.
- When attempting to rescue or carry out wheelchair users, please remember most chairs are too heavy to be carried down stairs.
- Consult with the individual to determine the best carry options.

To assist individuals with blindness/visual impairments:

- Announce the emergency and give verbal instructions about the safest route to exit the building.
- Do not grab the arm of a visual impaired or blind individual. Ask them if they would like your arm for guidance.
- Verbally alert the individual of any obstacles they are about to encounter. If you are physically leading a visual impaired/blind individual, tell the person where you are going.

To assist individuals with hearing impairments:

- Gain the attention of the person with the impairment by: turning lights off and on, making eye contact and gesturing, writing a brief note explaining the emergency. Evacuation directions may also be communicated through gestures, or brief notes.

To assist individuals with psychological or psychiatric impairments or other "invisible" impairments:

Please remember that there are students and staff who have impairments that may not be visible such as: ADD, anxiety, post traumatic stress disorder, schizophrenia, bi-polar disorder, and a vast array of impairments that may not be apparent, but may impede them from taking appropriate action in the event of an emergency.

- Be cognizant of an individual who may look hesitant or afraid to evacuate the building.
- Alert emergency personnel of these individuals and their location.
- You may try calmly giving instructions to individuals experiencing these types of impairments, directing them out of the building or to an area of rescue.

## APPENDIX #3:

# Classroom Emergency Procedures

### Question: As an instructor, what do I need to know about emergency preparedness?

The *instructor* is an authoritative figure for the students, either consciously or subconsciously, and can influence how the students respond in an emergency. Calm, collected, and clear directions by the instructor will have a calming effect on the students. In order for the instructor to exhibit this controlled personae, he or she must be prepared for emergencies by explaining and discussing the following plan with their respective classes each semester. It may be safer to lock down buildings without evacuation in certain situations (such as an armed intruder on campus). Plans are in development to provide locking devices for all classrooms. Anyone in the affected buildings will be instructed to stay away from windows to minimize exposure.

#### 1. Evacuation Routes:

The College is in the process of posting floor plans on building walls showing evacuation routes. Check your classroom(s) to see the evacuation routes.

#### 2. Emergency Assembly Points:

After the class leaves the alarmed building or area, it is important for the students to go to a pre-determined area where the presence of persons can be documented. This "safe area" will be a designated Emergency Assembly Point where the class will not interfere with responding emergency services nor place themselves at risk of injury from the emergency. Evacuation routes in College buildings lead the occupants out the building to a safe assembly point.

*Look on the building evacuation route floor plans for the designated Emergency Assembly Points.*

Accounting for all students can be very difficult, particularly with a large class. However, an attempt must be made. For example, it might be possible for the instructor to: wait until all the students have left the room/lab, use the class roster, use a head count, or have students see if the students seated next to them are at the assembly point. You must also account for persons with disabilities. (See below)

#### 3. Evacuation for persons with Disabilities: (See Appendix 2)

If there is a person with a disability in the class, the instructor must be knowledgeable of their response plan and who may be assisting them. Four options are available to persons with disabilities:

***Horizontal Evacuation*** to outside or another building, if available.

***Stairway Evacuation***

***Stay in Place*** unless danger is imminent, use emergency phones

***Area of Refuge*** if available

#### 4. Reporting to Public Safety:

After exiting and accounting for students. Public Safety will notify emergency personnel of persons missing or trapped or persons with disabilities that are waiting assistance in areas of refuge.

#### 5. Fire Alarms:

Fire alarms will sound and may include strobe lights for people with hearing disabilities. When the alarm sounds, everyone must exit the alarmed area according to the evacuation plan. Verify that everyone leaves and that all the doors are closed. Closed doors significantly reduce fire and smoke damage.

**APPENDIX #4:**

**Residence Life Procedures**

In the event of an emergency that affects the Residence Halls, the designated Residence Life point people and staff will follow the identified Emergency Evacuation Plans. Residence Life has prepared an Action Plan which identifies an Emergency Action Kit for each Residence Hall, Emergency Command Centers in each Residence Hall, Assembly Meeting Points, Emergency Storage Areas and Activity Areas.

Residence Life personnel are, in response to an emergency situation, to implement the use of the following emergency action kits and staging areas for the safe evacuation or protection of Medaille College Students.

These procedures will be coordinated through and with Public Safety, Operations and Facilities under the Emergency Management Plan and the Incident Command System.

**Residence Life Point People:**

- Director of Residence Life
- Resident Director of South Residence Hall
- Resident Director of North Residence Hall

**Emergency Action Kit:**

- Battery or crank operated flashlights
- Student rosters
- Emergency sign in roster
- Bull horn(s)
- Hard keys to dormitory rooms
- Batteries
- Hard wired phones to ensure outside communication
- Battery or crank operated radio
- Local hotel list and contact information
- Adjacent college contact information

**Emergency Command Centers:**

- Residence Hall Director's Offices

**Assembly Meeting Points:**

- Residence Hall floor lounges

**Emergency Storage Areas:**

- South Residence Hall: 1<sup>st</sup> floor
- North Residence Hall: 3<sup>rd</sup> floor

**Activity Areas:**

- South Residence Hall Snack Shop
- North Residence Hall Lobby



## **APPENDIX #5:**

# **Campus Closures or Delayed Openings**

### **Campus Closure or Delayed Openings:**

In the event of campus closure or delayed openings, announcements will be sent to the local media and through the College internal communications system:

- Radio Stations.
- Television Stations.
- Automated telephone message.
- Information posted on college web sites

### **Early Release:**

In the event of an early release, Human Resources will use the voice-mail system to relay information to employees. Employees are required to confirm that they are released from work with their supervisor prior to leaving campus.

### **Leave Time:**

In the event the College designates campus closures, late openings or early releases, regular faculty, administrative professional staff, and support staff who were scheduled to work will be paid their regular salary or wage.

### **Other Options:**

If Medaille has not officially delayed or closed the campus, but an employee is unable to come to work because of adverse weather conditions or other emergency conditions, the following options are available:

- The supervisor may allow late arrival or early release not to exceed two hours of paid time.
- The employee may request time off charged to existing paid leave; personal time or vacation time.

### **DAYTIME CLOSING:**

Prior to 6:00 a.m. each morning, the Director of Operations, and the Director of Public Safety will evaluate the condition of the campus and surrounding communities and make a recommendation to the College President, to close the College.

If the decision is made to close, the Director of Operations or the Director of Public Safety will notify the Public Information Officer, who will contact the various radio/television stations. If he is unable to be contacted, the Director of Public Safety will notify the media outlets.

In the event of a campus closing, the following departments are required to report to campus:

- Campus Public Safety – report for regular duty
- Operations/Campus Enhancement – perform snow removal
- Facility Services/Aramark – report and verify condition of all buildings and systems
- Chartwells Dining Services – prepare and provide meals for resident students

These departments reporting to campus will be asked to stay as long as is necessary.

### **EVENING CLOSING:**

Similar to the daytime closing, the Director of Operations and the Director of Public Safety will evaluate the current conditions and evening forecasts and make a recommendation to the Vice President for Academic Affairs.

The Director of Public Safety or the Director of Operations will contact the Public Information Officer of the decision to close prior to 3:30 p.m. on class days so the College has enough time to contact the radio/television stations.

If day classes have been canceled, but evening classes are to be held, the Director of Operations or the Director of Public Safety will notify the Public Information Officer to contact the radio/television stations.

### **CLOSING DURING CLASSES:**

If the College must be closed after classes have begun, the order of departure will be as follows: first, students; second, faculty and staff; third, administration; and last, Information Office personnel.

In the event of a campus closing, the following departments are required to remain on campus:

- Campus Public Safety – report for regular duty
- Operations/Campus Enhancement – perform snow removal
- Facility Services/Aramark – report and verify condition of all buildings and systems
- Chartwells Dining Services – prepare and provide meals for resident students

These departments reporting to campus will be asked to stay as long as is necessary.

### **WEEKEND CLASSES:**

The policy and procedure for closing the campus for weekend classes is the same as for daytime closing.

The Director of Operations and the Director of Public Safety will contact the Public Information Officer of the decision to cancel weekend classes. The Public Information Officer will notify the various radio/television stations and the Directors of Residence Life and the Library.

In the event of a campus closing, the following departments are required to report to campus:

- Campus Public Safety – report for regular duty
- Operations/Campus Enhancement – perform snow removal
- Facility Services/Aramark – report and verify condition of all buildings and systems
- Chartwells Dining Services – prepare and provide meals for resident students

These departments reporting to campus will be asked to stay as long as is necessary.

### **Amherst and Rochester Campuses:**

The decision to close the Amherst Campus will be made by the Director of Operations and the Director of Public Safety in consultation with the Amherst Campus Director. The decision to close the Rochester Campus will be made by the Director of Operations and the Director of Public Safety in consultation with the Rochester Campus Director.

If the Amherst and/or Rochester Campuses have been canceled, the Director of Operations and the Director of Public Safety will notify the Public Information Officer to contact the radio/television stations.

### **Canadian Education Program**

The decision to cancel classes for the Canadian Education program only will be made by the Director of Operations and the Director of Public Safety in consultation with the Founding Dean of the School of Education.

If the Canadian Education Program has been canceled, the Director of Operations and the Director of Public Safety will notify the Public Information Officer, prior to 5:00 am on that day, to contact the radio/television stations.

## Chemical /Hazmat Spill

Please note that the College possesses spill kits for acids, corrosives, organic solvents and small mercury spills. Procedures for training and usage of these kits are currently being formulated. (Kits are located in Chemistry Labs).

1. Any spillage of a hazardous chemical or radioactive material is to be immediately reported to Public Safety.
2. When reporting a chemical or hazardous spill, be specific about the nature of the involved materials and exact location. Public Safety will contact the necessary specialized authorities and medical personnel.
3. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Public Safety personnel.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Public Safety. Require first aid and clean up by specialized authorities should be started at once.
5. If an emergency exists, activate the building alarm. **CAUTION: THE BUILDING ALARM ONLY RINGS IN THE BUILDING**, you must report the emergency by phone. The Campus is equipped with numerous red emergency telephones.
6. When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
7. **ASSIST THE DISABLED IN EXITING THE BUILDING!** Remember that elevators are reserved for the use of disabled persons only. **DO NOT USE ELEVATORS IN CASE OF FIRE.**
8. Once outside, move to a clear area away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
9. If requested, assist Emergency crews as necessary.
10. A campus Emergency Command post may be set up near the emergency site. Keep clear of the Command post unless you have official business.
11. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by College officials. After evacuating the building, report to your designated Emergency Assembly Point. Stay there until an accurate headcount has been taken. The Building Safety Coordinator or designee will take attendance and assist in the accounting of all building occupants.
12. If required, the Environmental Safety Officer will contact the appropriate regulatory agencies regarding spills (EPA, OSHA and NYS ENCON).

## Explosion on Campus

In the event of an explosion, take the following action:

1. Immediately take cover under tables, desks and other objects that will give protection against falling glass or debris.
2. After the immediate effects of the explosion and or fire have subsided, notify the Department of Public Safety, give your name and describe the location and nature of the emergency.
3. If necessary, or when directed to do so, activate the building alarm (fire alarm).
4. When the building evacuation alarm is sounded or when you are told by College officials to leave, walk quickly to the nearest marked exit and advise others to do the same.
5. ASSIST THE DISABLED IN EXITING THE BUILDING! Remember that elevators are reserved for handicapped persons. DO NOT USE ELEVATORS IN CASE OF FIRE.
6. Once outside, move to a clear area that is away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your area assembly points.
7. If requested, assist emergency crews as necessary.
8. A Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
9. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

## Fire

1. Know the location of fire exits and alarm systems in your area and know how to use them.
2. If you discover minor fire, IMMEDIATELY contact the Department of Public Safety.
3. Activate the building alarm (fire alarm) on your way out of the building.
4. If you are in a room when the alarm sounds – FEEL THE DOOR FOR HEAT.
  - a. If the door is not hot – evacuate.
  - b. If the door is hot – DO NOT OPEN IT. Go to a phone or window and contact someone for help. Place wet towels under the door and stay low where the air is better.
5. Close all doors to confine the fire and reduce oxygen available to it. DO NOT LOCK DOORS.
6. When the building evacuation alarm is sounded, assume an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
7. ASSIST THE DISABLED IN EXITING THE BUILDING! DO NOT USE ELEVATORS DURING A FIRE. Smoke is the greatest danger in a fire, so stay near the floor, where the air will be less toxic.
8. Once outside, move to a clear area away from the affected building to the designated assembly area. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. (Emergency Assembly Points will be developed in the near future).
9. If requested, assist with emergency crews as necessary.
10. A Temporary Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
11. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College Official.

Please note that if you become trapped in a building during a fire and a window is available, place an article of clothing (i.e. a shirt, coat, etc.) outside the window. It will act as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Be sure to shout at regular intervals to alert emergency crews of your location, but DO NOT JUMP! Response time by the Buffalo Fire Department is excellent. If necessary, place wet towels under doorways.



## Utility Failure

1. In the event of a major utility failure, immediately notify the Department of Public Safety, who will contact the on-call Facilities/Operations Supervisor.
2. If an emergency exists, activate the building alarm (fire alarm) and evacuate the building.
3. ASSIST THE DISABLED IN EXITING THE BUILDING! Remember that elevators are reserved for disabled persons. DO NOT USE ELEVATORS IN CASE OF FIRE.
4. Once outside, move to the predetermined assembly area away of the affected building(s). Keep walkways, fire lanes and hydrants clear for emergency crews.
5. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
6. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

Always observe steps "1" and "2" above whenever the following utility emergencies arise:

NOTE: All fire alarm systems have battery backup power that will work for a minimum of 24-36 hours.

- **ELEVATOR FAILURE:**  
If you are trapped in the elevator, use the emergency phone. Stay calm and understand that elevators have a failsafe condition where the elevator cannot free fall.
- **PLUMBING FAILURE/FLOODING:**  
Cease using all electrical equipment. Notify Public Safety, who will dispatch a maintenance worker. If necessary, vacate the area.
- **SERIOUS GAS LEAK:**  
Cease all operations. DO NOT SWITCH ON/OFF ANY ELECTRICAL EQUIPMENT. REMEMBER, electrical arcing and smoking (even if outside) can trigger an explosion! Notify Public Safety immediately.
- **VENTILATION PROBLEM:**  
If smoke odors come from the ventilation system, immediately notify Campus Safety. If necessary cease all operations and vacate the area.

In the event of a power failure or electrical/light failure, building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is, therefore, advisable to have a flashlight available for emergencies. Emergency lighting in buildings is designed to last 30-45 minutes to allow occupants of a building sufficient time to evacuate. The Main Campus is equipped with stationary generators designed to temporarily support power for the Downey Science Center, South Residence Hall and North Residence Hall. The College also has portable generators that can be easily moved to different locations in need of electricity.

## APPENDIX #6

### Natural Disasters

#### Inclement Weather Policy

As a residential institution, Medaille operates on a continuous 24-hour, 12 month basis. There may be occasions, however, when the College suspends some operations due to severe inclement weather or other emergencies. Decisions for delayed campus openings, early releases, or campus closure due to inclement weather will be made by the College Administration based upon the National Weather Service advisories and/or the State or local police bulletins. In instances of delayed openings, early releases, or campus closures, only employees essential to the operation of the College will be required to work. As a general guideline, this will include the staff in Public Safety, Campus Facilities and Operations and Animal Care. When the students are in residence, the Food Service staff is also designated as essential. This list is not all-inclusive and in the event that other departments are deemed necessary, department directors will notify personnel in those areas.

**Snow Closures or Other Weather Related Closures  
CLASSES CLOSE INDEPENDENTLY FOR THE MAIN CAMPUS,  
AMHERST CAMPUS, ROCHESTER CAMPUS, CANADIAN  
EDUCATION PROGRAMS, DAY, EVENING AND WEEKEND CLASSES**

**Note: If day classes are canceled, do not assume evening classes are canceled.**

#### SNOW-CLOSING ANNOUNCEMENTS

**CLASSES CLOSE INDEPENDENTLY FOR THE DAY, EVENING, WEEKEND, AMHERST  
CAMPUS, ROCHESTER CAMPUS AND CANADIAN EDUCATION PROGRAMS\***

**SNOW-CLOSING INFORMATION WILL BE ANNOUNCED AS FOLLOWS:**

<p><b>NOTE: In addition to the following station announcements, you may call Medaille College's Campus Public Safety at 880-2911 for an update on closing information and/or class cancellations due to inclement weather, or watch the Medaille web page for snow closing details.</b></p>
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#### LOCAL AREA STUDENTS

##### RADIO

WBLK-FM (93.7) / WECK-AM (1230) / WJYE-FM (96.1) / WYRK-FM (106.5)

WGR-AM (550)/ WBEN-AM (930) / WTSS-FM (102.5) / WKSE-FM (98.5)

WGRF-FM (96.9) / WEDG-FM (103.3) / WHTT-FM (104.1)

**TELEVISION**

WGRZ-TV Channel 2 News or [www.wgrz.com](http://www.wgrz.com)

WIVB-TV Channel 4 News or [www.wivb.com](http://www.wivb.com)

WKBW-TV News Channel 7 or [www.wkbw.com](http://www.wkbw.com)

**CANADIAN STUDENTS**

For those students who live in or near Toronto, Hamilton, Fort Erie, or St. Catharines/Niagara, please listen to the following radio stations for snow-closing announcements:

CHUM-AM/FM

CHAM-AM

CISS 92.0 FM

**ROCHESTER CAMPUS**

For those students attending classes at the Rochester Campus, please consult the following radio and TV stations for snow-closing announcements:

WROC TV

WHAM TV

WHEC TV

WUHF TV

R News

WCMF

WPXY

WRMM

WZNE

WBEE

WBZA

WFKL

WROC

WHAM

WHTK

WISY

WKGS

WNVE

WVOR

## Earthquake

1. IF INDOORS, seek refuge in a doorway or under a desk or table. Stay away from glass window, shelves, and heavy equipment.
2. IF OUTDOORS, move quickly away from buildings, utility poles and others structures. Always avoid power or utility lines as they may be energized.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation and call the Department of Public Safety if on campus, or 911 if off campus. Protect yourself at all times and be prepared for after shocks.
5. Damaged facilities should be reported to the Department of Public Safety and Facilities Services. Gas leaks and power failures create special hazards. Please refer to the section on Utility failures.
6. If an emergency exists, activate the building alarm (fire alarm).
7. When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.
8. ASSIST THE DISABLED IN EXITING THE BUILDING! Remember that elevators are served for handicapped persons use. DO NOT USE ELEVATORS IN CASE OF FIRE.
9. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
10. If requested, assist emergency crews as necessary.
11. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
12. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

## Tornado

Definitions:

- **Tornado Watch:** Conditions exist for a tornado to develop.
- **Tornado Warning:** Means that a tornado has actually been sighted or indicated on radar.

Please note that one clue a tornado could develop is when a thunderstorm produces hail. The larger the hail stone, the more likely that a tornado will occur.

### When a tornado warning is announced:

1. Your best protection is an underground shelter (basement) or a substantial steel-framed or reinforced concrete building.
2. If your residence hall or campus building has no basement, take cover under heavy furniture on the ground floor in the center of the building, or in a small room on the ground floor that is away from outside walls and windows.
3. Stay away from windows to avoid flying debris.
4. If you are outside and there isn't time to get into a building take cover and lay flat in the nearest depression, such as a ditch, culvert, excavation.
5. AVOID AUDITORIUMS AND GYMNASIUMS with large, poorly supported roofs. If you are in one of the all wooden buildings (such as Admissions or any Humboldt House), evacuate to a safer location.
6. If you are in an administrative or a building with classrooms, go to an interior hallway on the lowest floor and stay away from windows.

## **APPENDIX #7:**

### **Medical Emergency**

1. If serious injury or illness occurs on campus, immediately pick up a red emergency hall phone or call Public Safety at 880-2911. Be sure to give your name and describe the nature and severity of the medical problem and the campus location of the victim.
2. Have someone remain on the phone with Public Safety to provide updated information regarding the incident.
3. In case of minor injury or illness, provide first aid care to the level of your ability.
4. Be prepared to provide specific directions to the scene. Request available assistance from other persons present to aid responding EMS personnel to get to the location as quickly as possible.
5. In case of serious injury or illness quickly perform the following steps:
  1. Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
  2. Ask victim, "Are you okay?" and "What is wrong?"
  3. Check breathing and give rescue breathing if necessary.
  4. Control serious bleeding by direct pressure on the wound.
  5. Continue to assist the victim until help arrives.
  6. Look for emergency medical ID's such as bracelets on injured persons and question witness(s). Give all information to the responding emergency personnel.

Please note that only qualified trained personnel should provide first aid treatment (e.g. First Aid, CPR/AED).



## Death

If a Medaille College student dies, the routine Medaille emergency procedures are initially followed. The Public Safety dispatcher will call the Director of Public Safety who shall immediately contact the Vice President for Student Affairs. The Vice President for Student Affairs will notify the President and make sure that the Vice President for Academic Affairs, Deans, Director of Communications, the Counseling Center and Student Health Center are notified in the event that they have not already been contacted. The Vice President may appoint a “responding staff member” who will contact and coordinate the response with appropriate members of the college.

If the President determines that the death affects the essential functions of the college, he may activate the Emergency Management Team. The Director of Communications will act as the official spokesperson to represent the college to the public and to the press or media.

If the student is a resident student, the Vice President for Student Affairs will notify the Director of Residence Life, who will coordinate communication with the Residence Life Staff, roommates, and the resident community. If the student is an athlete, the Director of Athletics will coordinate communication with the Athletic Department staff, and the appropriate coach. The coach will contact teammates.

The Director of Communications, with the assistance of the Vice President for Student Affairs will develop a fact sheet regarding the incident for distribution, issue a press release, and schedule a press conference, if necessary.

The Director of Counseling or counseling staff will secure and coordinate grief counselors who will be available to the entire campus community, with the preference given to students and those closest to the deceased students.

A memorial service may be considered. As a general rule, a formal memorial services should not be held for victims of suicide.

# **Pandemic Influenza Plan**

## **Introduction**

Pandemics are diseases affecting the majority of the population of a large region and they can occur in many different parts of the world at the same time. There were three pandemics in the last century and the one that occurred in 1918 killed 50 million people worldwide. Currently there is heightened concern about the similarities between the flu in 1918 and the avian or bird flu we are hearing about today.

The Erie County Health Department, NYS Health Department, the CDC, the World Health Organization, and the American College Health Association are encouraging businesses, schools, colleges, and community organizations to develop a pandemic plan in the event that the virus becomes transmissible from person to person. At present, there is no vaccine to prevent the disease and not enough antiviral medications (ex. Tami flu) to treat everyone, therefore, strategies to prevent or slow the spread of disease are encouraged.

It is estimated that the pandemic could occur at any time of the year, it could spread globally in as few as 4 days, there would be high absenteeism, the death rate could be between 2 to 7 million people worldwide, and there would not be enough health care workers, hospital beds, or medical equipment to care for everyone.

## **Health Center Interventions**

- Health Education for students and staff to reduce the risk of contracting the disease
  - Hand washing
  - Cough etiquette
  - Proper nutrition, rest, hydration, hygiene
  - Signs, symptoms, self-care, when to seek treatment for flu-like illness
- Provide regular updates on website regarding influenza information
- Provide and encourage the flu shot as per CDC guidelines
- Work with state and local public health authorities regarding the most current information available, communicate this information to students and staff, and plan accordingly

- Ensure that enough medications and health supplies are on hand to handle increased need

### **Other College Departments**

The American College Health Association (ACHA) and Erie County Health Department have addressed the issue of closing colleges, schools, businesses, shopping malls, movie theaters, and canceling sporting events as a means to prevent the spread of disease. This directive may come from the Governor or Health Commissioner and may last for 8-12 weeks for academic facilities based on the pandemic of 1918 according to the ACHA. Certainly the College may also choose to close on their own.

If the College chooses to close:

- Resident students would have to leave and get home before travel bans were put in place.
- It is reasonable to assume that if the College is not closed early enough, not all resident students would be able to leave. Essential services, such as food service and housekeeping, among others, will have to be provided for these students.
- Appropriate areas would have to be available in the residence hall for students who could not leave and required quarantine or isolation facilities. The students would have to perform self care if they are ill, in quarantine, or isolation.
- The Director of Health Services would have telephone or email contact with them regarding illness, need for medications, or transportation to the hospital.

- Arrangements would have to be made for students to complete coursework on line and/or an adjustment to the academic calendar would have to be made to prevent a disruption in their academic requirements.
- A plan must be in place for the care of the animals in the Veterinary Technology program.
- Attendance policies that would encourage students to stay home when they are ill, rather than com to class and infect others (would have to be instituted). A similar policy for staff would also have to be adopted.
- Those responsible for closing the college would have to be in contact with the Health Department and other government agencies to be aware of triggers necessitating campus closure. The first trigger would be when and if the disease becomes transmissible from human to human and when there are a significant number of cases anywhere in the world. The second trigger would be when the disease begins affecting multiple people within a 400 mile radius of Medaille, such as, New York City or Toronto.

### **Level One - Suspected/Confirmed Cases of Human-to-Human Transmission of Avian Flu in the United States or Canada**

The Director of Health Services will notify the Vice President for Student Affairs and the Emergency Response Committee.

#### **Emergency Response Committee**

- Designate an Incident Commander who will report on readiness and response to the President.
- Determine regular meeting schedule to monitor situation.
- Each committee member should report on the area they are responsible for regarding state of readiness.
- Prepare College website for students, parents, and faculty/staff regarding pandemic plan, prevention, and links to other information globally and locally.
- Send email notice from Public Relations alerting Medaille Community about website.
- Academic Affairs to notify faculty of alternate teaching methods in case the College is closed for an extended period of time.
- Initiate Campus wide seminars on infection control, surveillance of illness, flu readiness.

#### **Student Health Services:**

- Increase disease surveillance according to CDC and County and State Health Directives.
- Order more Personal Protective Equipment or PPE (i.e., gloves, masks, etc.).
- Maintain stock of over-the-counter cold medications.
- Confirm network for obtaining antiviral medications and vaccines.
- Obtain current information on Avian Flu (or other types) and work with Public Relations to put out informative and preventive information on Avian Flu to the Medaille Community.
- Work with appropriate College personnel to prepare for possible isolation and quarantine.
- Isolation for a person suspected or diagnosed with the disease. The person should be in isolation in the hospital or at their own home. A place to isolate a person here on campus is needed if we have an on-campus resident who was unable to be immediately transported home.

- Quarantine will be used for healthy persons who have been exposed to the suspected or diagnosed case. The person(s) should be kept in a place where they have no contact with others for the duration of the incubation period. If no symptoms develop in that time frame they may be taken out of quarantine. If a person develops symptoms they are to be moved to isolation.
- Provide training for appropriate College Personnel (i.e., Public Safety, Residence Life, etc.) on Avian Flu.
- Request Facilities to look into possibility of negative pressure machines for exam room, etc. and instruct staff in their use.

**Public Safety:**

- Have personnel receive updated information on Avian Flu and infection control training.
- Train officers to report calls from students with flu like symptoms to their supervisor.
- Have essential personnel be fit tested for N95 respirators.
- Obtain and learn how to use appropriate Personal Protective Equipment.
- Assist with locations for isolation or quarantine.
- Assist with a transportation plan.

**Academic Affairs**

- Monitor faculty and student absences.
- Encourage students to remain at home or in their rooms when ill to prevent the spread of disease.
- Encourage social distancing and infection control measures in the classroom.
- Develop and disseminate alternative procedures for completing course work i.e., web based, e-mail.

**Athletics and Trainer:**

- Review signs and symptoms of influenza like illness with coaches and athletes.
- Have trainer and coaches report flu like symptoms to the Athletic Director.

**Facilities:**

- Work with Residence Life and Director of Operations to identify the feasibility of ventilation systems and possibly provide negative pressure areas.
- Have essential personnel be fit tested for N95 respirators.
- Prepare for additional hazardous material cleanup.

**Public Relations:**

- Work with Campus Emergency Response Team, Vice President for Student Affairs, Director of Student Health, and Human Resources to draft internal and external bulletins and announcements for all target populations (students, faculty/staff, parents, etc.).

**Office of Student Affairs:**

- Coordinate communication to students and parents.
- Coordinate implementation of isolation and quarantine.
- Work with Chartwells, Residence Life, and Public Safety

- Deal with enforcement issues
- Deal with parent issues.

**President's Office:**

- Based on recommendations from U.S. State Department, CDC, and the Erie County Health Department be prepared to implement the Crisis Plan if necessary.
- Consider restricting travel regarding athletic events, admissions recruitment, etc.

**Residence Life:**

- Enact planning for isolation and quarantine of students.
- Student Health Services will train essential personnel on risks and response.
- Fit test essential personnel.
- Order appropriate Personal Protective Equipment.
- Identify potential rooms and/or buildings to be used for quarantined students.
- Notify current occupants in spaces that will be needed of the potential or need for them to move.

**Food Service:**

- Ensure emergency response menu is planned for various degrees of need.
- Stockpile additional food stuffs and water.
- Ensure food delivery process is planned and delivery supplies are on hand.
- Have essential personnel receive fit test and training on respiratory protection.

**Counseling Center**

- Review current information with staff to provide adequate information to students.
- Assist students in managing anxiety and fears about the spread of disease.

**Human Resources**

- Have essential personnel attend infection control seminars.
- Prepare for a reduction in the workforce.
- Encourage those employees who are ill with flu like symptoms to remain at home, but to report their illness as part of the surveillance plan.

**Information Technology**

- Assist with electronic communication to staff and students.
- Assist faculty with measures to provide web based instruction in case the College is closed for an extended period.

**Level Two - There is a suspected or confirmed case(s) on campus or suspected/confirmed cases of human to human transmission in Western New York or Canada. (This response includes all steps taken in Level One Response)**

The President's Cabinet and the Emergency Response Committee will convene and be provided the latest information on Avian Flu.

## **Emergency Response Committee**

- Recommend to President to implement the Emergency Management Plan.
- Recommend to President to close the College and only essential personnel to report.

### **Student Health Services:**

- Notify the Erie County Health Department regarding suspected or confirmed cases.
- Call for ambulance transportation to ER when appropriate.
- Notify Housing and Food Services on number of persons who may be required to be isolated or quarantined.
- Monitor persons in quarantine via phone or e-mail.
- Ongoing communications with campus community regarding signs/symptoms, protocol for referral of suspected cases.
- Initiate poster, e-mail campaign on self-protection.
- Preparation for prophylactic treatment of contacts.
- Implementation of mental health plan.
- Assist Housing staff in how to deal with needs of persons in quarantine.

### **Public Safety:**

- Have personnel receive updated information on Avian Flu.
- Review use of Personal Protective Equipment and respiratory protection.
- Place signage for isolation, quarantine.
- Enforce isolation, quarantine.
- Implement policy on transporting individuals to the hospital.

### **Facilities:**

- Work with Housing and Student Health Services to identify needed ventilation systems and to provide negative pressure areas.
- Have essential personnel be fit tested for N95 respirators.
- Assess respiratory protection plan and resources.
- Prepare for additional hazardous material cleanup.
- Inform essential janitorial personnel of their risk when cleaning.

### **Public Relations:**

- Work with the Campus Emergency Response Team
- Student Health Services to draft internal and external bulletins and announcements for all target populations (students, faculty/staff, parents).
- Handle media coverage.
- Assist with information to families.

### **Student Affairs:**

- Coordinate communication to students and parents.
- Possible implementation of call center.
- Coordinate implementation of the isolation and quarantine policies.
- Work with Food Service, Housing staff, Public Safety. Deal with enforcement issues. Parent issues.
- Handle parent calls, those wanting to come to campus.

**President's Office:**

- Based on recommendations from U.S. State Department, CDC, NYS and Erie County Health Department be prepared to modify:

Athletic and other College events  
Class Schedules

**Residence Life:**

- Implement plan for isolation and quarantine.
- Prepare staff for how to deal with needs of persons in quarantine.
- Bring together essential staff for information update on Avian Flu (include maintenance and janitorial staff).
- Review use of Personal Protective Equipment and N95 respirators.
- Report any possible cases to Public Safety and Health Services.
- Work with Food Service on the delivery of food.

**Food Service:**

- Ensure emergency response menu is planned for various degrees of need.
- Stockpile additional food stuffs and water.
- Ensure food delivery process is planned and delivery supplies are on hand.
- Have essential personnel receive fit test and training on respiratory protection.

**Counseling Services**

- Develop plans for counseling students via phone and internet.
- Post information on website dealing with fears and concerns about health related issues and crisis services.

**Athletics**

- Prepare to adjust athletic schedule in the event the College is closed.
- Monitor students complaints of influenza like illness and refer them to Student Health Services.
- Restrict students who are ill from practice and play.

**Level Three - Confirmed Case on Campus (College Closed - Only essential personnel required to report to campus)**

The President's Cabinet and the Emergency Response Team will convene and be provided the latest information on Avian Flu.

**Student Health Services:**

- The Director of Student Health will serve as liaison between the Erie County Health Department and the Emergency Response Team.



- Notify the Emergency Response Team.
- Notify Housing and Food Service on number of persons who may be required to be isolated or quarantined.
- Continue with use of Personal Protective Equipment.
- Essential personnel receive N95 respirators. Monitor person(s) in quarantine.
- Continue to provide telephone triage or email correspondence for person(s) unable to get home, those in isolation or quarantine.
- Ongoing communications with campus community regarding signs/symptoms, protocol for referral or suspected cases.
- Continuation of e-mail campaign on self-protection.
- Implementation of mental health plan.

**Public Safety:**

- Have personnel receive updated information on Avian Flu.
- Essential personnel will receive N95 respirators.
- Secure buildings and place signage for isolation, quarantine.
- Enforce isolation, quarantine.
- Implement policy on transporting individuals to the hospital.

**Facilities:**

- Work with Housing and Student Health Services to identify needed ventilation systems and to provide negative pressure areas.
- Distribute N95 respirators to essential personnel.
- Coordinate disposal of hazardous material cleanup.
- Work with cleaning staff to implement appropriate cleaning measures.

**Public Relations:**

- Work with Emergency Response Team, Director of Student Health to draft internal and external bulletins and announcements for all target populations (students, faculty/staff, and parents).
- Handle media coverage.
- Assist with information to families.

**Student Affairs:**

- Coordinate communication to students and parents.
- Coordinate implementation of the isolation, quarantine.
- Work with Food Service, Housing and Public Safety
- Deal with enforcement issues
- Parent issues
- Handle parent calls, those wanting to come to campus.

**President's Office:**

Based on recommendations from the U.S. State Department, CDC, NYS and Erie County Health Department, be prepared to modify or suspend:

- Athletic and other College events
- Classes

- Assist the Office of Student Affairs with student and parent issues.
- Provide assistance in supporting College Offices in dealing with issues as they pertain to faculty and staff.

**Residence Life:**

- Implement plan for isolation and quarantine as directed by the Erie County Health Department.
- Coordinate removal of students if directed by the Erie County Health Department.
- Essential personnel will receive N95 respirators.
- Report any possible cases to Student Health Services.
- Work with Food Service on the delivery of food.

**Food Service:**

- Ensure emergency response menu is planned for various degrees of need.
- Stockpile additional food stuffs and water.
- Ensure food delivery process is planned and supplies are on hand.
- Essential personnel will receive N95 respirators.

**Academic Affairs:**

- In the event that closure lasts for weeks or months, explore possibility of modifying academic calendar to complete the requirements for course credit as defined by NYS Education guidelines.

**Public Relations:**

- Continue to keep Medaille Community aware of updates in closings, academic calendar, and pandemic illness.

## Psychological Crisis

A psychological crisis exists when an individual is threatening harm to him/her or to others, or is out of touch with reality due to severe drug reactions or psychological problems. Psychological problems may be manifested by hallucinations, uncontrollable behavior, or the person could be a nursing home or hospital walk-away.

If a psychological crisis occurs:

1. Never try to handle on your own a situation you feel is dangerous.
2. Notify Campus Safety of the situation (Red Emergency Phone). Clearly state that you need immediate assistance, give your name, your location and the area of campus involved.
3. Understand that it is important to deal with the actions of the person involved regardless of the underlying cause.
4. The Counseling Center can be reached during normal business hours at 716-880-2339.
5. The Erie County Mental Health Department has mental health professionals on call 24 hours a day. Erie County Crisis Services can be reached at 834-3131.
6. Police are able to remove someone to the Emergency Room against their will when they have probable cause that the person is a danger to their self or someone else.

### SUICIDE SIGNALS:

The strongest risk factors for attempted suicide in youth are depression, alcohol or drug abuse, and aggressive or disruptive behaviors. If several of the following symptoms, experiences, or behaviors are present, a mental health professional or another trusted adult, such as a parent or school counselor, should be consulted. Examples of these symptoms are listed below.

- Depressed mood.
- Substance abuse.
- Frequent episodes of running away or being incarcerated.
- Family loss or instability; significant problems with parents.
- Expressions of suicidal thoughts, or talk of death or the afterlife during moments of sadness or boredom.
- Withdrawal from friends and family.
- Difficulties in dealing with sexual orientation.
- No longer interested in or enjoying activities that once were pleasurable.
- Unplanned pregnancy.
- Impulsive, aggressive behavior, frequent expressions of rage.

### DANGER SIGNS OF SUICIDE:

- Talking about suicide.
- Statements about hopelessness, helplessness, or worthlessness.
- Preoccupation with death.
- Suddenly happier, calmer.
- Loss of interest in things one cares about.
- Visiting or calling people one cares about.
- Making arrangements, setting one's affairs in order.
- Giving things away.

## **Suicide and Suicide Notifications**

Death notifications should normally be made in person. Generally, notifications regarding deaths that are not the result of an accident or criminal action will be made by the police. They may request assistance in locating survivors who are connected to the College. Support for survivors and other affected parties can come from the Counseling Office, Alumni or other departments on campus. All inquiries from media sources shall be directed to the Director of Public Relations. Notification to the College population should be referred to the President's office.

### **PROCEDURES:**

- Secure the scene – primary and secondary.
- Isolate any witnesses or subjects with any knowledge for the police.
- Verify the identity of the deceased.
- Protect evidence – weapons, notes, drugs, etc.
- Evacuate adjacent students and make no comments regarding incident.

The Emergency Management Team (EMT) shall delegate appropriate staff to debrief Residential Life staff regarding the incident.

- Alert them to watch for other students exhibiting suicidal gestures.
- Control rumors.
- Contact counseling office and health services.
- Activate the EOC and provide resources for responding police investigators.
- Special attention should be given to roommates, friends and people who saw the body.
- Delegate a contact person for the deceased person's family (and roommate(s)).
- Make arrangements for family and consider assuming some costs.
- Ensure that notification of next of kin is not premature (by roommate(s), etc.).
- Make arrangements for notification of next of kin in person (by college officials if possible).
- Try to have 2 representatives to make notification.
- Arrange to have support personnel available.
- Have prepared statement for media.
- Prepare statement for campus community.
- Prepare for memorial service, send letters and flowers and have representative at funeral.
- Review victim's financial record and consider elimination of any outstanding debt.
- Prepare a schedule to re-contact the family of the deceased periodically for a set time frame.

## APPENDIX #8:

### Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please **DO NOT** attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the Department of Campus Safety. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

#### IMMEDIATE ACTION:

1. Remain calm and immediately **refer to the attached bomb threat checklist**. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.)
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room etc).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. Immediately after the caller has ended the call, notify the Department of Public Safety.
8. If the threat was left on you voice mail, do not erase it.
9. Notify the immediate supervisor within your work area.

#### DECISION TO EVACUATE:

The decision to evacuate a College facility shall be made after a thorough evaluation of the information available, including but not limited to:

- The nature of the threat.
- Exigency of the threat.
- The specificity of location and time of detonation.
- Circumstances related to the threat (i.e. political climate, series of events leading to the threat, etc.)
- Discovery of a device or unusual package, luggage, etc.

The Department of Campus Safety will contact the police and discuss the incident with affected department supervisors and administrators to make a decision regarding evacuation and searches. Employees are directed to make note of any unusual package or circumstance that

may assist in the search. Employees may also be asked to volunteer to assist with a search based on their intimate knowledge of their personal areas.

**DECISION MAKER(S):**

The decision to evacuate will be made by the Incident Management Team based on a review of the above stated variables. Evacuation will be accomplished by activating the facility fire alarm system and will follow the instructions developed for each facility/building.

**SUBSEQUENT PROCEDURES / INFORMATION:**

Staff can be of assistance to the Department of Public Safety in several ways. Staff will be more familiar with their work area than the Safety officers. As the search is conducted, staff may be asked to identify boxes or objects in their work area. The importance of good housekeeping will be very apparent at this time. Throughout the year, it is important to keep areas free of unnecessary debris. If an evacuation is necessary, classes will be dismissed. If a device, package, bag, etc. is discovered, the Department of Public Safety will ensure that the appropriate authorities are notified to respond (NY State Police Bomb Disposal Unit) for assistance. The decision to resume normal activities in the building will be made by the EMC in consultation with the president and/or appropriate responding agencies.

## **Telephone Bomb Threat Checklist:**

KEEP CALM: Do not get excited or excite others.

TIME: Call received \_\_\_\_\_ am/pm Terminated \_\_\_\_\_ am/pm

EXACT WORDS OF CALLER:

\_\_\_\_\_

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*DELAY: ASK CALLER TO REPEAT*

Questions you should ask:

A. Time bomb is set to  
explode? \_\_\_\_\_

B. Where located? Floor \_\_\_\_\_  
Area \_\_\_\_\_

C. Kind of bomb?

\_\_\_\_\_

D. Description?

\_\_\_\_\_

E. Why kill or injure innocent people?

\_\_\_\_\_

Voice description:

\_\_\_\_ Female    \_\_\_\_ Calm    \_\_\_\_ Young    \_\_\_\_ Refined  
\_\_\_\_ Male    \_\_\_\_ Nervous    \_\_\_\_ Middle-Aged    \_\_\_\_ Rough  
\_\_\_\_ Old

Other Descriptors:

Accent \_\_\_\_ yes \_\_\_\_ no

Describe \_\_\_\_\_

Speech Impediment \_\_\_\_ yes \_\_\_\_ no

Describe \_\_\_\_\_

Unusual

Phrases

Recognize Voice? If so, who do you think it was?

Background Noise(s):

\_\_\_\_ Music    \_\_\_\_ Running Motor (type) \_\_\_\_\_  
\_\_\_\_ Traffic    \_\_\_\_ Whistles    \_\_\_\_ Bells  
\_\_\_\_ Horns    \_\_\_\_ Aircraft    \_\_\_\_ Tape Recorder  
\_\_\_\_ Machinery    \_\_\_\_\_

Other

Additional Information:

A. Did caller indicate knowledge of the facility? If so, how? In what way?

B. What line did call come in on?

C. Is number listed? \_\_\_\_ yes \_\_\_\_ no Private Number? Whose?

Signature \_\_\_\_\_ Date \_\_\_\_\_

### Civil Disturbance or Demonstrations (Involving Students)

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless its participants are violating the Student Code of Conduct (as outlined in the Student Handbook). Such violations might include but are not limited to the following:

1. Intentional or reckless interference with normal College activities and functions. Examples of such activities/functions include but are not limited to studying, teaching, public speaking, research, administration of the College, or emergency (Public Safety, Fire or Police) operations.
2. Intentional interference with the freedom of expression of others.
3. Actions, explicit or implied threats, or gestures, which place a person in reasonable fear of unwelcome physical contact or harm.
4. Intentional or reckless behavior which may or in fact does, deface or cause damage to College property or the property of others.
5. Obstructing access to offices, buildings or other College facilities.
6. Unauthorized entry into or occupation of any College room, building, or area of the campus, including such entry or occupation at any unauthorized time.

1. NON-VIOLENT, NON-OBSTRUCTIVE DEMONSTRATIONS

- A) Generally, peaceful demonstrations should not be interrupted and protestors should not be obstructed or provoked. Efforts should be made to conduct College Business as normally as possible.



- time:
- B) If demonstrators are asked to leave but refuse to leave a facility by its closing time:
- Arrangements will be made by the Dean of Student Affairs to monitor the situation during non-business hours.
  - Determination will be made by the Dean of Students or his/her designee to treat the violation of regular closing hours as a disruptive demonstration (see below)

## 2. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that demonstrators are interfering with the operations of the College:

- A) The Dean of Student affairs or his/her designee will go to the area and ask the protestors to leave or discontinue the disruptive activities.
- B) If the demonstrators persist in their violations, they will be apprised that failure to discontinue the specified action within a determined length of time will result in disciplinary action and/or possible intervention by police authorities.

## 3. VIOLENT, DISTRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property damage occurs or appears eminent, the following procedures will be implemented. Also, the steps outlined in the above section regarding Nonviolent, Disruptive Demonstrations should be followed, if circumstances allow.

During Business Hours:

1. The Director of Public Safety (or Designee) will respond and advise the Emergency Management Coordinator and the Dean of Students. All immediate steps will be taken to minimize any potential or real damage and injuries by contacting the appropriate police agency as deemed necessary.
2. The President will be advised as necessary.
3. The President, in conjunction with the Emergency management Coordinator, Dean of Students, and Director of Public Safety will determine any further action.

After Business Hours:

1. The Director of Public Safety will investigate the disruption and take immediate steps to mitigate any damage or injuries. Local law enforcement will be contact as deemed necessary.
2. The Director of Public Safety w8ill inform the Emergency Management Coordinator and appropriate Administrator on duty to discuss further action.
3. The Emergency Management Coordinator will report the circumstances to the President.

\*NOTE: If possible, attempts should be made to communicate with protestors to convince them to desist from engaging in illegal activities. However, the Department of Public Safety is authorized to call for police assistance without counsel from others if doing so is deemed to be of immediate importance to the safety of persons or property.

Recommendation: For demonstrations/disturbances involving employees Human Resources will be responsible for developing procedures in dealing with non-criminal incidents. Action that breaks any local, state or federal laws will be dealt with accordingly.

Public Safety is authorized to call for police assistance without counsel from others if doing so is deemed to be of immediate importance to the safety of persons or property.

## **Criminal or Suspicious Behavior**

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them. Promptly notify Department of Campus Safety as soon as possible and report the incident, including the following:

- a. Nature of the incident.
- b. Location of the incident.
- c. Description of person(s) involved.
- d. Description of property involved.

If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Department of Campus Safety. Be sure to assist the officers when they arrive by supplying them with all additional information and ask others to cooperate. If there is gunfire or an explosion, you should take cover immediately using all available concealment. After the disturbance, seek emergency first aid, if necessary.

## **What to do if Taken Hostage**

- a. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is likely to be emotionally imbalanced.
- b. Don't speak unless spoke to and then only when necessary. Don't talk down to the captor, who may be in an agitated state. Avoid appearing hostile. Maintain contact with the captor at all times if possible, but do not stare.
- c. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- d. Be observant. You may be released or have the opportunity to escape. The personal safety of others may depend on your memory.
- e. Be prepared to answer the police on the phone. Be patient, wait. If the opportunity presents itself, attempt to establish rapport with the captor. If medications, first aid or rest room privileges are needed by anyone, say so. In all probability, the captors do not want to harm persons held by them. Such direct action further implicates the captor in additional offences.
  - 1. Maintain invisible deployment while using cover.
  - 2. Communicate actions observed.

CONTACT WITH SUSPECT:

- a. Safety Officer should not approach unless it is completely safe. As a rule, wait for local law enforcement.
- b. Maintain cover and be deliberate in action.
- c. Be aware of a possible hostage situation.
- d. Direct suspect to a position that allows the officers to establish control and protect bystanders.
- e. Determine if there are other suspects, weapons, explosives, etc.

Safety Officers looking for the suspects in peripheral area should estimate the distance they might be able to travel in a given time after the crime occurred. Variables such as whether the suspect is on foot, in a vehicle, in campus buildings, time of day, traffic, weather conditions, classes are in session, campus is closed, and other considerations may impact the distance the suspect may be from the scene. Public Safety Officers should place themselves in a position where they may intercept fleeing suspects. After the suspect is removed from the area/building, the entire location should be completely searched for possible additional suspect(s) or victims.

## **Hostile Intruder(s) on the Grounds of the College**

This is a police response situation and responding Public Safety Officers are not trained or equipped to confront an armed suspect, but should make every effort to help with the police response and take every action possible to assist with evacuation and provide intelligence on the situation. When a hostile person(s) is actively causing death or injury or the threat of imminent death or serious physical injury to person(s) on the Campus, we recommend the following procedures be implemented.

- Run away from the threat if you can, as fast as you can.
- Contact Public Safety if possible or dial 911 on a cell phone.
- Do not run in a straight line.
- Keep behind vehicles, bushes, trees, and anything that could possibly block your view from the hostile person(s) while you are running.
- 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 really a good spot to remain hidden? If the person(s) are 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 area around you.
- The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending on 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 in the eyes and obey all commands.

- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further direction to follow.

This training guide cannot cover every possible situation that might occur but it is a training tool that can reduce the number of injuries or death 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.

## **Hostile Intruder(s) in a Residence Building**

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm within the residence hall, we recommend the following procedures be implemented.

- Lock yourself in your room.
- If communication is available, call Public Safety and 911.
- If away from your room, join others in a room that can be locked.
- Don't stay in the 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 attempted to exit.
- Barricade yourself in your room with desks, beds, or anything you can push against the door.
- Lock your window and close blinds or curtains.
- Stay away from the window.
- Turn all lights and audio equipment off.
- Try to stay calm and be as quiet as possible.

If for some reason you are caught in the open such as hallways and lounge type areas, you must decide what you are going to do. This is a very crucial time and can possibly mean life or death depending on what actions you take.

- You can try to hide, but make sure it is a well-hidden space or you may be found as the intruder moves through the dorm looking for more victims.
- If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person(s) while in the building. Once outside, don't run in a straight line. Use trees, vehicles, or any type of object to block your view from the residence hall as you run. When away from the immediate area of danger, summon help any way you can and warn others.
- If the person(s) are 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 in the dorm may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further direction to follow.

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

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, we recommend the following procedures be implemented.

- 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 communications is available, call Public Safety and 911.
- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
- Lock the windows and close blinds or curtains.
- Stay away from the windows.
- Turn off lights and all audio equipment.
- Try to remain as calm as possible.
- Keep everyone together.
- Keep classrooms secure until police arrive and give you directions.
- If you are not in a classroom, try to get to a classroom or an office.
- Stay out of 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 critical time and it can possibly mean life or death.

- You can try to hide, but make sure it is a well-hidden space or you may be found as the intruder move through the building looking for victims.
- If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as desks, cabinets, fixtures, etc... between you and the hostile person(s). Once outside do not run in a straight line. Use trees, vehicles and other objects to block you from the view of intruders. When away from the immediate area of danger, summon help any way you can and warn other.
- If the person(s) are 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.
- Your last option if you are caught in an open area in a building may be to fight back. This is dangerous, but depending on you situation, this could be your last option.
- If you are caught by the intruder and are not going to fight back, obey all commands.

Once the police arrive, obey all commands. This may involve your being handcuffed, or keeping your hands in the air. His is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

## **Missing Student**

It is the policy of Medaille College to actively investigate any report of a missing student who is enrolled at the College as either a full or part time student. There will be NO waiting period before the commencement of an investigation and procedures will be governed by federal, state and local law.

### **GENERAL QUESTIONS:**

- Is the student missing from the campus, his or her family residence or another location?
- Is there a witness to or physical evidence of abduction or other foul play?
- Is the student despondent or mentally or physically disabled?
- Is the student experiencing academic, personal or financial problems?
- Has the student disappeared before?
- Does the student have a known drug and/or alcohol problem?
- Has the student received any threats or warnings?
- What was the student's lifestyle? Does the student have a criminal record?
- Did the student or perpetrator leave a note?

- Have similar incidents been reported within the area (attempted abductions, suspicious person)?

#### INITIAL RESPONSE:

- Begin an incident report and obtain as many details as possible from complainant.
- Promptly dispatch officer(s) to conduct a preliminary investigation. Inform responding officer(s) of all pertinent information.
- Provide pertinent information to appropriate area law enforcement agencies.
- Obtain photograph of the student.
- Inform supervision about the incident. The Director of Campus Safety (or designee) will advise the Emergency Management Team.
- Maintain all notes, records and recordings of telephone and radio communications.
- Search department records and advise investigating officer(s) and/or supervision about any pertinent information found.
- As the investigation progresses, ensure that pertinent details are continually relayed to patrols and to other area agencies.
- Make notifications to college/university administration in accordance with established policies and procedures.
- Prepare a flyer/bulletin and distribute.

#### INVESTIGATIVE STEPS:

- Interview the person(s) who reported the disappearance; verify accuracy of information already provided.
- Determine if outside assistance is necessary and request.
- Determine the circumstances associated with the disappearance.
- Obtain and document all available details regarding circumstances associated with the disappearance.
- Secure and evaluate the abduction site, last known location and/or scene and residence.
- If a witnessed abduction, obtain all details pertaining to the missing student, perpetrator and event.
- If the cause of the disappearance is uncertain, obtain relevant background information.
- Make an initial determination regarding the disappearance category.
- Obtain detailed descriptions of the missing student, abductor, vehicles and circumstances.
- Obtain his or her student identification, campus account and Social Security number.
- Obtain locations of his or her residences, places frequented, and employment
- Obtain his or her academic and work schedules.
- Obtain information about automobiles registered to or used by the student.
- Obtain information about parents/family members, romantic interests, roommate(s) and friends/acquaintances.
- Obtain information about instructors/professors, workplace colleagues, residence hall staff and others.
- Continue to verify when, where and by whom the missing student was last seen.
- Interview individuals who may have had contact with the student prior to the disappearance. If abduction is suspected, obtain descriptions of the perpetrator.
- Obtain information about involved vehicles; include time and direction of travel.
- Search the abduction site, place where the student was last seen and/or any others.
- Secure the student's residence as a potential source of information and evidence.
- Request investigative and/or supervisory assistance, if warranted.
- Ensure that all additional responding personnel are thoroughly briefed.
- Institute (or continue) area canvasses for witness information and searches of all surrounding areas, including vehicles.
- Ensure that all potential evidence is properly handled.
- Interview everyone separately. Obtain, document and evaluate all information provided.



- Ensure that use of the student's accounts/passwords is monitored.
- Prepare, update and disseminate informational bulletins to police agencies.
- Ensure that all computers used by the missing student are handled as evidence.
- Ensure that family members have been notified and interviewed.
- Advise family members about support services.
- Advise parents/family members to maintain a log that records information about all visitors and callers.
- Assign a liaison to ensure that family members are provided with information and support.
- Obtain and examine Internet service provider and e-mail records. Monitor instant messaging and chat room activity.

## **Crime in Progress; How to respond to a shooting on campus**

This type of incident is unpredictable, and your immediate response depends on the situation you face. The following guidelines have been developed for public safety, based upon the best practices established by law enforcement experts.

If it is possible to do so safely, exit the building immediately when you become aware of an incident, moving away from the immediate path of danger, and take the following steps:

1. Notify anyone you may encounter to exit the building immediately.
2. Evacuate to a safe area away from the danger, and take protective cover. Stay there until assistance arrives.
3. Call 911 and the Medaille Public Safety Department at (716) 880-2911, providing each dispatcher with the following information:
  - a. Your name
  - b. Location of the incident (be as specific as possible)
  - c. Number of shooters (if known)

- d. Identification or description of shooter(s)
- e. Number of persons who may be involved
- f. Your exact location
- g. Injuries to anyone, if known

4. Individuals not immediately impacted by the situation are to take protective cover, staying away from windows and doors until notified otherwise.

If you are directly involved in an incident and exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office.
2. Close and lock the door.
3. Turn off the lights.
4. Seek protective cover.
5. Keep quiet and act as if no one is in the room.
6. Do not answer the door.
7. Notify 911 and Medaille Public Safety if it is safe to do so, providing each dispatcher with the following information:
  - a. Your name
  - b. Your location (be as specific as possible)
  - c. Number of shooters (if known)
  - d. Identification or description of shooter
  - e. Number of persons who may be involved
  - f. Injuries if known
8. Wait for local police or security to assist you out of the building.

The Buffalo Police Department (BPD) is trained and equipped to respond to an emergency incident of this nature. During the initial phase of the incident, the BPD along with Medaille representatives will evaluate the situation to determine the best course of action for the safety of the Medaille community. Once the BPD and other units respond to campus, they will be responsible for all tactical operations.

## Sexual Assault

When an individual reports that they have been a victim of sexual assault, it is important for the victim to have as much control in decision making as possible. It might be helpful to use this outline to let individuals know what resources are available to them:

### **Important Contact Information:**

\*Erie County Medical Center Emergency Room 462 Grider Street, 716-898-3161

**\*Erie County Crisis Services (24 hour designated rape crisis center Erie County)  
716-834-3131**

\*Rochester Crisis Center: 585-546-2777

\*Medaille Counseling: 716-880-2339

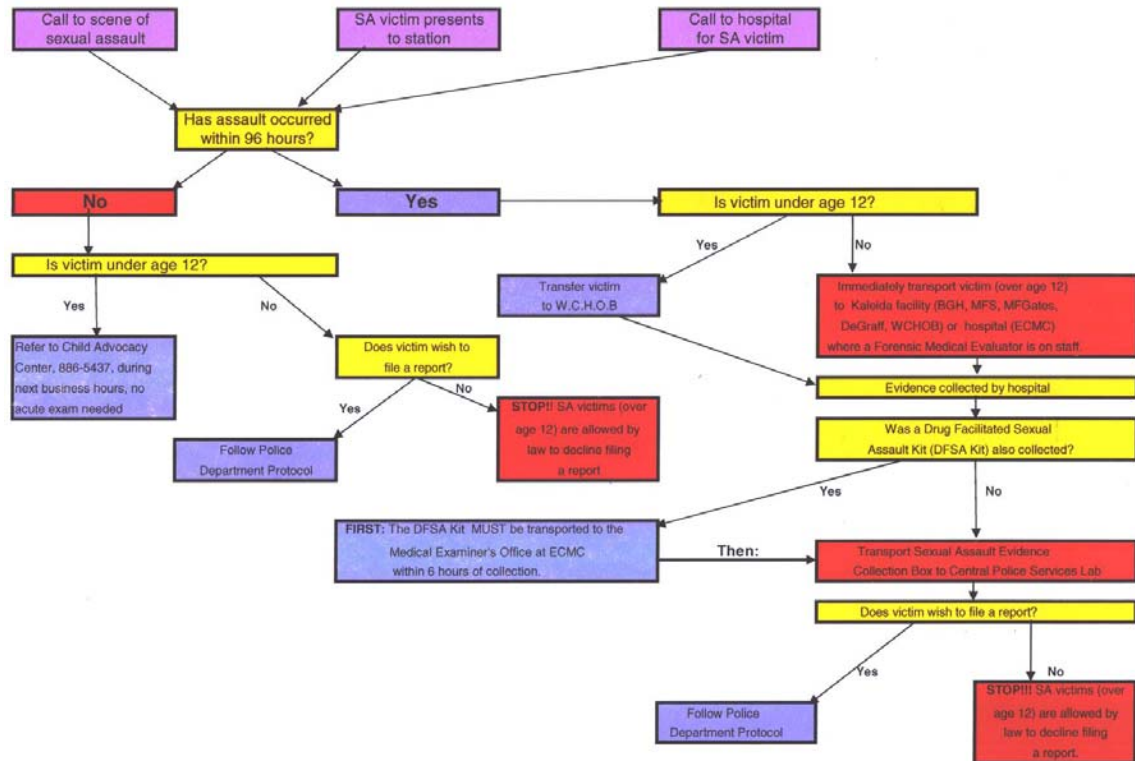
Medaille Public Safety: 716-880-2911

Buffalo Police Domestic Violence and Sexual Assault Team 716-851-4494

\* Confidential service provider

- If a sexual assault occurs and the victim reports that the abuse occurred within 96 hours, encourage the victim to seek medical assistance at a medical facility where Sexual Assault Nurse Examiners (they have specialized training to assist victims) are available. ECMC does staff SANE nurses. **It is important that the victim receive assistance from a SANE nurse and victim advocate from Crisis Services.** The hospital should contact Crisis Services but an individual does have the right to call and ask for an advocate to meet them at the hospital. Individuals should not bathe and should be directed to bring an extra set of clothing.
- If the rape occurred more than 96 hours at the time the victim discloses to you, you may refer them to Medaille Counseling or to Crisis Services. The contact numbers are listed above. It is important to note that **Crisis Services at 834-3131 is the designated rape crisis center in Erie County. They are available 24 hours per day.** They are a confidential service provider as are the staffs in the Health and Counseling offices of Medaille College. This is important to note, as providing survivors with information and power is critical.
- Victims of abuse have the right to file a report with the Police Department (Buffalo Police Domestic Violence and Sexual Assault Team) and with Medaille Public Safety. These contact numbers are listed above. It is important to note that these agencies are not confidential service providers.
- Public Safety Personnel will follow the flow chart provided by Erie County Crisis Services, in the event that they become involved with a victim of sexual assault.

## Sexual Assault Flow Chart



## Suspicious Mail/Packages Screening Procedures

What constitutes “suspicious mail”? Some typical characteristics Postal Inspectors have detected over the years, which ought to trigger suspicion, include parcels that:

- Are unexpected or from someone unfamiliar to you.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsement, such as "Personal" or "Confidential".
- Have protruding wires, strange odors, powders or stains.
- Show a city or state in the postmark that doesn't match the return address.
- Are hand written or poorly typed addresses

WHAT SHOULD YOU DO?

1. If it is a letter that you have opened, set it down gently at the location where you first read it. Then move to an area that will minimize possible exposure. Avoid contact with others when possible, and remain in the area. If it is a note that you happen to find, LEAVE IT ALONE!
2. Advise a coworker in the immediate area what has happened and ask them to call.
3. For possible contamination situations, have the buildings ventilation system shut down and turn off any fans in the area.
4. Do not allow others into the area.
5. Remain calm.

WHAT SHOULD YOU NOT DO?

1. Do not pass the letter or note to others to look at.
2. Do not disturb any contents in the letter or note.
3. Do not ignore the threat. It must be treated as real until properly evaluated.

IF YOU RECEIVE A THREAT BY TELEPHONE:

WHAT SHOULD YOU DO?

1. Call 880-2911 (Main) or 984-1350 (Amherst) Public Safety
2. For contamination threats, have the buildings ventilation system shut down
3. Remain calm
4. Listen carefully to the caller so you can recall the details later. Listen for background noises.

WHAT YOU SHOULD NOT DO?

1. Do not ignore the threat. It must be treated as real until properly evaluated.
2. Do not argue with or antagonize the caller.

**APPENDIX #9:**

## Medaille College Emergency Resources List

In addition to flashlights, portable radios, and extra batteries, each house, building, or floor should have the following first aid supplies:

- 50 - 3/4"x3" Band-Aids
- 1 - Tape
- 5 - Alcohol Prep Pads
- 1 - Cold Compress
- 10 - Antiseptic Wipes
- 1 - 1oz Eye Wash
- 2 - Sterile Eye Pad
- 1 - First Aid Guide
- 15 - Neosporin Pkts.
- 2 - 2"x 5yd Gauze Bdgs
- 5 - 3"x 3" Gauze Pads
- 2 - 4"x4" Gauze Pads
- 1 - Scissors
- 3 - Sting Relief Pads
- 1 - Triangular Bdg.
- 1 - Tweezer
- 8 pr - Gloves
- 5 - Fingertip Bdgs
- 5 - Knuckle Bdgs
- 1 - 4" Pressure Bdg.
- 3 - Ammonia Inhalants
- 1 - 5"x 9" Dressing
- 1 - Sling Binder

Plus

- 1 Biohazard Cleanup Kit
- 1 - Disposable Apron
- 2 - Germicidal Floor Wipes
- 1 - Disposable Mouth/Nose Cover
- 1 - Safety Goggles
- 2 - Antimicrobial Hand Wipes
- 1 - Pick-Up Powder
- 1 - Plastic Shovel
- 1 - Scraper
- 2 - Pairs of Gloves
- 1 - Sealable Scoop Bag
- 1 - Red Biohazard Bag
- 1 - Identification Sticker
- Step-by-Step Instructions

In addition to flashlights, portable radios, and extra batteries, each floor or Academic Building should have the following first aid supplies:

- 100 - 3/4"x3" Band-Aids
- 2 - Tape
- 10 - Alcohol Prep Pads
- 2 - Cold Compress

- 15 - Antiseptic Wipes
- 1 - 1oz Eye Wash
- 4 - Sterile Eye Pad
- 1 - First Aid Guide
- 20 - Neosporin Pkts.
- 2 - 2"x 5yd Gauze Bdgs
- 10 - 3"x 3" Gauze Pads
- 5 - 4"x4" Gauze Pads
- 1 - Scissors
- 3 - Sting Relief Pads
- 2 - Triangular Bdg.
- 1 - Tweezer
- 10 pr - Gloves
- 10 - Fingertip Bdgs
- 10 - Knuckle Bdgs
- 2 - 4" Pressure Bdg.
- 6 - Ammonia Inhalants
- 1 - 5"x 9" Dressing
- 2 - Sling Binder
- 1 - 2"x5yd Elastic Bdg.
- 1 - Rescue Blanket

Plus

- 1 Biohazard Cleanup Kit
- 1 - Disposable Apron
- 2 - Germicidal Floor Wipes
- 1 - Disposable Mouth/Nose Cover
- 1 - Safety Goggles
- 2 - Antimicrobial Hand Wipes
- 1 - Pick-Up Powder
- 1 - Plastic Shovel
- 1 - Scraper
- 2 - Pairs of Gloves
- 1 - Sealable Scoop Bag
- 1 - Red Biohazard Bag
- 1 - Identification Sticker
- Step-by-Step Instructions

NOTE: These kits will be located with the Building Safety Coordinator, who is trained in CPR and First Aid, and the kit will be replenished as needed. Additional Supplies may be obtained from Bensons Surgical Supply, 1005-1025 Kenmore Avenue, Buffalo, NY 14217.