



EMERGENCY ACTION GUIDE

TO REPORT AN EMERGENCY

CALL 911

for any situation that requires **IMMEDIATE** police, fire, or medical response to preserve life or property.

En cas d'urgence cadran 911

Im Notfall Vorwahlknopf 911

In caso d'urgenza manopola 911

En un dial 911 de la emergencia

緊急通話911の場合

在一个紧急情况下的拨号盘911

في حالة مكالمة طوارئ 911

To report a campus emergency to Medaille Public Safety using a cellular phone call **(716)880-2911**.

You may also use any outdoor Blue Light phone (situated throughout campus) or indoor designated emergency red phones to report a campus emergency. Just pick up the receiver.

In case of **FIRE**, activate the building fire alarm using a manual fire alarm station.

MEDAILLE COLLEGE EMERGENCY ACTION GUIDE

This guide provides basic information for dealing with emergencies on campus.
Print it and keep a copy readily available. Review it from time to time.

Campus Response and Information Services

Buffalo Police Departmentemergencies 911

Medaille Public Safety.....emergencies on campus 2911

non-emergencies (716) 880-2911

Facilities/ Aramark (716) 880-2527

Resident Life Office (716) 880-2449

Wellness Center..... (716) 880- 3399

College Operating Status

· Information (716) 880-2000

· Web Site: <http://www.medaille.edu/alert>

When reporting an emergency, be prepared to give:

- Location of the emergency – building, room, directions.
- Type and severity of the emergency.
 - Fire – type and size of fire.
 - Medical – type of illness or injury, cause, number of patients.
 - Police – type of crime, description of suspects and direction of travel.
 - Hazardous Material – materials involved, quantity, hazards and injuries.
- When the incident occurred.
- Your name, location and phone number so responders can find you.

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ACTIVE SHOOTER

How to respond if an active shooter is in your vicinity.

RUN

- If there is an escape path, attempt to evacuate
- Evacuate whether other agree or not
- Leave your belongings behind
- Help others escape if possible
- Prevent others from entering the area
- Meet at a predetermined area, do not leave campus
- Call 911 when you are safe

HIDE

- Lock and/or blockade the door
- Silence your cell phone
- Hide behind large objects
- Remain very quiet

FIGHT

- Attempt to incapacitate the shooter
- Improvise weapons
- Act with physical aggression
- Commit to your actions

When Law Enforcement arrives on the scene:

- Do exactly as the team of officers instructs
- Keep your hands visible, fingers spread, and empty.
- Do not approach the officers

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BOMB THREAT

If you receive a bomb threat by telephone, try to remain calm and obtain as much information as possible from the caller.

· Record the time of call, sex of caller, phone number (if caller ID present).

· What did the caller say?

· Ask:

- When is it going to explode?
- Where is the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb? Why?
- What is your name and address?

· Write down information about the caller:

- Man or a woman?
- Approximate age?
- Unusual speech traits?
- Tone of voice and attitude?
- Foreign or regional accent?
- Diction?
- Background noise?

If the threat was delivered or left in your area, try to recall a description of the deliverer or any suspicious person(s) in the area.

Immediately notify Medaille Public Safety by calling **(716) 880-2911**, or using a Blue Light Phone.

· Report the time, location and content of the threat, as well as your location and phone number. Stay on the line with the 911 dispatcher until the 911 dispatcher terminates the phone call.

· Take no other action unless directed by Public Safety/ Law Enforcement. Do not create a panic situation.

· Take a quick visual look around your area for any suspicious object(s). Do not touch or move the object.

· If you are told to evacuate the area, take your notes about the call with you.

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BUILDING EVACUATION

Evacuation is required:

- any time the fire alarm sounds, or
- an evacuation announcement is made, or
- a college official orders you to evacuate.

In the event of an evacuation:

- Alert those around you who might not have heard.
- Turn off equipment and secure hazardous operations if possible.
- Take your keys, jackets, and any personal items with you, you may not have access to them for hours or longer.
- Close doors and windows. Leave room lights on.
- Remain calm and walk to nearest exit. Do NOT use elevators.

If you are unable to leave the building due to a physical disability:

- Go to the nearest area where there are no hazards.
- Use a telephone to call **911** or Medaille Public Safety at **(716) 880-2911**
- Be sure to give them the room number so they can send help to you.
- If possible, signal out the window to on-site emergency responders.
- One person may remain with you if they wish to assist you.

Do not re-enter until given an "all clear" signal by emergency personnel.

CRIME

Call **(716) 880-2911** to report a **crime in progress or criminal behavior** to Medaille Public Safety.

Do not approach or attempt to apprehend the person(s) involved.

- Take only actions necessary for self-defense.
- If you are safe, stay where you are until the police arrive. Otherwise, try to move to a safe location.

Report as much information as possible including:

- Type of crime.
- Description of persons involved, including height, weight, sex, clothing and any weapons.
- Location of crime.
- Direction of travel.
- Vehicle description, including color, year, make, model and license.

Call Medaille Public Safety at (716) 880-2911 to report **non-emergency criminal activities**, including crimes that are no longer in progress, missing property, minor auto accidents without injuries, disabled vehicles, etc.

If necessary, refer to the ACTIVE SHOOTER section of this document.

See something? Say something! **Report suspicious activity to Medaille Public Safety (716)880-2911 or call 911.**

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EARTHQUAKE

Earthquakes are rare in the Buffalo and Rochester areas but knowing what to do could save your life.

DROP, COVER, and HOLD ON

Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

If Indoors

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If Outdoors

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

If in a Moving Vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

If Trapped Under Debris

- Do not light a match, lighter, flare or other open flame.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available.
- Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

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ELEVATOR EMERGENCY

If you find yourself in a stalled elevator:

- Do not try to exit the elevator car.

- Use the emergency telephone in the elevator to call for help or call **(716) 880-2911** from a cell phone or bang on the doors and shout for assistance.
- Do not try to force the doors open or exit the car.
- Wait for trained personnel to assist you from the elevator.

If you hear someone calling for help from a stalled elevator car:

- Call Medaille Public Safety at **(716) 880-2911** or use a building emergency red phone.
- Reassure the persons in the car that you have reported the problem and help is on the way.
- Do NOT attempt to open the elevator doors.

FACILITY and UTILITY PROBLEMS

Call (716) 880-2911 and evacuate the building in cases of:

- Fire
- Smoke
- Explosion
- Structural damage or collapse
- Uncontrolled gas leak
- Uncontrolled chemical or hazardous material spills

Call (716) 880-2911 and follow dispatcher and responder instructions in cases of:

- Unknown odors
- Hazardous conditions
- Activated residence hall room smoke detectors
- Persons trapped in elevators

Facility and utility problems - call the Medaille Public Safety at **(716) 880-2911**, for problems such as:

- Electrical outage
- Heating or air-conditioning failure
- Flooding
- Building or room security issues

If the problem occurs contact your Resident Assistants or Resident Director.

In case of electrical emergencies, do not touch equipment that is smoking, sparking, tripping circuit breakers or giving electrical shocks.

Telephone or computer network failure - call your Medaille's Help Desk at **(716) 880-2282**

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FIRE, SMOKE, EXPLOSION

In the event of fire, smoke, or an explosion:

- Alert those around you to the hazard.
- Evacuate the room, closing doors behind you as you leave.
- Manually **activate the fire alarm** system as you exit the building.
- Exit and move away from the building – **DO NOT USE ELEVATORS.**

- If you encounter smoke, stay low and if necessary use your secondary escape route.
- Call **911** or **(716) 880-2911** from a cell phone from a safe location. Tell the dispatcher:
 - Name of the building
 - Location of the fire
 - Description of the fire
- ALL fires must be reported to Medaille Public Safety, including those that have been extinguished.

If your clothing is on fire

- Stop - Drop to the ground or floor and Roll to smother flames.
- Smother flames using a fire blanket.
- Drench with water from a safety shower or other source.
- Seek medical attention for all burns and injuries.

If you are trapped in a building

- If possible, take shelter in a room with an outside window.
- Close all doors and windows.
- Use clothing, towels, or paper to block around the door or over vents to keep smoke out.
- Stay low in smoke.
- If there is a telephone, call (716) 880-2911 to report your location and situation.
- Signal to rescuers and people outside the building by waving clothing and other light colored objects. Stay where rescuers can see you.
- Remain calm, stay low, and be patient.

Fire Extinguishers

- If you have been trained and it is safe to do so, you may use one extinguisher to attempt to extinguish the fire.
- Only attempt to extinguish small fires.
- Make sure you have a clear escape path.
- If you have not been trained to use a fire extinguisher you must EVACUATE immediately.

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HAZARDOUS MATERIALS EMERGENCIES

For spills or incidents requiring training, procedures, or personal protective equipment beyond the abilities of the personnel present, take the following actions:

- Alert others in the immediate area and evacuate the room.
 - If building evacuation is needed then manually activate the building fire alarm.
- Close doors as you leave the room.
- Call **(716) 880-2911** from a safe location and provide the following information:
 - Your name, telephone number, and location
 - Location of the spill
 - Name and quantity of material spilled (if known)
 - Any injuries or personal contamination

- Use eyewash or safety showers as needed to wash spilled chemicals off your body.
 - Flush the affected areas with copious amounts of water for at least 15 minutes.
- Call (716) 880-2911 to report hazardous materials spills and personal contamination.

If you are contaminated do not spread the material or contaminate others. Tell responders you have the material on you.

MEDICAL OR MENTAL HEALTH EMERGENCY

A medical emergency may exist for many reasons including trauma, alcohol or other drug overdose, serious mental health issues, or medical conditions like diabetes or cardiac arrest.

- **Call (716) 880-2911**
- Do not move the person unless they are in immediate danger.
- Provide first aid if you are trained to do so.
- Reassure the person that help is on the way.

Students (or anyone concerned about a student): Consultation regarding medical and mental health concerns is available by phone at all times. Call the Wellness Center (716) 880-2112

Faculty, staff, post-doctoral fellows and associates, retirees, spouses/partners of employees: Consultation with a counselor is available by phone at all times. Call the Wellness Center at **(716) 880-2339**

If you are immediately concerned that someone may harm themselves or others, call the Medaille Public Safety at **(716) 880-2911**.

HEART ATTACK – Know the signs and symptoms of a possible heart attack

- **Chest discomfort:** Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
- **Discomfort in other areas of the upper body.** Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.
- **Shortness of breath with or without chest discomfort.**
- **Other signs may include:** breaking out in a cold sweat, nausea or lightheadedness.

CALL 911 and send someone to get the nearest Automatic External Defibrillator (AED)

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SEVERE WEATHER

Thunderstorm

- Seek shelter inside of a sturdy building.
- Avoid small sheds or isolated structures in open areas.
- Stay away from windows and doors, and stay off porches.
- Avoid contact with corded phones. Cell phones and cordless phones are fine.
- Avoid contact with plumbing. Do not wash hands, bathe, shower, wash dishes, etc.
- Avoid contact with electrical equipment and cords. Before the storm, unplug or power down sensitive equipment.

Snow/Ice

- Avoid unnecessary travel.
- Ensure you have supplies (food, water, etc.) to last at least several of days.
- Monitor college closures and special conditions:

- College Operating Status: <http://www.Medaille.edu/alert>
- Or call (716) 880-2000 for information.

Flood

- Follow official instructions given for your area.
- Never drive through standing water.
- Never walk through moving water.
- Be aware that flash flood can occur quickly. If flooding occurs, move immediately to higher ground.
- Ensure you have food & clean water to last you at least several days.
- Monitor local radio/TV channels for evacuation and other directives.

Tornado

- Take shelter inside a substantial building if a warning is issued or you see a funnel cloud:
 - Go to the basement or an interior room on the lowest floor, preferably without windows.
 - Closets, bathrooms, and other interior rooms are best
 - Get under something sturdy or cover yourself with a mattress if possible.
- If no shelter is close by, lie flat in a ditch or low spot with your hands shielding your head. Avoid overpasses and bridges.

For more information and planning guides, please visit <http://www.ready.gov>

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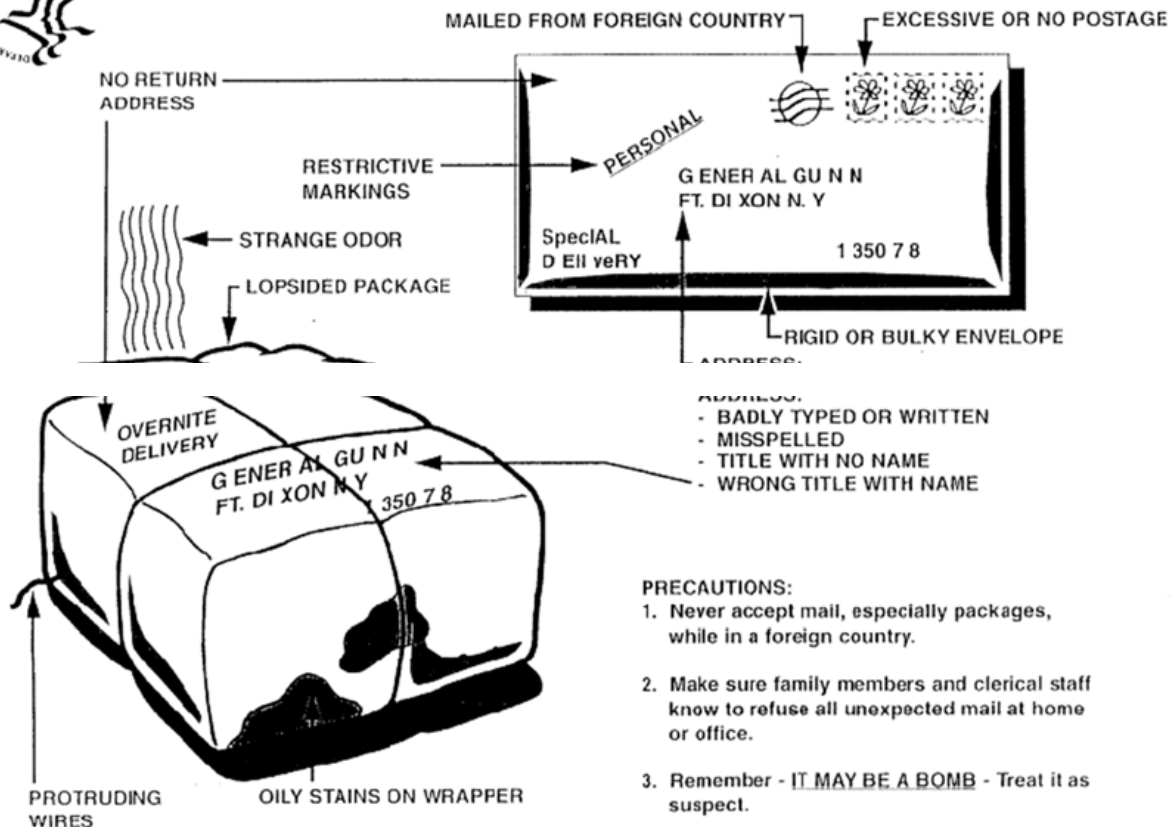
SUSPICIOUS MAIL OR PACKAGES

- If you receive or observe a suspicious piece of mail, package or material, **do not** move, open, cover or interfere with it.
- Move people away from suspicious items. Avoid contaminating other areas and people.
- Call Medaille Public Safety immediately at **(716) 880-2911** from a safe location.
- Be prepared to give the location of the item, the context of what you’ve observed, and your name and phone number.
- Follow directions of the Medaille Public Safety officers. Do not create panic. If you are told to evacuate, follow your unit’s evacuation procedure.
- Characteristics of a suspicious piece of mail or package that is received unexpectedly or is unknown and may include:

<ul style="list-style-type: none"> ○ excessive postage ○ misspellings of common words ○ excessive weight ○ rigid envelope ○ foreign mail, air mail, or special delivery ○ handwritten or poorly typed address ○ incorrect titles ○ restrictive markings; such as confidential, personal, etc. ○ an excessive amount of securing material used, such as masking tape, string, etc. 	<ul style="list-style-type: none"> ○ oily stains or discoloration ○ visual distractions ○ lopsided or uneven writing ○ titles but no names ○ no return address ○ protruding wires or foil
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WARNING! Suspect Letter and Package Indicators



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WORKPLACE VIOLENCE

- Your actions may help calm a potentially violent situation, or they may escalate the problem.
- **Behave in a manner that helps calm a situation.**
 - Stay calm and don't be in a hurry.
 - Be empathetic. Show you are concerned.
 - Try to have the person and you sit down; sitting is a less aggressive position.
 - Try to be helpful, for example, schedule an appointment for a later time.
 - Give positive outcome statements, such as, "We can get this straightened out."
 - Give positive feedback for continued talking, such as, "I'm glad you're telling me how you feel."
 - Stay out of arms' reach.
 - Have limited eye contact.
 - Take notes.
- **Avoid exacerbating behaviors:**
 - Do not patronize.
 - Do not yell or argue.
 - Do not joke or be sarcastic.
 - Do not touch the person

· **If someone becomes agitated:**

- Leave the scene immediately, if possible.
- Call Public Safety from a safe place.
- Or, call a co-worker, using an agreed-upon code word to indicate trouble.

· **Practice preventive measures:**

- Avoid scheduling appointments for times when no one else is in the area.
- Remove sharp and blunt objects from desks.
- Try to avoid working alone after hours.
- If you have to work late, advise a friend or family member.
- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- Do not leave money or valuable belongings lying around. Purses should be locked in a desk or cabinet.
- Lock your office and/or lab doors when they are not in use, even when you are leaving for “just a moment.”
- Always walk in well-lit areas and know your surroundings.
- If you think you are being followed, do not go home; go where there are other people. Call Medaille Public Safety at **(716) 880-2911** as soon as you are in a safe place.
- Report any strange or unusual activities immediately to your supervisor and the police.
- Report any locks, windows or lights that are in need of repair to your building coordinator.

· **Refer also to the ACTIVE SHOOTER section of this document.**