



# CRITICAL INCIDENT EMERGENCY RESPONSE GUIDE



# **Salem State College**

## **CRITICAL INCIDENT EMERGENCY RESPONSE GUIDE**

**This guide has been developed and approved by the Emergency Preparedness Committee over the past year. Please distribute it to appropriate areas within your division and ask your staff to familiarize themselves with it. The guide contains emergency instructions in the event of a Critical Incident that occurs on or affects the Salem State College community or its' members. Members of the Emergency Preparedness Committee will also be available to meet with you and your staff to answer any questions you may have. Additional guides are available from the Office of Public Safety – 978-542-6542.**

**Thank you.**

### **EMERGENCY PREPAREDNESS COMMITTEE MEMBERS**

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# 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 Salem State College Police Department.** 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

- a. 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.
- b. 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.
- c. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
- d. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
- e. Attempt to obtain information on the location of a device (building, floor, room, etc.)
- f. Attempt to obtain information on the time of detonation and type of detonator.
- g. Immediately after the caller has ended the call, notify the Salem State College Police Department at 6111.
- h. If the threat was left on your voice mail, do not erase.
- i. Notify the immediate supervisor within your work area.

## DECISION

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
- 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 Salem State College Police will dispatch a search team and will organize the search. Other emergency units will be alerted to the threat and asked to stand by for further instructions. Any employee who wants to leave the building will be permitted to do so. Persons leaving the building should report to a specified location for further instructions from their departmental supervisor.

## DECISION MAKER(S)

The decision to evacuate will be made by the Director of Public Safety or designee; there may be occasions in which he/she may consult with the President and/or appropriate individuals in the College administration prior to evacuation.

## **SUBSEQUENT PROCEDURES/INFORMATION**

Staff can be of assistance to the Police Department in several ways. Staff will be more familiar with their work area than the police 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 police will notify the Massachusetts State Police Bomb Squad for assistance and the Salem Fire Department to be placed on stand-by. The decision to resume normal activities in the building will be made jointly by the Director of Public Safety or a designee in consultation with the president and/or appropriate individuals in the College administration. The Police Department will want to interview the person who received the threat. As in any critical incident involving assets and resources of the Salem State College community, the Office of College Relations will be notified as soon as practical.

# 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 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

\_\_\_ 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 UNREST

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies would be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Threat of physical harm to persons or damage to College facilities
- Disruption of the normal operations of the College.
- Obstructing access to offices, buildings, or other College facilities.

Willful demonstrations within the interior of any College building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.

Unauthorized entry into or occupation of any College room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any College property, equipment, or facilities shall be forbidden and the offender(s) may face civil and policy penalties.

## IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, the Department of Public Safety should be notified.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

### 1. Peaceful, Non-Obstructive Protest

- Generally, peaceful protests should not be interrupted. Protestors should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
- If protestors are asked, at the President's or designee's request, to leave but refuse to leave by regular facility closing time:
  - Arrangements will be made by the Vice President for Student Services to monitor the situation during non-business hours, or
  - Determination will be made to treat the violation of regular closing hours as a disruptive protest.

### 2. Non-Violent, Disruptive Protest

In the event that a protest blocks access to college facilities or interferes with the operation of the College:

- The Vice President for Student Life or his/her designee will go to the area and ask the protestors to leave or to discontinue the disruptive activities.
- If the protestors persist in disruptive activity, the following statement will be read by a selected College administrator as circumstances permit:

"I am \_\_\_\_\_, speaking on behalf of Salem State College. The Colleges' Code of Student Life forbids:

- A. Intentional interference with the right of access to college facilities by others entitled to use them or with the rights of other persons on the campus.
- B. Willful demonstrations within the interior of any college building or structure except as specifically authorized.

“Individuals here present violating these rules may be subject to disciplinary action, up to expulsion from the College. Individuals may also be subject to arrest for criminal trespass, pursuant to Massachusetts General Law.”

- C. If the protestors persist in disruptive behavior after the above administrative message is read, the following statement shall be read as circumstances permit:

“The College has requested that law enforcement clear this area. The College’s administration will now withdraw from this area to permit law enforcement to do so.”

Immediately followed by:

“I am \_\_\_\_\_, of the Salem State College Police Department. I am asking you to leave these premises and disperse. If you do not now leave, you will be in violation of Chapter 269 ss 1 - Massachusetts General Law Group Disorder. If you do not immediately disperse, you may be arrested and charged with the violation of this act.”

### **3. Violent, Disruptive Protests**

In the event that a violent protest in which injury to persons or property occurs or appears imminent, the following will occur:

- A. During Business Hours

The Salem State College Police Department will be notified immediately who will in turn alert the President.

The President, in consultation with Director of Public Safety will determine any further actions.

- B. After Business Hours

The Salem State College Police Department will be notified immediately of the disturbance.

SSCPD will investigate the disruption and report and notify the Director of Public Safety, who will inform the President and other key administrators.

NOTE: If possible, an attempt should be made to communicate with the protestors to convince them to desist from engaging in violent activities in order to avoid further escalation of possible violent confrontation.

### **SUBSEQUENT PROCEDURES/INFORMATION**

If it becomes necessary, the Director of Public Safety or designee will call for assistance from the Salem Police Department or other law enforcement agencies as needed. If assistance is needed with mass transportation, the Director of Public Safety will call for assistance from the Division of Parking and Transportation and/or Sheriff’s Department.

Efforts should be made to secure positive identification of protestors in violation to facilitate later testimony, including photographs if deemed advisable. Additionally, efforts should be made to video tape any police action for future reference.

# EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

## IMMEDIATE ACTION

- Get out of the building as quickly and calmly as possible. Call 6111.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas.  
Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue people who are inside a collapsed building.  
Wait for emergency personnel to arrive.
- DO NOT use elevators. Persons with mobility concerns should go to an area of safety and await emergency rescue teams.

## DECISION

The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

## DECISION MAKER(S)

The emergency unit or agency in control will decide when to turn control of the scene back over to the appropriate College entity, e.g., the Department of Public Safety or facility tenant(s). Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

## SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the explosion incident, other support agencies and College resource units may be brought in for services or assistance.

# FIRE

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Public Safety Department by dialing 6111.

## IMMEDIATE ACTION

- I. For the person discovering the fire:
  - A. Extinguish only if you can do so safely and quickly. Activate an alarm.
    - After the fire is extinguished, call Public Safety - Dial 542 6111.
  - B. If the fire cannot be extinguished:
    - Confine the fire by closing the doors.
    - Pull the nearest fire alarm, if there is one.
    - Call the Public Safety Department - DIAL 6111.
    - Alert others.
    - Meet the Fire Department when they arrive.
- II. For occupants of the building:
  - A. Close the doors to your immediate area.
  - B. EVACUATE the building via the nearest exit. Assist others in exiting the building.
  - C. DO NOT use elevators.
  - D. Avoid smoke filled areas.
- III. For persons evacuating from the immediate fire area:
  - A. Feel door from top to bottom. If it is hot DO NOT proceed; go back.
  - B. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
  - C. If no smoke is present, exit the building via the nearest stairwell or exit.
  - D. If you encounter heavy smoke in a stairwell, go back and try another stairwell.

## DECISION

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the Public Safety Department. The Public Safety Department will decide in collaboration with Facilities when to turn control of the scene back to the facility tenant(s).

## DECISION MAKER(S)

The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. At the discretion of the Fire Department Incident Commander, site control will be transferred to the appropriate College entity, e.g. the Public Safety Department or the facility tenant(s).

## SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the fire incident, other support agencies and College resource units may be brought in for service or assistance.

# FLOOD

Floods may be caused by domestic water systems or by rivers and/or streams overflowing their banks. Floods caused by domestic systems do not endanger people but can cause extensive damage to the building and equipment. Floods caused by overflow of rivers and streams are extremely dangerous and may require the evacuation of buildings.

## IMMEDIATE ACTION

- I. For floods caused by a domestic water system failure:
  - A. Call Facilities at 4357 to report the building and room number.
  - B. Protect College property from damage where possible.
  - C. Facilities personnel will remove the water and perform building repairs.
  
- II. For floods caused by rivers and/or streams overflowing their banks:
  - A. Facilities personnel will manage protective measures when flood damage is present.
  - B. Facilities will keep occupants informed regarding the level of water.
  - C. If flood is imminent, occupants will be asked to move property for its protection.
  - D. Facilities personnel will assist in moving property if needed.
  - E. Occupants should be prepared to evacuate if advised to do so by Facilities.

## DECISION

The responding Facilities personnel will control and make decisions at the flood scene. They will decide when to turn control back over to the building occupants or appropriate college personnel when outdoor areas are involved.

## DECISION MAKER(S)

Department of Public Safety in consultation with Facilities personnel will make decisions regarding control and access to buildings/areas affected by floods, and issuing or not issuing all clear for safe building/area re-entry and continued occupancy.

## SUBSEQUENT PROCEDURES/INFORMATION

In extreme cases of flooding, it may be necessary to request assistance from local, state or federal agencies. Such requests for assistance will be coordinated by the Critical Incident Management Team.

# HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the city Fire Department or Hazardous Material (HAZMAT) Team. The College does not have a fire department or HAZMAT Team.

## Simple Spill

Does not spread rapidly.

Does not endanger people.

Does not endanger environment.

Trained individual can clean up.

## Major Spill or Emergency

Spreads rapidly.

Endangers people.

Endangers environment.

Must call 6111.

## IMMEDIATE ACTION

I. Simple spills should be cleaned up by the person causing the spill.

II. Major spills or emergencies

- Dial 6111
- Evacuate, assemble at a safe distance – upwind.
- Account for individuals
- Wait for and provide information to responders

III. Notifications and Reporting

If the incident involves any radioactive materials, or is a major spill of hazardous materials, notify the Safety Officer at 978 542 7115 during business hours (week days 8am-12 and 1-5 p.m.), or the Public Safety Department at 542-6111 during non-business hours.

If the incident involves an oil spill, or a release of hazardous material to the environment or beyond college boundaries, immediately notify the Department of Public Safety.

Reports to the Massachusetts Emergency Management Agency must be made as soon as possible and not later than six hours after discovery of the incident.

## DECISION

- Determine if emergency responders are needed.
- Determine if immediate hazards are under control and the situation is stabilized.
- Determine if the site can be reoccupied or if further remediation or repair is needed.

## DECISION MAKER(S)

The decision to call for emergency assistance may be made by the user, a person discovering an incident, or the resource or emergency unit receiving a call for assistance.

The decision that an incident is controlled and stabilized is made by the emergency response agency, i.e. the Incident Commander from the Fire Department or HAZMAT Team. After immediate hazards have been controlled and stabilized, the Incident Commander will transfer authority and responsibility for the site to the

Public Safety Department. The Public Safety Department will transfer responsibility back to the unit, department, or facility tenant, as appropriate for the situation.

Emergency agencies and units may request input for decision-making from College resource units; for example, to determine that re-occupancy is safe.

## **SUBSEQUENT PROCEDURES/INFORMATION**

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, College resource units, or specialized contractors.

# INFRASTRUCTURE FAILURE

It is understood that from time to time the Salem State College campus may experience infrastructure problems that could render the work site unsafe or uninhabitable such as electricity, computer, steam, water, or telephone failures.

## IMMEDIATE ACTION

- I. If a critical incident is experienced relating to water, electricity, or steam, call Facilities at 978-542-4357
- II. If a critical incident is experienced relating to telephone systems, call Telephone Support at 978-542-6000/6662
- III. If a critical incident is experienced relating to computer systems, call ITS at 978 542 2036

## DECISION

The first responders, either Facilities or ITS, will determine whether a critical incident exists, will report to the appropriate department heads and, in the event that a critical incident exists, the Director of Public Safety will notify the President who will convene the Critical Incident Management Team (CIMT).

# **WEATHER EMERGENCY**

## **SNOW OR ICE STORM**

In circumstances involving snow or ice, the Department of Public Safety will determine the condition of roads and walkways, surrounding roadways and major highways after consultation with Massachusetts State and Local Police.

### **IMMEDIATE ACTION**

Facilities Services Group personnel will respond to all snow or ice storms to remove snow and spread sand and salt if ice is present.

### **DECISION**

When weather conditions are so extreme that the administration decides it is necessary to postpone or cancel any College activity, the public will be notified as follows:

- Public radio and television stations.
- Announcements via the college's telephone system.
- Announcements via the College's Web site.

## **HURRICANE**

A hurricane watch means conditions are right for a hurricane. During a hurricane watch, staff should be alert to weather conditions. A hurricane warning means that a hurricane has been sighted.

The hurricane season for the Atlantic seaboard area is primarily June through November.

### **IMMEDIATE ACTION**

- I. Remain calm and avoid panic.
- II. Go to an area of safety such as rooms and corridors in the innermost part of a building.
- III. AREASTO AVOID – stay clear of windows, corridors with windows, or large free- standing expanses. There is no guaranteed safe place during a weather event such as a hurricane or tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
- IV. DO NOT use elevators during a tornado warning. Persons with mobility concerns should go to an area of safety at the time of a hurricane or tornado watch; DO NOT wait for a hurricane or tornado warning.
- V. Close all doors, including main corridors, making sure they latch.
- VI. Crouch near the floor or under heavy, well supported objects and cover your head.
- VII. Be alert for fire. In the event of a fire, the SSC fire plan should be utilized.

### **DECISION**

If a hurricane or tornado actually affects any of the Salem State College buildings, the decision to return to your work space or vacate the affected building(s) will be made by the Director of Public Safety or designee in consultation with the President or designee and Facilities.

# VIOLENT INCIDENT

Violent incidents including but not limited to acts of terrorism, assaults, and incidents of workplace violence can occur on the College campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e., imminent or having just occurred).

## IMMEDIATE ACTION

- I. Emergency situations should be reported to law enforcement by dialing 6111 or 911 (if off campus).

When 911 is dialed, the City of Salem Department will receive and transfer the call to the College Department of Public Safety (DPS) using a dedicated line between the two departments if the incident is located on College property. The 911 call will also appear on a computer screen in the DPS communications center.

- II. When you dial 6111 or 911, be prepared to provide as much information as possible, such as the following:
  - o what is happening
  - o the location
  - o who is involved
  - o type of weapon(s) involved, if any
  - o your name and address
- III. Taking the time to provide such information will not delay law enforcement response. Complete information may allow them to handle the matter more effectively.

## DECISION MAKER(S)

The decision to call in additional law enforcement agencies will be made by the Director of Public Safety or designee.

## SUBSEQUENT PROCEDURES/INFORMATION

Members of the Salem State College community can enhance the safety of all and be of assistance to the Department of Public Safety and visiting law enforcement agencies by cooperating fully with instructions given by authorities.

# SEVERE MENTAL CRISIS

Anyone on campus in contact with faculty, staff member, or student who is experiencing a mental health crisis (i.e., severe emotional stress, overdose, attempted suicide, death of a close acquaintance) should make every effort to obtain immediate assistance for that person.

A professional staff member in the Counseling Center (ext. 6410/11) should be contacted for assistance.

If emergency assistance is needed (person in crisis being physically at risk), the Police (ext. 6111 on campus), or if off campus 911 should be called. It is helpful to make the distinction in the definition of “crisis,” whether the person is physically at risk, or not physically at risk. If physically at risk, the ambulance service should be called or the individual transported to a local hospital or crisis center for evaluation; the officer will make this decision. In the event that the individual is screened out for immediate care, follow up action will include referral to the Counseling Center staff. Criteria for indication of “physically at risk,” are having experienced a physical trauma, unable to cope or care for self, threatens harm to self or other, etc.

All information that is obtained about the incident will be forwarded to the appropriate personnel and, as necessary, to College Relations. *Note: “All information” cannot include the confidential exchanges with the counselor unless the behavior of individual requires that privilege is suspended and then it would be for the treatment/intervention of the individual.*