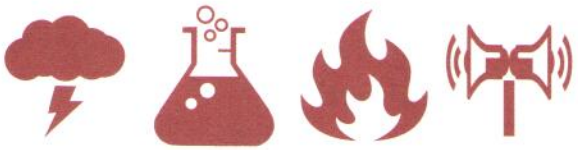
EMERGENCY RESPONSE HANDBOOK



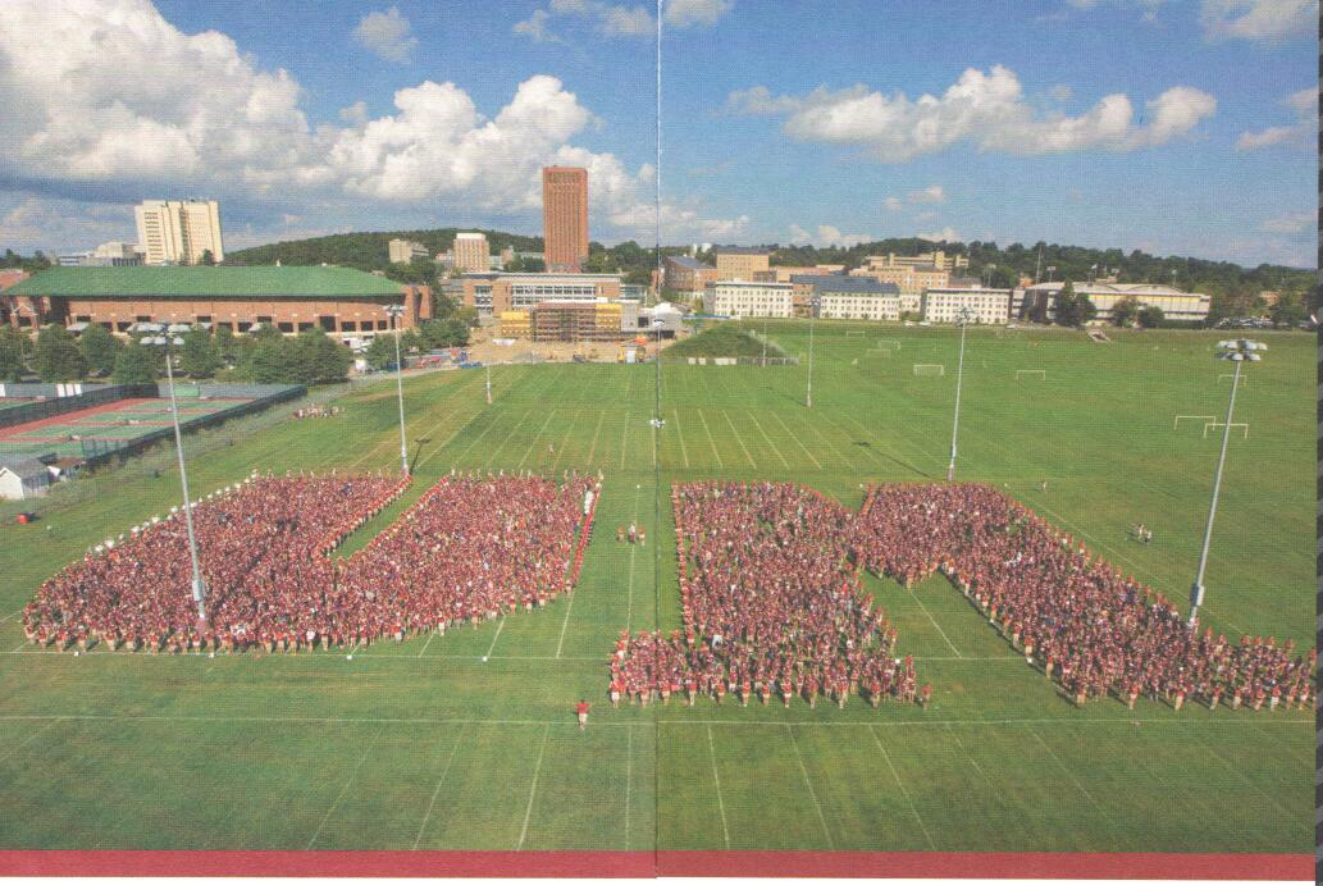
UMass Amherst
The Commonwealth's Flagship Campus

www.umass.edu/emergency

INTRODUCTION

FIRE • SEVERE WEATHER • CYBER THREAT • ASSISTING PEOPLE WITH ACCESS & FUNCTIONAL NEEDS • MEDICAL EMERGENCY • UTILITY FAILURE

CHEMICAL SPILL / BIOLOGICAL RELEASE • SUSPICIOUS PACKAGE • BOMB THREAT • CRIME • VIOLENCE / ACTIVE SHOOTER



The University of Massachusetts Amherst makes it a priority to maintain an environment for its faculty, staff, students, and visitors that does not adversely affect their health and safety. In support of this, we ask that UMass Amherst faculty, staff, students, and their families prepare for emergencies by familiarizing themselves with emergency procedures.

UMass Amherst Alerts
is the campus's primary emergency notification system.
It alerts the UMass Amherst community of any emergency preparedness and incident-related information. Texts, emails, and outdoor warning sirens will provide urgent campus information directly to you. *Follow instructions received through the alerts.* If you are in class, notify your instructor about any messages received.

To sign up
for UMass Amherst Alerts visit
www.umass.edu/emergency.

NOTE:
911 calls
made on your cell phone will be answered by the Massachusetts State Police.

IT IS RECOMMENDED
that you have **UMass Police** programmed on your speed dial at:
413-545-3111

FIRE

- ☐ **Close** doors behind you.
- ☐ **Pull** the fire alarm.
- ☐ **Evacuate** the building immediately using the closest emergency exit.
- ☐ **Call** 911 to report the fire (say "UMass Amherst" and give location).
- ☐ **Assemble** in a designated area.
- ☐ **Re-enter** the building **only when instructed** by officials.
  - Do not assume an alarm is false.
  - Do not use elevators.
  - If unable to exit the building, go to the nearest exit stairwell or safe area of refuge and call UMPD (413-545-3111) or 911 to report your location.
  - If trained, use a fire extinguisher (if the fire is small and contained, and room is not filled with smoke).

SEVERE WEATHER

SHELTER-IN-PLACE for thunderstorms and tornadoes:

- ☐ **Seek** shelter indoors in a low part of the building.
- ☐ **Move** to a windowless interior room staying away from large objects that may fall during a storm.
- ☐ **Take cover** against an interior wall.
- ☐ **Monitor** Campus Advisories and local media.
- ☐ **Wait** for the **all clear** before leaving your safe space.

CYBER THREAT

As we increasingly use and rely on computer technology in our day-to-day lives, it's important to be aware of possible threats caused by cyber-attacks, viruses, and identity thefts. To learn more contact IT at 413-545-9400.

- ☐ **Visit** the UMass IT website for tips on how to protect your computer. **www.it.umass.edu/security**
- ☐ **Use** anti-virus software. (It's free!)
- ☐ **Update** your computer's software and operating system.
- ☐ **Use** anti-malware software. (Also free!)
- ☐ **Change** your passwords with daylight savings.
- ☐ **Use** eduroam for your campus wireless connection.

ASSISTING PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS

Blind or Visually Impaired:

- ☐ **Clearly announce** the emergency.
- ☐ **Offer** your arm for guidance.
- ☐ **Lead** the person and alert them of obstacles.

Deaf or Hard of Hearing:

- ☐ **Turn lights** on and off to gain the person's attention.
- ☐ **Indicate** directions with gestures or a written note.

Mobility Impaired:

- ☐ **Guide** the person to the nearest exit stairwell or safe area of refuge.
- ☐ **Do not** use elevators.
- ☐ **Call** UMPD (413-545-3111 or 911) to report your location.
- ☐ **Stay** with the person if it can be done without unreasonable personal risk.
- ☐ **If** in imminent danger and the person requests assistance before emergency personnel can arrive, find volunteers to evacuate the person per his/her instructions.

MEDICAL EMERGENCY

- ☐ **Call** UMPD (413-545-3111) or 911 immediately.
- ☐ **Provide** the location, nature of injury or illness, current condition of the victim and other requested information.
- ☐ **Remain** on the phone until directed to hang up.
- ☐ **Stay** with the victim.
- ☐ **Do not** move the victim unless he/she is in immediate danger.

UTILITY FAILURE

Utility failures include power outages, gas leaks/unusual odors, flooding/plumbing problems, broken or malfunctioning life-safety equipment or elevator entrapment.

- ☐ **If** power or any other utility failure occurs contact Physical Plant Solutions Center at 413-545-6401.
- ☐ **If** there are potential dangers that exist as a result of the utility failure, notify UMass Police Department.
- ☐ **If** instructed to leave the building, do so in a calm, orderly manner.

CHEMICAL SPILL / BIOLOGICAL RELEASE

- ☐ **Alert** all persons nearby.
- ☐ **Secure** area and do not attempt to clean unless you are properly trained in managing biological releases or chemical spills.
- ☐ **Move** to a safe area.
- ☐ **Call** Environmental Health and Safety (413-545-2682) or UMPD (413-545-3111).

SUSPICIOUS PACKAGE

- ☐ **Do not** handle or open the item.
- ☐ **Leave** the area and close doors behind you.
- ☐ **Call** UMPD (413-545-3111) or 911 and provide detailed description of the item(s) and its location.

SUSPICIOUS PERSON

- ☐ **Call** UMPD (413-545-3111) or 911.
- ☐ **Do not** confront the person or let the suspicious person into a locked building or office.
- ☐ **Do not** block the person's access to an exit.
- ☐ **Barricade/Secure** your area if you are unable to safely evacuate the area.

BOMB THREAT

Obtain as much information as possible from the call and report the threat immediately to UMPD (413-545-3111) or 911

Be sure to note:

- ☐ **Precise time** of the call.
- ☐ **Caller's exact words.**
- ☐ **Listen** for any background noises, voice inflection or accents, and anything else that would help determine the origin of the call.
- ☐ **Information** regarding the device and possible **location.**
- ☐ **Evacuate** the building upon instruction from emergency personnel.

Ask the person questions, such as:

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

CRIME

Be sure to:

- ☐ **Remain** in or move to a safe area.
- ☐ **Report** criminal or suspicious activity to UMPD (413-545-3111) or 911.

VIOLENCE/ACTIVE SHOOTER

If an active shooter is in your vicinity:

- ☐ **Call UMPD (413-545-3111) or 911 when it is safe to do so** and provide information, including the location and number of shooters, description of the shooter(s), weapons used and number of potential victims.
- ☐ **Evacuate**

If you can evacuate the building:

- Try to stay calm and determine the location of the threat. Call 911 as soon as possible, although escaping is your priority.
- If a safe exit does exist, take it as quickly as possible.
- Continue running until you are well cleared from the location of the threat. Find a safe location and call 911 to tell the police of your location.

- ☐ **Shelter-in-Place**

If you cannot evacuate the building:

- Try to stay calm and determine the location of the threat.
- Take shelter in the nearest office, classroom, closet or other area which can be secured. Barricade the door using desks, bookshelves, or other heavy objects. If the door opens outward, attach one end of a belt to the door handle and the other end to a heavy object.
- Look for other possible escape routes, such as windows, other doors.
- Call 911 and tell them what is happening. Speak quietly and then set your cell phone to vibrate or silent.
- Stay low to the ground and remain as quiet as possible.
- Once in a secure location, do not open the door for anyone. Do not approach police officers as they attempt to locate and neutralize the threat.
- When University Police arrive, obey all commands. You may be asked to keep your hands in the air; you may even be handcuffed until the police assess the situation. These steps are taken for safety reasons.

- ☐ **Take Action**

As a last resort and only when your life is in imminent danger, attempt to disrupt and/ or incapacitate the shooter by:

- Use items around you as weapons to fight.
- Attack as a group, swarming around the threat.
- Use any and all means necessary to incapacitate the suspect.
- Commit to your actions.
- When University Police arrive, obey all commands. You may be asked to keep your hands in the air, you may even be handcuffed until the police assess the situation. These steps are taken for safety reasons.

IMPORTANT PHONE NUMBERS

UMass Police (Non-emergency)..... **413-545-2121**

UMass Police (Emergency)..... **413-545-3111**

Physical Plant (Facilities Solutions Center)..... **413-545-6401**

Emergency Closings/Delays..... **413-545-3630**

UMass Main Information Line..... **413-545-0111**

UMass Disability Services..... **413-545-0892**

IT Support Center..... **413-545-9400**

Residential Life Student Services..... **413-545-2100**

Environmental Health and Safety..... **413-545-2682**

Office of Parent Services..... **413-577-4444**

University Health Services..... **413-577-5000**

Center for Counseling and Psychological Health..... **413-545-2337**

NOTE: 911 calls made on your cell phone will be answered by the Massachusetts State Police. It is recommended that you have the UMass Police programmed on your speed dial at **413-545-3111.**

EMERGENCY SUPPLY KIT GUIDE

You may be confined to your home for long periods of time or you may be asked to evacuate quickly, so pre-assembling these essentials will mean you'll be ready at a moment's notice. Aim to prepare three days' worth of supplies, focusing your efforts on food, fresh water, and warmth.

Keep your kit well stocked with the following items:

- Water (one gallon per person, per day, for drinking and sanitation)
- Non-perishable food items
- First aid kit (include any prescription medications).
  Toiletries (toothbrush, toothpaste, soap, contact lenses, etc.)
- Flashlight
- Radio and extra batteries
- Blankets.
- Mobile device charger
- Dust mask (cotton t-shirt)
- Cash
- Important documents
- Clothing and comfortable shoes
- Safety whistle

STAY INFORMED

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TIPS

- Always carry your UMass Amherst UCard.
- Be aware of the UMass Amherst Alert system.
- Know the location of first aid kits, defibrillators, exits, and fire extinguishers.
- Keep UMass Amherst Emergency Contact numbers readily available.
- Always report suspicious activities or items.

8/2015