

H M S & H S D M

EMERGENCY GUIDE

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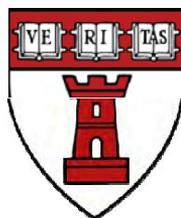
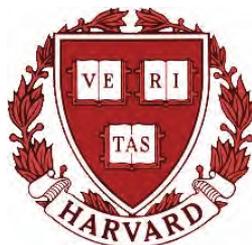
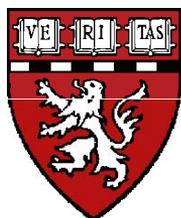
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H A R V A R D
M E D I C A L S C H O O L
A N D S C H O O L O F
D E N T A L M E D I C I N E

EMERGENCY GUIDE



EMERGENCY PHONE NUMBERS



Medical Emergency
911



Harvard University
Police Department
(617) 432-1212



HMS/HSDM Security
(617) 432-1379



HMS/HSDM Facilities
(617) 432-1901



Emergency Information Line
(617) 432-6666



HARVARD UNIVERSITY



Reporting an Emergency

*This procedure provides information on how an emergency or hazardous condition should be reported.
This procedure can be utilized in all situations.*

Report emergencies to:

Medical Emergency



911

- Injury
- Illness

Harvard University Police Department

(617) 432-1212



- Public Safety
- Threat
- Violence
- Theft

HMS/HSDM Facilities Office

(617) 432-1901



- Fire/Smoke/Explosion
- Flooding
- Hazardous Material
- Utility Failure
- Facilities Issues

Information you should know:

- What to do if the **fire alarm** sounds – know your **evacuation routes** and meeting areas.
- Location of the nearest **First-Aid Kit**.
- Location of the nearest **Automated External Defibrillator (AED)**.
- How to obtain **information** during an emergency.



Reporting an Emergency



Tips for reporting an emergency:

- Remain calm.**
- Try to call from a desk phone, not a cell phone.
- Report all injuries first.**
- Describe the type of emergency (fire, medical, utility disruption, public safety, etc).
- Provide the building/area and room number of the emergency.
- Give the phone number you are calling from.
- Refer all **media inquiries** to the **HMS Public Affairs Office** at **(617) 432-0442**.

Other important information:

- Determine if the emergency has interrupted campus operations or is escalating.

NOTES: _____



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Preparing for Emergencies



This procedure provides instruction on how to use this guide. Additionally, it provides tips and suggestions on how to be prepared before an emergency occurs.

About this guide:

This guide is:

- A list of suggestions and tips which may help you to stay safe during an emergency.
- A reference on how to report emergencies and hazardous conditions to the School.
- An overview of the most common emergencies you may encounter in the Harvard community.
- This guide is not** a comprehensive set of instructions for every type of emergency you may encounter.

How to use this guide:

- Remain calm.**
- The Reporting an Emergency procedure can be used in **any situation** to assist you in reporting a general emergency or hazardous condition.
- During an emergency, you should turn to the procedure that **best fits** the situation. There may not be a procedure that addresses the exact situation facing you.



Preparing for Emergencies



Personal Preparedness

- Review the guide** and be familiar with how to obtain information from it during an emergency.
- Know whom to contact** for different types of emergencies, both to obtain assistance and report problems within your department.
- Be vigilant** in your areas and report situations which seem dangerous or suspicious.
- Review other safety resources** such as the annual *Playing it Safe* guide from HUPD, resources available from UHS, guidance from your local HR department or supervisor, and www.ready.gov for helpful tips and advice.
- Take personal responsibility** for your own preparedness by taking steps to educate and equip yourself for an emergency.
- Know** the evacuation routes and meeting locations for your office and places you visit during the business day.
- Know** your school or department policies regarding emergencies.
- Know** how you will get information from your school/department during an emergency.



HARVARD UNIVERSITY



Injury / Illness

This procedure provides basic information relating to medical emergencies. It should be used, along with other applicable procedures, anytime someone requires medical assistance.

CALL 911

- DO NOT** move the injured unless there is an immediate, life-threatening situation. If you believe they may have been electrocuted, do not touch them for any reason.
- Follow the instructions** of the 911 emergency dispatcher. If necessary, they will send an ambulance to assist you.
- Notify** the Harvard University Police Department by calling (617) 432-1212.
- Send** someone to retrieve the First Aid Kit and AED if available.
- Send** someone to guide responders to the location of the person needing assistance.
- Contact** the HMS/HSDM Facilities Office at (617) 432-1901 for custodial or EH&S support if necessary.

Tips for reporting an injury or illness

- Location** of injury or illness?
- How many** people need help?
- What type** of injury or illness do they have?
 - Life-threatening or not?
- Do you know **how** they became injured?
- Is someone providing medical care already?



Injury / Illness



If you are trained, equipped, willing, and it is safe for you to do so, provide basic First Aid according to your previous training or American Red Cross suggested standards.

Check

- Check to see if the person can talk.
- If not, can the person make eye contact?
If the person is awake:
- Try to keep them warm and talking.
If the person is not awake:
- If you are ***trained, properly equipped***, and ***willing***, assess the need for CPR.

Always wear the proper protective equipment before providing any type of medical assistance.

If CPR is required:

- Begin CPR and follow the AED instructions.

If there is severe bleeding:

- Provide bandages to the injured.**
- Following the guidance from the *American Red Cross*, ask the injured to **apply firm, steady pressure** over the injured area until professional assistance can arrive.
- DO NOT** remove or replace the bandages.
- Add additional bandages** if necessary.
- If the individual is unable to apply pressure themselves and **if you are willing and properly protected**, you may assist them.



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Fire / Smoke / Explosion



This procedure provides basic information relating to fire alarms, actual fires, and explosions. If anyone is hurt or hazardous materials are involved, please refer to those applicable procedures as well.

If you are inside the building:

- DO NOT fight the fire.**
- DO NOT use elevators**; use only the stairs.
- Evacuate** the building.
- As you evacuate, **activate the fire alarm system** by using an emergency pull-station.
- Close** doors behind you as you leave.
- Assist others in evacuating. If someone is **unable to leave**, you should **continue to evacuate** and **alert responders**.
- Go to the **Evacuation Assembly Area**.

If you are outside the building:

- DO NOT enter the building.**
- Call 911.**
- Notify the **Harvard University Police Department** by calling **(617) 432-1212**.
- Assist others **once they are safely away from the building** and encourage them to **remain in the Evacuation Assembly Area**.



Fire / Smoke / Explosion



Tips for reporting smoke, a fire or an explosion:

- Remain calm.**
- Is anyone **injured or trapped**?
- Do you know **what** may be burning?
- Are there any **other hazards** present?

Once you have safely evacuated:

- DO NOT reenter the building** until given permission by the HMS or HSDM.
- Look for HUPD or Fire Department personnel** and provide them any information you may have about occupants still inside the building or about the origin of the emergency.
- Remain** in the Evacuation Assembly Area.
- Await** further instructions from responders or management.

If you MUST use a fire extinguisher to escape:

- P**ull the safety pin on the grip handle
- A**im the nozzle at the base of the fire
- S**queeze the handles all the way together
- S**weep the extinguisher from side to side



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Utility Disruption

This procedure provides basic information relating to the disruption of normal utility service, including heating, cooling, water, electricity, telecommunications, and the network.

Determine which utility is disrupted and call:

- HMS/HSDM Facilities Office: **(617) 432-1901**
 - Heating
 - Cooling
 - Water (including pressure)
 - Electricity
 - Other unsafe conditions

- UIS Telephone Repair: **(617) 495-4900**
 - HUIT Telecommunications

- HMS/HSDM Help Desk: **(617) 432-2000**
 - Network
 - Computers
 - Software

Tips for reporting a utility disruption:

- Are you in a **safe location**?
- What **type of utility** is disrupted (heating, cooling, water, electricity, telephones, etc.)?
- What is the **extent of the disruption**?
- Complete outage**, or does it **fluctuate**?
- How long** has the disruption lasted?



Utility Disruption



If you feel the area is unsafe, evacuate the area and request assistance according to the Reporting an Emergency Procedure.

- Remain calm.**
- DO NOT** burn candles or anything else.
- DO NOT** use the elevators.
- If you are using only emergency lighting, leave the area or find supplemental lighting. **The emergency lighting will typically last for only approximately 30 minutes.**
- Report** the condition to your supervisor.
- Follow** department-specific instructions to recover business operations.
- After reporting the disruption, **inform others** in the area that *“the School has been notified of the disruption and is working to correct the problem as soon as possible.”*

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Threat

This procedure provides information on what to do when you become aware of a threat. This includes bomb threats, cyber threats, or threats of violence against the School, its property, or its interests.

If you receive a threat:

- Refer all threats to the **Harvard University Police Department** at **(617) 432-1212**.
- If you receive the threat on the phone and if you can, ask the caller to hold and **transfer the call to HUPD at (617) 432-1212**.
- If you are unable to transfer the call**, ask the caller to contact HUPD directly.
- Obtain as much information as possible from the caller, and then **contact HUPD** with the information you collected.
- Answer** any questions HUPD has for you.
- Remain available** to further assist HUPD.
- Inform your supervisor.
- DO NOT activate the fire alarm system unless instructed to do so by HUPD.**

If you locate a Suspicious Object:

- Do not touch or move it.**
- Notify **HUPD** of the exact location.
- Isolate** the immediate area.
- Refer to Suspicious Package Procedure.**



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Suspicious Package / Item



This procedure provides basic information relating to suspicious packages or items. It can be utilized for any type of package or object, including those with unknown contents.

If you are holding a suspicious package / object:

- Evacuate others** from the immediate area.
- Gently** set the item down on a **solid surface or on the floor**. If there is powder or liquid, try to set the item down in a container like a trash can or bucket.
- Cover** the item with an article of clothing.
- Leave** the immediate area.

If you locate a suspicious package / object:

- Remain calm.***
- DO NOT** touch or move the object.
- DO NOT** activate the fire alarm system.
- Contact the **Harvard University Police Department (HUPD)** at **(617) 432-1212**.
- Evacuate only** the immediate area.
- Isolate the area** and do not allow anyone to enter until HUPD has specifically said that the area is safe.
- Notify** a supervisor.
- Request** other witnesses to remain nearby to speak with HUPD responders.
- Remain available** to assist responders.



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Active Shooter Situation



An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

1. EVACUATE:

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE OUT:

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors
- Silence your cell phone and/or pager

3. Take Action:

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO



HARVARD UNIVERSITY

Active Shooter Situation



An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

When Law Enforcement Arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information to provide Law Enforcement or 911 Operator

- Location of the active shooter
- Number of shooters
- Physical description of shooter(s)
- Number and type of weapons held by shooter(s)
- Number of potential victims at the location



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Active Shooter Situation



An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Coping with an active shooter situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort



Suspicious Package / Item



Tips for identifying a suspicious package:

FBI Advisory

**If you receive a suspicious letter or package
What should you do?**

- 1** Handle with care
Don't shake or bump
- 2** Isolate and look for indicators
- 3** Don't Open, Smell or Taste
- 4** Treat it as Suspect!
Call 617-495-1212



Courtesy of the FBI Critical Incident Response Group, Bomb Data Center



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Hazardous Materials



This procedure provides information relating to the release of hazardous materials, such as chemicals, or any substances which cannot be readily identified as safe, including bodily fluids and fuel.

DO NOT clean-up the spill

If you believe the area is unsafe:

- Evacuate Immediately**
 - Request** exposed individuals to **remain nearby** until emergency responders arrive.
 - Isolate** the area and await assistance.
-
- If personnel are **ill or injured**, call **911** and refer to the *Injury/Illness Procedure*.
 - Call the HMS/HSDM Facilities Office** at: **(617) 432-1901**

Tips for reporting an accident:

- Has anyone been **exposed**?
- What** has been released (gas, liquid, solid)?
- Do you know what the **material** is?
- Are there **labels, placards, or pictures** that you saw or can see from a safe location?
- How much** has been released?
- Is the **release continuing**?
- Is the release contained, or is it **entering the environment** (sewer, soil, vents, etc.)?



Hazardous Materials



Safety tips for hazardous materials:

If you are trained and can do so safely:

- Turn off** any sources of ignition.
- Provide assistance** to the ill or injured (see *Injury/Illness Procedure*).
- If individuals have been **exposed**, brush off any dry chemicals and **rinse the area** thoroughly for 15 minutes or until medical assistance arrives.
- Activate** emergency shut-offs.
- Try to **slow the free-flow movement** of a liquid to prevent the spill from entering drains or the environment by using any absorbent buffer which is available.
- Locate** the Material Safety Data Sheet (MSDS) and provide it to responders.
- Wait** for direction from emergency responders or your supervisors.

If you regularly work in a lab area:

- Familiarize yourself** with your lab's contents, the location of safety equipment, and evacuation routes.
- Know** if there are any special emergency procedures for your lab and if there is lab-specific emergency guidance.
- Know** who the Lab Manager is and report any dangerous or unusual conditions.



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Flooding / Water Leak



This procedure provides basic information relating to flooding which may occur in any University-owned property. It provides basic safety and notification information.

Reporting a problem:

- Report all flood, back-up, and water leak issues to the **HMS/HSDM Facilities Office** at **(617) 432-1901**.
- Contact your supervisor.

Tips for reporting a flood or water leak:

- What is the **source** of the water (pipe, seepage, roofing, etc.)?
- How much** water is present?
- How fast** is the water entering the area?
- Are there **hazardous materials** involved?
- Has anything been **damaged**? *Specify if Harvard-owned property, such as **books, collections, equipment, or infrastructure** have been damaged.*
- Is anything in **danger** of being damaged?
- Are any other **utilities** involved?

DO NOT risk exposure to save property.

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Flooding / Water Leak



Important safety information:

DO NOT enter standing water.

- Water can carry an **electric current** without any visible signs. **This can be dangerous.**
- Assume the water is dangerous** until a qualified assessment is complete.
- Some flooding **may contain hazardous materials** or **sewage**.

DO NOT use elevators during a flood.

Flooding tips if the area is safe:

- Turn off** electrical devices.
- If there are **hazardous materials** involved (chemicals, asbestos, sewage, etc.), refer to the *Hazardous Materials Procedure*.
- If the water is entering **from the roof** and it is **related to a storm, relocate** to a safer area of the building or an alternate location. *Leaking from the roof following a storm may indicate structural instability or an otherwise unsafe condition and needs to be inspected.*
- Move property** that may become wet or damaged to an elevated area.
- Use absorbent materials or barriers** to contain the affected area.
- Isolate** the affected area.



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Shelter-in-Place

This procedure provides basic information and instruction for seeking shelter. In some emergencies, it is safer for you to stay indoors than it would be to evacuate. You may need to shelter-in-place for a variety of reasons, including, weather, chemical hazards, biological hazards, or public safety emergencies. It is important to note that you may not know which hazard you are sheltering from at the time the notification is issued.

Methods of notification:

*If there is a hazardous condition which requires you to shelter-in-place, you may be notified through **any** of the following means:*

- Email
- Text messaging
- Phone messages and voicemail
- Face-to-face verbal communication
- Public address system of a building or emergency vehicle
- AM/FM radio broadcast
- Television broadcast
- NOAA/NWS Weather Radio Broadcast

If you are OUTDOORS:

- Remain calm.**
- Immediately **move** into the **nearest building**, **alerting others** in the area to the warning.



Shelter-in-Place

Once you are INDOORS:

- Remain calm.**
- Follow responder instructions.*
- Locate a nearby room, preferably in the **interior** of the building with the **fewest** number of windows and doors.
- Secure** the room.
- Stay away** from the doors and windows.
- If you have a **serious, life-threatening emergency, call 911.**
- If you are only calling to **report your location**, call the **HMS/HSDM Security** at **617-432-1379.**
- Be patient. Do not leave the room** unless there is a life-threatening situation, you are instructed to do so by responders, or until it is clear the danger has passed.

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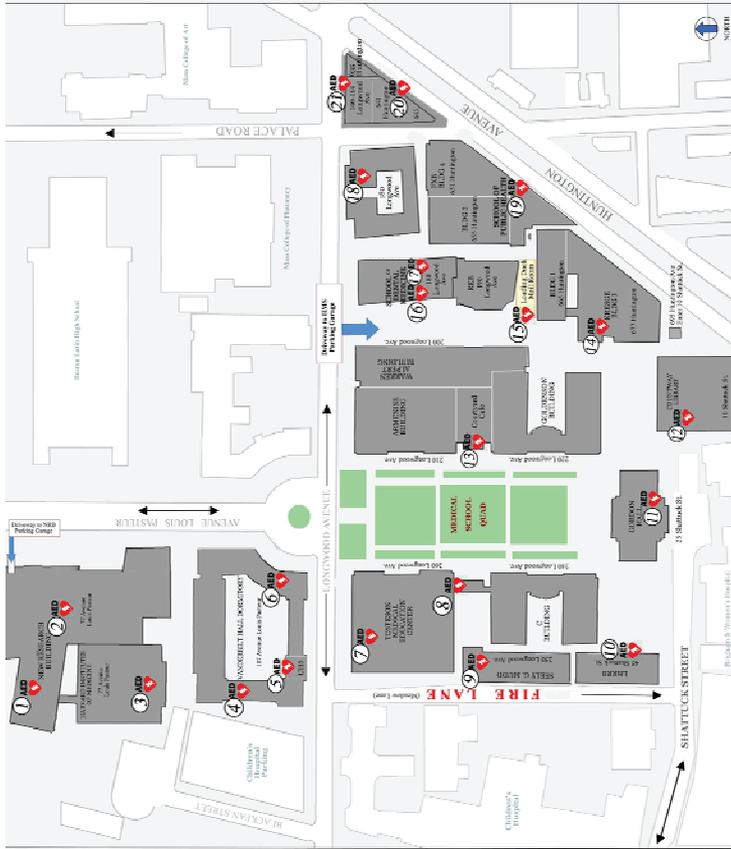
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Special Longwood Maps



AED LOCATIONS

1. Fincorp - NRB
2. NRB Security Desk
3. HIM Security Desk
4. Vanderbilt Hall Fitness Center
5. University Health Services
6. Vanderbilt Hall Security Desk
7. IMEC - 260 Longwood Ave.
8. C/E Link
9. Seelye-G. Moad/ Building
10. LHRBB
11. Gordon Hall - Shattuck St. Entrance
12. Courtyard Library Lobby
13. C/A Link
14. Kresge Building 3
15. Landing Dock Mailroom
16. HSDM Faculty Clinic
17. HSDM Student Clinic
18. J80A Lobby
19. FXB Lobby
20. 641 Huntington Ave.
21. 164 Longwood Ave.





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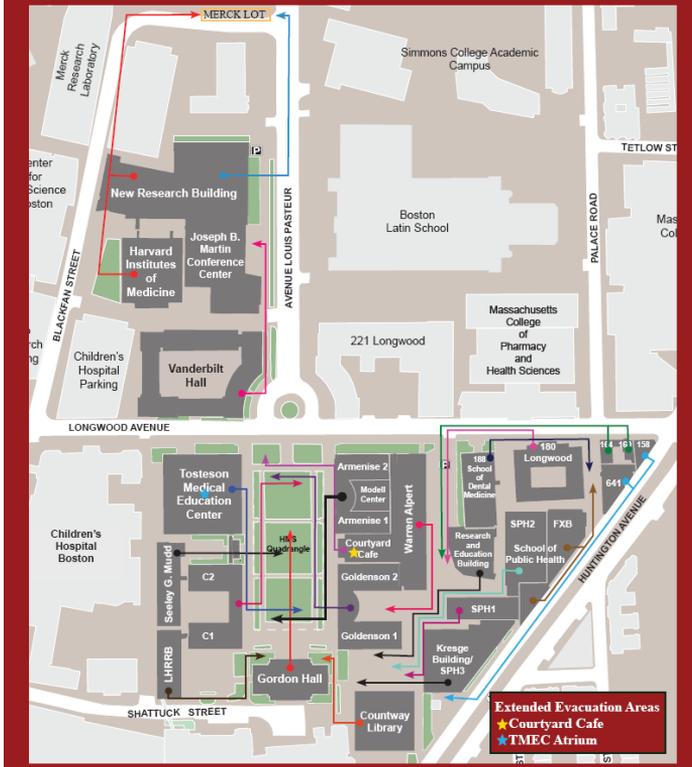
Special Longwood Maps



Evacuation Essentials

- Evacuation Maps are posted** throughout buildings.
- Know** where your building's stairwells and **Evacuation Assembly Areas** are located.

Evacuation Routes and Areas of Assembly



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HARVARD UNIVERSITY

Personal Notes



This section is reserved for your personal use.

It may be helpful if you **record important information** in this section, such as **phone numbers**, the location of your **nearest Automated External Defibrillator** and **First Aid Kit**, or information specific to your **school or department**.



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Personal Notes

Planned
Outage