



**WILLIAM JAMES
COLLEGE**

EMERGENCY MANAGEMENT GUIDE

ACCIDENT/SERIOUS INJURY/ILLNESS OR ALLERGIC REACTION

Procedures

- Administer first aid. Handle bodily fluids safely. Stay with the affected person.
- Call Facilities at ext. 1111 and call 911 based on the seriousness of the situation
- Send medical information to the hospital with the patient.
- Inform the staff and students as needed. Move others away from the scene.
- Keep the scene secure. Do not disturb possible evidence.
- Follow up with student involved to offer additional support services, if needed.
- Facilities and other involved personnel will file an incident report as proximate to the event as possible.

ROLES

Facilities

- Call 911 to request an ambulance.
- Meet paramedics at the front entrance.
- Respond to the scene to assist and to clean up bodily fluids, if necessary.
- Facilities and other key personnel will file an incident report as proximate to the incident as possible.

Faculty, Staff and Students

- Call 911 to request an ambulance if needed, and Facilities at ext. 1111.
 - Stay with affected individuals and provide assistance, e.g. first aid, CPR.
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Standard CPR for Adults

1. Determine whether the victim is breathing or responsive to sound or touch.
 2. If there is no response, call 911 and immediately return to the person.
 - Position the person flat on their back.
 - Kneel by their side and place one hand on the forehead and the other under the chin.
 - Tilt the head back and lift the chin until teeth almost touch.
 - Look and listen for breathing.
 3. If not breathing normally, pinch the nose and cover the mouth with yours.
 - Give two full breaths. The person's chest will rise if you are giving enough air.
 4. Check pulse.
 - Put the fingertips of your hand on the Adam's apple, slide them into the next groove next to the windpipe.
 - Feel for pulse.
 - If you cannot feel a pulse or are unsure, move on to the next step.
 5. Chest compressions.
 - Position your hands in the center of the chest between the nipples.
 - Place one hand on top of the other.
 - Push 30 times on the chest.
 - Push down firmly about two inches
 6. Continue with two breaths and 30 pumps until help arrives.
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INDIVIDUAL WORKPLACE THREAT

Procedures

Any written or verbal threat or act of physical intimidation or violence should be promptly reported as follows:

- 1) Student reports to program chair.
- 2) Staff member reports to direct supervisor.
- 3) Faculty member reports to program chair.

If the designated person is unavailable, the report should be made to the Director of Human Resources.

The person receiving the report shall consult with the chair of the William James College Threat Assessment and Management Team (TAMT). The chair of the TAMT shall review the report and consult as needed with other members of the Team.

Based on the initial assessment of the threat, the chair of the TAMT will convene a meeting of the Team as soon as possible, and no later than 24 hours after the situation has been reported to him. The TAMT will review the facts of the situation and determine how the report should be investigated. The results of the investigation shall be reviewed by the TAMT and then reported to the Vice-President for Academic Affairs.

If the student, staff member, or faculty member thinks the situation is a life-threatening emergency, he/she is encouraged to call 911 in addition to following the procedures outlined above.

HAZARDOUS MATERIALS

Procedures

Identify the potential threat to the College, if possible. If a vehicle is involved, look for the insignia or the chemical codes of the potential threats. When reporting the incident, report the type of hazardous threat, if you know it.

- Call Facilities at ext. 1111 and 911 to report the incident and to provide details of the incident, including fire, fumes or other toxic conditions.
- Report important information to the first responders, such as the chemical and hazard symbol that was on the vehicle or container and the location of affected individuals.
- Take steps to protect lives, e.g. isolating affected individuals, administering CPR when possible.
- Newton Police and Fire Departments will decide whether to set up a shelter in place or to evacuate the campus.
- All media inquiries should be referred to Director of Media Relations at ext. 1528.

ROLES

Facilities

- Meet the first responders at the front entrance to building.
- Facilities will have keys and building plans available for the first responders.
- Notify the Administrator-on-Call. See information at the back of this guide.
- Decide whether to activate William James College Emergency Alert System.

Faculty, Staff and Students

- Maintain calm.
- Evacuate, if directed, to a safe area.
- Report any missing students, if known.

EVACUATION

ROLES

Newton Fire Department/Newton Police Department/Responding Government Agency:

Will provide guidance and direction to designated administrator to implement evacuation plan.

Facilities

1) Notifies:

- Dean of Students.....Ext. 1224
- Vice President for Academic Affairs.....Ext. 1218
- Help Desk.....Ext. 1600
- Director of Public RelationsExt. 1528

2) Activates William James College Emergency Alert System advising all concerned that building is being evacuated.

FIRE

Fire Procedures

If you discover or suspect a fire:

- Pull the fire alarm.
- Call 911.
- Do not place yourself at risk by trying to put out the fire.
- Evacuate the building to designated muster stations outside the ground floor entrance.

Fire Drill Procedures

- Treat each alarm as if it were an actual emergency. Leave the building as quickly and calmly as possible.
- Evacuate the building to a designated muster station outside the ground floor entrance.
- Only return to the building after an “all clear” signal is given by or with the approval of the Fire Department or Facilities.

ROLES

Facilities

- Call the Newton Fire Department at 617-796-2210 and describe the situation.
- Open all of the appropriate entrances for the Newton Fire Department.
- Make sure all fire lanes in the parking lots are clear.
- Facilities staff-on-call will meet the Newton Fire Department at the front of the building.
- Facilities staff-on-call will notify the landlord and have keys available for Newton Fire Department.
- Facilities staff-on-call will notify the building electrician to reset the fire alarm system.

Faculty, Staff and Students

- Evacuate the building in an orderly fashion and proceed to a safe area away from the building.
- Close doors as you leave.
- Report to the designated muster station:
 - Designated muster stations include (please find locations of Muster Stations on card #9):
 - William James College - 1 (if on first floor)
 - William James College - 2 (if on second floor)
 - William James College - 3 (if on third floor)
 - William James College - G (if on ground level)
- Assist all persons with physical disabilities.
- Assist Facilities or the Newton Fire Department as requested.



One Wells Avenue

1. Emergency Call Box (back row of front parking lot)
2. Emergency Call Box (first row of front parking lot)
3. Emergency Call Box (located in rear lot)
4. Emergency Generator
5. Egress by Front Desk
6. Main Entrance
7. Side Entrance (handicap accessible)
8. William James College First Floor Rear Entrance
9. William James College Ground Floor Muster Station
10. First Floor Muster Station
11. Second Floor Muster Station
12. Third Floor Muster Station

BOMB THREAT OR EXPLOSION

Receiving a Bomb Threat by Phone

- Remain calm and focused.
- Attempt to determine the location and detonation time of the alleged bomb.
- Keep the caller on the line for as long as possible. Try to determine the identity of the caller and the reason for the placement of the alleged bomb.

Procedures

- Call Facilities at ext. 1111 who will determine whether to call the Newton Police and Fire Departments and the Bomb Squad.
- Remain alert for an announcement about whether to evacuate. If the order is given, leave the building as quickly as possible and go to the furthest end of the parking lot.
- Report in person or on a landline to the Facilities staff any suspicious looking or sounding objects.
 - Do not use cell phones, pagers, radios or microwaves until the all-clear notification is made. These devices could detonate an explosive device.
- All media inquiries should be referred to Director of Media Relations at ext. 1528.

If a Bomb Explodes, Utilize These Additional Procedures

- If possible to do so safely, determine the location and extent of the explosion.
- Call Facilities at ext. 1111 and provide the information.
- Assist any injured persons and provide first aid.
- If an explosion occurs prior to an evacuation, everyone should seek cover. Stay in this position until the explosion appears to be over or advised by first responders (Police and Fire) to take other actions.

ROLES

Facilities

- Notify the Newton Police Department and the Newton Fire Department.
Shut off the gas
- Consider the possibility of multiple devices, fire, or toxic exposure
- Keep people at least 300 feet from the building.
- Have keys and building plans available for the police and the bomb squad.
- Notify the Dean of Students at ext. 1224.
- Complete a critical incident report immediately.

Faculty, Staff and Students

- Evacuate the building if ordered to do so.
- Watch for any unusual or suspicious items in the classroom and the building while exiting.
- Report any missing persons.
- If you are unable to evacuate, stay on the floor and under a desk.
- Use **RED** or **GREEN** signs to alert first responders of your need for assistance.

BOMB THREAT BY TELEPHONE

Questions to Ask:

- When is the bomb going to explode? _____
- Where is it right now? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will cause it to explode? _____
- Did you place the bomb? _____
- Why did you do this? _____
- What is your name? _____

Caller's Voice:

Calm	Excited	Raspy
Soft	Cry	Accent
Normal	Clearing Throat	Nasal
Lisp	Rapid	Loud
Distinct	Familiar	Deep Breathing
Cracking Voice	Angry	Deep
Disguised	Slurred	Whispering

Threat Language:

Well-Spoken	Foul
Irrational	Incoherent
Message on Paper	Specific
Identified Target(s) or Individual(s)	

Background Noises:

Quiet	Voices
Music	Radios
Cell Phone	Factory Machine
Party	Static
PA System	Bedlam
Animals	Office machine
Street Traffic	

INTRUDER/SUSPICIOUS PERSON/HOSTAGE-TAKING

Procedures

- The faculty member, employee or student who notices the intruder shall ask if assistance is needed.
- Communicate in a clear, non-threatening manner.
- Ask for identification.
- If the intruder refuses to identify themselves, call 911 and then Facilities at ext. 1111. Emergency phones are located in each classroom and at the first floor kitchen.
- If the intruder is in possession of a weapon, call 911 and then Facilities at ext. 1111. Give specifics about description and location.
- If the intruder is in a classroom, the faculty member will seek assistance from Facilities at ext. 1111. Facilities will assess the situation and obtain additional assistance as needed.
- Any media inquiries should be referred to the Administrator-on-Call and the Director of Media Relations at ext. 1528.

IF A HOSTAGE SITUATION DEVELOPS, USE THESE ADDITIONAL PROCEDURES:

- Call 911 immediately. Communicate as much information as possible about the situation.
- Keep notes on the times, events and any communications from the hostage-taker and other witness information.
- No one should initiate communication with the hostage-taker.
- If communication becomes necessary, restrict it to one person until law enforcement takes over.
- Follow all orders given by law enforcement.

ROLES AND RESPONSIBILITIES

Facilities

- Alert the Newton Police Department at 617-796-2100.
- Meet law enforcement at the entrance to campus and brief them on the details of the situation.
- Facilities will have keys and building plans available for law enforcement.
- Notify Administrator-on-Call. To do so, refer to the “Administrator-on-Call” sheet located at the back of this guide.
- Activate the William James College Emergency Alert System.
- Facilities and other key personnel will file an incident report as proximate to the event as possible.

Faculty, Staff and Students

- Lock all doors and await further instructions.
- Move away from the windows and doors and turn off all the lights. Draw all of the blinds.
- Keep as calm and quiet as possible.
- No one, for any reason, is allowed to leave their rooms until directed to do so by law enforcement or Facilities.
- Place one of the signs from this manual on an exterior window.
- The **red – NEED HELP – sign** means that a life-threatening situation exists.
- Do not allow anyone into the classroom, except law enforcement.

ACTIVE SHOOTER – STAY IN PLACE – LOCKDOWN

Procedures

If Facilities alerts the campus that there is an active shooter at William James College all faculty, staff and students are to follow these instructions:

- 1) If there is an active shooter in the building that you are in, exit the building immediately and take cover.
- 2) If the active shooter is in another building or on the campus grounds STAY IN PLACE – call Facilities at ext. 1111 and advise them if any persons are injured or dead.
- 3) Facilities will activate the William James College Emergency Alert System.

Hostile Intruder(s) on the Grounds of the School

When a person or persons are threatening or have caused serious injury or death to people on the William James College campus, we recommend that you follow these procedures:

- Run away from the threat if you can, as fast as you can.
- Contact Facilities at ext. 1111 or dial 911 on a cell phone.
- Do not run in a straight line.
- If possible, try to be out of sight of the shooter(s).
- If you can, get away from the immediate area of danger. Warn others of the danger.
- If you decide to hide, consider the area you are in. Will I be found here? Is this really a good place to remain hidden?
- If you are unable to hide, you may choose to play dead if other victims around you have been killed.
- If you are caught in an open area outside you may choose to fight back. This is dangerous, but depending on your situation, it could be your last option.
- If you are caught by an armed intruder and you are not going to fight back, do not look the intruder in the eyes and obey all of his commands. Do not appear to pose a threat. Look for opportunities to escape.

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

NOTE: These guidelines cannot cover every possible situation that might occur, but they can reduce the number of injuries or deaths if put into action as soon as a threat develops. Your chances of surviving an active shooter will improve by following these guidelines.

Hostile Intruder(s) in the Building

When a person or persons in the building are threatening or have caused serious injury or death to people on the William James College campus, we recommend that you follow these procedures:

- Faculty should immediately lock the students and themselves in the classroom, if possible. Cover the windows or any openings that have direct line of sight into the hallway.
- If communication is available, call 911 and Facilities at ext. 1111.
- 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 attempt to exit.
- Lock the windows and close the blinds.
- Stay away from the windows.
- Turn off lights and all audio equipment.
- Remain as calm as possible.
- Keep everyone together.
- Keep classrooms locked and secure until the police arrive and give you further instructions.
- If you are not in a classroom, try to get to a classroom.
- 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, lounge or office with a glass wall, you must decide what you are going to do. This is a crucial time and the action you take may mean life or death.
 1. You can try to hide, but look for a well-hidden space or you may be found as the intruder moves through the building looking for victims.
 2. If you think you can safely make it out of the building by running, do so. If you decide to run, do not run in a straight line. While in the building, keep available large objects between you and the hostile intruder. Once outside, do not run in a straight line. Leave the campus grounds.
 3. If the person is causing serious physical injury or death to others and you are unable to hide, you may choose to play dead if other victims are around you.
 4. If you are caught in an open area in the building may choose to fight back. This is dangerous, but depending on your situation, it could be your last option.
 5. If you are caught by the intruder and are not going to fight back, obey all commands and do not look the intruder in the eyes.

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

ADMINISTRATOR ON CALL/NOTE PAGE
