

The Universities at Shady Grove

EMERGENCY MANAGEMENT PROGRAM

October, 2006

The EMP is a safety and security initiative that establishes policies and procedures for responding to events that have the potential of threatening the safety and security of the Universities at Shady Grove occupants (students, faculty, staff and visitors).

The program involves the implementation of emergency response procedures for the following events:

- Bomb Threats
- Elevator Failure
- Fire Emergency
- Hazardous Chemical Exposure
- Individual Threats
- Severe Weather Threats
- Utility System Failure

While we hope this is never necessary, it is always best to be prepared.

THE UNIVERSITIES AT SHADY GROVE
EMERGENCY MANAGEMENT PROGRAM

TABLE OF CONTENTS

BOMB THREAT	1
• Telephone Threat	1
• Receiving Extortion Letter	2
• Suspicious Package	2
Responsibilities	3
Search Procedures	3
Bomb Threat Data Record	4
INDIVIDUAL THREAT (Armed Assailant)	5
SEVERE WEATHER	6
Responsibilities	7
ELEVATOR FAILURE	8
FIRE PLAN	9
Fire Alarm System	9
Fire Fighting Equipment/Features	10
How to Operate an Extinguisher	11
Evacuation	12
Fire Prevention	13
HAZARDOUS MATERIALS SPILLS (Laboratory)	15
UTILITY SYSTEM FAILURES	16

SECURITY

#6600 (from inside line)

(202) 528-5656 (from outside line)

Columbus Mack, Facilities Manager

(301) 738-6302 (6302 from inside line)

(240) 882-5213 (Nextel phone)

Executive Director

(301)738-6034 (6034 from inside line)

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: BOMB THREAT

POLICY: This program provides a process/procedure for responding to bomb threats involving the Universities at Shady Grove. The definition of a bomb threat is any warning or threat that a functional explosive device has been placed on university property..

I. TELEPHONE THREAT

GENERAL PROCEDURES

The most probable means of receiving a bomb threat is via the telephone. In event of a bomb threat, the individual receiving a threatening phone call should proceed as follows:

1. Listen and do not interrupt the caller. Remain calm. If possible, alert another staff member for the purpose of having a second person to listen in on the conversation. **DO NOT BREAK OFF THE CONVERSATION WITH THE CALLER OR PLACE THE CALLER ON "HOLD"**.
2. Keep the caller on the line as long as possible and ask pertinent questions. Refer to the Bomb Threat Data Record (attached) to note important information concerning the bomb threat.
3. Note the exact time of the call and the telephone number if you are utilizing a display type phone with caller identification.

Rationale: Recording the time is very important given the fact that most bombs are activated by some type of clock or watch which limits the detonation period to 12 hours or less.

4. If the caller does not indicate the location or the time of the detonation, you should ask him/her for this information. If the caller indicates knowledge of UMS/SGC by his/her description of locations, you should endeavor to keep the caller on line as long as possible by asking him/her for clarification or to repeat the message.
5. Every effort should be made to note every word spoken by the caller. Note distinguishing voice characteristics (sex, voice quality, impediments, accents, speech pattern, etc.). Note any background noises or other information that might aid in identifying the caller.
6. Inform the caller the building (s) is occupied and detonation of a bomb could result in death or serious injury to many innocent people.

7. Immediately notify the Executive Director and Facilities Manager's office and state you have received a bomb threat.
8. Supply the details and follow instructions.

II. *RECEIVING EXTORTION LETTER*

GENERAL PROCEDURES

1. Immediately place the page(s) and envelope between pieces of paper.
2. Do not handle more than necessary.
3. Carry letter to the Executive Director's Office.

III. *SUSPICIOUS PACKAGE*

GENERAL PROCEDURES

If a package is received or found within the facility that appears suspicious, notify the Facilities Manager.

Do not handle package.

Clear the immediate area.

If package appears suspicious to the Executive Director or designee, he/she will contact police.

Keep area clear until police and/or bomb squad arrives and completes their inspection.

RESPONSIBILITIES

Control Center – Executive Director’s office/conference room

All incoming calls from emergency agencies should be directed or forwarded to the control center.

The Executive Director or designee will make the determination of whether to initiate evacuation procedures.

The following personnel shall report to the Control Center

- Municipal Authorities responding to emergency call.
- Facilities Management Staff, (engineering should be prepared to provide plans of the buildings and the necessary keys for the facility).
- Receiver of the bomb threat, the package or letter for interview.

SEARCH PROCEDURES – THINGS TO REMEMBER

There is no set appearance for a bomb.

During the interval between the bomb threat and the arrival of authorities, have staff members (a maximum of two select personnel per team) perform a visual/cursory search of their immediate work areas to determine if everything is in its place and nothing has been added. Staff should be admonished **not to touch or to proceed any closer than absolutely necessary to perform a visual inspection** of any suspicious package(s).

Facility Management will eliminate areas locked and not available to the public.

Direct engineering staff to search the outside perimeter of buildings, public spaces (conference center, rest rooms, trash containers, storage rooms, etc.).

Rationale: This is not to be considered a detailed search, but shall be a complete coverage of all visible articles within the immediate area. The use of employees to perform this visual search is based on the fact that these selected staff members would be more familiar and aware of the assigned areas and items and/or equipment within the area. The level of first hand knowledge should govern the selection of staff to perform this initial visual search.

In the event, evacuation procedures are implemented, staff should be advised to turn-off all computer equipment and other electrical appliances and/or equipment, open all drawers, and interior doors.

Rationale: Terminating power to equipment is a method of eliminating “White Noise”, which will improved the ability of the authorities to hear without the interference of office “White Noise”. Opening interior doors, drawers and cabinets will expedite the search by eliminating the caution that would have to be exercised by the authorities during the actual physical search.

Staff should be directed to proceed to an area that is at least 300 to 500 feet from the front of the building. Establish an assembly point. Confirm the presence of all students, faculty and staff.

BOMB THREAT DATA RECORD

BOMB THREAT DATA RECORD University System of Maryland The Universities at Shady Grove Center Please complete this information in as much detail as possible and give to Executive Director	Date of Call	Time of Call	Length of Call
	Phone received on	Gender of Caller	Age of Caller
	Reported Submitted By		Phone
	Address		
When is the bomb schedule to explode?	Characteristic of the Caller Voice		
	Calm	Crying	Deep
Where is the bomb located?	Angry	Normal	Ragged
	Excited	Distinct	Clearing Throat
What does the bomb look like?	Slow	Slurred	Deep Breathing
	Rapid	Nasal	Crackling Voice
What kind of bomb is it?	Soft	Stutter	Disguised
	Loud	Lisp	Well Spoken
What will cause the bomb to explode?	Laughter	Raspy	Foul
	Irrational	Incoherent	Taped
Did you plant the bomb?	Message read by Caller		Familiar
	Who did voice sound like?		
Why did you plant the bomb?			
	What type of accent?		
What is your name?	Background Sounds		
	Street Noises	House Noises	Clear
What organization are you representing?	Crockery	Motors	Static
	Voices	Office	Local
What is your address?	Music	Factory	Long Dis.
Exact Wording of the Threat	Other		
	Other Details		

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: INDIVIDUAL THREAT (ARMED ASSAILANT)

This particular emergency is defined as an event when a person or persons have attacked someone with a weapon or has threatened to inflict bodily harm. Although the introduction of this type of event would dictate the general evacuation of the facility, there are other considerations that must be evaluated prior to implementing evacuation procedures. Prior to announcing the evacuation of the facility, the Executive Director or representative will need to assess site conditions to develop a plan that would allow for the safe evacuation of site occupants. The assessment of the site conditions would dictate the evacuation procedures. The plan would determine the most secure meaning of evacuating the facility without placing additional occupants (student, faculty and staff) in harms way. In most events, the assessment would mainly dictate the avenues (exits) to be used in evacuating the building(s). Staff would be stationed to direct occupants of the appropriate route and exit.

GENERAL PROCEDURES

- Proceed as directed by staff and/or municipal authorities.
- Exits determined not to be safe would be manned to prevent the use during the evacuation of the facility.
- Evacuation should be performed in an orderly manner to reduce the possibility of physical injury and/or panic. Occupants are encouraged to move swiftly but **not run**.
- Remove all your belongings once evacuation is announced.

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: SEVERE WEATHER

POLICY: This program provides a procedure for responding to severe weather conditions. Severe weather is considered to be any weather condition that has the potential to cause many casualties, major damage, or seriously restrict the ability to travel. The most likely severe storms are hurricanes and tornados. These conditions produce emergency conditions either because they cause damage to structures or to the adjacent areas, cause casualties in the buildings or adjacent areas, and/or restrict mobility such as access required for normal operations is difficult or impossible.

Definitions: Be alert to changing weather situations and be prepared to take action if severe weather watch is upgraded to a warning.

Tornado Watch – Tornados are possible. Remain alert for approaching storms.

Tornado Warning – A tornado has been sighted or indicated by the weather radar.

Hurricane Watch – Storm conditions are possible in the specified area, usually within 36 hours.

Hurricane Warning – Storm conditions are expected in the specified area, usually within 24 hours.

GENERAL PROCEDURES

1. Move to the lowest level of the facility to interior corridors as quickly as possible. You should attempt to place as many walls between you and the exterior wall as possible.
2. Avoid windows and areas with a large expanse of glass.
3. Avoid auditorium, and other large rooms within the conference center.
4. Do not use elevators.
5. If disabled and cannot safely move to the lowest level, proceed to a corridor on the upper level and station yourself within the interior corridor.
6. Use your arms to protect your head, neck and face. If possible, seek shelter and lie down on the floor under a sturdy table or other sturdy structures, e.g., door opening because doorframes provide additional structural support, or under stairwells.

RESPONSIBILITIES

If damage has occurred, the Facility Manager and the engineering staff will inspect and evaluate the damage and report to the Executive Director or his designated representative. The Facilities Management Department will take the necessary steps to make temporary repairs. If the area cannot be safely utilized, the Facilities Manager and engineering staff will ensure the unsafe area is marked (taped, signs, etc.) and barricaded. The Executive Director or designated representative will be kept informed of the progress of building evaluation and repairs.

To expedite repairs, the Facilities Manager will utilize the housekeeping staff to clear debris throughout the damage area.

If the storm has caused partial or complete loss of electrical power, Facilities Manager will declare that a Power Failure Emergency exists and will notify the Executive Director or his designated representative and follow the procedure for closing the facility and notifying students, faculty, staff and media. Notification may take place in person and by phone, media or website.

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: ELEVATOR FAILURE

POLICY: This program provides a procedure and defines the responsibilities for action to be taken in responding to the malfunction of the facility's elevator systems.

GENERAL PROCEDURES

Facilities Management staff shall be responsible for responding to any call concerning elevator malfunction. In responding to a trouble call, the engineer shall:

- Determine the status or location of the elevator, floor level or mid floor level (between floors) and determine the condition of the elevator, occupied or unoccupied.
- If occupied, engineering shall provide comfort by assuring the occupants that every effort would be made to safely extract them from the elevator.
- Inform the occupants of the steps required to attempt extraction, which are to terminate power to the system for safety reasons before attempting to open doors. Advance notice will eliminate the initial fear of the occupants once power is terminated.
- **Terminate power to the system.**

Rationale: Elevators that are still connected to their power source have the capacity to move and in doing so could very well result in injury or death.

- If attempts to remove the occupant(s) fail, engineering shall inform the occupant(s) and proceed to initiate emergency procedures by contacting Montgomery County Fire and Rescue to request assistance in extracting the occupant(s).
- **The occupants must be instructed NOT to attempt to extract themselves.**
- Once extraction has been completed, engineering shall place "Out of Order" signs on the elevators at each floor level and contact the service vendor to request a service call.
- If the elevator is unoccupied, engineering shall place "Out of Order" signs on the elevators at each floor level and contact the service vendor to request a service call.

Note: All elevators are equipped with telephones and are monitored 7 days a week, 24 hours a day. In the event facility staff fails to extract occupant(s) from the elevator, Montgomery County Fire Department would be contacted and requested to provide assistance in removing the occupant(s) from the elevator.

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: FIRE PLAN

POLICY: This program provides the Universities at Shady Grove (USG) with the essential information and tools required to carry out a fire safety plan. A cornerstone of this plan is monitoring and observation by the facility occupants. The first person that encounters or suspects a fire should activate the fire alarm immediately. Neither permission nor approval is ever necessary.

GENERAL PROCEDURES

1. Activate the fire alarm if you observe smoke or suspect a fire.

Rationale: Pulling the alarm alerts all occupants within the building that a fire emergency exists. Activating the alarm also notifies the monitoring company retained by the University to monitor the alarm and alert the Montgomery County Fire Department.

2. Close the door(s) as a means of confining the fire.

Rationale: The importance of closing the door is to prevent the spread of the fire. The closed door creates a fire rated barrier between the building occupants and the fire because it confines the fire to a rated “compartment”. This containment will also prevent heat from penetrating into the corridors. Example, a fire is detected in a classroom, closing the door to the room will contain the fire in the room for one hour.

3. Exercise good judgment/extinguish fire, if possible. Evacuate the area, if necessary. Utilize the emergency evacuation plans located throughout the facilities at or near the fire extinguisher cabinets.

FIRE ALARM SYSTEM

The fire alarm system is a reliable and automatic device that transmits an alarm from any fire alarm box station within the facility to company that has been retained to monitor the system and, as previously indicated, alert the Montgomery County Fire Department.

In addition to the bell system, flashing strobe lights in building II only, will activate for the hearing impaired and all smoke and fire doors will release and close automatically to create a smoke/fire barrier. *It is most important that smoke and fire doors are not propped open to prevent their closing in the event of an emergency.*

FIRE FIGHTING EQUIPMENT/FEATURES

In an effort to furnish, to the extent possible, a safe and secure environment for the student, faculty and occupants, several safety devices and systems have been installed or included within the structural design of the building. These systems are designed to detect potentially dangerous conditions in a timely fashion. The system will also report emergencies, contain/suppress fires and help to ensure the overall safety of life and property.

These safety features are being monitored and maintained to ensure their proper function in the event an emergency situation arises. The following text briefly describes the safety features of the facility.

FEATURES

- **Fire/Smoke Barrier Walls**

The facility is equipped with resistant smoke and fire barriers fashioned within certain walls. These barriers are manufactured of highly fire retardant materials to afford extended protection of occupants by forestalling the spread of fire and restricting the movement of smoke.

- **Fire Dampers/Smoke Dampers**

Fire/smoke dampers are installed within the air ducts and are designed to preclude the spread of smoke and fire throughout ducts. Dampers are installed wherever a duct penetrates a rated fire barrier. They will close under the conditions, which activate the fire alarm system.

- **Fire Doors**

There are several solid core rated fire doors in the buildings. Fire doors are designed to envelope a fire, forestalling the spread of flames and smoke for an estimated period of time (based upon the individual rating). Some of the fire doors may be held open magnetically and will automatically shut with the activation of the fire alarm system.

- **Stairwells/Emergency Exits**

Stairwells provide a safe means of emergency egress. Staff/occupants should acquaint themselves with the locations of the emergency exits/stairwells nearest to their duty station or classrooms.

- Smoke Detectors

Smoke detectors provide immediate warning in the event of smoke or fire. They are strategically placed in open areas, air ducts, corridors, etc. and are calibrated to activate with any significant change in surrounding atmospheric conditions. The following are common types of smoke detectors:

- a. Area smoke detectors – located in open area (i.e., lobbies and corridors, etc.)
- b. Elevator lobby smoke – located in the elevator lobby areas.
- c. Duct smoke detectors – located within the air ducts of the HVAC system.
- d. Activation of any smoke detector will cause the fire door to close and the elevator to be recalled to the designated floor (first or ground floors).

- Manual Pull Stations

Manual pull stations are located near each stairwell exit and strategically throughout the facility. Pull stations allow individuals to manually activate a fire alarm and expediently alert the building occupants and the fire department of an emergency.

- Fire Extinguishers

The building interior is equipped with portable fire extinguishers, housed in cabinets or hung on walls. These extinguishers may be utilized to assist in the controlling and suppression of fires. USG is equipped with type “ABC”, “BC”, and “Halon” extinguishers.

- Automatic Hood Extinguisher System (Kitchen Area)

The range hood in the kitchen area is equipped with an automatic dry chemical extinguishing system. In the event of a fire, the dry chemical will be automatically discharged.

EXHAUST FANS ARE NOT TO BE SHUT OFF IN THE KITCHEN AREA!

How to Operate an Extinguisher

Refer to the acronym P.A.S.S. – **P**ull, **A**im, **S**queeze and **S**weep

Pull the safety pin, allowing the handle to be depressed.

Aim at the base and front edge of the fire.

Squeeze the handles to discharge the agent.

Sweep horizontally across the base of the fire.

EVACUATION

- Evacuation from the upper floors must be accomplished utilizing the stairwells. **DO NOT USE THE ELEVATORS TO EVACUATE THE BUILDING.**
- Evacuation plans are located throughout the buildings to assist in exiting the area via the closest stairwell.

Kitchen Area

- If evacuation becomes necessary, all major electrical appliances and gas stoves in the kitchen are to be shut off, if possible.

Engineering and Maintenance

The Facilities Manager will report to the scene of the fire emergency and provide support as needed. He shall have full responsibility for the continued operation of equipment and utility systems and will coordinate the shut off of electric, water or other utilities as deemed necessary.

All engineering staff, in the absence of the Facilities Manager, will provide essential services as necessary in a fire emergency.

The engineer(s) on duty will close all fire doors in mechanical rooms and engineering areas.

Engineering will report to the elevator lobby to recall the elevator to the lobby level.

Laboratory

Because of the nature of chemicals and equipment used in the Laboratory, all staff and students must acquaint themselves with the safety measures outlined in the Laboratory Operational Manual and the Chemical Hygiene Plan. This procedure will include information on evacuation and equipment shutdown.

In a fire emergency, the laboratory technicians, if available, should alert the fire department to the location of hazardous equipment or flammable/combustible chemicals in the fire area.

Staff and students should be familiar with the location and use of emergency equipment such as fire blankets and fire extinguishers.

In the event of a clothing fire, "Stop, Drop and Roll". Lie down keeping the flames and toxic gases away from the face. Roll and beat the flames out. Call for help. Above all, **DO NOT RUN** (running will fan the flames). If a fire blanket is to be used, take the blanket to the victim. Bring the blanket across the victim from the head to the feet to smother the fire. After the fire is out, use the blanket to treat the victim for shock. Remove all smoldering clothing immediately.

Note: Fire blankets can be dangerous when synthetics are used, therefore once the fire has been extinguished, blankets should be immediately removed. Blankets may also be used as a protective covering by an employee seeking to escape from fire.

FIRE PREVENTION

It is imperative that all students, faculty, staff be familiar with the fire safety principles. The first line of defense against a fire is prevention. Attention to the following areas may avert an emergency situation.

1. No Smoking

USG is designated a smoke-free institution which prohibits smoking within the buildings. This smoking policy must be observed at all times.

2. Combustibles

Appropriate housekeeping practices must be followed to ensure that combustible materials/wastes are not allowed to accumulate. Soiled rags must be stored properly. Oily materials and other items, which may possess qualities of spontaneity, must be stored with extreme caution and in proper containers.

3. Flammable Liquids

Must be kept only in practical quantities and only in approved safety containers. Amounts stored in excess of five gallons in any one location must be in flammable liquid storage cabinet.

4. Electrical Appliances

Frequently check the integrity of wires, plugs, cords and outlets for frayed wires and damages. All observed hazards must be reported to the Facilities Manager without delay.

5. Coffee Pots/Microwaves/Toasters

Never turn on these appliances and walk away to attend other business. Avoid the use of electrical extension cords. Where electrical extension cords must be used, ensure the cord is sized properly for intended use.

6. Whenever construction requires welding or brazing, ensure a fire watch is instituted and a suitable fire extinguisher is readily available.

7. Ensure fire extinguishers are available in your area and are in good operational condition.
8. Check fire doors in your area to ensure they are unobstructed and will close during a fire.
9. Be familiar with the location of gas shut-off valves in the kitchen.
10. In the presence of oxygen or other flammable gases, do not turn on electrical appliances where this can be avoided.
11. Ensure exit lights are illuminated.
12. Never unplug a piece of electrical equipment by pulling on electrical cord. Always hold the body of the plug to disconnect equipment. Do not use electrical equipment with frayed cords.
13. Periodic inspections by Fire Marshall to ensure compliance with fire codes.
14. Institute a program that would generally educate student, faculty and staff of emergency/fire procedures.

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: HAZARDOUS MATERIALS SPILLS (Laboratory)

Is defined as an occurrence where there has been a leak or spill of hazardous chemicals, which has or could cause physical injuries, death or environmental concerns.

GENERAL PROCEDURES

- Contact Facilities Manager, and the Executive Director or Representative. The administration will contact the necessary emergency personnel.
- Vacate the affected area immediately and seal off (close the door if possible) to prevent expanding the contaminated area.
- If an emergency condition is determined to exist, activate the alarm and evacuate the entire building immediately.
- In announcing the implementation of the evacuation plan, the direction of the actual evacuation route is a major concern. The evacuation route should always be away from the source of the contamination, when possible.
- **DO NOT USE ELEVATOR OR PANIC.**
- Once outside, move a safe distance or a minimum of 500 feet from the center.

EMERGENCY MANAGEMENT PROGRAM

SUBJECT: UTILITY SYSTEM FAILURES

Any interruption of utility service to the center, to include electrical, gas and/or water.

GENERAL PROCEDURES

I. *GAS*

- Discontinue all operation
- Do not activate electrical equipment or turn on lights
- Evacuate the building immediately
- Notify the Facilities Manager and/or the representative of the Executive Director
- Once outside, move a safe distance or a minimum of 500 feet from the center.

II. *ELECTRICAL/WATER*

- Contact the Facilities Manager
- Wait for the Executive Director or representative to determine the next course of action.

SECURITY

#6600 (from inside line)

(202) 528-5656 (from outside line)

Columbus Mack, Facilities Manager

(301) 738-6302 (6302 from inside line)

(240) 882-5213 (Nextel phone)

Executive Director

(301)738-6034 (6034 from inside line)