

EMERGENCY

RESPONSE

GUIDE

2023

A Message from President Monaco

To Members of the Tufts Community:

I am pleased to share with you the *Emergency Response Guide* prepared by the university's Department of Public Safety.

This *Emergency Response Guide* is one aspect of Tufts' ongoing effort to keep the university community informed and prepared to respond to a range of potential emergencies on campus. While we hope that you will never need the information in this guide, we encourage you to become familiar with it so that you can be proactive about your own safety and the safety of your colleagues.

The most important information you need in an emergency is the telephone number for the University Police: 617-627-6911. We suggest that you program the full 10-digit emergency number into your wireless phone, as well as the non-emergency number for your particular Tufts campus. You will find both numbers on the back cover of this guide.

Please also be sure to review the information in this guide, as it will help you to be prepared. Experience shows that people generally respond more effectively to emergencies when they understand what to do. The guide summarizes the critical elements in responding to major types of emergencies and provides supplementary details for easy reference.

Additional copies of this guide are available through the Office of Emergency Management at emergency.tufts.edu or by calling 617-627-6213. The information in this guide is also available at emergency.tufts.edu/guide.

Thank you for reviewing the material in this guide and for helping us keep the Tufts community safe.



Anthony P. Monaco
President, Tufts University

IN CASE OF EMERGENCY, CALL 617-627-6911.

IF THERE'S A FIRE ON THE BOSTON HEALTH SCIENCES AND SMFA CAMPUSES, CALL 911.

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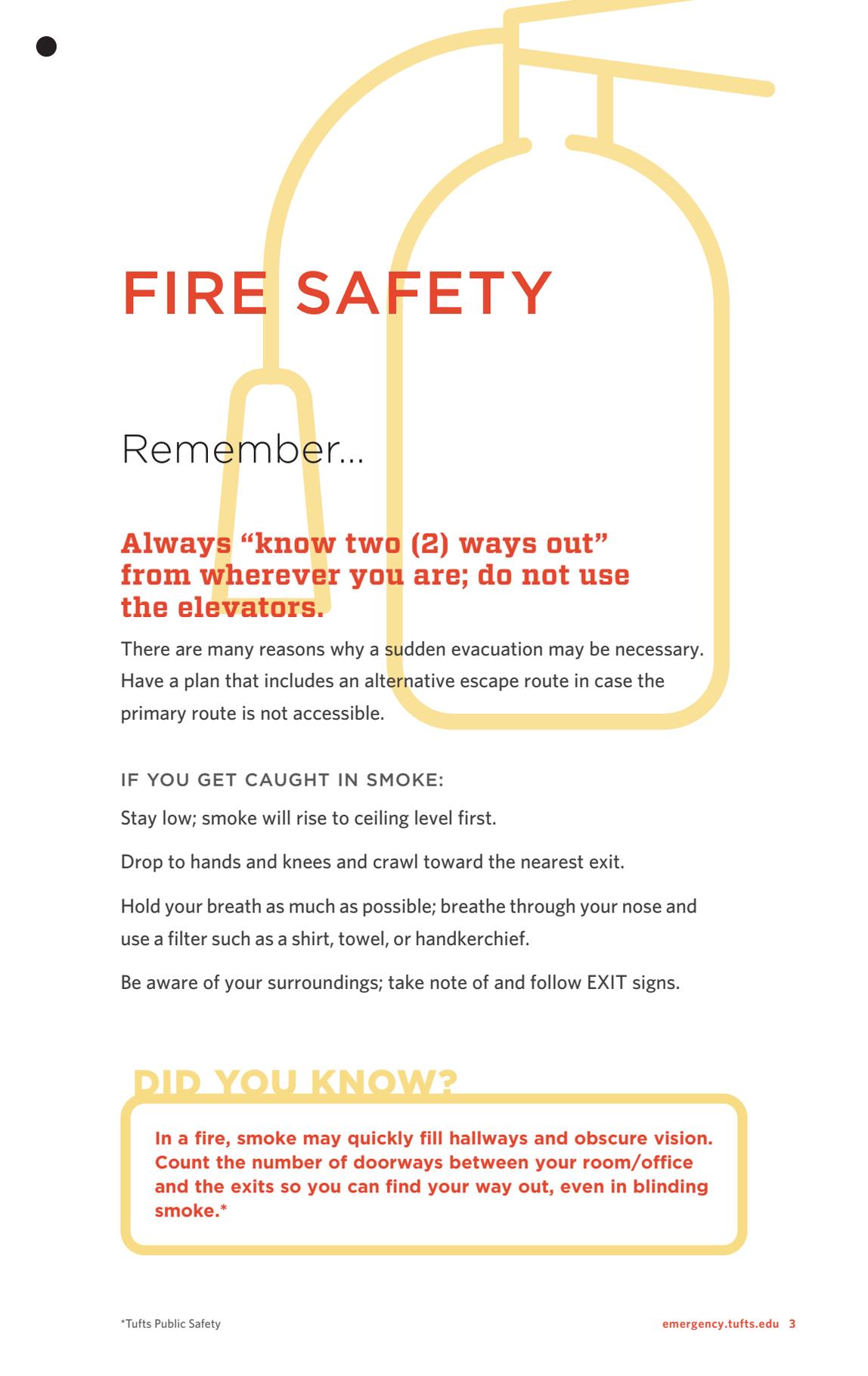


TuftsAlert

In the event of a significant emergency or dangerous situation involving an immediate threat to the health or safety of the Tufts community, the university will notify the community through any of a variety of methods, including TuftsAlert (see emergency.tufts.edu/alert/ for the complete policy). Messages from TuftsAlert are sent to university email accounts, by text message to wireless phones, and by telephone to any enrolled phone number.

Our crisis communications systems are powerful tools, but we cannot rely on technology alone in a crisis situation. In the event of an emergency, we will all still be responsible for helping one another. It will take some time for messages to reach every person in the system. **When you get an alert, follow the directions and spread the word.** For more information, visit emergency.tufts.edu/alert/.

Information contained in this brochure is presented for general educational and information purposes. This information should not be used in place of consultation with appropriate professionals. If you have any concerns or questions about your health, we strongly encourage you to consult a qualified health-care provider.



FIRE SAFETY

Remember...

Always “know two (2) ways out” from wherever you are; do not use the elevators.

There are many reasons why a sudden evacuation may be necessary. Have a plan that includes an alternative escape route in case the primary route is not accessible.

IF YOU GET CAUGHT IN SMOKE:

Stay low; smoke will rise to ceiling level first.

Drop to hands and knees and crawl toward the nearest exit.

Hold your breath as much as possible; breathe through your nose and use a filter such as a shirt, towel, or handkerchief.

Be aware of your surroundings; take note of and follow EXIT signs.

DID YOU KNOW?

In a fire, smoke may quickly fill hallways and obscure vision. Count the number of doorways between your room/office and the exits so you can find your way out, even in blinding smoke.*

PREPARE BEFORE A FIRE:

- ▶ ALWAYS familiarize yourself with where you are and be sure to know how to reach the TWO nearest EXITS.
- ▶ Remember that in a fire situation, smoke is blinding and will bank down in rooms and hallways. This condition may force you to crouch or crawl to escape to safety. ALWAYS being aware of your surroundings, knowing the locations of the nearest EXITS, and having a PLAN will greatly increase your ability to deal with sudden emergencies.

IF YOU ARE NOTIFIED OF, OR DISCOVER, A FIRE:

- ▶ Move quickly to the nearest accessible exit.
- ▶ Notify others and help them evacuate along the way.
- ▶ If the building fire alarm is not yet sounding, manually activate the fire alarm pull station located near the exit.
- ▶ Exit the building and proceed to the Area of Gathering.
- ▶ Area of Gathering and Area of Relocation information for each building is posted in the lobby and listed on the Fire Safety website.
- ▶ From a safe location call 911 to alert the local Fire Department, then place a second call to 617-627-6911 to provide details for Tufts University first responders.

EVACUATION PROCEDURES FOR PERSONS WITH MOBILITY OR PHYSICAL DISABILITIES:

In the event of an actual emergency, persons with mobility or physical disabilities or who are unable to safely self-evacuate should follow this procedure:

- ▶ Relocate to the entrance of an enclosed stairwell, marked by a red EXIT sign.
- ▶ Call the University Police at 617-627-6911 to notify a dispatcher of your location, identifying the stairwell number or a nearby room number.
- ▶ Wait NEAR the enclosed exit stairwell if there is NO smoke or other threats to your safety. Most fire alarm activations are brief, allowing occupants to return within a few minutes.

IF SMOKE, FIRE, OR OTHER THREAT IS IMMINENT, MOVE INTO THE STAIRWELL:

- ▶ After the stairwell crowd has passed to below your floor level, enter the stairwell with assistant(s) if available, and wait on the stair landing. Make sure that the door is securely closed.
- ▶ Update the University Police at 617-627-6911 to notify dispatchers that you have relocated INTO the stairwell.
- ▶ Wait for assistance. First responders will be assigned to assist you if evacuation is necessary.

WHEN SHOULD YOU USE A FIRE EXTINGUISHER?

- ▶ If you are trained and confident in fire extinguisher use.
- ▶ If the fire is small (no larger than a small trash can).
- ▶ If you do fight the fire, use only ONE (1) extinguisher, then evacuate the building.
- ▶ As a reminder: You are NOT obligated to fight fires of any size. If you have any doubt, do not attempt to fight the fire.

IF CAUGHT IN SMOKE:

- ▶ Drop to hands and knees and crawl toward the nearest exit. Stay low; smoke will rise to ceiling level first.
- ▶ Hold your breath as much as possible. Breathe through your nose.
- ▶ Use a filter such as a shirt, towel, or handkerchief.

IF TRAPPED IN A ROOM DUE TO FIRE OR SMOKE:

- ▶ **Call the University Police: 617-627-6911** to report your location and conditions. Close as many doors as possible between you and the fire.
- ▶ Wet cloth material and place it around or under the door to help prevent smoke from entering the room.
- ▶ If the room has an exterior window, be prepared to signal to someone outside.

CLOTHING ON FIRE (STOP, DROP, AND ROLL):

- ▶ Direct or assist a person to roll around on the floor to smother the flames.
- ▶ Drench with water if a laboratory safety shower is immediately available.
- ▶ Obtain medical attention. Call 617-627-6911.
- ▶ Report incident to supervisor.

Report ALL fires, no matter how small, to the University Police at 617-627-6911. On the Boston health sciences and SMFA campuses, call 911 first to report a fire.

FIRE / EVACUATION DRILLS:

- ▶ Drills are conducted at each student residential building during each semester.
- ▶ Drills are conducted at each high-rise building on the Boston campus annually.
- ▶ All building occupants are expected to participate in fire / evacuation drills

FIRE PROTECTION SYSTEMS:

- ▶ Each student residential building is equipped with fire alarm and fire sprinkler systems.
- ▶ Each academic building is equipped with a fire alarm system, and many academic buildings also have fire sprinkler systems.



SUSPICIOUS PACKAGE

What should I do...

If I see a suspicious package?

DO NOT open or shake it.

DO NOT carry or show to others.

DO NOT bring to the Police Department.

DO NOT sniff, touch, or taste.

DO alert others in the area.

Leave the area; prevent others from entering. Call the University Police at 617-627-6911.

Create a list of persons in the room where the package was received.

DID YOU KNOW?

Indicators of letter and parcel bombs may include: special deliveries and air mail, excessive postage, tape or string, and other irregularities.*

LETTER AND PARCEL BOMB RECOGNITION CHECKLIST, WHAT TO LOOK FOR:

- ▶ Foreign mail, air mail, and special deliveries.
- ▶ Restrictive markings such as "CONFIDENTIAL" or "PERSONAL."
- ▶ Excessive postage.
- ▶ Handwritten or poorly typed address. Incorrect titles.
- ▶ Misspellings of common words.
- ▶ Oily stains or discoloration on package. Strange odor.
- ▶ Strange sounds.
- ▶ Excessive weight.
- ▶ Rigid, lopsided, or uneven envelopes. Excessive tape or string.
- ▶ Visual distractions. No return address.

HANDLING SUSPICIOUS PACKAGES:

- ▶ DO NOT open or shake it.
- ▶ DO NOT carry or show to others.
- ▶ DO NOT bring to the Police Department.
- ▶ DO NOT sniff, touch, or taste.
- ▶ DO alert others in the area.
- ▶ Leave the area, close doors, and prevent others from entering by using signs or guarding.
- ▶ Putting as much distance as possible between yourself and the package is the safest precaution.
- ▶ Wash hands with soap and water.
- ▶ Call the University Police at 617-627-6911.
- ▶ Create a list of persons in the room where the package was received.



HEALTH EMERGENCIES

Remember...

Be prepared

Think about taking a first aid and CPR course. Contact the American Heart Association or your local chapter of the American Red Cross for information on CPR and first aid training in your community. Courses are periodically run on Tufts campuses and are generally advertised throughout the university.

Free first aid tips are available for popular smartphones from the First Aid by American Red Cross app, available in the Apple App Store or through Google Play.

DID YOU KNOW?

When women have heart attacks, they are somewhat more likely than men to experience other common symptoms, including shortness of breath, nausea/vomiting, and back pain.*

First aid includes assessments and treatments that can be performed by a layperson (the victim or a bystander) with minimal or no medical equipment. First aid should never delay the activation of the emergency medical services (EMS) system or other medical assistance, if needed.

This first aid guide is derived from the 2015 American Heart Association and American Red Cross Guidelines for First Aid.

CALLING FOR HELP:

In a medical emergency on campus, activate the emergency medical services (EMS) system by calling the University Police at 617-627-6911.

HANDS-ONLY CPR:

If you see a teen or adult suddenly collapse:

- ▶ **1. Call (or tell someone else to call) 617-627-6911 if on campus, or call 911 if off campus.**
- ▶ **2. Push hard and fast in the center of the person's chest.**

CPR can more than double a person's chances of survival. Learn more about hands-only CPR at [Heart.org/HandsOnlyCPR](https://www.heart.org/hands-only-cpr).

BODY SUBSTANCE ISOLATION:

Some infections can be transferred by a victim's bodily fluids. While intact skin is a generally an effective barrier against outside contagions, bystanders should avoid contact with the body substances of another person. Keep in mind that you can be exposed by touching, splashing, and spraying (i.e., a sneeze or cough) and that exposure may occur through skin contact or contamination in the eyes, mouth, or nose. *Body substance isolation* refers to the practice of wearing or using barriers such as medical gloves or a CPR mouth-to-mouth barrier device to reduce the risk of transmitting an infection.

POSITIONING THE VICTIM:

It is best to allow only trained rescuers to move a victim who may have a spinal injury, because the victim could be paralyzed if moved improperly. There are, however, exceptions:

- ▶ **If there is immediate peril to you and the victim, it may be necessary to relocate the victim to a safer place.**
- ▶ **If you need to perform CPR, it may be necessary to roll the victim onto their back.**

Medical Emergencies

BREATHING DIFFICULTIES:

Difficulty breathing may be caused by a number of medical problems, including an asthma attack or an allergic reaction. Any difficulty breathing is a serious emergency and requires the immediate activation of EMS.

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ If the victim states they are having an asthma attack, you may assist by:
 - Asking the victim if they have an inhaler.
 - Asking the victim if they have a prescription for the inhaler.
 - Helping the victim use the inhaler if needed.
- ▶ With any breathing emergency, help by sitting the victim upright or in the position they are most comfortable.

ALLERGIC REACTION (ANAPHYLAXIS):

A victim of an allergic reaction may experience swelling (especially of the face), breathing difficulty, an itching rash, shock, and even death. The victim may have a history of allergic reactions and may carry an epinephrine auto-injector (also known as an EpiPen™), or the allergic reaction could be the victim's first.

If you suspect an allergic reaction:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ If the victim has an EpiPen available and needs assistance with it, you may help by taking these steps:
 - Make sure the medication is prescribed to the victim.
 - Follow the instructions on the device to administer the medication.
- ▶ For any allergic reaction, allow the victim to sit upright or in the position they are most comfortable.

SEIZURES (CONVULSIONS):

The objectives of providing aid during a seizure are to prevent further injury and to help maintain an open airway. Most seizures, but not all, will stop on their own after a few seconds. Stay calm, and:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Do not restrain the victim during the seizure. Move furniture away to protect the person's head.
- ▶ Do not place anything in the victim's mouth. Tongue biting and bleeding from the mouth can be normal side effects of a seizure.
- ▶ After a seizure, the victim may be unconscious, confused, or lethargic. Place the victim on their side and offer reassurance until help arrives.

HEART ATTACK:

A heart attack is normally characterized as severe chest pain, but may be indicated by a number of other, more subtle signs. Heart attacks affect men and women of all ages. Learn to recognize the signs and activate EMS immediately if you suspect someone may be suffering from a heart attack.

The signs of a heart attack may include:

- ▶ Chest discomfort—most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness, or pain.
- ▶ Discomfort in other areas of the upper body, such as one or both arms or the back, neck, jaw, or stomach.
- ▶ Shortness of breath.
- ▶ Other signs may include breaking out in a cold sweat, nausea, vomiting, or lightheadedness.

As with men, women's most common heart attack symptom is chest pain or discomfort. But women are somewhat more likely than men to primarily complain of other common symptoms, particularly shortness of breath, nausea/vomiting, and back or jaw pain.

If you suspect someone is having a heart attack:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Allow the victim to sit up, or in the position that is most comfortable. Reassure the victim that help is on the way.
- ▶ Monitor the victim and perform CPR if the victim becomes unresponsive or is not breathing normally.
- ▶ If there is an Automatic External Defibrillator (AED) present, open the AED and follow the AED's instructions.

STROKE:

Learn to recognize the signs of a stroke and activate EMS immediately if you believe someone may be suffering from a stroke. Remember FAST:

- ▶ Facial weakness—can the person smile? Is there drooping of the mouth or one or both eyes?
- ▶ Arm weakness—can the person raise both arms?
- ▶ Speech problems—can the person speak clearly and understand what you say?
- ▶ Time is critical—call the University Police at 617-627-6911 to activate EMS.

HEALTH EMERGENCIES

DIABETIC EMERGENCY:

Diabetic emergencies happen when a victim has dangerously low or high blood sugar levels. Although this type of emergency can happen to anyone, it is more common for diabetics.

Symptoms of a diabetic emergency include:

- ▶ Confusion
- ▶ Altered behavior
- ▶ Difficulty speaking or walking
- ▶ Slow responsiveness

If a person with diabetes reports having low blood sugar, you may assist by providing them with sugars such as juices, sugar tablets, or glucose gel, for which the victim may have a prescription.

Do not give the victim anything to eat or drink if they are unable to swallow or have slow responses. Call 617-627-6911 to activate EMS.

Injuries

Injuries sustained at the workplace will require the victim's supervisor to file certain reports with Industrial Hygiene, Occupational Health, the Office of Risk Management, and Insurance Workers' Compensation. These reports, as well as additional information, are available at viceprovost.tufts.edu/emergencies-accident-reporting.

BLEEDING:

Controlling bleeding is one thing you can do that can have a major positive effect on outcome.

- ▶ For serious bleeding, call the University Police at 617-627-6911 to activate EMS.
- ▶ Control the bleeding by applying direct pressure over the bleeding area until bleeding stops or EMS arrives.
- ▶ Avoid contact with another person's blood by using medical gloves.

It is best to apply manual pressure on a gauze bandage or other piece of cloth placed over the source of bleeding. If bleeding continues, do not remove the gauze; add more gauze and continue to apply pressure.

If the victim complains of feeling light-headed or seems confused, make sure EMS is on the way.

CUTS AND SCRAPES:

Clean the wound with clean, running tap water with or without soap for at least five minutes. Application of an antibiotic ointment and a dressing after cleaning has been shown to help wounds heal better. However, do not apply an antibiotic ointment if the victim has known allergies to the antibiotic. Call for EMS or seek

medical attention if the wound becomes discolored or swollen, or if the victim develops other symptoms such as lightheadedness.

BURNS:

Immediately cool the burn in cold running water and continue at least until pain is relieved. Do not use ice, as this may freeze skin and cause more damage. Do not pop burn blisters but do cover them loosely with a sterile dressing. Call for EMS or seek medical attention if necessary. Always activate EMS for burns of a large area or for burns affecting the face, hands, or genitals.

Electrical burns are usually internal, and a small external burn may mask a large area of damage inside the victim.

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Consider your own safety first! Do not approach or touch the victim until the power has been turned off.
- ▶ Once the power is off, assess the victim, who may need CPR.

SPRAINS, STRAINS, BRUISES, DISLOCATIONS, AND BROKEN BONES:

If someone injures a muscle, joint, or bone:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Do not attempt to move or reposition a victim with a serious muscular, bone, or joint injury.
- ▶ For a minor injury, apply a mixture of ice and water in a plastic bag to the injured area, being sure to place a thin towel or other cloth between the mixture and the skin to prevent freezing of skin. Apply ice for 10-20 minutes at a time to prevent skin from becoming too cold.
- ▶ If the injury includes an open wound, cover it with a dressing. Do not attempt to push protruding bones or tissue back into the skin.

DENTAL INJURIES:

Dental injuries include chipped teeth or a tooth that is knocked out.

- ▶ Seek medical attention at a dentist's office or an emergency room or activate EMS.
- ▶ Avoid touching the root or the part of the tooth that's normally embedded in the gums.
- ▶ Clean wounds inside the mouth with water. Avoid swallowing blood.
- ▶ Stop bleeding by applying pressure with a piece of clean cotton.
- ▶ Do not scrub a knocked-out tooth. Rinse it in water, then place it in milk or in clean water if milk is not available. Bring the tooth with you to the emergency room or dentist.

HEALTH EMERGENCIES

HEAD INJURIES:

Head injuries are very dangerous and should be handled with caution. If the victim has hit their head and has symptoms such as nausea, dizziness, headache, confusion, or memory loss, you should immediately:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Do not move the victim; encourage them to keep their head and neck still until EMS arrives.

Mental Health Emergencies

Just like medical emergencies, mental health emergencies can be life-threatening. A mental health emergency exists when people are at risk of imminent harm to themselves or others, or their judgment and ability to care for themselves is so compromised that they may not be able to function safely.

Signs of a mental health emergency may include:

- ▶ Suicide plans, intentions, or behaviors
- ▶ Imminent threats or aggression toward others
- ▶ Loss of contact with reality, including paranoid or grandiose thinking
- ▶ Hallucinations, including hearing and/or seeing things no one else can perceive
- ▶ Extreme agitation
- ▶ Incoherent speech
- ▶ Extreme panic

What to do in a mental health emergency:

Do not leave the person who is in crisis alone, even for a moment. Call the University Police immediately at 617-627-3030.

Environmental Emergencies

COLD EMERGENCY:

Hypothermia is the lowering of body temperature. Its seriousness depends on the length of the victim's exposure and their body temperature. If someone appears to be severely hypothermic:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Begin warming the victim by moving them to a warm place and removing wet clothing. Wrap the victim with dry clothes, blankets, towels, etc.

Frostbite is damage to the skin caused by extreme cold or a long period of exposure. It usually affects extremities such as hands, feet, nose, and ears; is characterized by discoloration of the skin; and may include numbness or intense pain. If you suspect frostbite:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Do not attempt to re-warm the affected body part.
- ▶ Prevent the onset of hypothermia by moving victim to a warm place and removing wet clothing. Wrap the victim with dry clothes, blankets, towels, etc.

HEAT EMERGENCY

Illnesses brought on by heat may include heat cramps, heat exhaustion, and heat stroke. Most heat-related emergencies can be prevented by drinking water often during hot weather and staying indoors during the hottest parts of the day. If you suspect someone is having a heat emergency:

- ▶ Get the victim to a cool place—such as in the shade, indoors, or to an air-conditioned car.
- ▶ Loosen or remove clothing and cool the victim with a cool water; spray or fan the victim.
- ▶ Offer the victim a cool electrolyte-carbohydrate mixture (juice, milk, etc.) to drink, only if they are awake and alert.
- ▶ If the victim is confused, sweating, nauseous, vomiting, or refuses water, call the University Police at 617-627-6911 to activate EMS.

Poison Emergencies

Poisons may be ingested, inhaled, or absorbed through parts of the body. Treatment for different types of poisons varies, and no general recommendation can be made other than activating EMS and contacting the Poison Help hotline of the American Association of Poison Control Centers. If you believe someone has ingested poison or see them do it:

- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ Contact the Poison Help hotline at 800-222-1222.
- ▶ Do not give the victim anything to drink or eat unless directed to do so by the Poison Help hotline.
- ▶ Do not cause the victim to vomit unless directed to do so by the Poison Help hotline.

ALCOHOL-RELATED EMERGENCIES:

Alcohol emergencies may occur when a victim ingests alcoholic beverages. Symptoms of an alcohol-related emergency include:

- ▶ Vomiting
- ▶ Inability to speak or walk properly
- ▶ Abnormal breathing
- ▶ Slow responsiveness or unresponsiveness

If a victim shows any signs of an alcohol emergency, call the University Police at 617-627-6911 to activate EMS. If the victim is uninjured, place them on their side and offer reassurance until help arrives. Ensure that the victim remains stationary in a safe location until EMS arrives.

Public Health Emergencies

A public health emergency exists when campus air, drinking water, or food is contaminated with one or more hazardous agents such as chemicals or pathogens that could or will result in disease or injury affecting large numbers of people.

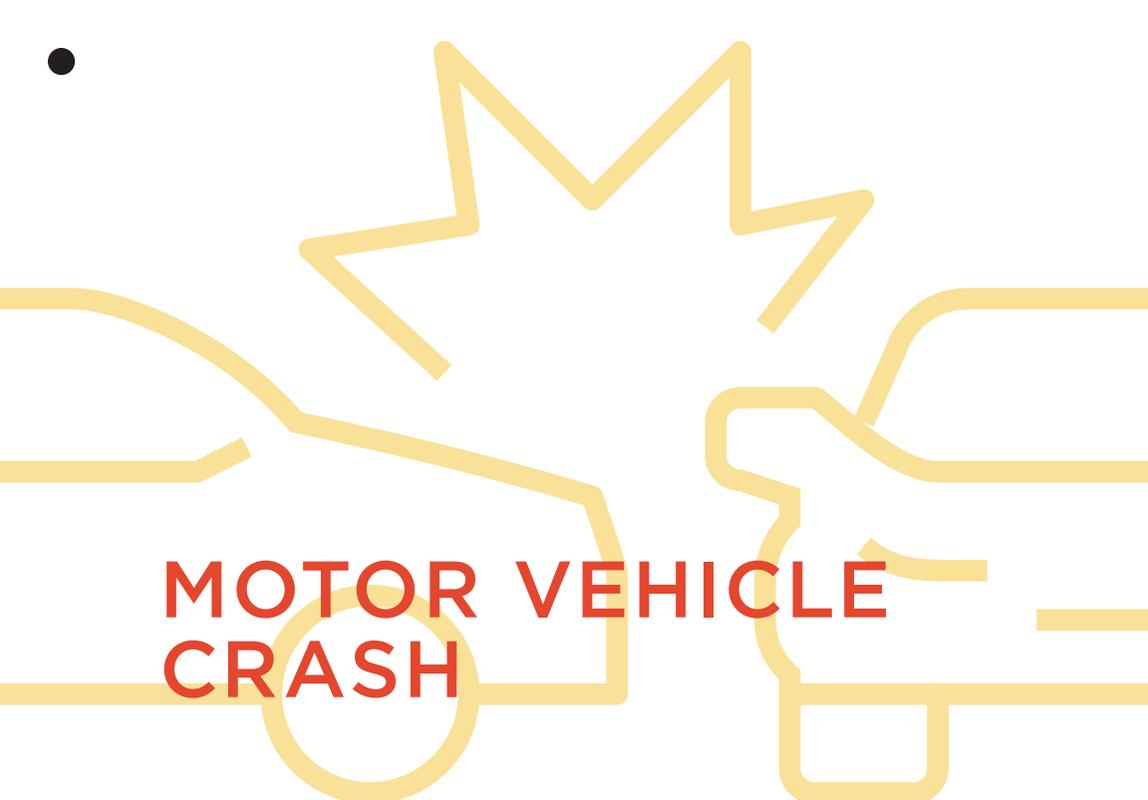
Likewise, other campuswide incidents—such as pest infestations or failure of the sewage system—could also cause significant disease or injury to communities.

Actions will be taken to notify the Tufts community of these conditions as soon as Tufts University becomes aware of an outbreak emergency.

The following types of outbreaks or epidemics represent public health emergencies:

- ▶ **Communicable disease: widespread disease for which vaccination is not available**
- ▶ **Foodborne disease: gastrointestinal illness**
- ▶ **Waterborne disease: microbiological or chemical agents**
- ▶ **Injuries resulting from infestation by insects, rodents, or other pests (e.g., bedbugs)**
- ▶ **Infectious disease resulting from contact with sewage or other human waste**

Student Health Services, Public Safety, Industrial Hygiene, Occupational Health, and Facilities Services each have a responsibility to be aware of the public health significance of utility failures, reports of unusual diseases or injuries, or an unusual frequency of certain diseases and injuries. Tufts University will work closely with local and state agencies such as the Massachusetts Department of Public Health to respond quickly and effectively to public health emergencies that occur at Tufts University or in the neighboring community.



MOTOR VEHICLE CRASH

What should I do...

If I see a major accident?

Call 617-627-6911 and notify the dispatcher of the crash location, the number and type of vehicles involved, and if any pedestrians or bicyclists are involved.

Advise the dispatcher of the number of injured and type of injuries. Notify your supervisor if the crash scene is close to your building.

DO NOT attempt to move the injured unless not doing so would be more dangerous (e.g., in the event of a car fire).

DID YOU KNOW?

Seat belts reduce serious crash-related injuries and deaths by about 50%.*

MOTOR VEHICLE CRASH

IF YOU WITNESS A MOTOR VEHICLE CRASH:

- ▶ Call 617-627-6911. Notify the dispatcher of the crash location, the number and type of vehicles involved, and if any pedestrians or bicyclists are involved.
- ▶ Advise the dispatcher of the number of injured and type of injuries, if known.
- ▶ Look for hazards that could affect you or the responding emergency personnel (fuel, chemicals, electrical wires, etc.) and report them to the dispatcher.
- ▶ DO NOT attempt to move the injured unless not doing so would be more dangerous (e.g., in the event of a car fire).
- ▶ Attempt to keep the victims calm and reassure them that assistance is on the way.
- ▶ When emergency personnel arrive, notify them of the number of injured and their locations. Remain on the scene until released by police.

IF YOU ARE INVOLVED IN A MOTOR VEHICLE CRASH:

- ▶ Take a breath and remain calm.
- ▶ Check yourself and others for injuries. Call 617-627-6911, or 911 if off campus, to activate EMS if in doubt.
- ▶ If able, move vehicles out of traffic to a safe place and activate hazard lights. Call the local police to report the accident.
- ▶ Do not leave the scene until you have exchanged information with other motorists, or the police release you from the scene.
- ▶ This guidance is about your safety. Contact your insurer for guidance on how to submit a claim.
- ▶ If you are involved in a crash in a university vehicle, follow the steps above and also report the crash to the University Police. See publicsafety.tufts.edu/police/motor-vehicle-information/motor-vehicle-crash-report/ for more information.



NATURAL DISASTERS

Remember...

DO NOT use matches or lighters, in case of leaking natural gas pipes or nearby fuel tanks.

Crouch down and cover your head. Interior stairwells are good places to take shelter.

DO help direct disabled people to a safe place. Stay indoors; do not exit building or use elevators.

Stay away from all windows and avoid being underneath heavy objects that may fall.

Remain calm and alert; listen for information and instructions from emergency crews and/or local officials.

DID YOU KNOW?

About 10% of all thunderstorms are classified as severe—ones that produce large hail, have winds of 58 miles per hour or higher, or produce a tornado.*

Earthquake

Indoors

- ▶ **DROP** to the ground—before the earthquake drops you!
- ▶ **TAKE COVER** by getting under a sturdy desk or table and **HOLD ON** to it until the shaking stops.

In modern buildings, falling down or being struck by falling objects causes most earthquake-related injuries. **DROP, COVER, and HOLD ON** immediately.

- ▶ **STAY INDOORS**; do not exit building or use elevators.
- ▶ **STAY AWAY** from all windows and large glass objects.
- ▶ **AVOID** being underneath heavy objects such as lights, wall hangings, and other items that may fall.
- ▶ **HELP DIRECT** disabled people to a safe place, if necessary.
- ▶ **MAKE SURE** wheelchair-bound individuals lock brakes.

Outdoors

- ▶ Move to an area **AWAY FROM** trees, power lines, buildings, and walls.
- ▶ **DROP TO KNEES** and get into a fetal position, close your eyes, and cross your arms over the back of your neck for protection.
- ▶ **REMAIN** in position until shaking has stopped.

When aftershocks stop:

- ▶ **DO NOT USE** cell phones, **EXCEPT** to report serious injuries.
- ▶ **ASSIST** in the building evacuation of persons with disabilities, if safe to do so.
- ▶ **TUNE** radios to an emergency broadcast or local radio stations for news updates and instructions.
- ▶ **BE PREPARED** to evacuate if instructed to do so. (The decision to evacuate campus will be based upon the severity of the earthquake and damage to buildings.)
- ▶ The university will provide instructions for immediate actions by available means.
- ▶ **IF INSTRUCTED** to evacuate, see “**EVACUATION**” section of this guide.
- ▶ **DO NOT ENTER** any building that is deemed or looks **UNSAFE**.

Severe Thunderstorm or Tornado

All lightning can be deadly. When you hear thunder or see lightning, GO INDOORS. In addition to potentially deadly lightning, a SEVERE THUNDERSTORM also has wind greater than 58 mph (50 knots), hail 1 inch or larger, and/or a tornado.

A WATCH means that conditions are favorable for the development of severe weather in the watch area. Pay attention to broadcasts and prepare to take action.

A WARNING is an URGENT announcement that hazardous weather is occurring or is imminent. Take immediate action to protect life and property!

Indoors

- ▶ **STAY INDOORS**; do not exit building or use elevators. You could be trapped in them if power is lost. Go to an interior room.
- ▶ **HELP DIRECT** disabled people to a safe place, if necessary.
- ▶ **REMAIN INSIDE** until 30 minutes after the last thunder.

In the event of a TORNADO WARNING, or if a funnel cloud is reported:

- ▶ **GO** directly to an enclosed, windowless area in the center of the building; corners or building support columns are best. Avoid middle of interior walls.
- ▶ **STAY AWAY** from all windows and large glass objects.
- ▶ **CROUCH DOWN** and cover your head. Interior stairwells are usually good places to take shelter and, if not crowded, allow you to get to a lower level quickly.
- ▶ **AVOID** being underneath heavy objects such as lights, wall hangings, and other items that may fall.
- ▶ **REMAIN INSIDE** until tornado has passed and you are cleared to leave.
- ▶ Do not use matches or lighters, in case of leaking natural gas pipes or nearby fuel tanks.
- ▶ **HELP DIRECT** people with disabilities to a safe place, if necessary.

Outdoors

- ▶ IF INSTRUCTED to evacuate, see “EVACUATION” section of this guide.
- ▶ MOVE AWAY from trees, buildings, walls, and power lines.
- ▶ SEEK the lowest possible ground (i.e., ditch, small trench). Lying flat in a ditch or low-lying area may be your only option. Note: Never enter an open trench where a cave-in or flooding may be possible.
- ▶ STAY AWAY from power lines and puddles with wires in them; they may be “live.”
- ▶ DO NOT USE matches or lighters, in case of leaking gas pipes or fuel tanks.
- ▶ REMAIN in position until noise and high winds have stopped.
- ▶ DO NOT ENTER any building that is deemed or looks UNSAFE.

Hail

- ▶ SEEK protective shelter immediately.
- ▶ REMAIN indoors or under protective shelter until hail has stopped, usually five to 10 minutes.

Lightning

If you hear thunder:

- ▶ SEEK protective shelter immediately.
- ▶ If OUTDOORS, DO NOT STAND underneath tall isolated objects. Avoid being the tallest thing in the landscape. Seek shelter in a low area under a thick growth of small trees. Avoid open areas and SEEK LOW AREAS such as a ravine or valley.
- ▶ GET OFF or AWAY from OPEN WATER as well as metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out so that people are several yards away from each other.
- ▶ REMEMBER—lightning may strike miles away from the parent cloud. If you feel your hair stand on end, lightning may be about to strike you. DROP TO YOUR KNEES and BEND FORWARD, putting your hands on your knees. DO NOT LIE FLAT on the ground.

Hurricane

Unlike other natural disasters, a hurricane is usually preceded by hours or days of notice and warning, allowing you to prepare.

Before the hurricane

- ▶ Stay informed. Pay attention to announcements from university administrators and visit nhc.noaa.gov for hurricane information.
- ▶ Bring inside all outdoor furniture, decorations, garbage cans, and anything else that is not tied down.
- ▶ Suspend or shut down laboratory experiments. All chemicals used in an active experiment should be closed and returned to their normal storage location (e.g., flammable storage cabinet, ventilated cabinet, refrigerator, or hazardous waste storage area).
- ▶ Shut down and unplug computers and sensitive equipment.
- ▶ In flood-prone areas (basements), move valuable items and documents to table tops and away from windows to prevent damage in the event of local flooding.
- ▶ Refresh your emergency kit with fresh batteries, flashlight, important medications, drinking water, and snacks.
- ▶ BE PREPARED to evacuate if instructed to do so. (The decision to evacuate from campus will be based on the severity of the hurricane.)
- ▶ IF INSTRUCTED to evacuate, see “EVACUATION” section of this guide.

During the hurricane

- ▶ Listen to the radio or TV for information and visit www.tufts.edu.
- ▶ Avoid using the phone, except for serious emergencies.
- ▶ Stay indoors during the hurricane and away from windows and glass doors.
- ▶ Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm—winds may pick up again.
- ▶ AVOID being underneath heavy objects such as lights, wall hangings, and other items that may fall.
- ▶ Do not use matches, candles, or lighters. Avoid elevators.
- ▶ REMAIN INSIDE until the hurricane has passed or you are cleared to leave.
- ▶ HELP DIRECT disabled people to a safe place, if necessary.

NATURAL DISASTERS

After the hurricane

- ▶ **STAY ALERT** for extended rainfall even after the hurricane has ended.
- ▶ **MINIMIZE TRAVEL.** Drive only if absolutely necessary and **AVOID** flooded roads and washed-out bridges.
- ▶ **STAY OFF** the streets. Go outdoors only if absolutely necessary and **WATCH** for fallen objects, downed electrical wires; and weakened walls, bridges, roads, and sidewalks.
- ▶ **KEEP AWAY** from loose or dangling power lines and report them immediately to the University Police.
- ▶ **DO NOT ENTER** any building that is deemed or looks **UNSAFE**.

Extreme Heat

- ▶ **STAY INDOORS** as much as possible and limit exposure to the sun. **DRINK** plenty of **WATER**. Avoid drinks with caffeine.
- ▶ **EAT** well-balanced, light, and regular meals. **LIMIT** intake of alcoholic beverages.
- ▶ **AVOID** strenuous work during the warmest part of the day.
- ▶ **DRESS** in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible. Wear a wide-brimmed hat to protect face and head.
- ▶ **BE AWARE** of the symptoms of medical heat emergencies. See “**MEDICAL EMERGENCY**” section of this guide for information on first aid during heat emergencies.

Winter Storm and Extreme Cold

- ▶ **STAY INDOORS** during the storm.
- ▶ **WALK CAREFULLY** on snowy, icy walkways.
- ▶ **KEEP DRY.** Change wet clothing frequently to prevent loss of body heat.
- ▶ **BE AWARE** of the symptoms of medical cold emergencies. See “**MEDICAL EMERGENCY**” section of this guide for information on first aid during cold emergencies.
- ▶ If outdoors, **PREVENT** medical cold emergencies by wearing warm, loose-fitting, lightweight clothing in several layers.
- ▶ **MINIMIZE TRAVEL.** Drive only if it is absolutely necessary. Travel during the day, don't travel alone, keep others informed of your schedule, stay on main roads, and avoid back-road shortcuts. Tell someone your travel destination, travel route, and expected time of arrival at destination.



UTILITY FAILURES

Remember...

Report all utility failures to Tufts Facilities Services:

Boston health sciences or SMFA—617-636-3535

Grafton—508-887-4949

Medford/Somerville—617-627-3496

In case of a suspected gas leak, report to the University Police at 617-627-6911.

Be aware of Tufts University announcements regarding utility failures.

DID YOU KNOW?

The biggest power outage in U.S. history occurred on August 14, 2003, leaving roughly 50 million people without power.*

Power Outage

In the event of a campus-wide outage, Tufts has emergency generators that will immediately provide power to limited areas on campus. To report a minor, localized power outage, call Facilities Services:

Boston health sciences at 617-636-3535

Boston SMFA at 617-636-3535

Grafton at 508-887-4949

Medford/Somerville at 617-627-3496

Keep flashlights and batteries at easily accessible locations throughout your work areas and/or residence.

In case of a major, campuswide power outage:

- ▶ Remain calm.
- ▶ Follow directions from the University Police for immediate action.
- ▶ If evacuation of a building is required, see the “EVACUATION” section of this guide.
- ▶ Do not use candles or other type of flame for lighting.
- ▶ Unplug all electrical equipment (including computers) and turn off light switches.
- ▶ Prior to evacuating, laboratory personnel should secure all experiments and unplug any electrical equipment whose unsupervised operation could lead to fire, chemical release, or other unplanned condition. All chemicals used in active experiment should be closed and returned to their normal storage location (e.g., flammable storage cabinet, ventilated cabinet, refrigerator, or hazardous waste storage area). If safe to do so, provide natural ventilation by opening all windows and/or doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is restored.

If people are trapped in an elevator:

- ▶ Notify the University Police at 617-627-6911.
- ▶ Reassure passengers and tell them you are getting help. Instruct passengers to pick up the emergency phone in the elevator so they can provide direct information to the emergency responders.
- ▶ Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

Water or Sewer Failure

University administrators will notify the university community in case of water or sewer failure.

A Boil Water Advisory or a Boil Water Order might be issued by public officials due to a water or sewer failure OR due to a water-borne disease outbreak.

- ▶ Place water in a heat-resistant container and bring water to a rolling boil for a minimum of one minute.
- ▶ When it cools, refrigerate the water in clean containers.
- ▶ If you do not or cannot boil water, you can disinfect it by adding 1/8 teaspoon of bleach per gallon of water. **DO NOT** use bleach containing perfume, dyes, or other additives.
- ▶ Boil or disinfect all water used for drinking, preparing food, beverages, ice cubes, washing fruits or vegetables, and brushing teeth.

Gas Leak

If you smell the “rotten egg” smell of gas OR hear a blowing or hissing noise:

- ▶ **LEAVE** the building immediately, spreading the word on the way out.
- ▶ **DO NOT** use any phone inside the building.
- ▶ **DO NOT** turn on or off any electric lights or appliances. **DO NOT** open or close the windows.
- ▶ **DO NOT** try to shut off the gas.
- ▶ **DO NOT** light candles or other type of flame for lighting.
- ▶ Notify the University Police at 617-627-6911 **AFTER** leaving the building.
- ▶ **DO NOT** re-enter the building until authorized to do so by the University Police.

An individual exposed to natural gas for a prolonged period of time might experience the following symptoms: dizziness, fatigue, nausea, headache, and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

- ▶ Take the victim outside immediately.
- ▶ Call the University Police at 617-627-6911 to activate EMS.
- ▶ If the victim is unresponsive or not breathing normally, perform CPR.

Data or Telephone Network Failure

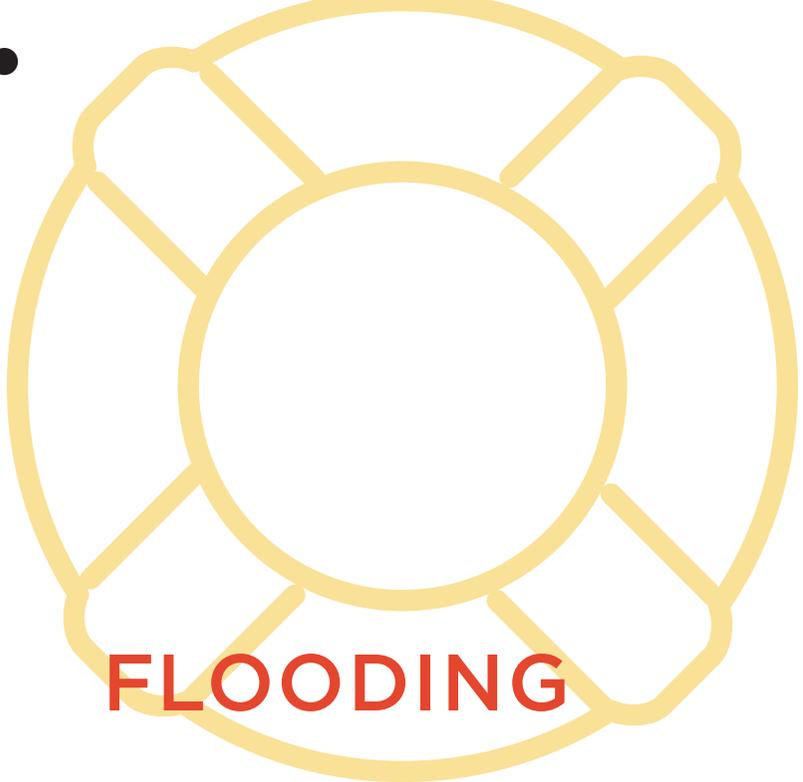
Communications networks may fail due to technological malfunction or may be damaged or overwhelmed during a disaster.

Data network incidents and failure:

- ▶ To report a routine data network problem, submit an incident report online at it.tufts.edu or contact the TTS Service Desk via phone at 617-627-3376.

Phone network incidents and failure:

- ▶ If the campus phone system is not working, use a wireless phone to call 617-627-6911 for the University Police, or dial 911 for emergency assistance.
- ▶ Program the full 10-digit emergency number into your wireless phone—as well as the non-emergency number for your particular Tufts campus.
- ▶ When phone lines are down or overwhelmed, use alternative communication methods such as email, instant messaging, or SMS text messaging.
- ▶ Have a family emergency plan that includes an out-of-town contact. After a disaster it might actually be easier to make a long-distance phone call than to call across town.
- ▶ To report a routine telephone network problem, contact the TTS Service Desk via phone at 617-627-3376 or email it@tufts.edu.



FLOODING

Remember...

Major flooding on campus would be the result of torrential rains, a water main failure, or frozen pipes.

Use extreme caution around appliances or electrical receptacles near the leak and/or water.

Evacuate affected buildings and areas immediately.

Follow instructions from the University Police, who are trained to help you.

DID YOU KNOW?

Though Tufts' campuses are not located in flood-prone areas, building flooding can still occur due to broken or frozen pipes, accidental fire sprinkler activation, heavy rains, or stopped-up storm drains.*

MAJOR FLOODING:

Major flooding on the campus would be the result of torrential rains, a water main failure, or frozen pipes.

- ▶ Evacuate affected buildings and areas immediately. See the “EVACUATION” section of this guide.
- ▶ Follow instructions from the University Police for immediate action.
- ▶ Use extreme caution around appliances or electrical receptacles near the leak and/or water.

MINOR FLOODING:

Minor or area flooding of the campus is a more likely scenario. It could result from major, multiple rainstorms or a water line break. In the event of minor, weather-related flooding, the University Police will monitor the National Weather Service and the Massachusetts Emergency Management Agency (MEMA) to determine if evacuation and/or cancellation of classes is necessary. In the case of a water main failure, affected areas of the campus would have to be evacuated immediately. In this case, refer to the “EVACUATION” section of this guide.

- ▶ Notify the University Police at 617-627-6911.
- ▶ Secure vital equipment, records, and chemicals (move to higher, safer ground). Shut off all electrical equipment (if safe to do so). Secure all laboratory experiments. When able, notify Facilities Services:

Boston health sciences—617-636-3535

Boston SMFA—617-636-3535

Grafton—508-887-4949

Medford/Somerville—617-627-3496

- ▶ Wait for instructions from the University Police for immediate action.
- ▶ Do not return to your building unless you have been instructed to do so by the University Police.



ACTIVE SHOOTER

What should I do...

If I see someone attacking others with a gun or hear gunfire?

Avoid: Trust your instincts and don't delay. Get away as quickly as possible.

Deny: If you can't flee, obstruct or deny the active shooter access to your area. Relocate if necessary.

Defend: If all else fails, and only as a last resort, attack the shooter with whatever makeshift weapons you can find.

Call the University Police at 617-627-6911 as soon as it is safe to do so.

DID YOU KNOW?

**Most active shooter incidents end before the police arrive.*
Know your options and be prepared to take action to protect yourself.**

Active Shooter

An active shooter is an individual actively engaged in attempted mass murder.

- ▶ Victims are selected at random.
- ▶ Event is unpredictable and evolves quickly.
- ▶ Those in the vicinity must make a rapid decision based on the situation at hand.
- ▶ Knowing what to do can save lives.

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY, YOU HAVE THREE OPTIONS:

Avoid

Trust your instincts and don't delay. Get away as quickly as possible.

- ▶ Have an escape route and plan in mind.
- ▶ Leave your belongings behind.
- ▶ Evacuate regardless of whether others agree to follow.
- ▶ Help others escape, if possible.
- ▶ Do not attempt to move the wounded.
- ▶ Prevent others from entering an area where the active shooter may be.
- ▶ Keep your hands visible.

Deny

If you can't flee, obstruct or deny the active shooter access to your area.

- ▶ Relocate if necessary.
- ▶ Remain out of the shooter's view. Lock door or block entry to your area.
- ▶ Silence your cell phone (including vibrate mode) and remain quiet. Be prepared to defend yourself if needed.

Defend

If all else fails...

- ▶ Fight as a last resort and only when your life is in imminent danger.
- ▶ If others are with you, work together as a group.
- ▶ Attempt to incapacitate the shooter.
- ▶ Stand near the door, not in the middle of the room.
- ▶ Act as physically aggressive as possible.
- ▶ Improvise weapons or throw items at the active shooter.
- ▶ Commit to your actions. Your life depends on it.

Call the University Police at 617-627-6911 as soon as it is safe to do so.

Information to provide to law enforcement:

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

How to respond when law enforcement arrives on the scene:

- ▶ Remain calm and follow instructions.
- ▶ Drop items in your hands (e.g., bags, jackets).
- ▶ Raise hands and spread fingers.
- ▶ Keep hands visible at all times.
- ▶ Avoid quick movements toward officers, such as holding onto them for safety.
- ▶ Avoid pointing, screaming, or yelling.
- ▶ Do not ask questions when evacuating.

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you likely will be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

VIOLENCE PREVENTION:

Recognizing Violent or Threatening Behavior

Violent behavior includes, but is not limited to:

- ▶ Any physical assault, with or without weapons.
- ▶ Behavior that a reasonable person would interpret as being potentially violent, such as throwing things, pounding on a desk or door, or destroying property.
- ▶ Specific threats to inflict harm, such as a threat to shoot a named individual.
- ▶ Use of any object to intimidate and/or attack another person.

Threatening behavior includes, but is not limited to:

- ▶ Physical actions short of actual physical contact and/or injury, such as moving closer aggressively, waving arms or fists, or yelling in an aggressive or threatening manner.
- ▶ General oral or written threats (in any medium, including email and social media) to people or property, such as “You better watch your back” or “I’ll get you.”
- ▶ Threats made in a “joking” manner. Stalking behavior.
- ▶ Implicit threats, such as “You’ll be sorry” or “This isn’t over yet.”
- ▶ Expressed interest in/references to firearms or other weapons, or known acts of violence through verbal or written communication or other modes of communication such as social media postings.
- ▶ Talking about obtaining or having firearms or other weapons.

Reporting Violent or Threatening Behavior

If you are aware of a worrisome situation like the ones listed above, please share what you know with the Tufts Threat Assessment and Management (TTAM) team at publicsafety.tufts.edu/ttam.

In an emergency:

- ▶ Get to a safe place.
- ▶ If you are on campus, call the University Police at 617-627-6911.
- ▶ Tell police your location, the phone number you’re calling from, the nature of the emergency, and who is involved.
- ▶ Safely notify others who might be in danger.

In a non-emergency:

- ▶ Call the University Police using the non-emergency numbers on the back cover of this guide.
- ▶ Email the TTAM team at ttam@tufts.edu.
- ▶ Make a report online via **Awareity** (can be made anonymously).



HAZARDOUS MATERIALS SPILL

Be prepared...

A hazardous material is any substance or agent (biological, chemical, radiological, and/or physical) capable of posing an unreasonable risk to humans, the environment, and property.

In ALL hazardous material emergency situations, the primary concern is the protection of personnel. The secondary concern is to confine the contamination, but ONLY if you are specifically trained under 29 CFR 1910.120 to do so.

The release or spill of hazardous materials will require a different response based on a variety of factors, including the amount, type, and location of the spill. All personnel should be aware of the cleanup procedures for the material with which they are working.

DID YOU KNOW?

If a chemical, biological, or radiological spill is beyond your ability to clean up, STOP and call 617-627-6911 to get help. Members of Tufts Laboratory Safety (for laboratory spaces) or Tufts Industrial Hygiene (for non-laboratory spaces) can provide timely assistance. There is no charge or penalty for this service.

HAZARDOUS MATERIALS SPILL

EMERGENCY RESPONSE PROCEDURES: CHEMICAL, BIOHAZARDOUS, AND RADIOACTIVE SPILLS

In case of emergency such as injury or illness, major spill, or theft of hazardous material, immediately contact the University Police at 617-627-6911.

Injury or Illness

In addition to contacting the University Police for an injury or illness needing medical attention, personnel must notify their immediate supervisor and the Tufts Laboratory Safety Group (labsafety@tufts.edu) of an injury or illness resulting from exposure to hazardous materials. In addition, supervisors—and personnel whom they oversee—are responsible for completing the Tufts Accident/Incident Report Form at viceprovost.tufts.edu/accident-and-incident-reporting-tufts-university.

Chemical Exposure to Skin:

- ▶ Immediately flush with cool water for at least 15 minutes.
- ▶ If there are no visible burns, remove all jewelry and apply soap to area.
- ▶ Seek medical attention if a reaction occurs or if there are concerns.
- ▶ For more help, review the “What to Do in Case of Exposure to Hazardous Materials” document or call the Exposure Response Call Center (866-360-8100) to speak with a medical professional.

Chemical Exposure to Skin—Serious:

- ▶ Remove all contaminated clothing.
- ▶ Immediately soak with cool water for at least 15 minutes.
- ▶ Have someone contact the University Police at 617-627-6911.
- ▶ Seek immediate medical attention.

Chemicals in Eyes:

- ▶ Assure contaminated gloves are removed/replaced and hands are clean.
- ▶ Irrigate eyes for at least 15 minutes with tempered water from emergency eyewash station.
- ▶ Remove contact lenses if possible.
- ▶ Notify the University Police at 617-627-6911.
- ▶ Seek immediate medical attention.

Smoke or other Airborne Contaminants:

- ▶ Anyone overcome by smoke or other airborne contaminants should be relocated to an area where there is fresh air.
- ▶ Never attempt to enter a location where potentially dangerous air contaminants might place you at risk. If someone is down, contact emergency personnel.

- ▶ Notify the University Police at 617-627-6911.
- ▶ Seek immediate medical attention.

Clothing or Laboratory Coat on Fire (Stop, Drop, and Roll):

- ▶ Extinguish burning clothing by using the drop and roll technique, dousing with cold water using an emergency shower, or smothering with a fire blanket. **Note:** If using a fire blanket, do not allow the person to remain standing.
- ▶ If possible, remove contaminated clothing and cover injured person to prevent shock.
- ▶ Notify the University Police at 617-627-6911.
- ▶ Seek immediate medical attention.

Chemical Spills (Liquid, Gas, Solid)

There is a wide range of chemicals in the workplace. The safe cleanup of a chemical spill requires knowledge of the properties and hazards posed by the chemical and any added dangers posed by the location of the spill. If you believe a spill is beyond your capacity to clean up, do not attempt to do so on your own; STOP and contact the University Police. Spill kits with absorbents, neutralizing agents if applicable, protective equipment, and sealable waste buckets should be present in the workplace. Refer to the chemical Safety Data Sheet (SDS) for specific guidance on the chemical's hazards and spill cleanup.

Minor Spill:

A minor spill is characterized by all of the following criteria:

- ▶ Is inside a laboratory and hasn't spread outside the laboratory;
- ▶ Did not result in a fire or explosion, nor presents a risk for a fire or explosion; and
- ▶ Did not result in personnel requiring medical attention.

Note: There are spills and releases that could meet the definition of a minor spill as described above, but still pose a significant hazard. If any of the following criteria is met, these should be classified as a **Major Spill**.

- ▶ Spills or releases of cryogenic liquid aside from normal pressure relief venting.
- ▶ Release of a hazardous compressed gas.
- ▶ Activation of hazardous gas detection alarm.
- ▶ Spill of a highly toxic chemical requiring a Safety Plan that occurs outside of a fume hood.

Minor Spill Cleanup:

- ▶ Alert people in the immediate area of the spill.
- ▶ Contact Tufts Laboratory Safety Group (labsafety@tufts.edu) for consultation or assistance, if needed.

HAZARDOUS MATERIALS SPILL

- ▶ Put on appropriate Personnel Protective Equipment (PPE), (gloves, protective eyewear, lab coat).
- ▶ Contain the spill with absorbent spill material. Completely clean the area where the spill occurred.
- ▶ Place used absorbent spill material in secondary containment, such as the spill bucket. Label the container and request a waste pickup online at viceprovost.tufts.edu/waste-pick-requests.
- ▶ Dispose of contaminated PPE properly.
- ▶ Complete the Tufts Accident/Incident Report Form.

Major Spill:

A major spill is characterized by any of the following criteria:

- ▶ Results in a fire or explosion, or presents a risk of a fire or explosion;
- ▶ Results in personnel requiring medical attention;
- ▶ Is not contained within a laboratory; or
- ▶ Is characterized as a major spill by the Emergency Coordinator.

Note: There are select high hazard labs that have response procedures specific to the lab itself. These may be different than the instructions noted below for a Major Spill and should be referenced.

For a Major Spill or Leak:

- ▶ Alert people in the immediate area of the spill.
- ▶ Remove any injured or contaminated persons if you can do so safely.
- ▶ Contact the University Police at 617-627-6911 and wait in a safe location.
- ▶ Remove all contaminated clothing, shoes, etc., and/or use an emergency shower if one is nearby.
- ▶ Seek immediate medical attention if you have been exposed by calling the Exposure Response Call Center: 866-360-8100.
- ▶ Do not attempt to clean up a major spill. Leave it to the experts!
- ▶ Notify Tufts Laboratory Safety Group (labsafety@tufts.edu) of the incident.
- ▶ Complete the Tufts Accident/Incident Report Form.

Mercury Spill:

- ▶ Alert people in the immediate area of the spill.
- ▶ Contact University Police at 617-627-6911 to report the spill, and then contact Tufts Laboratory Safety Group for consultation or assistance, if needed.
- ▶ Put on appropriate Personnel Protective Equipment (PPE) (gloves, protective eyewear, lab coat).

HAZARDOUS MATERIALS SPILL

- ▶ Use a pipette or medicine dropper to pick up mercury droplets.
- ▶ Do not use a commercial or domestic vacuum cleaner, as this will contaminate the vacuum and spread mercury vapor.
- ▶ Cover the area of the spill with sodium polysulfide solution, powdered sulfur, or silver metal compounds.
- ▶ Place the spill material in secondary containment, such as the spill bucket.
- ▶ Label the container and request a waste pickup online at: <https://viceprovost.tufts.edu/waste-pick-requests>.
- ▶ Dispose of contaminated PPE properly.
- ▶ Complete the Tufts Accident/Incident Report Form.

Biohazardous Materials Spill

The release or spill of biohazardous material will require a different response based on several factors, including the actual agent and the associated risks, the amount of material spilled, and type and location of the spill. The following guidelines provide a quick reference for employees responding to a biohazardous spill. Each lab working with biohazardous material should have its own specific spill-response procedure, which is outlined in the Biological Materials Registration (also called the IBC Registration) for the lab/project. The spill clean-up procedure in the registration should specify the appropriate disinfectant to use.

Lab personnel: Be sure that you have received training on the spill clean-up procedure outlined in the IBC Registration before attempting to clean up the spill.

Non-lab personnel: Consult with your supervisor to be sure you have received the specialized training before attempting to clean up a spill. In general:

- ▶ If the spill is in an unoccupied lab, call the University Police at 617-627-6911 so that the lab's emergency contact can be notified and consulted prior to spill clean-up. Do not attempt to clean up the spill on your own.
- ▶ Spills that are not associated with a lab, but are biological in nature, are likely to be human blood or fluids. These can be handled following the general procedures outlined below for a Spill Outside the Biosafety Cabinet.
- ▶ Notify Tufts Laboratory Safety Group (labsafety@tufts.edu) about any biological material spills.

Spill Inside the Biosafety Cabinet

The primary concern with a release or spill inside a Biosafety Cabinet (BSC) is decontaminating material inside the BSC, including the person's hands and arms, any equipment located in the BSC, and the surface of the BSC itself.

- ▶ Leave the BSC turned on.
- ▶ Persons working in the BSC at the time of the spill should remove contaminated gloves and lab coat (and sleeve covers, if in use) and discard them in the biohazardous waste container.

HAZARDOUS MATERIALS SPILL

- ▶ New personal protective equipment (PPE) should be donned prior to cleaning up the spill. At a minimum, PPE will include a lab coat, gloves, and eye/face protection. Additional PPE may be needed, as described in the approved IBC Registration for the project/lab.
- ▶ Disinfect the spill: Cover the spilled liquid with absorbent material, and then pour or squirt disinfectant over the spill carefully, without creating splashes. Avoid spraying disinfectant in the BSC, since the mist can be pulled or drawn into the BSC HEPA filter or other internal parts, causing damage.
- ▶ Usually, 10% bleach can be used as the disinfectant; however, the IBC Registration should be consulted to determine the appropriate disinfectant, or contact the Biosafety Office for assistance. Ten percent bleach solutions should be made fresh each day by mixing 1 part household bleach with 9 parts water.
- ▶ Allow the disinfectant to stand 20–30 minutes (or longer if indicated, based on the agent in use).
- ▶ Wipe up disinfectant/spill with paper towels or other absorbent material and discard into the biohazardous waste container.
- ▶ Decontaminate the BSC and equipment within the BSC: Saturate paper towels with disinfectant, and then wipe the cabinet walls and sash, work surfaces, and equipment in the BSC. The paper towels should be saturated with disinfectant so that the surfaces that are wiped will remain wet for at least 10 minutes. You may need to reapply the disinfectant. Discard used paper towels into a biohazardous waste container.
- ▶ If bleach was used as a disinfectant, all surfaces should be wiped again with towels saturated in either water or 70% ethanol in order to remove the bleach residue.
- ▶ If material is spilled into a drain pan, be sure to close the drain (locate the lever under the BSC to close the drain), and then pour disinfectant into the pan. Allow it to sit for 20 to 30 minutes. Then open the drain, and collect this liquid into a container. Place the container in the satellite accumulation area in the lab for pickup and disposal as hazardous chemical waste. For nonmercury-containing bleach waste, this waste can be disposed of by pouring it down the sink drain. If bleach was used as a disinfectant, the drain pan should be flooded with water to remove the bleach residue.
- ▶ Cleanup person should remove PPE and discard into the biohazardous waste container.
- ▶ Hands should be thoroughly washed and, if clothes were contaminated, they should be changed prior to returning to regular work activities.
- ▶ Notify the Biosafety Office at labsafety@tufts.edu if the spilled material flowed into the interior of the BSC. Extensive BSC decontamination may be necessary, and the BSC should not be used until decontamination is completed.
- ▶ For additional information refer to the [Biosafety Manual](#).

Document spill and response procedure

If exposure occurred, please refer to the appropriate Exposure Response Plan for the biological agent. Information about exposure response plans, seeking medical advice, and reporting requirements are posted online at [viceprovost.tufts.edu/biosafety-accidents-incidents](https://www.tufts.edu/biosafety-accidents-incidents).

A Spill of Materials outside of a BSC in a BSL1 or BSL2 Lab

If the agent involved in the spill is infectious via mucous membrane exposure or inhalation and the spill has resulted in the creation of aerosols, the lab should be evacuated for 30 minutes to allow the aerosols to settle.

If the spill is large, such as more than 500 ml, or if it has created gross contamination of the area, call the University Police at 617-627-6911 for assistance.

- ▶ Notify everyone in the lab that a biohazardous material spill has occurred and ask for assistance with the cleanup.
- ▶ If you are contaminated or potentially contaminated, do not leave the area. Ask a colleague to get PPE and the spill response kit or spill cleanup materials for you. If you are not contaminated, obtain this material yourself and return to the spill area.
- ▶ Put on PPE, including gloves, lab coat, disposable booties, and eye/face protection. Cover spill with paper towels or other absorbent material.
- ▶ Carefully pour disinfectant onto the spilled material and do not create any splashes.
- ▶ Usually, 10% bleach can be used as the disinfectant; however, the IBC Registration should be consulted (if applicable) to determine the appropriate disinfectant, or contact the Biosafety Office for assistance. 10% bleach solutions should be made fresh each day by mixing one part household bleach with nine parts water.
- ▶ Allow 20–30 minutes of contact time.
- ▶ Use mechanical means to pick up broken glass or other sharps and discard into biohazardous sharps container.
- ▶ Discard cleanup material in a biohazardous waste container. Use mechanical means to pick up broken glass.
- ▶ Re-wipe area of spill with disinfectant and discard material in biohazardous waste container. If bleach was used, then re-wipe the area with either water or 70% ethanol to remove the bleach residue.
- ▶ Remove PPE and discard into biohazardous waste container.
- ▶ Hands should be thoroughly washed; if clothes were contaminated, they should be changed prior to returning to regular work activities.
- ▶ Follow document spill and response procedures as outlined above.
- ▶ For additional information refer to the [Biosafety Manual](#).

Radioactive Materials Spill

The quantity of radioactive materials used in research at Tufts University is small, and the type of radiation produced from such materials is incapable of traveling far and posing significant external radiation dose concerns. Additional radiation protection precaution is exercised when accessing areas (i.e., Nuclear Medicine/Radiology) handling large quantities of x-ray/gamma emitting sources at the Grafton Veterinary Medicine Facility.

Radiological contamination control and assessment should be considered during any emergency response involving radioactive materials for these reasons: to prevent further spread of contamination, allow for prompt decontamination of surfaces and personnel, accurately communicate contamination to offsite services (i.e., ambulatory services, hospital radiation safety officer), and to assess level of radiation dose experienced by personnel.

Medical assistance should not be withheld or delayed in situations involving personal contamination.

Minor Spills of Liquids and Solids

(Less than 1mCi in controlled areas not involving personal contamination.)

- ▶ Notify persons in the area that a spill has occurred.
- ▶ Prevent the spread of contamination by covering the spill with absorbent paper.
- ▶ Clean up the spill using disposable gloves and absorbent paper. Carefully fold the absorbent paper with the clean side out and place in a plastic bag or transfer to a radioactive waste container.
- ▶ Put contaminated gloves and any other contaminated disposable material in the bag.
- ▶ Survey the area with a contamination survey meter set on the lowest range. Check the area around the spill for removable contamination. Also check your hands, clothing, and shoes for contamination. For tritium contamination, follow-up wipe tests are needed for further evaluation using a liquid scintillation counter.
- ▶ Report the incident to the Tufts University's Radiation Safety Officer (RSO) at 617-636-3450, cell 617-308-3781.

Major Spills of Liquids and Solids (Powders)

(Greater than 1mCi, all spills in uncontrolled areas and spills involving personnel contamination.)

- ▶ Clear the area. Notify all persons not involved in the spill to vacate the room.
- ▶ Send an alert for additional resources: Notify the University Police at 617-627-6911 and request notification of the Radiation Safety Officer (RSO).
- ▶ Prevent the spread of contamination by covering the spill with absorbent paper (i.e., do not attempt to clean it up), securing the area, and posting to restrict access.
- ▶ Relocate all personnel who may be contaminated to an area outside of the spill area for further evaluation by the RSO.
- ▶ Close the room and lock or otherwise to secure the laboratory and prevent entry.
- ▶ Assist in decontaminating personnel by removing contaminated clothing as needed. Flush contaminated skin with lukewarm water and wash with mild soap. The RSO is available to supervise the decontamination and spill cleanup.

Fuel and Oil Spills

In the event of a fuel (gasoline or diesel) or oil (heating, hydraulic, transformer, or grease/cooking oil) spill, the Tufts Spill Prevention and Countermeasure Control Plan identifies an oil SPCC coordinator. The oil SPCC coordinator may be reached through the University Police at 617-627-6911. Spills are categorized as either minor or major spills. Any spill that can be controlled with a spill kit is minor. If the spill can't be controlled with a spill kit, it is considered major and will require an immediate response by an oil/fuel spill cleanup firm. The oil SPCC coordinator can engage emergency response firms. Additionally, the SPCC coordinator and the Facilities Services department maintain a small inventory of spill kits to control the spread of these liquids. Regardless of whether a spill is minor or major, the oil SPCC coordinator must be notified of all fuel and oil spills as soon as possible. Depending on the quantity of fuel or oil spilled and where the spill occurred, regulatory reporting requirements dictate that the incident be reported in as little as two hours. For additional information, please contact IndustrialHygiene@tufts.edu.



EVACUATION OR SHELTER IN PLACE

What should I do...

If I need to evacuate the building?

Determine which exits are nearest to your location and the best route to follow in advance of an emergency.

Walk to the nearest exit; do not use the elevators.

Secure your workplace and take personal items if time permits. If possible, help disabled people.

WALK, do not run. Assemble outside at a designated area.

DID YOU KNOW?

It may be safer to “shelter in place” than to leave a building, e.g., if smoke or fire is just outside your room, or live electrical wires are obstructing access to the exit.*

Evacuation

In advance of an emergency, determine which exits are nearest to your location and the best route to follow.

If time permits during evacuation, secure your workplace and take personal items (e.g., car keys, CharlieCard, jacket).

In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major hazardous materials release, flood, or other MAJOR incident, it may be necessary to relocate personnel to a safer location.

Evacuation from a Building

- ▶ Walk, do not run.
- ▶ Do not use elevators.
- ▶ If safe to do, assist persons with disabilities as indicated by that person, or direct them to the nearest stairwell. Contact the University Police at 617-627-6911 for assistance with location.
- ▶ Expect that you may not be able to re-enter the building for hours or longer. If safe to do, collect essential items such as your car keys, wallet or purse, critical medication such as an inhaler, and outerwear appropriate for the weather and season.
- ▶ Assemble outside at a designated Area of Gathering. Supervisor should consider conducting an accountability check to determine if all staff members have exited the building.
- ▶ If you cannot return to your building, wait for instructions from the University Police or another emergency agency in charge.

On-Campus Area of Gathering

Signs indicating the Area of Gathering are posted in the lobby of each building and residence hall. In the event of a building or area evacuation, go to the posted Area of Gathering or as directed by emergency response officials.

Shelter in Place

In some instances, it may be safer to “shelter in place” than to leave a building—for instance, if smoke or fire is immediately outside your room, live electrical wires obstruct access to the exit, individuals with mobility disabilities are above or below ground floors, or if the hazard causes the elevators to become inoperative (fire alarms sounding). In some cases, authorities may direct you to shelter in place instead of evacuating. Shelter in place procedures vary depending on the type of hazard.

EVACUATION OR SHELTER IN PLACE

Fire or Smoke and You Cannot Evacuate:

- ▶ If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify emergency personnel of your location and that you are unable to evacuate the building.
- ▶ Call 617-627-6911 and tell them your name, your location, that you are unable to evacuate, and why you are unable to evacuate the building. Follow directions of the emergency call-taker.
- ▶ See "FIRE SAFETY" section of this guide.

Airborne Chemical Hazard from the Outside:

- ▶ Close all outside doors and windows.
- ▶ If safe to do so, turn off A/C and air handling systems.
- ▶ Move away from outside windows and doors, as well as air ducts and ventilation systems.

Violent Criminal Action:

- ▶ Lock and barricade doors.
- ▶ Move away from outside doors and windows.
- ▶ Close window shades and turn off lights.
- ▶ If there are injured persons or you have information about the assailant(s), call the University Police at 617-627-6911.
- ▶ See "ACTIVE SHOOTER" section of this guide.

Severe Weather Incident:

- ▶ Move away from outside windows and doors, as well as large glass objects.
- ▶ Avoid being underneath heavy objects that may fall.
- ▶ Help direct disabled people to a safe place, if necessary.
- ▶ See "NATURAL DISASTERS" section of this guide.



BOMB THREAT

Remember...

DO NOT HANG UP, even if you think it's a prank! Remain calm.

Write down the exact wording of threats and pay attention to the caller's voice (gender, demeanor) and background noises (traffic, music, voices).

Take notice of caller ID number on the phone.

Ask a lot of questions, using the checklist provided.

Contact the University Police at 617-627-6911 immediately after the call.

DID YOU KNOW?

People who make bomb threats often want to provide information to the call-taker: who, what, when, where, and why. Knowing what questions to ask and keeping the caller on the phone are important when receiving a telephoned bomb threat.*

BOMB THREAT

If a bomb threat is received by handwritten note:

Call 617-627-6911.

Handle note as minimally as possible.

If a bomb threat is received by email:

Call 617-627-6911.

Do not delete the message.

If a bomb threat is received by phone:

Keep the caller on the phone, and ask a lot of questions using the checklist below. Contact the University Police at 617-627-6911 immediately after the call.

ASK CALLER:

Where is the bomb located? (Building, floor, room, etc.) _____

When will it go off? _____

What does it look like? _____

What kind of bomb is it? _____

What will make it explode? _____

Did you place the bomb? _____

Yes _____

No _____

Why? _____

What is your name? _____

Exact wording of threat: _____

Information about the caller: (Background /level of noise)

Where is the caller located? _____

Estimated age: _____

Is the voice familiar? If so, who does it sound like? _____

CALLER'S VOICE

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> Female | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Male | <input type="checkbox"/> Laughter |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Normal |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Stutter |

BACKGROUND SOUNDS

- | | |
|---|--|
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Motor |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Clear |
| <input type="checkbox"/> Kitchen noises | <input type="checkbox"/> Static |
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Local |
| <input type="checkbox"/> Conversation | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Music | |

THREAT LANGUAGE

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Message read | <input type="checkbox"/> Profane |
| <input type="checkbox"/> Recorded message | <input type="checkbox"/> Well-spoken |

Other Information: _____

Adapted from the Office for Bombing Prevention, Department of Homeland Security—Bomb Threat Procedures and Checklist

IN CASE OF EMERGENCY, CALL 617-627-6911. FIRE ON THE BOSTON HEALTH SCIENCES AND SMFA CAMPUSES, CALL 911.

Program your campus number into your phone for quick access.

NON-EMERGENCY NUMBERS

Description	Campus	Number
Public Safety	All	617-627-3502
Fire Safety Office	All	617-627-2745
Office of Emergency Management	All	617-627-6213
Counseling & Mental Health Service	Medford/Somerville and SMFA	617-627-3360
Center for Awareness, Resources, and Education (CARE)	All	617-627-3752
Industrial Hygiene and Laboratory Safety	All	617-636-3615
Occupational Health Services (OHS)	All	617-627-6500
Facilities Services	Boston health sciences and SMFA	617-636-3535
	Grafton	508-887-4949
	Medford/Somerville	617-627-3496
Health Service	Medford/Somerville	617-627-3350
Atrius Health-Kenmore-Harvard Vanguard	SMFA	617-421-1000
Health Service After-Hours Nurse Line	Medford/Somerville and SMFA	617-627-3350, option 3
Risk Management & Insurance	All	617-627-4649
Workers' Compensation Program	All	617-727-4900
Tufts Emergency Medical Services (non-emergency)	Medford/Somerville	617-627-3868
University Police (non-emergency)	Boston health sciences and SMFA	617-636-6610
	Grafton	508-887-4900
	Medford/Somerville	617-627-3030
Weather Emergency Hotline	All	617-627-INFO
	Grafton	508-839-6124

HELPFUL WEBSITES

Description	URL
Coronavirus (COVID-19)	coronavirus.tufts.edu
Emergency Response Guide	emergency.tufts.edu/guide
Public Safety	publicsafety.tufts.edu
Fire Safety Office	publicsafety.tufts.edu/firesafety
Office of Emergency Management	emergency.tufts.edu
Tufts Threat Assessment & Management (TTAM)	https://publicsafety.tufts.edu/ttam
Accident Reporting	https://viceprovost.tufts.edu/accident-and-incident-reporting-tufts-university
Industrial Hygiene	https://viceprovost.tufts.edu/about-industrial-hygiene
Occupational Health Services (OHS)	https://ohs.tufts.edu
Laboratory Safety	https://viceprovost.tufts.edu/about-laboratory-safety
Biosafety	viceprovost.tufts.edu/biosafety
Facilities Services	operations.tufts.edu/facilities
Health & Wellness	students.tufts.edu/health-and-wellness
Counseling & Mental Health Service	https://go.tufts.edu/counseling
Health Service	https://go.tufts.edu/healthservice
Atrius Health	https://www.atriushealth.org/locations/kenmore-harvard-vanguard
SMFA Urgent Centers & Emergency Rooms	https://students.tufts.edu/health-and-wellness/health-service/about-health-service
Center for Awareness, Resources, and Education (CARE)	https://care.tufts.edu/
Health & Wellness—Employees	access.tufts.edu/health-wellness
International Travel Information	access.tufts.edu/international-travel-planning
Risk Management & Insurance	access.tufts.edu/insurance-and-risk-management
Workers' Compensation Program	access.tufts.edu/workers-compensation-program
TuftsAlert	emergency.tufts.edu/alert
Tufts Emergency Medical Services	publicsafety.tufts.edu/ems
University Police	publicsafety.tufts.edu/police
Weather Alerts	emergency.tufts.edu/weather
Campus Closings	www.tufts.edu