



EMERGENCY RESPONSE GUIDE

STUDENT



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1 EMERGENCY COMMUNICATIONS



Quincy College is committed to the safety of all students, faculty, staff and visitors to our campuses. The College has developed this emergency response guide as a reference to the College community in the event of an emergency to protect life and property, minimize injury and damage, restore essential operations and services, and provide communication in a timely manner.

WHO TO CONTACT IN THE EVENT OF AN EMERGENCY

Students, faculty, and staff should dial 911 first and foremost and then a Resource Officer for immediate assistance.

RESOURCE OFFICERS

Both the Quincy and Plymouth campuses of Quincy College provide Resource Officers on site to serve the College community. These Resource Officers provide security to the campuses and are trained to respond to emergency situations.

CAMPUS	OFFICE	MOBILE
All Quincy Campus Resource Officers	617-984-1738	857-225-1934
All Plymouth Campus Resource Officers	617-984-5801	857-939-6000

TIMELY WARNING NOTIFICATION

In the event that a situation deemed as an ongoing threat to the College community arises on or off campus, a campus wide “timely warning” notification will be issued by Quincy College. The notification will be issued through the College mass notification system, on the College’s website, and/or via TV monitors on campus.

Anyone with information warranting a timely warning should report the circumstances to the **Director of Campus Services and Facilities, by phone at 617-984-1760**, in person at the Security Office on the 3rd Floor of President’s Place, or to the Resource Officer in the Enrollment Office at the Plymouth Campus.

EMERGENCY ALERTS AND MASS NOTIFICATION SYSTEM

The mass notification system at Quincy College will send voice, text, and email messages to provide information to the College community. This can be especially useful during severe weather events, school closings, and other emergency situations that the community needs to be aware of immediately. In addition, emergency notifications are posted on television monitors on at both campuses and on the College website.

PERSONS WITH DISABILITIES

Quincy College may have students, faculty, staff, or visitors who are infirmed or disabled and will require assistance evacuating facilities via stairwells during emergency situations. During an emergency, most elevators cease to operate for reasons related to smoke and electrical fires. Building occupants who cannot use stairs or exit a building without assistance are encouraged to develop an emergency evacuation plan in advance with the Disability Services Office, Human Resources, and the Director of Administrative Services and Facilities.

GUIDELINES

The following guidelines are offered as general suggestions for students and staff who cannot use stairs or exit a building without assistance and not as an official plan of action.

- If you have an attendant, the two of you should discuss emergency evacuation plans in advance
- Talk with your instructors/supervisor about evacuation from classrooms and/or offices
- In the event of an emergency, fire drill, or other incident, proceed to a safe place away from the incident, near an elevator or major stairway, and preferably in a room with a window. In Presidents Place, go to the stairwell where the freight elevator is and wait for emergency responders to assist
- Do not use the elevators. Only trained fire fighters are qualified to judge the safety of using an elevator in a particular fire emergency

EXTERNAL EMERGENCY CONTACTS/SERVICES

AGENCY/ORGANIZATION	CONTACT NUMBER	STREET ADDRESS
Quincy Fire Department	617-376-1011	40 Quincy Avenue, Quincy
Quincy Police Department	617-479-1212	1 Sea Street, Quincy
Plymouth Fire Department	508-830-4213	114 Sandwich Street, Plymouth
Plymouth Police Department	508-830-4218	20 Long Pond Road, Plymouth
Massachusetts State Police HQ	508-820-2300	470 Worcester Road, Framingham
Massachusetts State Police South Boston	617-740-7710	125 William Day Blvd, South Boston
Massachusetts State Police Milton	617-698-5840	685 Hillside Street, Milton
Massachusetts State Police Norwell	781-659-7911	6 West Street, Norwell
Massachusetts State Police Bourne	508-759-4488	Bourne Rotary, Route 28, Bourne
Dept of Public Health HQ	617-624-6000	250 Washington Street, Boston
Dept of Public Health Braintree	781-356-8840	224 Forbes Road, Braintree
Dept of Public Health Plymouth	508-747-5922	40 Industrial Park Road, Plymouth
Quincy Medical Center	617-773-6100	114 Whitwell Street, Quincy
Jordan Hospital	508-746-2000	275 Sandwich Street, Plymouth
American Red Cross - Regional HQ	617-274-5200	139 Main Street, Cambridge
South Shore Mental Health	617-774-6036	Willard Street, Quincy
South Shore Mental Health	800-528-4890 859	64 Industrial Park Road, Plymouth

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SHELTER IN PLACE



WHAT IT MEANS TO SHELTER IN PLACE

One of the instructions that may be invoked during an emergency situation is to “shelter in place” (also sometimes referred to as a “lockdown” in certain situations) due to an imminent or developing dangerous situation. Seeking shelter (going inside) or sheltering (staying inside) means to immediately move to the nearest building and await further instruction. Sheltering in place is used when there is not enough time to evacuate or when certain conditions may render it unsafe to do so.

EXAMPLES OF CONDITIONS THAT RENDER SHELTERING IN PLACE THE POTENTIALLY BEST OPTION

- Severe weather (e.g. lightning, blizzard, high winds, etc.)
- Active shooter/sniper
- Riot or civil disturbance
- Hostage situation
- Road, traffic, and/or transportation shutdown
- Special events/demonstrations
- Influenza pandemic or other infectious disease (i.e. isolating an immediate area and potentially exposed persons)
- Hazardous materials or conditions outdoors (e.g. chemical spill, pipeline rupture)

TAKE ACTION: GUIDELINES FOR SHELTERING IN PLACE

Upon receiving a message to shelter in place, remain calm and begin assessing your surroundings. Action steps must be quick and immediate:

- 1.** Stop what you are doing right away (i.e. classes, work, and business operations).
- 2.** Stop where you are and look for the best accessible space for sheltering. Do not risk exposure by moving to another building whether by foot or by vehicle.
- 3.** Select interior room(s) with the fewest windows or vents. If the emergency involves severe weather, choose a location on the lowest floor possible. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, and copy and conference rooms without exterior windows work well.
- 4.** Avoid selecting a room with mechanical equipment like ventilation blowers or pipes. It is ideal to have a hard-wired telephone in the room(s) you select.
- 5.** Close and lock all windows, exterior doors (where possible), and any other openings to the outside, where possible. If advised there is danger of an explosion or active shooter (incident where you do not want someone to see into the room), close the window shades, blinds, or curtains.
- 6.** Have a phone available if you need to report a life-threatening condition. Be mindful that cellular telephone equipment may be overwhelmed or damaged during an emergency.
- 7.** Bring everyone into the room(s).
- 8.** Shut and lock the door(s) where possible. In the case of an active shooter/violent situation, if doors are not able to be locked, move a piece of furniture in front of the door to block entrance to the room.
- 9.** Be alert for mass notification updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas.

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EVACUATION OF CAMPUS



Quincy College may evacuate Presidents Place, Saville Hall, and the Plymouth campus due to a hazard, emergency, or otherwise dangerous situation that threatens the College or a portion of the College. Upon the decision to evacuate a facility or multiple facilities, whether being the decision of Quincy College officials, building property management, or local emergency response agencies, a notification will be sent to the campus community utilizing the mass notification system.

Examples of Conditions That Render Evacuation the Potentially Best Option

- Severe weather
- Damage or dangerous conditions posed by the facility rendering it unsafe for occupancy
- Fire
- Explosion
- Chemical spill (isolating an immediate area and potentially exposed persons)
- Loss of utilities/power failure (HVAC)
- Water supply failure
- Radiological and hazmat incidents
- Nuclear attack, bombing, or other assaults by air
- Airborne biological/environmental contaminants present
- Mass casualty events

TAKE ACTION: GUIDELINES AND LOCATIONS FOR EVACUATION

- 1.** All building occupants should evacuate a building when the fire alarm is activated or when instructed to do so by a Resource Officer, Quincy College Fire Marshal, or property management/building official.
- 2.** Building occupants should follow egress signs to exit
- 3.** Each Quincy College building has building/floor egress route maps in all classrooms (and some hallways)
- 4.** Elevators should not be used; occupants should exit by way of accessible stairwells
- 5.** Landings and stairwells should be checked for individuals who may need assistance due to a mobility impairment or a disability
- 6.** Evacuation must be timely and orderly; do not stop or stay in the area in order to retrieve personal belongings
- 7.** Use the nearest exit, moving quickly and calmly and proceed to designated assembly area
- 8.** If you cannot evacuate, move to the nearest window and signal for help
- 9.** Do not return to an evacuated building unless told to do so by a Resource Officer, member of the Crisis Team or emergency responder

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WHAT TO DO- SPECIFIC INCIDENTS



The following information is intended to provide general guidance to respond to various incidents that may occur at Quincy College. This may include medical emergencies, security situations, safety issues, and/or natural disaster preparation and recovery. When provided, Quincy College recommends that the College community follow official instructions given in person or via the mass notification system.

Specific incidents addressed include:

- Act/Threat of Violence (Page 13)
- Active Shooter (Page 14)
- Blood-Borne Pathogens/Human Fluids (Page 15)
- Pandemic (Page 16)
- Bomb Threat (Page 17)
- Chemical/Hazardous Materials Spill/Leak (Page 18)
- Fire (Page 19)
- Power Outage Medical Emergency (Page 20)
- Power Outage (Page 21)
- Severe Weather (Page 22+23)
- Suicide Attempt or Threat (Page 24)

ACT/THREAT OF VIOLENCE

This could include a physical altercation, presence of a weapon, a riot, a civil disturbance that is escalating, a written or verbal threat, or other event.



NOTIFY

- Call local police/911 if immediate need is present
- Always notify a Resource Officer
- Notify a faculty member/supervisor if time permits and it is safe to do so



TAKE ACTION

- A Resource Officer will respond to the incident and attempt to bring the matter under control if it is safe to do so
- If notifying local police, ask for instructions as to what to say/do
- Evacuation or shelter in place options may need to be considered depending on the nature and extent of the threat. Use best judgment and follow instructions if given from a Resource Officer, Crisis Team member, the mass notification system, or local authorities
- If a threat is imminent and it is not safe to evacuate the area, find a safe place to shelter out of the immediate vicinity of the incident
- If it is safe to vacate the area, use the nearest exit and move quickly and calmly. Follow egress routes to exit your floor and/or building

ACTIVE SHOOTER



NOTIFY

- Call 911
- Notify a Resource Officer or Supervisor if safe to do so



TAKE ACTION

- If you are unable to immediately seek safety, escape danger by fleeing from the scene or sheltering in place. If confrontation with an active shooter is imminent, attempt to disarm the shooter as a last resort. Run, Hide, Fight.
- When notifying police, ask for instructions as to what to say/do
- Follow instructions of police, Resource Officers, Crisis Team members, and the mass notification system
- Evacuation or shelter in place options may be considered, depending on the nature and extent of the threat
- If instructed to evacuate:
 - Be cognizant of the risk of exposure by moving from your location; maintain awareness of activities and potential threats around you
 - If you know it is not safe to evacuate, shelter in place and notify the police immediately (if safe to do so)
 - Use the nearest exit, moving quickly and calmly - Follow egress routes to exit your floor and/or building
- If instructed to shelter:
 - Stop what you are doing right away (i.e., classes, work, and business operations)
 - Stop where you are and look for the best accessible space for sheltering
 - Close and lock all windows, exterior doors (where possible), and any other openings to the outside where possible. If doors are not able to be locked, move a piece of furniture in front of the door to block entrance to the room
 - Close the window shades, blinds, or curtains
 - Have the phone available if you need to report a life-threatening condition. Be mindful that cellular telephone equipment may be overwhelmed or damaged during an emergency
 - Bring everyone into the room(s)
 - Be alert for mass notification updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas

BLOOD-BORNE PATHOGENS / HUMAN FLUIDS

The purpose of this exposure control protocol is to eliminate or minimize exposure to blood or any bodily fluid released during an accident or intentional act.



NOTIFY

- Notify departmental supervisor
- Notify a Resource Officer



TAKE ACTION

- Communicate to those in the immediate area that there was an accident and contact with the area should be avoided until it is cleaned/cleared
- Follow the instructions of the Resource Officer and/or other official once they arrive, this may include vacating the area or remaining to provide some assistance
- A Resource Officer will notify the appropriate authorities/maintenance crew to respond to the incident
- A Resource Officer, Crisis Team member or local responder agency official may instruct that the area be evacuated until the incident is resolved (they will determine the appropriate area). If instructed to evacuate:
 - Use the nearest exit, moving quickly and calmly
 - Follow egress routes to exit your floor and/or building
 - Report to the designated assembly area unless instructed to do otherwise
 - Do not reenter the building until an emergency responder agency or Quincy College official instructs to do so

PANDEMIC

A pandemic is an epidemic of infectious disease that has spread throughout a population. Depending on the disease, transmission, prevention, and treatment will vary.

Examples of Modern Pandemics of Concern

- Viral hemorrhagic fevers (Ebola)
- Antibiotic-resistant microorganisms (also known as “superbugs”)
- Severe Acute Respiratory Syndrome (SARS)
- Influenza (Flu)
- H5N1 (Avian Flu)



TAKE ACTION: PREVENTION MEASURES

- Wash your hands often with soap and warm water or alcohol based hand cleansers
- Avoid contact with people you think might be ill
- Stay home from school or work when you are sick
- Cough or sneeze into a tissue or the bend in your arm
- Wash your hands (for at least 20 seconds) multiple times during the course of the day
- Keep a distance of six feet from others if possible while in crowds or public spaces
- Clean common areas/equipment, computers, phones, office equipment more often
- In severe pandemic environments, avoid travel on taxis, buses, trains, and airplanes
- Stay current on health news
- If you are sick with flu-like symptoms, seek medical attention and do not return to school or work unless you are fever free for 24 hours without use of fever reducing medicine
- Receive annual vaccines such as the influenza vaccine

BOMB THREAT

A bomb threat may be received by telephone, email, social media venue, or written on a letter/note. There may also be a suspicious item that prompts the need to respond as if a bomb threat.



NOTIFY

- Immediately call 911
- If by phone - Keep caller on the line and record all information you can before they hang up, including: time of call; exact location of the threat; time of potential detonation; caller voice description (sex, age, etc.); background noises; exact wording of the threat
- If by email or social media - Save and record the message in any form you are able (save the email; take a screen shot; write down the message, time sent, and any sender information); and send to police and your supervisor
- If by sight - do not touch the item; clear people from the area in a calm manner and notify authorities
- Notify a Resource Officer or supervisor after police are called



TAKE ACTION

- If notifying local police, ask for instructions as to what to say/do
- Evacuation will likely be ordered
 - Use the nearest exit, moving quickly and calmly
 - Follow egress routes to exit your floor and/or building
 - Report to the designated assembly area unless instructed to do otherwise
 - Do not reenter the building until an emergency responder agency or Quincy College official instructs to do so

CHEMICAL/HAZARDOUS MATERIALS SPILL/LEAK

The purpose of this exposure control protocol is to eliminate or minimize exposure to any hazardous materials released during an accident or intentional act. This could include materials that are flammable, corrosive, reactive, combustible and explosive. If you are uncertain of the nature of the substance, consider it hazardous.



NOTIFY

- Notify a Resource Officer and departmental supervisor
- Call 911 if there is a potential immediate threat to safety (including if a substance is unknown)



TAKE ACTION

- Communicate to those in the immediate area that there was a release and avoid contact with the area until it is cleaned/cleared
- Follow the instructions of the Resource Officer and/or other official once they arrive
- Evacuation or shelter in place options may be considered, depending on the nature and extent of the threat
- If instructed to evacuate:
 - Use the nearest exit, moving quickly and calmly
 - Follow egress routes to exit your floor and/or building
 - Report to the designated assembly area unless instructed to do otherwise
 - Do not reenter the building until an emergency responder agency or Quincy College official instructs to do so
- If instructed to shelter:
 - Stop what you are doing right away (i.e., classes, work, and business operations)
 - Stop where you are and look for the best accessible space for sheltering. Do not risk exposure by moving to another building whether by foot or by vehicle
 - Select interior room(s) with the fewest windows or vents such as large storage closets, utility rooms, and copy and conference rooms without exterior windows
 - Avoid selecting a room with mechanical equipment (ventilation blowers or pipes)
 - Close and lock all windows, exterior doors (where possible), and any other openings to the outside, where possible
 - Have the phone available if you need to report a life-threatening condition. Be mindful that cellular telephone equipment may be overwhelmed or damaged during an emergency
 - Bring everyone into the room(s)
 - Be alert for mass notification updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas

FIRE

In all Quincy College facilities, an alarm will sound to indicate that the building should be evacuated in the event of a fire.



NOTIFY

- If a fire or smoke is noticed before an alarm sounds, activate the alarm via a manual pull station
- Notify local police and fire department
- If you know the cause of the fire, notify an emergency responder, a Resource Officer, a faculty member, or a supervisor after safely evacuating the building. This will be useful information for responders



TAKE ACTION

- All building occupants must evacuate a building when the fire alarm is activated or when instructed to do so by a Resource Officer, Quincy College Fire Marshal, local emergency responder agency, or property management/building official
- Building occupants should follow egress signs to exit
 - Each Quincy College building has building/floor egress route maps in all classrooms (and some hallways)
- Elevators should not be used; occupants should exit by way of accessible stairwells
- Evacuation must be timely and orderly; do not stop or stay in the area in order to retrieve personal belongings
- Use nearest exit, moving quickly and calmly and proceed to designated assembly area
- If you cannot evacuate, move to the nearest window and signal for help
- Do not reenter the building until an emergency response agency or Quincy College official instructs to do so



AFTER THE INCIDENT

- When safe to re-enter, report any noticed damage to a Resource Officer, faculty member, or supervisor
- Classes/offices will be relocated if needed

MEDICAL EMERGENCY

A medical emergency can include a wide range of incidents from accidents to heart attacks. If you are in doubt of whether a situation requires medical attention, contact a Resource Officer and/or 911.



NOTIFY

- Call 911 or Local EMS
- Notify a Resource Officer
- Notify a faculty member or supervisor once the appropriate medical assistance has been sought



TAKE ACTION

- Assist in keeping a crowd from forming around the victim, this can impede emergency response and increase anxiety for the victim
- A Resource Officer will provide first responder care until emergency responder assistance arrives
- Follow the instructions of the Resource Officer, assistance may be required such as retrieving an AED or first aid kit



AFTER THE INCIDENT

- The Student Development Office and Human Resources will provide information on support services if an incident has affected students, faculty or staff

POWER OUTAGE

Utilities can fail for a number of reasons. This can include and affect the water supply, electrical services (lights, office electronics), ventilation, IT (computers, internet, phone), heating sources, and other utilities.



NOTIFY

- Notify a Resource Officer, faculty member, or supervisor



TAKE ACTION

- Provide any known information to the Resource Officer, faculty member, or supervisor on the source, location, and extent of the outage
- Evacuation may be considered, depending on the nature and extent of the threat
 - Since this may not be an emergency evacuation situation, follow instructions provided for this specific situation (may include leaving the premises for the day, reporting to alternate office/classroom, or reporting to a designated assembly area)
 - Do not reenter the building/area until an emergency responder agency or Quincy College official instructs to do so



AFTER THE INCIDENT

- When safe to re-enter, all staff should inventory work spaces and report any damage to a supervisor
- Classes/offices will be relocated if needed

SEVERE WEATHER

It may become necessary to close the College due to severe weather conditions. This may be known well in advance of the approaching situation or it may become an urgent matter. If known in advance, follow College inclement weather protocols and any information provided via the mass notification system, website, or a supervisor. In the event of an urgent, fast approaching weather condition, reference the procedure below.



NOTIFY

- If the College is aware that a weather condition is approaching that requires action, they will notify the College community via the mass notification system
- Call 911 or a Resource Officer if there is an incident that has caused damage or there is a need for medical attention



TAKE ACTION

- Follow instructions of Resource Officers, Crisis Team members, the mass notification system, and first responders
- Evacuation or shelter in place options may be considered, depending on the nature and extent of the threat
- If instructed to shelter:
 - Stop what you are doing right away (i.e., classes, work, and business operations)
 - Stop where you are and look for the best accessible space for sheltering. Do not risk exposure by moving to another building whether by foot or by vehicle
 - Select interior room(s) with the fewest windows or vents. Choose a location on the lowest floor possible. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, and copy and conference rooms without exterior windows work well
 - Avoid selecting a room with mechanical equipment (ventilation blowers or pipes)
 - Close and lock all windows, exterior doors (where possible), and any other openings to the outside, where possible

Have the phone available if you need to report a life-threatening condition. Be mindful that cellular telephone equipment may be overwhelmed or damaged during an emergency. It is ideal to have a hard-wired telephone in the room(s) you select

- Bring everyone into the room(s)
- Be alert for mass notification updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas
- If instructed to evacuate:
 - Use the nearest exit, moving quickly and calmly - Follow egress routes to exit your floor and/or building
 - It is likely designated outdoor assembly areas will not be suitable - follow instructions on assembly areas or use best judgment to remain safe
 - Be cognizant of the risk of exposure by moving from your location; maintain awareness of activities and potential risks around you
 - If you know it is not safe to evacuate, shelter in place and notify the police immediately
 - Do not reenter the building until an emergency responder agency or Quincy College official instructs to do so



AFTER THE INCIDENT

- When safe to re-enter, all students, faculty, and staff should inventory work spaces and/or report any damage
- Classes/offices will be relocated if needed
- The Student Development Office and Human Resources will provide information on support services if this incident has affected students, faculty or staff

SUICIDE ATTEMPT OR THREAT

Quincy College strives to create an environment that is welcoming and conducive for students, faculty and staff success. There are many resources in place to assist those that may be experiencing some mental or emotional instability or distress, including Student Success Coaches (who have the ability to obtain emergency or other support services) and the Human Resources staff. Students, faculty, and staff are encouraged to refer someone of concern to these resources or a faculty member or supervisor at any time. If a suicide attempt or threat is imminent, the following immediate actions should be taken.



NOTIFY

- Call local police/911 if immediate need is present
- Notify a Resource Officer
- Notify a Student Success Coach who can a mental health facility or other emergency support service in the area
- Notify a faculty member or supervisor if time permits or after the incident is stabilized



TAKE ACTION

- Stay calm and talk reassuringly to the person until help arrives. Be direct in asking about what is bothering them
- When a Resource Officer, Student Success Coach ,or emergency responder arrives, they will take over the situation and attempt to bring the matter under control
- If the individual becomes violent to others, you may need to follow shelter or evacuation protocols



AFTER THE INCIDENT

- The Student Development Office and Human Resources will provide information on support services if this incident has affected students or staff

BE PREPARED

Quincy College recommends students, faculty, and staff to take preemptive measures to prepare for an emergency. The following actions will help you and your family be prepared in case of an emergency:

- Sign up for Quincy College Alerts
- Work with your family or roommates to develop an emergency household plan
- Stock supplies in a carry bag in case you must leave your home. Supplies may include:
 - A flashlight with extra batteries
 - Non-perishable snacks
 - A first aid kit
 - Supply of prescription medications
 - Water
 - Important emergency numbers/contacts

5 ADDITIONAL RESOURCES



The following resources can provide further information regarding emergency response procedures, emergency preparedness, and threats to the public.

Active Shooter Awareness - U.S. Department of Homeland Security

www.dhs.gov/active-shooter

Boston Regional Intelligence Center

www.mbhsr.org

**Centers for Disease Control and Prevention National Center for Infectious Diseases:
Travelers' Health**

<http://www.cdc.gov/travel/>

Federal Emergency Management Agency/Department of Homeland Security

<http://www.ready.gov/>

National Institute of Mental Health

<http://www.nimh.nih.gov/health/topics/index.shtml>

National Weather Service

<http://www.weather.gov/>

Plymouth Fire Department

www.plymouth-ma.gov/Public.../PlymouthMA_Fire/index

Plymouth Police Department

www.plymouth-ma.gov/Public.../PlymouthMA_Police/index

Regional Center for Poison Control

www.atsdr.cdc.gov/

Quincy Fire Department

www.quincyma.gov/Government/FIRE/

Quincy Police Department

www.quincyma.gov/government/police/

U.S. Department of State Overseas Security Advisory Council

<https://www.osac.gov/Pages/Home.aspx>

U.S. Department of State Tips for Students Abroad

<http://www.studentsabroad.state.gov/>

World Health Organization

www.who.int

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