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# University of Hartford Emergency Guide

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**ALWAYS CALL PUBLIC SAFETY FIRST!**

**Immediate EMERGENCY response**

**Department of Public Safety: 7777**

**Local Law Enforcement: 911**

**Local Fire Department: 911**

**Emergency Medical Services: 911**

**NON-EMERGENCY response**

University of Hartford Department of Public Safety: 860-768-7985 [pubsafety@hartford.edu](mailto:pubsafety@hartford.edu)

University of Hartford Facilities: 860-768-7925

Hartford Hospital: 860-545-5000

St. Francis Hospital: 860-714-4000

Hartford Police Department: 860-757-4000

West Hartford Police Department: 860-523-5203

Hartford Fire Department: 860-757-4500

West Hartford Fire Department: 860-523-5263

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## Reporting an Emergency ON Campus

When you are on campus, dial 7777 on a campus landline or use a campus emergency blue lighted phone. When notified of an emergency the Department of Public Safety will request the services of local law enforcement agencies, fire departments, and emergency medical services as necessary.

To report an emergency on campus to the University of Hartford Department of Public Safety with your cell phone, dial 860-768-7777.

When you are on campus, dialing 911 from your cell phone will direct your call to another area law enforcement agency — **NOT** the University of Hartford Department of Public Safety. This will delay the response time to your emergency.

## Reporting an Emergency OFF Campus

When you are off campus, dialing 911 from any phone — cell or landline — will directly connect you to the local law enforcement agency with jurisdiction over the location of the emergency.

## When Reporting an Incident to Emergency Personnel

When you need Department of Public Safety Personnel, Police, Fire, or Emergency Medical Services:

- Remain calm – your actions influence others.
- Tell the dispatcher you are at the University of Hartford and give:
  - The exact address or building
  - Your full name
  - The telephone number from which you are calling, in case you are disconnected
  - The nature of the emergency (describe clearly and accurately)
  - Remain calm and do not hang up as additional information may be needed
  - If possible, have someone else or yourself meet emergency personnel outside of the building.

## PREPAREDNESS

**Emergencies, accidents, and injuries can occur at any time and without warning. The University of Hartford has established procedures for you to follow so that the effects of such situations can be minimized. Become familiar with your department's Emergency Operations Plan (EOP) and procedures. This will enhance your ability to protect yourself and others.**

### How to prepare at WORK

What can I do to be better prepared at work?

- Review your departmental Emergency Operations Plan (EOP).
- Make an emergency kit catered to your work environment.
- Participate in emergency preparedness exercises and training programs.
- Know your building's floor plan — especially the locations of the stairwells, fire extinguishers, manual pull stations, Automatic External Defibrillators (AEDs), and alternate exits. Also be familiar with buildings that you visit often.
- If you work in an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door; in heavy smoke, exit signs may not be visible. Even in heavy smoke, you can count the number of doors you pass so you will know when you reach the exit door.

### How to prepare in a RESIDENCE HALL

What can I do to be better prepared in my Residence Hall?

- Build a Dorm Emergency Preparedness Kit and store it in an easy-to-find, dry location.
- Keep fire alarms, smoke and carbon monoxide detectors, and sprinkler heads free of obstruction.
- Do not overload circuits and electrical outlets.
- Secure valuables and always lock your door.

### How to prepare at HOME

What can I do to be better prepared at home?

- Know how to escape from your home, regularly check smoke detectors, and have fire extinguishers.
- Make an emergency kit that will last up to 72 hours.
- Prepare yourself and your family at home so they will know what to do, where to go, and how to cope in an emergency.

### Automobile Preparedness

What can I do to be better prepared while driving?

- Build a Car Emergency Preparedness Kit and store it in your vehicle.

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- Secure valuables and always lock your car doors.
- Keep a spare key in a secure location and remember where it is.

### Emergency Preparedness Kits

Everyone should have some basic supplies (a kit) on hand, ready to sustain them in an emergency. Prepare a large, fully stocked kit for home and smaller portable kits for your workplace, your car, and other places where you ordinarily spend time.

A basic kit usually consists of the following:

- Non-perishable and high-energy food items.
- Water in bottles or other sealed containers.
- Medications (must be properly safeguarded), first aid kit, and sunscreen.
- Warm clothes (like sweaters and coats) and comfortable shoes and socks.
- Flashlight and batteries.
- Battery-operated radio and batteries.
- Cash, about \$20.
- Extra charger for your current cell phone.
- Books, pack of cards, etc.
- Also include enough food and water for your pets.

Contents can be kept in a backpack, plastic storage box, or a five gallon pail. Check your kits at least once every six months to assure that everything is in good order.

For further information, visit <http://www.fema.gov/>.

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## Contact Cards and I.C.E. (In Case Of Emergency) Information

Complete a contact card to carry in a wallet, purse, or backpack. Be sure that the card addresses:

- Your name.
- Special health, diet, and medical needs. Include known allergies and current medications.
- An emergency contact (a friend or relative, ideally one nearby and one a safe distance away) to notify and relay emergency news about you. Be sure that these people know that you've listed them as emergency contacts.
- Post emergency contact numbers by the phone in your room. Store your emergency contacts' phone numbers in your cell phone under "I.C.E." (In Case of Emergency).
- If you have children, also include the contact information for your child care provider with your emergency contacts.
- Special I.C.E. phone applications also exist. If you are unconscious or unable to call, responders may look for this information on your cell phone.

<p><b>Personal Information</b></p> <p>Name: _____</p> <p>DOB: _____</p> <p>Known Allergies: _____</p> <p>Medications: _____</p> <p>_____</p> <p>Medical Conditions: _____</p> <p>_____</p> <p>Other Information: _____</p> <p>_____</p> <p>-----Fold here-----</p> <p><b>Emergency Contact Information</b></p> <p>Contact Name: _____</p> <p>Contact telephone #: _____</p> <p>Alternate telephone #: _____</p> <p>Relationship: _____</p> <p><b>Alternate Emergency Contact Information</b></p> <p>Contact Name: _____</p> <p>Contact telephone #: _____</p> <p>Alternate telephone #: _____</p> <p>Relationship: _____</p> <p>_____</p>	<p>University of Hartford</p> <p>Call Public Safety at 860-768- 7777 for help</p> <p>In Case of Emergency (I.C.E.) Contact Card</p>
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## Emergency Notification

The University of Hartford notification system is used to reach the campus community - students, faculty, and staff - during an emergency situation.

Emergency notifications at the University consist of multimedia components.

1. E2campus text alert system
2. The Web Alert System
3. E-mail broadcast
4. The University's cable network

UHTXT is a mass notification system that enables University students, faculty, and staff to receive alerts and updates as text messages on cell phones. Participation by the University community is voluntary. It is powered by Omnilert Network e2Campus. No advertisements or non-emergency alerts will be sent to the registered phones. Your information is not shared with or sold to third parties.

You must sign up for the service in order to receive alerts. Since this is a voluntary service, you may choose to opt-in or opt-out of the service at any time. You are responsible for any text messaging charges from your wireless service provider.

Visit the University of Hartford webpage to register. If you have problems registering or logging in, contact the ITS Help Desk at 860.768.5999 or Email: [its@hartford.edu](mailto:its@hartford.edu)

## Medical Emergencies

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**In the event of a serious illness or injury call dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.**

If a serious injury or illness occurs on campus, immediately call the University of Hartford Department of Public Safety (DPS). DPS personnel are State of Connecticut certified Emergency Medical Responders trained in First Aid/CPR/AED who can triage and stabilize medical emergencies.

If further assistance is required the DPS will request EMS and will escort EMS personnel to the scene.

Provide the following information to the dispatcher:

- Exact location of the victim.
- Call back information (your name and phone number) in case you are disconnected.
- Sex and approximate age of victim.
- Nature of injury or illness.
- Pertinent medical history, if known.

### What to do until help arrives

- **Remain calm.**
- If available, send someone to meet the officer.
- Keep victim still and comfortable. **DO NOT** move the victim unless he/she is in immediate danger.
- Ask the victim, “Are you okay?” and “What is wrong?” Does the victim respond?
- Check breathing and check for a pulse. If there is no pulse and you have been trained, perform CPR or use an AED.
- Control serious bleeding by applying direct pressure to the wound.

In case of a minor injury or illness, provide First Aid care. Note the location of the First Aid kits and the names of First Aid/CPR trained personnel in your area. Individuals in each department or building are encouraged to obtain training in First Aid/CPR/AED.

### Public Access Automatic External Defibrillators (AEDs)

In addition to deploying Automatic External Defibrillators (AEDs) with Department of Public Safety Officers on patrol, Public Access Automatic External Defibrillators (AEDs) are located in the Operations Building (#23 on the campus map, inside the Public Safety Patrol Officers Report Writing Room) and Sports Center (#13 on the campus map, in: Pool, Main Gymnasium, Room 132 and room 151C .)

### First Aid Kits

Keep a well maintained First Aid Kit at your desk, in your car, and at home. Each kit should contain the following items at the very least:

- Adhesive bandages and roller bandages (ACE)
- 4"x 4" gauze pads
- 1" cloth tape
- Alcohol swabs
- Eye wash
- Hot/cold pack
- Medical shears & tweezers
- CPR mask & nitrile gloves
- Oral glucose (tube)
- Aspirin/ Tylenol/Ibuprofen
- Antacid and Pink Bismuth

## SECURE-IN-PLACE

When it is necessary to secure-in-place, you will be the safest by placing a locked door or other barricade between you and the associated violence or danger.

### HOW DO I SECURE-IN-PLACE?

#### REMAIN CALM!

- If you are outside during a secure-in-place emergency you should seek cover in the nearest unlocked building.
- If the buildings in the immediate area have exterior doors that have been locked, continue to move away from the danger, seek cover, move to another building, or leave campus if it is safe to do so.
- Once inside, find an interior room and lock or barricade the doors.
- To minimize vulnerability, turn off lights, silence phones, close curtains and blinds, and move away from windows.
- Await further instruction from e2campus Text Alerts and emergency personnel.
- **DO NOT** leave until an “All Clear” is received.

### What if someone wants to enter a Secure Area?

If there is any doubt about the safety of the individuals inside the room or building, the area needs to remain secure. Allowing someone to enter a secure location may endanger you and others.

#### USE GOOD JUDGMENT.

If there are individuals outside the secured door who wish to get in, several factors should be considered to determine if it is safe:

- Can you see the area outside the door to determine that someone is not lying in wait? Is it a trap?
- If a physical description of the subject was given in the secure-in-place alert, consider similarities such as age, race, clothing description, height, weight, sex, and hair and eye color.

If the decision is made to let a person in, consider the following:

- Have the person leave anything he or she is carrying (a backpack, laptop case, package, etc.) on the ground, outside of the secure area.
- Have the subject lift up his or her shirt, coat, and/or jacket until the waistline is visible and rotate 360 degrees to see if he or she is concealing a weapon.

**Remember, always use common sense. There are exceptions to all guidance and prescribed directions.**

### SUSPICIOUS PERSONS AND/OR VEHICLES

**If you are witness to violent acts or behavior, immediately move away from the incident and call the Department of Public Safety (*dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.*) If you hear about an incident on campus, *please stay away from that area.***

#### SUSPICIOUS PERSON or PEOPLE

If you witness a person acting in an odd or unusual manner or if a person or situation makes you feel uneasy, trust your instincts and report it.

**Do not** physically confront the person.

**Do not** let anyone into a locked building or office.

**Do not** block the person's access to an exit.

**Call DPS at 7777 or 860-768-7777.** Provide as much information as possible about the person and his or her direction of travel. In your description of the person, include:

- age,
- race,
- clothing,
- height,
- weight,
- sex,
- hair
- eye color,
- weapons, and
- any other descriptors you noticed, ie: tattoos, piercings, backpack, footwear...

If a suspicious person is standing at your car, or near a parking spot, just keep going. When it appears to be safe, return to your vehicle and look around and inside your vehicle before getting in. If unsure, call DPS or have someone escort you to your vehicle.

#### Suspicious Vehicle

Signs of suspicious vehicles include:

- Missing or forged license plates.
- Covered or taped windows.
- Any vehicle that appears overloaded or has any substance leaking from it.
- Any vehicle containing drums, barrels, or other bulk containers.
- Any vehicle with wires, batteries, unusual packages contained within it.
- Parked illegally, parked at an unusual location, or appears to be abandoned.

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If you see a vehicle that appears to be suspicious, immediately call the Department of Public Safety. Give the dispatcher the following information:

- The exact location of the vehicle in question.
- A description of the vehicle, including license plate, vehicle color, vehicle make, model, and any other distinguishing features.
- Your full name and the telephone number from which you are calling, in case you are disconnected.
- Do not hang up as additional information may be needed. Follow directions provided by emergency personnel.

## Physical Threat

**Remember, if you are witness to violent acts or behavior, immediately move away from the incident, and then call the Department of Public Safety (*dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.*) If you hear about an incident on camp us, please stay away from that area.**

### Active Shooter or Assailant

An active shooter is considered to be a suspect or assailant whose activity is immediately causing serious injury or death. The incident can involve one or more shooters. It can be a close encounter or from a distance. It can be targeted at a student, faculty/staff, or a random victim. It might involve just one room or multiple locations. No two situations are alike. A shooting can occur anytime, anyplace, and involve anyone.

### What to do if there is an Active Shooter or Assailant

- Try to remain calm as your actions will influence others.
- Have a survival mindset because the consequences are potentially catastrophic.
- You need to take immediate responsibility for your personal safety and security.

### Immediate Actions

- If possible, move away from the threat as fast as you can.
- If you cannot flee, lock and barricade doors.
- If there are no locks, barricade the door with furniture.
- Take adequate cover/protection behind solid objects that are as far away from the door as possible. Examples are concrete walls, thick desks, and filing cabinets.
- If the assailant enters your room and leaves, lock or barricade the door after he or she has left.
- If it is safe to do so, allow others to seek refuge with you.

### Protective Actions

- Close blinds and cover windows, and turn off lights.
- Turn off all computer monitors, radios, and other electronic equipment.
- Silence cell phones, before calling the Department of Public Safety.
- If it is safe to do so, place signs in exterior windows to identify your location and the location of those that are injured.

### If you are in an UNSECURED AREA

- If you find yourself in an open area, immediately seek protection.
- Put a barrier between you and the assailant.
- Consider trying to escape if you know the location of the assailant and there appears to be an escape route immediately available.
- If in doubt, find the safest area available and secure it the best way that you can.

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- If the shooter confronts you and you cannot flee: You may choose to play dead, if other victims are around you. Your last option may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- If you cannot get into the first building you come to, keep moving and try the next building.

### Keeping the Area Secure

- The assailant may not stop until his or her objectives have been met or until engaged or neutralized by law enforcement.
- Always consider the risk of exposure by opening the door for any reason.
- Attempts to rescue people should only be made if it can be done without further endangering either yourself or the persons inside of the secured area.
- Be aware that the assailant may bang on the door, yell for help, or otherwise try to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.
- If you hear a fire alarm, stay inside your secure location unless you see or smell smoke.

### Law Enforcement Response

- The Department of Public Safety will immediately respond to the area, assisted by other local law enforcement agencies if necessary.
- Remember that help is on the way so try to remain calm.
- Law enforcement will locate, contain, and stop the assailant before providing care for victims.
- Remain inside a secure area. The safest place for you to be is in a secure room.
- The assailant may not flee when law enforcement arrives, but instead may target arriving officers.

### If there are Injured Persons around you

- Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.
- Be prepared to explain this to others.
- Once the threat is neutralized, Department of Public Safety, Police and Emergency Medical Services will begin treatment and evacuation.

### Evacuation

- Responding officers will establish safe corridors for persons to evacuate. This may be time consuming, so remain calm and be patient.
- You may be searched, instructed to keep your hands on your head, or even placed in handcuffs. Do your best to cooperate.
- You may be escorted out of the building by law enforcement personnel; listen carefully and follow their directions.
- After evacuation, you may be taken to a triage or other holding area for medical care, interviewing, counseling, etc.

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- Remain in secure areas until instructed otherwise. Once you have been evacuated you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.

### Reporting an incident by calling Department of Public Safety

**When calling DPS (*dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.*) do not hang up! Be prepared to provide as much information as possible:**

- **WHERE:**
  - Where is the incident taking place?
  - Where are you located?
  - Where is the assailant?
- **WHO:**
  - What does the assailant(s) look like?
  - Do you recognize the assailant?
  - Do you know his/her name?
- **WHAT:**
  - What is the assailant carrying?
  - What type of weapon(s) did you see?
  - A handgun, rifle, or explosive?
  - Was he or she carrying a backpack, bag, or carrying case? What did it look like?
  - What did you hear before, during, and after the confrontation? Explosions? Gunshots?
- **HOW:**
  - How is the assailant communicating?
  - What language is being used?
  - What threats or commands are being said?

### VIOLENCE ON CAMPUS

If you are witness to violent acts or behavior, immediately move away from the incident and then call the Department of Public Safety (*dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.*) If you hear about an incident on campus, please stay away from that area.

#### Workplace Violence

The origin of the next threat cannot be predicted. Assailants in incidents across the nation have been students, employees, and visitors. In many cases there were no obvious specific targets and the victims were unaware that they were a target until attacked. Being aware of your surroundings, taking common sense precautions, and heeding any warning information can help protect you and others. Violent incidents like an act of terrorism, active shooter, assaults, or other forms of violence can occur on or near the university with little or no warning.

#### Some indicators of Potential Violence

If one or more of the following is present, then the risk for potential violence may become a little higher:

- Attempts to harm or kill self.
- Extreme or sudden changes in behavior.
- Unexplained increase in absenteeism.
- Decreased performance in work or academics.
- Resistance to change or reasonable limits.
- Over-reacts to changes in policies and procedures.
- Numerous conflicts with others.
- Alienates or isolates self from others.
- Displays paranoia or distrust.
- Difficulty learning from past behaviors or experiences.
- Makes statements indicating approval of use of violence to resolve a problem.
- Identifies with or idolizes persons who have engaged in violence toward others.

#### BEFORE CAMPUS VIOLENCE OCCURS

Every campus office or department should perform an initial assessment to identify concerns and/or workplace security issues. If that assessment determines university employees are at significant risk, the responsible manager or supervisor should contact the Department of Public Safety for additional information and training. Additional information on what you can do to minimize the risk of workplace violence and how to recognize the warning signs of potentially violent individuals can be downloaded from the United States Department of Labor website at:

<https://www.osha.gov/SLTC/workplaceviolence/>.

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## UNIVERSITY OF HARTFORD THREAT ASSESSMENT TEAM

The mission of the Threat Assessment Team is to determine if an individual poses, or may reasonably pose, a threat of violence to self, others, or the University of Hartford community and to intervene to avert the threat and maintain the safety of the situation.

This team responds to behaviors exhibited by students, employees, visitors, and non-affiliated persons prior to a critical incident in an attempt to prevent a targeted act of violence so that the University of Hartford campus remains a safe and secure working and learning environment.

If you have any concerns about someone's behavior, please contact one of the following offices to share your information:

- **University Of Hartford Department Of Public Safety**  
**860-768-7777**
- **Human Resources Development Office**  
**860-768-4666**
- **Dean of Students Office**  
**860-768-4285**

## What to do if workplace violence occurs

- Follow these recommendations if you are a part of or witness acts of violence in the workplace:
- Secure yourself in a safe location.
- Call for medical assistance if necessary. ***Dial 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.***
- Report the incident to the Department of Public Safety as soon as you can if they haven't already been contacted.
- Secure the area where the disturbance occurred. The area may be considered a crime scene, so leave everything untouched until the police arrive.
- If business must continue, shift personnel as needed to cover essential work functions.
- Be supportive. The victim(s), witnesses, and other employees may need access to counseling services. Contact Human Resources Development for guidance or assistance as needed.

### SHELTER IN PLACE

Shelter-in-place events are usually WEATHER related emergencies. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from the danger.

**DO NOT lock doors behind you as others may also need to shelter-in-place.**

How do I Shelter-in-Place?

#### REMAIN CALM!

- Immediately seek shelter inside the closest sturdy building.
- Do not wait until you physically see a tornado or severe weather event to react.
- Resist the temptation to go outside and check the weather conditions yourself.
- Once inside, stay away from windows, glass, and unsecured objects that may fall.
- Seek shelter in interior rooms and corridors.
- Avoid large free-standing expanses such as auditoriums and gymnasiums.
- **DO NOT** use elevators.
- Await further instruction from e2campus Text Alerts and emergency personnel.
- **DO NOT** leave until an “All Clear” is received.
- During a tornado, seek shelter on the lowest level possible. If warranted, consider crouching near the floor and seeking additional shelter under a sturdy desk or table, or cover your head with your hands.

**Remember, always use common sense. There are exceptions to all guidance and prescribed directions.**

#### Weather Definitions

**Watch:** Conditions are favorable for the development of severe weather. Closely monitor the situation in case it gets worse.

**Warning:** Severe weather has actually been observed. Listen closely to instructions provided by weather radios/emergency officials.

## WEATHER EMERGENCIES

When severe weather occurs, the administration will determine whether university offices will be closed. Check the University Of Hartford web page, call the weather hotline, or listen to local TV and radio news broadcasts for this information. Remember, weather emergencies can pose a serious threat, so always stay calm and alert!

### GENERAL ADVICE FOR SEVERE WEATHER RELATED EMERGENCIES

Follow these general recommendations if severe weather occurs:

- If weather conditions appear threatening, listen for a **WATCH** or **WARNING** through commercial radio, weather radio, and local television.
- Keep a small, battery-operated radio on hand to listen to. It is a good way to stay informed.
- Use telephones for emergency calls only.
- Stay away from downed power lines.
- **DO NOT** handle live electrical equipment in wet areas.
- Leave the area immediately if you smell gas or vapors from chemicals.
- Help injured persons if you can do so without putting yourself at risk of injury. Provide first aid if you are trained.
- Report injuries by calling **7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.**
- **DO NOT** move injured persons unless they are in immediate danger.
- Report damage on campus to Facilities Services or Risk Management.

### WHAT TO DO WHEN THERE IS A SEVERE FLOOD

Follow these recommendations if there is news of a flood in your area:

- Be prepared to shelter-in-place or to evacuate at a moment's notice.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly.
- Flash floods can occur in these areas with or without warning clouds or rain.
- Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service.

### WHAT TO DO WHEN THERE IS A TORNADO

Follow these recommendations if there is news of a tornado in your area:

- If you hear about a tornado in your area, **DO NOT** wait until you see it to take cover.
- Seek indoor shelter in the lowest level possible, in an interior room or hallway away from windows and doors.
- Crouch near the floor or under heavy, well supported objects. Cover your head.
- Avoid windows, corridors with windows, or large free-standing expanses (such as auditoriums and cafeterias).
- **DO NOT** use elevators during a tornado warning!
- If you are caught outside with no shelter, lie flat in a ditch or depression and cover your head.

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- Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

### WHAT TO DO WHEN THERE IS A HURRICANE

Follow these recommendations if there is news of a hurricane in your area:

- Follow the instructions of local emergency management personnel regarding evacuation.
- If hurricane conditions already exist outside your location, stay put!
- Find shelter as best you can and wait it out. The most violent conditions are likely to pass in 24 hours or less.
- Secure the space by shutting and locking all windows and doors.
- Try to locate supplies you may need — such as food, water, a radio, etc.

### WHAT TO DO WHEN THERE IS AN EARTHQUAKE

Follow these recommendations if you experience an earthquake in your area:

- If indoors, drop to the ground and take cover by getting under a sturdy table or a piece of furniture.
- Hold on until the shaking stops.
- If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from anything that could fall, such as lighting fixtures or heavy bookcases.
- Use a doorway for shelter only if it is nearby and if you know it is a strongly supported.
- Stay inside until the shaking stops and it is safe to move about. Injuries most often occur when people inside buildings attempt to move during the earthquake.
- Beware of aftershocks.
- If you are outdoors, stay there. Move away from buildings, street lights, and utility wires.

## EVACUATIONS

### Before an Emergency requiring Evacuation

In advance, locate the nearest exit from your work location and determine the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

### During an Evacuation

If time and conditions permit, secure your workplace and take with you important personal items that are easily accessible — such as car keys, purse, medication, and glasses. Read and understand the following steps:

- Follow instructions from emergency personnel.
- Check doors for heat before opening and if the door is hot, **do not** open it.
- Walk; **DO NOT** run, push, or crowd.
- Use handrails in stairwells and stay to the right.
- Keep noise to a minimum so you can hear emergency instructions.
- Assist people with disabilities.
- Unless otherwise instructed, move quickly away from the building towards an assembly point.
- Watch for falling glass and other debris.
- Keep roadways and walkways clear for emergency vehicles.
- If you have relocated away from the building, **DO NOT** return until notified that it is safe.

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## Individuals with Disabilities at University of Hartford

The University of Hartford has two offices in place to assist those with disabilities on campus: Services for Students with Medical, Physical and Psychological Disability and Human Resources Development.

Both offer:

- Individualized accommodation for those with a documented disability.
- Consultations with supervisors and professors to assist in the accommodation process.
- Physical and programmatic access.
- Education and training for all departments and employees on ADA disability issues.
- Review of policies and procedures to ensure non-discrimination practices.
- Outreach programs.

## Evacuation of INDIVIDUALS with Disabilities

For more information on this topic, students should contact the Office of Residential Life, Services for Students with Medical, Physical and Psychological Disability. Employees/faculty should contact Human Resources Development. You should take into consideration that there might be someone near you who could need help during an evacuation. **REMEMBER**, the best way to help someone during an evacuation is to first consult with that person regarding how best to assist.

- Services for Students with Medical, Physical and Psychological Disability  
860-768-4260
- Human Resources Development  
860-768-4666

## Individuals with Mobility Limitations

- If immediate evacuation is necessary, be aware of the following considerations:
- Wheelchairs have movable parts; some are not designed to withstand stress or lifting.
- Lifting a person with minimal ability to move may be dangerous to you or them.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences. Those with electrical respirators should get priority assistance.

## Visually Impaired Individuals

Most visually impaired individuals will be familiar with their immediate work area. In an emergency, describe the nature of the situation and offer to act as a “sighted guide” by offering your elbow and escorting him or her to a safe place. As you walk, describe where you are and advise the individual of any obstacles. When you have reached safety, orient the person as to where you are and ask if any further assistance is needed.

### Hearing Impaired Individuals

Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required. Two possible methods of warning to consider are:

- Write a note describing the emergency and nearest evacuation route.
- Turn the light switch off and on to gain attention, and then indicate through gestures what is happening and what to do.

### FIRES

**Most fires are preventable. If you know how to recognize and reduce potential fire hazards, you will increase your chances of protecting yourself and those around you.**

#### When a Fire Alarm is Activated

- If a fire alarm activates in your building, you must exit the building immediately.
- Proceed to the nearest exit.
- Using the back of your hand, feel the top and bottom of the door for heat.
- **Do not** open the door if it is hot.
- If you feel heat, proceed to an alternate exit.
- Otherwise, open slowly.
- Stand behind the door and to one side; be prepared to close it quickly if fire is present.
- Exit the building in a calm manner using the stairs — **NEVER** use elevators. Remember to close the stairwell door behind you.
- Stay low when moving through smoke; walk down to the ground floor and exit.
- After you have left the building, go to your department's/residential designated assembly point and remain there.
- If there is no designated assembly point, maintain a safe distance (a minimum of 50 feet) from the building to allow ample room for emergency personnel and equipment to access the building.
- **Do not** return to the area until instructed to do so by emergency personnel.

#### BE PREPARED IN CASE A FIRE OCCURS

Know the locations of alternate exits from your area. If your work station is located within an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door. In heavy smoke, exit signs may not be visible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.

#### During a Fire

If there is a fire on your floor, follow these recommendations:

- If your building has a fire alarm system, activate it as you exit.
- Follow the procedures outlined in your department's/residential Emergency Operations Plan (EOP).
- Move quickly to an open area that is away from buildings, trees, power lines, and roadways. If your department has a designated assembly area, move to that location if it is safe to do so.
- **Call 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone** and report the location of the fire. Follow directions of emergency personnel.
- Use a fire extinguisher on small (wastebasket-size) fires; but **ONLY** if it is safe to do so.
- For larger fires, **GET OUT**; close doors as you leave to confine the fire as much as possible.
- If clothing catches fire, **STOP...DROP...ROLL**.

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### If TRAPPED IN A ROOM

If you are trapped in a room, follow these recommendations:

- Retreat and close as many doors as possible between you and the fire.
- Seal cracks around the door to prevent smoke from entering. **Call 7777** to report your location.
- Be prepared to signal from a window but **DO NOT** break the glass unless absolutely necessary as outside smoke may be drawn in.
- Open the window a few inches for fresh air and hang a brightly colored cloth or bed sheet out the window to alert the Fire Department to your location. If you have a flashlight, use it to signal at night.

### If CAUGHT IN SMOKE

If you are caught in smoke, follow these recommendations:

- Drop to hands and knees and crawl or crouch low with your head 30 to 36 inches above the floor, watching the base of the wall as you go.
- Hold your breath as much as possible.
- Breathe shallowly through your nose using a blouse or shirt as a filter.

### If FORCED TO ADVANCE THROUGH FLAMES

If you are forced to advance through flames, follow these recommendations:

- Hold your breath.
- Move quickly, covering your head and hair.
- Keep your head down and close your eyes as often as possible.

### How to use a FIRE EXTINGUISHER

Use the “P-A-S-S” method below to use a fire extinguisher.

- **Pull:** Pull the safety pin from the handle.
- **Aim:** Aim the nozzle, cone, or horn at the base of the fire.
- **Squeeze:** Squeeze the trigger handle.
- **Sweep:** Sweep from side to side and beware of re-flash.

## BOMB THREAT

**Bomb threats are assumed to be real and considered a threat to the university and its operations. If an explosion occurs at any time, immediately report the explosion by dialing 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.**

### What to do IF YOU RECEIVE A THREAT

Incident bomb threats are usually received by telephone, sometimes by note or letter. Most bomb threats are made by callers who want simply to create an atmosphere of anxiety and panic — but all calls must be taken seriously. If you receive a threat of any kind, immediately **call the Department of Public Safety**. If possible, get a coworker to do this while you continue talking with the caller. Permit the caller to say as much as possible without interruption. **THEN** ask a lot of questions:

- Where is the bomb?
- When is the bomb going to go off?
- What kind of bomb is it?
- What does the bomb look like?
- What will cause the bomb to go off?

### Record what you Hear

Take notes on everything said and on your observations about background noise, voice characteristics, caller's emotional state, etc. Use the Bomb Threat Check List on the following page. Write down the callers exact words. Also record the exact time that the call was received as well as the following information about the caller:

- The perceived sex, age, accent, and education of the caller.
- The location of the caller and any background noises that you hear.
- A description of the caller's attitude.
- A description of the caller's style of speech, speech impediments, or speech traits.
- Trained emergency personnel will advise you if evacuation is necessary. Follow instructions given by emergency personnel.

### What to do if you see a SUSPICIOUS PACKAGE

If there has been a threat, and you see a package or foreign object, **DO NOT** touch it. From a landline phone, immediately dial **7777 on a campus landline or use a campus emergency blue lighted** to report any unusual objects or items. Read the section in this booklet on Suspicious Packages to learn more about how to identify suspicious mail and what to do if you believe you have encountered such items.

**Note:** Building Evacuations will be based upon available information and the evaluation of responding professional.

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## BOMB THREAT CHECK LIST

Date: \_\_\_\_\_ Time Call Received: \_\_\_\_\_ Time Call Terminated: \_\_\_\_\_

Number where call was received: \_\_\_\_\_ Who received the call? \_\_\_\_\_

Exact Wording of the Threat: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## WHEN POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS

“When is the bomb going to go off?” \_\_\_\_\_

“Where is the bomb right now?” \_\_\_\_\_

“What does it look like?” \_\_\_\_\_

“What kind of bomb is it?” \_\_\_\_\_

“What will cause it to explode?” \_\_\_\_\_

“What is your name?” \_\_\_\_\_

“Did you place the bomb?” \_\_\_\_\_

“Why?” \_\_\_\_\_

“What is your address?” \_\_\_\_\_

“Is there a special way to identify the bomb?” \_\_\_\_\_

\_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_

## Describe the caller's voice (check how he/she sounds)

\_\_\_ Calm \_\_\_ Angry \_\_\_ Excited \_\_\_ Slow \_\_\_ Ragged/Raspy \_\_\_ Laughter \_\_\_ Crying \_\_\_ Normal

\_\_\_ Distinct \_\_\_ Deep Breathing \_\_\_ Stutter \_\_\_ Lisp \_\_\_ Fast \_\_\_ Familiar \_\_\_ Clearing Throat \_\_\_

Nasal \_\_\_ Deep \_\_\_ Disguised \_\_\_ Accent \_\_\_ Cracked Voice

\_\_\_ Soft \_\_\_ Slurred \_\_\_ Loud \_\_\_ Other: \_\_\_\_\_

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### Describe the caller's language

Well Spoken  Incoherent  Irrational  Message Read by Threat Maker

Taped Message  Foul Language

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Describe the background sounds (check the sounds you hear)

Street Noises  Animal Noises  Office Machinery  Voices  Music

Motor  House Noises  Factory Machinery  Clear

Static: PA System or Local?  Other: \_\_\_\_\_

### EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions of incendiary devices. Signs of an explosion may be:

- A very loud noise, a series of noises, such as hissing, popping, and cracking.
- Vibrations.
- Heat from fire or smoke.
- Falling glass, debris, and building damage.

#### During and After an Explosion occurs

Follow these recommendations if an explosion occurs:

- Get out of the building as quickly and calmly as possible.
- **Call** 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.
- If your building has a fire alarm system, activate it as you exit; otherwise, follow the procedures outlined in your department's Emergency Operations Plan (EOP).
- If you are outside, you should stay outside.
- Move quickly to an open area away from buildings, trees, power lines, and roadways.
- If your department has a designated assembly area, move to that location if it is safe to do so.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- **DO NOT** use elevators. Use handrails in stairwells; stay to the right.
- Assist others in exiting the building and move to designated evacuation areas.
- Wait for and follow instructions from emergency personnel.
- Keep streets and walkways clear for emergency vehicles and crews.
- If you are trapped in debris, tap on a pipe or wall so rescuers can hear where you are.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

## Suspicious Mail

The University and law enforcement authorities take postal threats very seriously. The University has adopted a “zero tolerance” policy and will aggressively investigate any such incidents. The following guide lines are intended to help identify suspicious packages and to provide procedures to follow in the event of receiving suspicious mail.

### Suspicious Characteristics in a Letter or Package

If you receive or observe a suspicious letter or package that is unexpected or from an unknown exhibiting the following characteristics:

- Excessive postage.
- Misspellings of common words.
- Excessive weight.
- Rigid envelope.
- Foreign mail, airmail, or special delivery.
- Hand written or poorly typed address.
- Restrictive markings such as confidential, personal, etc.
- Excessive securing - material such as masking tape, string, etc.
- Incorrect titles or titles without names present.
- Oily stains or discoloration.
- Visual distractions.
- Lopsided or uneven.
- No return address.
- Protruding wires or tinfoil.

### Suspicious Package PROCEDURE

Follow these recommendations if you believe you have encountered a suspicious package or envelope:

- From a safe location notify the police department immediately by **calling 7777** on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.
- Move people away from the package and limit access to the area.
- **DO NOT** move or open the package.
- **DO NOT** investigate too closely.
- **DO NOT** cover, insulate or place the package into a cabinet or drawer.

### WRITTEN THREAT

If a written threat warning of an explosive device (or other danger) is received, contact the Department of Public Safety immediately by **calling 7777** on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone. The threat should never be ignored. Save all materials, including any envelope or container. Once the message is recognized as a threat, unnecessary handling should be avoided. Every effort must be made to preserve evidence, such as fingerprints,

handwriting or typewriting, paper, and postal marks. These are essential to tracing the threat and identifying the author.

### LETTERS WITH POWDERS INSIDE

If a letter is opened and either a threatening note or a suspicious powder is found inside do not panic. There have been many threatening notes and hoax powder incidents ultimately determined not to be associated with any biological hazard. Furthermore, many commonly shipped items are dusted with a cornstarch powder by the shipper to prevent moisture, static electricity or keep items from sticking to the packaging. Many cases can be easily resolved with a simple call to the manufacturer or shipping company.

If there is a suspicious substance or a threat do not shake the letter or carry the suspected item away from the area. Place the suspect item inside a plastic bag or other container. Advise other people in the area to move away to limit the possibility of anyone else being exposed. Remove those exposed to another area and keep them together as a group. Isolate this group from other employees or students not exposed to reduce the number of possible decontamination subjects.

Keep calm but isolate yourself from other people. Anthrax is not contagious but spores can be spread through direct contact. Before you leave the area make sure you know where you are going and your supervisor or someone else is aware of your location.

The United States Postal Service poster inserted on the last page of this section provides examples of suspicious letters and parcels.



# SUSPICIOUS MAIL

THESE TIPS CAN HELP PROTECT YOU,  
YOUR BUSINESS, AND YOUR MAILROOM

## IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

- 1** Handle with care.  
Don't shake or bump.
- 2** Isolate it  
Immediately.
- 3** Don't open,  
smell, touch, or taste.
- 4** Treat it as suspect.  
Call local law  
enforcement authorities.



## IF YOU SUSPECT THE MAIL MAY CONTAIN:

**A BOMB:**  
Evacuate Immediately  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**A RADIOLOGICAL THREAT:**  
Limit Exposure — Don't Handle  
Evacuate Area  
Shield Yourself From Object  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

**A BIOLOGICAL OR CHEMICAL THREAT:**  
Isolate — Don't Handle  
Evacuate Immediate Area  
Wash Your Hands With Soap and Warm Water  
Call Police  
Contact Postal Inspectors  
Call Local Fire Department/HAZMAT Unit

## HAZARDOUS MATERIALS

**Hazardous materials are substances with dangerous ingredients –particularly chemicals that can hurt the environment, cause injury, or even death. When used with caution, they can be safely used in laboratory instruction, industry, agriculture, medicine, research, and even our homes. But if misused and released, they can be very harmful.**

### During a Small or Minor spill

Minor spills of hazardous chemicals that pose little or no threat to the safety and health of personnel can be cleaned by following the warnings and cautions on the container's label or the material safety data sheet (MSDS). If you need assistance with the cleanup of a spill, contact University of Hartford Facilities at 860-568-7925 or the Department of Public Safety at 860-768-7985.

### During a Hazardous Materials Emergency

Procedures for laboratory personnel to handle chemical, biological, or radiological spills are provided in laboratory safety plans. Trained laboratory personnel are authorized to determine appropriate emergency responses for their areas. A hazardous materials emergency exists when cleanup of a hazardous material spill is beyond the level of staff knowledge, training, or ability and/or the situation is immediately dangerous to the life and health of persons in the spill area or facility.

If a hazardous materials emergency exists, follow these recommendations:

- Alert people in the immediate area of the spill and evacuate the room.
- Confine the hazard by closing doors as you leave the room.
- Use eyewash or safety showers as needed to rinse spilled chemicals off people.
- Evacuate any nearby rooms that may be affected. If the hazard will affect the entire building, evacuate the building.
- Notify the Department of Public Safety of the type of chemical, location, and size of the spill by **calling 7777** on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone.
- Always call from a safe location.

### Reporting a Hazardous Materials Emergency

Emergency contact information may be posted on the entry door to the lab or room. If a hazardous materials emergency occurs, report the following information:

- Location of the spill, name of the chemical, and quantity.
- Name and telephone number of the caller.
- Extent of injuries, if any.
- Environmental concerns, such as the location of storm drains and streams.

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## Chemical, Commercial Cleaning Products, and Solvent Spills

Any spill that could **POTENTIALLY** cause injury to a person or property must be reported to University of Hartford Facilities at 860-568-7925. If an immediate hazard exists or medical assistance is required, 7777 on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone. For small spills or that pose no immediate danger to life or property:

- Confine the spill.
- Evacuate and secure the immediate area; only allow authorized personnel to access the contaminated area.
- Notify area supervisor.

## Toxic Fumes Release

Evacuate the area immediately if you smell gas or other toxic fumes, experience irritation, coughing, burning eyes, and/or difficulty breathing.

- If you smell gas in a dark room, **do not** turn on lights; this action could ignite gas.
- **Do not** touch, activate, or de-activate any power switches, fire alarms, lights, etc.
- Evacuate immediately and **call 7777**.
- **Do not** re-enter the area until advised to do so by emergency personnel.

## Radioactive Leak or Spill

In the event of a radioactive leak or spill:

- **Call 7777**
- Limit the spread of the spill.
- Notify others in the area that a spill has occurred. Keep untrained people out of the area.
- Call the University of Hartford Facilities at 860-568-7925.
- If skin contamination has occurred:
  - Go to the nearest sink and wash the affected area with tepid water.

## Biological Release or Spill

In the event of a biological release or spill:

- Use personal protection and decontaminate the spill with appropriate disinfectant.
- For a large spill or release of highly infectious materials, notify everyone in the area, secure the area, then call University of Hartford Facilities at 860-568-7925.

If a blood borne pathogen exposure or needle stick injury has occurred:

- Go to the nearest sink and wash affected area with warm water and soap.
- Call University of Hartford Facilities at 860-568-7925 and seek medical attention immediately.

## POWER OUTAGE

### If a Power Outage occurs

Remember, if it is an emergency, **call 7777** on a campus landline or use a campus emergency blue lighted phone or dial 860-768-7777 on your cell phone! Otherwise, follow the steps below:

- Notify University of Hartford Facilities Services during regular business hours, between 8:00 AM and 5:00 PM.
- If it is after hours, notify the Department of Public Safety. **Remain calm!**
- Wait a few minutes for emergency power to come on to provide emergency lighting.
- If evacuation of the building is required, assist any disabled persons and use the stairway to exit.
- **DO NOT** use elevators.
- Unplug all nonessential electrical equipment, televisions, and computers.
- Turn off light switches as a surge may blow out left-on lights and other equipment when power is restored.
- Contact Facilities Services for information regarding scope and expected duration of outage.

### A Power Outage in a Laboratory or Research Facility

Follow these recommendations if a power outage occurs in a laboratory or research lab:

- Laboratory personnel should secure experiments or activities that may present a danger when electrical power is off. Also consider what could happen if power is unexpectedly restored.
- Notify the lab supervisor immediately.
- Take actions to preserve human and animal safety as well as research.
- Keep essential research refrigerators and freezers closed throughout the outage to keep them cold.
- If conditions are hazardous, notify Environmental Health and Safety during regular business hours.
- If it is after hours, notify the Department of Public Safety.
- If a laboratory fume hood is non-operational, cap all open containers and close the sash.

### IF YOU ARE TRAPPED IN AN ELEVATOR

If you are trapped in an elevator, push the “Call for Help” button. Speak with the dispatcher and identify the building, elevator number, and floor. Or use cell phone to call DPS at 860-768-7777

### IF OTHERS ARE TRAPPED IN AN ELEVATOR

If someone is trapped in an elevator because of a power outage, call the Department of Public Safety.

- Give specific directions on how to get to the inoperative elevator.
- If emergency services are requested, have someone meet them outside of the building.
- Tell passengers to remain calm, help is coming.
- Talk to passengers until emergency personnel arrive.

### RETURNING TO NORMALCY

There are a variety of **RESOURCES** in place at the University of Hartford for both students and employees in case an emergency occurs in the community. These resources can help you return to a state of normalcy after an emergency.

#### COPING WITH EMOTIONS

You may be surprised at how you and others feel after a disaster. It can stir up a variety of unanticipated feelings, and they are as important to address as bodily injuries, damaged homes, and possessions. Children, senior citizens, people with disabilities and people for whom English is not their first language are especially at risk and may need extra attention. It is important to calmly let them know that they are safe and that help is available. Some basic steps you can take to meet emotional needs are:

- Try to return to as many of your normal routines as possible.
- Get rest and drink plenty of water.
- Limit your exposure to the sights and sounds of disaster, especially on television, the radio, and other media outlets.
- Focus on the positive.
- Recognize your own feelings.
- Reach out and accept help from others.
- Do something you enjoy.
- Seek comfort and support.
- Stay connected with your family or other supporters.
- Realize that recovery can take time.

If you have more questions or observe behavior in others that concerns you, contact a counselor or community services professional for additional information and help.

#### IMMEDIATELY AFTER A DISASTER

If a disaster or emergency occurs, the following information could help in the immediate stages of recovery:

- Remain calm.
- Have injuries treated by a medical professional.
- Small wounds may be washed with soap and water and then bandaged to reduce the risk of infection.
- Replace bandages if they become soiled, damaged, or waterlogged.
- Pace yourself. You may find yourself in the position of taking care of other people.
- Listen carefully, and deal patiently with urgent situations first.
- Check with local authorities to learn if your residence is safe to enter.
- Doors or windows may be cordoned off with yellow tape to indicate damage. Do not cut or walk past the tape unless local authorities advise that it is safe to do so. If a structure bears a color-coded sign, do not enter it until you get official information about what the sign means and advice about the safety of entering.

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## Checking Your Residence

Check with local authorities to make sure your residence is safe to enter. For example, if you live in University of Hartford housing, check university news to find out when it is safe to return. Do not cut or walk past colored tape or a color-coded sign until you get more advice and instructions about what these signs mean and whether it is safe to enter. If you have children, leave them with a relative or friend while you conduct your first inspection of your damaged home. The site may be unsafe for children, and seeing the damage firsthand may upset them unnecessarily.

## Replacing Vital Documents

<u>Document</u>	<u>Contact</u>
<u>Other School Records</u>	<u>Contact the issuing school</u>
<u>Government Issued ID</u>	<u>Contact the issuing government agency</u>
<u>Driver's License</u>	<u>Department of Motor Vehicles</u>
<u>Vehicle Registration</u>	<u>Department of Motor Vehicles in issuing state</u>
<u>Insurance Policies</u>	<u>Your insurance agent or company</u>
<u>Military Records</u>	<u>File a Form SF-180 with the U.S. National Archives</u>
<u>Passport</u>	<u>U.S. State Department, Forms DS-11 and DS-64</u>
<u>Green Card</u>	<u>File a Form I-90 with U.S. Immigration</u>
<u>Other U.S. Citizenship Papers</u>	<u>U.S. Bureau of Citizenship and Immigration Services</u>
<u>Birth/Death/Marriage Certificates</u>	<u>Bureau of Records for the state of issue</u>
<u>Social Security/Medicare Cards</u>	<u>File a Form SS-5 with the U.S. Social Security Admin</u>
<u>Credit Cards</u>	<u>Contact your card issuer as soon as possible</u>
<u>Titles to Deeds</u>	<u>Records department where the property is located</u>
<u>Mortgage Papers</u>	<u>Contact your lending institution</u>