

Yale *Office of Emergency Management*

# EMERGENCY RESPONSE GUIDE

## DEPARTMENT INFORMATION

Department name \_\_\_\_\_

Building name \_\_\_\_\_

Address \_\_\_\_\_ Floor \_\_\_\_\_ Room \_\_\_\_\_

Nearest entrance for emergency responders \_\_\_\_\_

\_\_\_\_\_

**THIS GUIDE** presents a summary of some types of emergencies that a member of the Yale community might face. Please fill in the information below. It is the responsibility of each department and/or unit to make certain this information is always current.

Department name \_\_\_\_\_  
Building name \_\_\_\_\_  
Department location \_\_\_\_\_  
Department/unit head \_\_\_\_\_  
Department/unit head back-up \_\_\_\_\_  
Facilities superintendent \_\_\_\_\_  
EHS safety adviser \_\_\_\_\_  
Floor warden/fire captain \_\_\_\_\_  
Other \_\_\_\_\_  
Nearest entrance for emergency responders \_\_\_\_\_  
\_\_\_\_\_

## IN CASE OF EMERGENCY

Call **911** (medical/fire/police) from any phone  
or call Yale Police at **203-432-4400**  
or press the red button on a campus Blue Phone  
or stop an officer and seek assistance  
or ask a security officer to notify the Police  
or use the Bulldog Mobile (LiveSafe) App

## IMPORTANT NUMBERS

Yale ALERT **203-432-5830** (Save this number in your phone!)  
Yale Environmental Health and Safety **203-785-3555**  
Yale Facilities Operations Customer Service Center **203-432-6888**  
    West Campus **203-737-3005**  
Yale Health **203-432-0123**  
Yale Police **911** or **203-432-4400**  
Yale Safe Rides **203-432-6330**  
Yale Security **203-785-5555**  
    West Campus Security **203-737-3111**  
Yale Walking Escort **203-432-9255 (WALK)**

If you see something, say something. Help the Yale and New Haven Police keep our community safe.

[emergency.yale.edu](https://emergency.yale.edu)

**EMERGENCY PREPARATION MATTERS.** By preparing both mentally and logistically, you can increase your confidence and ability to handle a real emergency situation. This guide will help members of the Yale community develop thoughtful emergency plans regardless of the incident.

The guide is not comprehensive; it is a tool to help you plan for emergencies. It takes into account different types of emergencies that might occur, while introducing an overall concept applicable to any situation: **PLAN, EVALUATE, RESPOND.**

## PLAN

The first step in approaching an emergency is to think ahead of time about what might happen. Though planning takes time and work, it pays off by bringing awareness to the choices you may confront in an emergency. By preparing both mentally and logistically, you can increase your confidence and ability to handle a real emergency situation. Being prepared can reduce the fear, anxiety, and losses that disasters often bring.

## EVALUATE

Having a plan allows you to consider your options in an emergency. Understanding these options will help you respond more consciously and manage your natural instincts of “fight, flight, or freeze.” You may only have a few seconds to evaluate the situation, and in that moment you can ask – and answer – such questions as:

Should we evacuate?

Where are the exits?

Should we shelter in place?

Whom should we call for help?

How can we help?

What do we need right now?

## RESPOND

Once you have evaluated the situation and understand your options, you are able to choose how to respond to the emergency in the way that maximizes your safety. *Remember:* do not take unnecessary risks, remain as calm as possible, and always use common sense. Each of us may someday be called upon to be a first responder. We hope you will take this responsibility seriously.

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## PERSONAL PREPAREDNESS

Emergencies can occur anywhere at any time. Yale University plans for all hazards and relies on employees to help maintain critical and essential functions during a University closure or emergency. A critical function is defined as a function that supports the life, health, safety, and security of the University.

In order to fulfill those responsibilities, individuals should prepare themselves by making an emergency plan, building a kit with essential personal items, and knowing how to stay informed during incidents. Individual preparedness is the foundation in helping to protect you and your loved ones. In addition, when employees are personally prepared, the Yale community can continue to promote a safe and resilient campus for all students, faculty, and staff.

If you are a parent, be familiar with your child's school's emergency plans and register to receive community emergency alerts from your local government's website or school district.

If you have a permanent or temporary special need, please review Special Needs Guidelines at the end of this section of the guide.

Stay informed with Yale ALERTs: update your contact information through the Yale Portal; save the Yale ALERT number 203-432-5830 in your phone and assign it a special ringtone.

Regularly practice and update plans, and check and replenish supplies at least once a year.

*Did you know?*... Hazards range from natural hazards (severe weather) to man-made incidents and unexpected events.

For additional information, speak to your manager, lead administrator, or HR generalist and visit [emergency.yale.edu](https://emergency.yale.edu), [www.ready.gov](https://www.ready.gov), and [www.redcross.org](https://www.redcross.org).

### BEFORE AN EMERGENCY

#### *Home and Family*

Prepare your home and those who depend on you by creating evacuation, shelter-in-place, and communication plans. Include special considerations for elder, child, and pet care. Assemble kits with emergency items for home,

automobile, and other important locations. At home, kits should sustain you for at least three days and include the following items:

- Water (one gallon per person per day)
- Nonperishable food
- Eating utensils, non-electric can opener
- Flashlight and extra batteries
- Radio and extra batteries
- First aid kit
- Medication and items for unique needs
- Cash and some change
- Clothes and comfortable shoes
- Important documents
- Filter mask or cotton t-shirt
- Mobile device charger
- Plastic sheeting and duct tape
- Sleeping bag or warm blankets for each person
- Moist towelettes, garbage bags, and plastic ties
- Matches in a waterproof container
- Household bleach

#### *At Work*

Talk to your supervisor on a regular basis about your responsibilities during a campus emergency. This includes clarifying expectations and reviewing emergency plans and notification procedures. Routinely update your emergency contact information on the Yale Portal so that you will receive the latest information through Yale ALERT. Make plans to have alternate means of transportation to and from work. Assemble a workplace preparedness kit that includes the following items:

- Change of clothes and shoes
- Medication and items for unique needs
- Cash and some change
- Mobile device charger
- Personal hygiene items
- Important phone numbers
- Snacks, water bottle, coffee mug

#### DURING AN EMERGENCY

Take appropriate protective measures.

Check in with your supervisor for guidance and direction.

Perform tasks assigned by your supervisor in a safe manner using proper workplace protections.

Report hazardous/unsafe conditions to your supervisor.

Monitor [emergency.yale.edu](https://emergency.yale.edu).

#### AFTER AN EMERGENCY

Check in with your supervisor for further instruction.

Refresh and replenish home and workplace preparedness kits.

Seek services offered by the Employee Assistance Program, online at [your.yale.edu/work-yale/benefits/wellness/employee-assistance-program](https://your.yale.edu/work-yale/benefits/wellness/employee-assistance-program), as needed.

## CLASSROOM PREPAREDNESS

Faculty and teaching assistants (TA's) should have a plan for emergencies and be ready to implement it at any time. Your students will look to you for leadership and advice. Share your plan with them at least once per year, preferably at the beginning of the term.

Have a list of all students in the class. Include cell phone numbers if possible.

Identify emergency exits and evacuation routes and make them known at the beginning of the term.

Always evacuate during fire alarms.

Identify a meeting location near the building and account for all evacuated occupants. Report anyone who is missing to public safety officials as soon as possible.

For a dangerous situation that requires you to get far away quickly – e.g., an active shooter – identify a second meeting location that is far from the building. You can also instruct students to scatter or return to their colleges, schools, or homes.

Advise students who need assistance evacuating – whether they have a permanent or temporary special need – to review the guidelines at [emergency.yale.edu/be-prepared/special-needs-guidelines](https://emergency.yale.edu/be-prepared/special-needs-guidelines) and develop an emergency plan.

Explain shelter-in-place procedures at least once during the term.

If your classroom is not a good place to shelter in place, identify other more suitable spaces nearby.

### YALE ALERT

Save the Yale ALERT number [203-432-5830](tel:2034325830) in your phone and assign a special ringtone so it can be easily recognized.

If you ask your students to turn off their phones during class, make sure that yours is accessible to receive Yale ALERT messages; remember that updates will be provided regularly via Yale ALERT and [emergency.yale.edu](https://emergency.yale.edu).

## DURING AN EMERGENCY

Call 911 or the Yale Police at 203-432-4400. On West Campus, call 911 or West Campus Security at 203-737-3111. Do not assume someone else has called.

Follow instructions provided to you via Yale ALERT and public safety officials.

Try to remain calm and give clear instructions to help students quickly and quietly assist in responding to the emergency.

Use your judgment when determining the course of action.

# EVACUATION

## PLAN

Enter your department's emergency assembly location and alternate location:

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Know where the emergency exits and fire pull stations are in your building.

Include this information in your new employee orientation.

Develop a plan to account for everyone in your department, unit, college, or school once you have evacuated and arrived at the emergency assembly location.

If you determine that a person is missing, immediately inform the public safety officials on scene.

## EVALUATE

When you hear the fire alarm or are told to evacuate, do not assume it's a drill. Always evacuate.

Locate the nearest safe exit.

## RESPOND

If you need assistance evacuating — whether you have a permanent or temporary special need — please review Special Needs Guidelines at the end of this section of the guide.

1. Stay calm.
2. Proceed to the nearest exit.
3. Use alternate exit if primary exit is obstructed.
4. Close doors behind you as you leave.
5. Do not use elevators.
6. Keep low to the floor if smoke is present.

7. Proceed to the designated emergency assembly location.
8. Once assembled, begin to account for evacuated occupants; report any missing people to emergency officials as soon as possible.
9. Do not re-enter the building until emergency personnel declare it is safe to do so.
10. If smoke, heat, or flames block your exit routes, or you are unable to evacuate on your own, stay in the room with the door closed. Place a rolled towel or coat underneath the door. Signal for help by waving a brightly colored cloth or shining a flashlight out the window. If there is a telephone in the room, call the fire department at 911 or the Yale Police at 203-432-4400 and let them know your exact location. On West Campus, call 911 or West Campus Security at 203-737-3111.

## LABORATORY PREPAREDNESS

Principal Investigators (PI's) and lab managers should have a plan for emergencies and be ready to implement it at any time. Your students and staff will look to you for leadership and advice. Share your plan with them at least once per year, preferably at the beginning of the term.

Maintain an updated list of everyone who works in the lab. Include cell phone numbers.

Identify emergency exits, evacuation routes, meeting locations, shelter-in-place locations, and scatter locations, and make them known to others who work in the lab.

Have procedures in place to ensure that researchers and lab employees can leave at a moment's notice. Never remain in your lab during a fire alarm or any emergency that requires immediate evacuation.

People working in labs should keep their phone ringers "on" so that they can receive Yale ALERT notifications. If that is not possible, lab managers and PI's need to determine how others in the lab will receive emergency notifications.

Develop a shelter-in-place procedure. Look to see how you can lock and secure your laboratory. If it is not a good place to shelter in place, identify other more suitable spaces nearby.

If the lab covers multiple spaces, develop a plan for each location and determine the best way to communicate during an emergency. Having a group text or group e-mail prepared in advance is helpful for sending messages to your lab.

If possible given the situation and life safety, turn off any open flames or hot plates after securing the lab. Immediately proceed to the designated evacuation or shelter-in-place location within the lab or other identified location in your plan.

### YALE ALERT

Save the Yale ALERT number 203-432-5830 in your phone and assign a special ringtone so it can be easily recognized.

If you ask your students to turn off their phones during class, make sure that yours is accessible to receive Yale ALERT messages; remember that updates will be provided regularly via Yale ALERT and [emergency.yale.edu](https://emergency.yale.edu).



## DURING AN EMERGENCY

Call 911 or the Yale Police at 203-432-4400. On West Campus, call 911 or West Campus Security at 203-737-3111. Do not assume someone else has called.

Follow instructions provided to you via Yale ALERT and public safety officials.

Try to remain calm and give clear instructions to help students and staff quickly and quietly assist in responding to the emergency.

Use your judgment when determining the course of action.

# SHELTER IN PLACE

## PLAN

One of the instructions you may be given in an emergency is to shelter in place. This is a precaution intended to keep you safe while remaining indoors. The instruction to “shelter in place” means that you should find a safe location indoors and stay there. In other words, **STAY WHERE YOU ARE**. In an active shooter situation, control the urge to walk around; your movement, regardless of whether you are near the area of concern or not, may frighten or affect other people.

### *When You Might Need to Shelter in Place*

You may need to shelter in place in the event of an active shooter situation, tornado, or other sudden severe weather event; when safe evacuation is not possible; or when chemical, biological, or radiological contaminants are released into the environment. Information will be provided through the Yale ALERT system and other means of notification. The important thing is for you to follow instructions of authorities and know how to safely shelter in place.

Look around your office and determine a safe place to shelter.

## EVALUATE

### *In an Active Shooter Situation*

Determine whether you need to barricade yourself. Know if the door opens outward or inward. Test the lock.

### *In a Severe Weather Event*

Put as many walls between you and the outdoors as possible and head to the lowest floor possible. The basement is an ideal location.

## RESPOND

1. Stop classes or work, or close business operations. If there are students, customers, clients, or visitors in the building, provide for their safety by asking them to stay, not leave. When authorities provide directions to shelter in place, they want everyone to take those steps immediately, wherever they are, and to avoid driving or walking outdoors.
2. Unless there is an imminent threat, ask students, staff, customers, clients, and visitors to let their emergency contact know where they are and that they are safe.

3. During an active shooter situation, the University will “lock down” all exterior doors.
4. Wait in the safest location possible until you are given the “all clear” or told to evacuate.

## SPECIAL EVENTS EMERGENCY PLANNING

Not every planned special event runs as scheduled. Some incidents that occur are beyond our control. To ensure the safety of our visitors, each of us has the responsibility to protect and minimize the effects of an emergency incident at a planned special event.

### PLAN

Download the fillable pdf at [emergency.yale.edu/be-prepared](https://emergency.yale.edu/be-prepared).

If an incident occurs on campus that has the potential to affect the safety of the people on campus, the University will use Yale ALERT and other means of communications to advise you of the incident and provide you with instructions (such as “shelter in place” or “evacuate”).

At least one person on the event-management team should save the Yale ALERT number [203-432-5830](tel:2034325830) in his or her cell phone and have the phone on during the event. This is especially important if the event has non-Yale people in attendance who are not in the Yale ALERT system. If a Yale ALERT is sent, tell your audience exactly what the message says and follow the directions provided.

### *In a Pre-Event Briefing among Managers, Ushers, and Other Staff*

Review details of the venue, including entrances and exits, number of people attending, and specific information about the audience/attendees.

Review clear direction on unacceptable behavior.

Check the weather. If inclement weather is expected, make sure someone is assigned to keep track of it. Decide what the communications structure looks like if there are severe weather or tornado warnings. Also, determine who may need assistance evacuating and who might assist others (adults with children, or the elderly).

Review details on evacuation, shelter-in-place, and emergency communication plans. Discuss who receives and reports Yale ALERTs.

Review details on medical plans (if a guest becomes ill).

## EVALUATE

Is the incident at your location? If so, what is the emergency and what type of help do you need? How do you communicate with event guests?

Is the incident elsewhere on campus? If so, who will communicate with event guests about the incident?

## RESPOND

1. If the incident is at your location, call **911** or the Yale Police at **203-432-4400**, or press the red button on a campus Blue Phone. On West Campus, call **911** or West Campus Security at **203-737-3111**.
2. Arrange for a member of the staff to meet the Police or ambulance at the main entrance and escort them to the location of the incident.
3. If you receive a Yale ALERT of an incident elsewhere on campus, you may be the person delivering the message to your audience. If that is the case:

Stay calm.

Be assertive.

Be honest and empathetic about the situation.

Give the audience as much important information as possible, but do not overwhelm them with unnecessary details.

Let the audience know when you will be communicating again.

Try to manage the audience's expectations.

# SPECIAL NEEDS GUIDELINES

## PLAN

*Prepare now!* Don't wait until an emergency occurs.

Students: call the Resource Office on Disabilities at **203-432-2324**.

Faculty and staff: talk to your supervisor, a building manager, or the Office for Equal Opportunity Programs at **203-432-0849**. They can help you through the planning process.

### *Preparation for Those with Disabilities*

Get involved in emergency and evacuation planning. If you are a part of the discussion, you can provide information on your specific abilities and limitations and tell people how best to provide you with effective assistance.

Identify an evacuation assistant. This person should know how to help you without causing injury to self, to you, or to others, even if you need to be lifted or carried.

Practice drills, increase skills, and instill confidence in your ability to cope in an emergency.

Practice how to explain quickly to people how they can assist you.

Know how to get to all the exits and areas of refuge and review them regularly.

Report safety hazards (such as blocked exits).

Teach your support network how to operate your equipment in an emergency (i.e., how to disengage the gears of a power wheelchair or scooter).

If you have hearing loss or are deaf, practice having co-workers communicate important information to you through gestures or text.

If you are blind or legally blind and have difficulty navigating on your own, have a co-worker practice guiding you.

If you use a service animal, the animal will be included in drills.

Carry emergency health information and emergency contact numbers with you at all times. Make multiple copies of this information to keep in your emergency supply kits, car, workplace, wallet, backpack, etc. If you trust someone at work, share a copy.

## EVALUATE

Know when to evacuate, shelter in place, and activate your network of assistance.

## RESPOND

1. If you need assistance evacuating a building, determine the most direct evacuation route and wait in the designated area. Call 911 or the Yale Police at 203-432-4400 to report where you are waiting. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. Be prepared to give critical information quickly on how someone can assist you without causing injury.
3. Area of refuge: \_\_\_\_\_
4. Go to the identified area of refuge and call 911 or the Yale Police at 203-432-4400 to report where you are waiting. On West Campus, call 911 or West Campus Security at 203-737-3111.

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## PERSONAL SAFETY TIPS

1. No lock works unless you lock it. Lock public doors or gates to your apartment building or office. Lock your doors when you leave your office or apartment. Lock your doors before you go to sleep. Always lock windows that are accessible from the outside.
2. Never leave a public door propped open, even for a friend. Leave spare keys with a trusted neighbor or friend, never hidden near your door.
3. Safeguard your valuables (including laptops, cell phones, and tablets). Do not leave valuables unsecured or unattended. Register your bikes and laptops (at [your.yale.edu/community/public-safety](https://your.yale.edu/community/public-safety)). Write down the serial numbers of valuable items. Personal items are not covered by Yale insurance.
4. Keep house and car keys on separate key chains. When leaving your car for service or at a parking lot, leave only the car keys. Never attach your address to your key chain. Detach your Yale ID from your key chain.
5. Identify visitors through a window or peephole before opening the door.
6. Ask service people to show proper credentials before you let them in. If necessary, call the company to verify employment. Do not lend your keys or Yale ID to anyone.
7. If a stranger asks to use your telephone, politely refuse. Offer to call for assistance for him or her.
8. Do not walk alone at night. Remain aware of your surroundings. Use lighted pathways. When well-lit areas are not available, call **203-432-WALK (203-432-9255)**. A uniformed security officer will be dispatched to your location and escort you to your on-campus destination. You will recognize these officers by their green shirts, navy pants, prominent security labels, and an official security badge on the left side of their chest.
9. Sign up for the Bulldog Mobile (LiveSafe) App. With Bulldog Mobile, you can use your cell phone as a personal security device to communicate with the Yale Police and activate other safety options.
10. Report any unusual or suspicious activity near your office, home, room, or around your neighbors' homes or apartments to the Yale Police or through the Bulldog Mobile App.

*Remember:* If you see something, say something.

## ACTIVE SHOOTER

Surviving a situation that involves an active shooter or someone with a weapon depends on your taking action. However, in order to take action, you need a plan. Below are some key ideas to help you develop a plan and know what to do if you are ever confronted with a dangerous and life-threatening situation.

### PLAN

Watch the active shooter preparedness video at [emergency.yale.edu/be-prepared/active-shooter](https://emergency.yale.edu/be-prepared/active-shooter).

Be aware of your surroundings!

Locate exits. Whether you are in a familiar building or visiting a building on campus, always look for multiple ways out.

Plan where you should shelter in place if you could not leave the building. How would you keep an assailant out of your area?

Review and update your Yale ALERT contact information at [emergency.yale.edu](https://emergency.yale.edu).

Save the Yale ALERT number **203-432-5830** in your phone and assign it a special ringtone.

Think of what you might need (food, water, and medication) if you have to stay in one location for an extended period of time. The University may call for a campus-wide lockdown that may last many hours.

### EVALUATE

Situations happen quickly, and you must think fast about what you need to do to get yourself and others to safety.

Where are you in relation to the incident? Are you where the incident is taking place, near it, outside, across campus? Your location affects your choices.

Is it safe to evacuate?

Where would I shelter in place?

If my life depended on it, would I take aggressive action against the shooter?

What can I use to defend myself?

## RESPOND

1. Evacuate; shelter in place; or, as a last resort, take aggressive action against the shooter.
2. If indoors, stay where you are if you are being asked to shelter in place; find a safe location, lock the doors, and stay away from windows.
3. If outdoors, move away from the affected area. Yale buildings will likely be on lockdown. If you have ID card access, you can get inside, or you can find an open business or go to your car.
4. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
5. If across campus from the emergency, stay away from the affected area and follow the instructions provided to you through Yale ALERT.
6. Trust your judgment.

# BOMB THREAT

## PLAN

It is important to read through this information today. If you are ever confronted with this situation, you will want to know what you need to do to keep yourself and your colleagues safe. You may not remember that you have this information near you, but you may remember and recall what you are reading now.

## EVALUATE

If you receive a bomb threat, *do not* assume it's a hoax. Respond immediately.

## RESPOND

1. Remain calm. Try to get someone's attention to listen in on the call and obtain as much information as possible from the caller:  
  
When is the bomb going to explode?  
  
Where is it?  
  
What does it look like?  
  
What will cause it to explode?  
  
Why did you place the bomb?
2. If you have caller ID, write down the phone number that is displayed. Try to make note of the following:  
  
Woman's or man's voice?  
  
Approximate age?  
  
Accent?  
  
Tone of voice?  
  
Background noise?
3. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.

4. Ask for immediate assistance and provide the following information:
  - Location (building and room number) of the emergency
  - Nature and extent of the emergency
  - Your name and a number to reach you
5. Follow the instructions of emergency personnel.

## SUSPICIOUS MAIL OR PACKAGE

*Warning!* Do not touch, move, or open the object.

### PLAN

*Typical Characteristics of a Suspicious Letter or Parcel* [[www.usps.com](http://www.usps.com)]

Excessive postage, no postage, or non-canceled postage; no return address or obviously fictitious return address

Packages that are unexpected or from someone unfamiliar to you

Excessive tape

Improper spelling of addressee names, titles, or locations

Packages that are addressed to someone no longer with your organization or otherwise outdated

Packages that are rigid, bulky, lopsided, or uneven

Unexpected envelopes from foreign countries

Restrictive markings

### EVALUATE

If you get a package that meets these criteria, do not touch, move, or open it. Do treat it as suspect, and isolate the area.

### RESPOND

1. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. Request immediate assistance and follow the instructions of emergency personnel.



## THEFT OR VANDALISM

*Warning!* Do not touch or move anything at the scene. If you are not sure that the intruder has left the scene, leave immediately.

### PLAN

Never leave personal belongings unattended.

Lock your doors when you are leaving your room, office, or lab.

### EVALUATE

Is it safe to enter the location?

Is the intruder still there?

### RESPOND

1. If you are not certain that the intruder has left the scene, leave.
2. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
3. Report the following:
  - Location (building and room number)
  - Nature and extent of theft or vandalism
  - Your name and the number you are calling from
4. Follow the instructions of police personnel.
5. If you are witnessing the crime, move to a safe location and call the Yale Police.
6. Provided it is safe to do so, take a picture of the area. This may assist the police with the investigation.

# UNWANTED OR THREATENING PERSON

## PLAN

Select a code name that people will remember (example: Dean/Doctor/Mr./Ms. + code name).

Record code name here: \_\_\_\_\_

Make sure that everyone you work with understands the code and what to do if they hear it.

Consider testing the plan once a year.

## EVALUATE

If you find yourself in a situation with an unwanted or threatening individual or observe that a fellow employee is in this kind of situation, ask yourself:

Is this a life-threatening situation?

Would a direct call to 911 escalate the situation?

When in doubt, call 911.

## RESPOND

1. If you feel this is a life-threatening situation, leave the area immediately and call 911 or the Yale Police at 203-432-4400. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. If the situation does not appear life-threatening, telephone someone in the office who is out of the direct sight and hearing of the unwanted or threatening individual.
3. Advise the unwanted person that you are calling someone who will be able to help. For example, "Let me call [code name]."
4. Ask your colleagues to get [code name]. For example, "Hi, would you mind seeing if [code name] is available. I have someone with me who needs to speak with them."

This message will signal to your colleague that you need police assistance, without revealing to the threatening individual that the police have been contacted and are on their way.

The person receiving the message about [code name] should immediately call the Yale Police at 203-432-4400 to explain the situation and location (building, floor number, and room number) of the person who called. On West Campus, call West Campus Security at 203-737-3111.

Yale Police or West Campus Security will respond accordingly.

The person receiving the message should stay in contact with the person who is attending to the unwanted individual.

5. If at any time you feel threatened or unsafe, leave the area and call 911.

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## GENERAL INFORMATION

*Warning!* Hazardous conditions may be present on roadways or sidewalks.

### PLAN

Weather is closely monitored by the Office of Emergency Management and by the Security, Police, and Facilities departments. In the event of a campus-wide, weather-related emergency, the Office of Emergency Management provides information regarding preparedness and response activities at [emergency.yale.edu](https://emergency.yale.edu).

#### *Be Well Informed*

Listen to the news and learn how this event may affect you. Once the event has passed, and if the campus was affected, recovery activities will begin.

#### *Be Prepared*

Keep in your workplace a small disaster kit with items such as a flashlight and batteries, a battery-powered radio, important contact information, etc. Campus services such as Dining, Security, and Police will continue functioning and providing services to the campus community.

### EVALUATE

If severe weather is anticipated, close, secure, and lock operable windows. Remove loose items, objects, or supplies from windows and windowsills.

In laboratories: Since emergency response resources may be delayed or temporarily unavailable, avoid starting any new experiments or other work with hazardous materials until the severe weather event is over.

### RESPOND

To report any damages or hazardous conditions in parking lots, sidewalks, and buildings, call the Facilities Operations Customer Service Center at [203-432-6888](tel:203-432-6888). Give your name and the number you are calling from.

To report any injury, call [911](tel:911) or the Yale Police at [203-432-4400](tel:203-432-4400). On West Campus, call [911](tel:911) or West Campus Security at [203-737-3111](tel:203-737-3111).

File an incident report of all damages and injuries with Risk Management: [www.yale.edu/riskmanagement](https://www.yale.edu/riskmanagement).

### Helpful Links

HR policies related to hazardous weather conditions are available at [your.yale.edu/policies-procedures/policies/hr-600-workplace-practices-policies](https://your.yale.edu/policies-procedures/policies/hr-600-workplace-practices-policies).

Weather updates, campus closings, and preparedness information are available at [emergency.yale.edu](https://emergency.yale.edu).

## FLOODING

*Warning!* Possibility of electric shock in flooded areas.

### PLAN

Sign up for weather notifications or download an app that advises you of severe weather in your area.

If your building or work location is prone to flooding, work with your building or department's Operations Manager or Facilities Superintendent to mitigate the issues.

Consider developing a Business Continuity Plan for your department, unit, or school.

Store all computers, electronics, books, and valuables up off the floor.

### EVALUATE

If flooding is occurring in your office building, determine if you should stay or leave the flooded area.

If power cords are on the floor during flooding, leave the area immediately.

Determine whom to call for help.

Determine if you need to activate your Business Continuity Plan.

### RESPOND

1. Call the Facilities Operations Customer Service Center at [203-432-6888](tel:203-432-6888). On West Campus, call West Campus Security at [203-737-3111](tel:203-737-3111).
2. Provide the following information:
  - Location (building and room number) of the emergency
  - Nature and extent of the emergency
  - Source of water/flood, if known
  - Your name and the number or location from which you are calling
3. Arrange to meet responders and discuss contents of affected area, safe entry procedures, and any hazardous or unknown conditions. Contact Yale EHS for advice if any hazardous materials are present or if the flooded area is a laboratory.

4. Contact your supervisor, business/lead administrator, and/or principal investigator about the incident. Assist in cataloging valuable/sensitive assets affected by flood.
5. Follow up with Risk Management regarding any claims:  
[www.yale.edu/riskmanagement](http://www.yale.edu/riskmanagement).

## HURRICANE

### PLAN

Familiarize yourself with these terms:

**TROPICAL DEPRESSION** An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38 MPH (33 knots) or less. Sustained winds are defined as one-minute average wind measured at about 33 feet (10 meters) above the surface.

**TROPICAL STORM** An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39–73 MPH (34–63 knots).

**HURRICANE** An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 MPH (64 knots) or higher.

**STORM SURGE** A dome of water pushed onshore by hurricane and tropical storm winds. Storm surges can reach 25 feet high and be 50–1,000 miles wide.

**STORM TIDE** A combination of storm surge and the normal tide (i.e., a 15-foot storm surge combined with a 2-foot normal high tide over the mean sea level created a 17-foot storm tide).

**HURRICANE/TROPICAL STORM WATCH** Hurricane/tropical storm conditions are possible in the specified area, usually within 36 hours. Tune in to NOAA Weather Radio, commercial radio, or television for information.

**HURRICANE/TROPICAL STORM WARNING** Hurricane/tropical storm conditions are expected in the specified area, usually within 24 hours.

**SHORT-TERM WATCHES AND WARNINGS** These warnings provide detailed information about specific hurricane threats, such as flash floods and tornadoes.

Visit [emergency.yale.edu](http://emergency.yale.edu), [www.ready.gov](http://www.ready.gov), or [www.redcross.org](http://www.redcross.org) for more information on hurricane preparedness.

## EVALUATE

Monitor the weather closely for any advisories or updates that would affect your area.

### *Employees Who Perform Critical University Functions*

Talk to your supervisor on a regular basis about your responsibilities during a University closure or emergency. This includes clarifying expectations and reviewing emergency plans and notification procedures.

Make plans to have alternate means of transportation to and from work.

Review the General Preparedness section of this guide for more information on personal preparedness.

Routinely update your emergency contact information on the Yale Portal so that you will receive the latest information about the operating status of the University through Yale ALERT.

## RESPOND

1. If a weather advisory, watch, or warning is issued, follow the instructions provided by public safety and emergency management officials.
2. Monitor [emergency.yale.edu](https://emergency.yale.edu) for official information and announcements.
3. Begin to prepare at the earliest opportunity. You will most likely have several days advance notice before a tropical storm or hurricane hits. Do not wait until the last minute. Storm tracks can change quickly.
4. Check your emergency supplies such as food, water, medications, flashlights, and extra batteries. Replace or restock as needed. Plan in case you lose power and water for several days and are unable to leave due to flooding or blocked roads.
5. Follow evacuation instructions if you live on the coast, on a floodplain, near a river, or on an inland waterway.

# THUNDER/LIGHTNING STORMS

## PLAN

All thunderstorms are dangerous. Every thunderstorm produces lightning. While lightning fatalities have decreased over the past 30 years, lightning continues to be one of the top three storm-related killers in the United States. On average in the United States, lightning kills 51 people and injures hundreds more. Although most lightning victims survive, people struck by lightning often report a variety of long-term, debilitating symptoms.

## EVALUATE

### *Before Lightning Strikes*

Keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.

If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.

Listen to NOAA Weather Radio, commercial radio, or television for the latest weather forecasts.

## RESPOND

### *When a Storm Approaches*

1. Find shelter in a building or car. Keep car windows closed and avoid convertibles.
2. Telephone lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliances.
3. Avoid taking a bath or shower, or running water for any other purpose.
4. Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades will prevent glass from shattering into your home.

### *If Caught Outside*

1. Find shelter immediately!
2. If you are boating or swimming, get to land and find shelter immediately.

3. Go to a low-lying, open place away from trees, poles, or metal objects. Make sure the place you pick is not subject to flooding.
5. If you are in the woods, take shelter under the shorter trees.
6. Squat low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible.
7. Do not lie flat on the ground — this will make you a larger target!

#### *After the Storm Passes*

1. Stay away from storm-damaged areas.
2. Listen to the radio for information and instructions.

#### *If Someone Is Struck by Lightning*

1. People struck by lightning carry no electrical charge and can be handled safely.
2. Call 911 or the Yale Police at 203-432-4400. On West Campus, call 911 or West Campus Security at 203-737-3111.
3. The injured person has received an electrical shock and may be burned, both where they were struck and where the electricity left their body. Check for burns in both places. Being struck by lightning can also cause nervous system damage, broken bones, and loss of hearing or eyesight.
4. Give first aid. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, a trained person should give CPR. If the person has a pulse and is breathing, look and care for other possible injuries.

## TORNADO

### PLAN

Identify a safe location where you could shelter.

Purchase an NOAA Weather Radio.

Familiarize yourself with these terms:

**TORNADO WATCH** Tornadoes are possible. Remain alert for approaching storms.

**TORNADO WARNING** A tornado has been sighted or indicated by weather radar.

### EVALUATE

If you are under a tornado warning, seek shelter immediately!

### RESPOND

1. Stay tuned to NOAA Weather Radio, radio, or television for information.
2. Watch out for flying debris. Flying debris from tornadoes causes most injuries and fatalities.

#### *If You Are in a Structure*

1. Go to a predesignated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside.
2. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.

#### *If You Are in a Vehicle*

1. Never try to outrun a tornado.
2. If you are near a building, get out immediately and go to the lowest floor of a sturdy building.



3. If you are not near a building and you feel safe to be outside, lie flat in a nearby ditch or depression and cover your head.
4. If you do not feel safe due to flying debris, rain, hail, etc., stay in your car; put the seatbelt on; and cover your head with your arms, blanket, coat, etc.
5. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location.

#### *If You Are Outside with No Shelter*

1. Never try to outrun a tornado.
2. Lie flat in a nearby ditch or depression and cover your head with your arms.
3. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low, flat location.

## WINTER WEATHER

### PLAN

Familiarize yourself with these terms:

**WINTER STORM ADVISORY** In the next 2 to 5 days, wintry weather is expected to cause significant inconveniences and may become hazardous.

**WINTER STORM WATCH** A winter storm is possible within the next 36 to 48 hours. Review your response plans and monitor weather reports.

**WINTER STORM WARNING** Severe, potentially life-threatening winter conditions are occurring or will begin within 24 hours. Take precautions immediately.

**BLIZZARD WARNING** Sustained winds or frequent gusts of 35 MPH or higher with heavy falling or blowing snow (reducing visibility to less than a quarter mile) are expected to prevail for a period of 3 hours or longer.

**HYPOTHERMIA** When exposed to cold temperatures, your body begins to lose heat faster than it can be produced.

**FROSTBITE** An injury to the body that is caused by freezing.

### EVALUATE

Monitor weather conditions via local news or the National Weather Service.

Check [emergency.yale.edu](https://emergency.yale.edu) for the University's operating status.

Check with your supervisor for any alternate work plans or schedules.

Check your home, car, and office emergency kits and determine if you need any additional supplies.

Check on emergency plans at places where you or dependents spend time: work, daycare, and school.

Know ahead of time what you should do to help disabled or elderly friends, neighbors, or workmates.

### RESPOND

1. Wear several layers of lightweight clothing. They will keep you warmer than a single heavy coat. Gloves or mittens and a hat that covers your ears will also

prevent loss of body heat. A scarf that covers your mouth can help protect your lungs.

2. Eat regular meals and drink ample fluids, but avoid caffeine and alcohol.
3. Beware of slips and falls when walking on snowy, icy walkways.
4. To report any damages or hazardous conditions in parking lots, sidewalks, and buildings, call the Facilities Operations Customer Service Center at [203-432-6888](tel:203-432-6888). Give your name and the number you are calling from.
5. To report any injury, call [911](tel:911) or the Yale Police at [203-432-4400](tel:203-432-4400). On West Campus, call [911](tel:911) or West Campus Security at [203-737-3111](tel:203-737-3111).
6. File an incident report of all damages and injuries with Risk Management: [yale.edu/riskmanagement](http://yale.edu/riskmanagement).

# Medical Emergencies

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53 SUDDEN CARDIAC ARREST

## GENERAL INFORMATION

*Warning!* Do not move the injured person.

### PLAN

Purchase or locate a first aid kit.

Consider getting trained in first aid and CPR.

If there is an automated external defibrillator (AED) at your location, make sure that you receive training on how to use it.

Make everyone who works in this location aware of the first aid kit and/or the AED.

### EVALUATE

Determine if advanced medical help is needed.

### RESPOND

1. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. Ask for immediate medical assistance and provide the following information:
  - Location (building and room number) of the emergency
  - Best entrance for responders to go to (someone should meet the responders at the entrance)
  - Nature and extent of emergency
  - Your name and the number from which you are calling
3. Follow the instructions of emergency personnel. If you are trained, assist with first aid or CPR.
4. Report all incidents. Call Risk Management at 203-432-6606. Complete and file an incident report, online at [yale.edu/riskmanagement](https://yale.edu/riskmanagement).

# SUDDEN CARDIAC ARREST

## PLAN

Heart attack, drowning, electric shock, and other medical problems may cause a person's heart to stop pumping blood. This is called sudden cardiac arrest.

### *Signs and Symptoms of a Possible Heart Attack*

Chest discomfort (uncomfortable chest pressure, squeezing, fullness, or pain)

Discomfort in other areas of upper body

Shortness of breath

Sweating, nausea, light-headedness

### *Signs and Symptoms of a Sudden Cardiac Arrest*

Sudden collapse

No pulse

No breathing

Loss of consciousness

### *CPR and AED*

The immediate and effective use of cardiopulmonary resuscitation (CPR), coupled with the use of an automated external defibrillator (AED), improves chances of survival from sudden cardiac arrest.

## EVALUATE

Determine what happened. Establish whether or not the scene is safe.

Some campus buildings have a wall-mounted AED at a readily accessible location. An AED will diagnose the person's condition before delivering a shock, and it will only deliver a shock to a person in cardiac arrest. By following its audible commands, an untrained person can safely use an AED.

## RESPOND

### *If a Person Has Suddenly Collapsed*

1. Check the person for a response. If the person is not responsive, notify (or tell someone else to notify) the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. Provide the following information:
  - Location (building and room number) of the emergency
  - Best entrance for responders to go to (someone should meet responders there)
  - Your name and the number from which you are calling
3. If available, retrieve building's AED (or tell someone else to bring the AED).
4. Perform hands-only CPR. Push hard and fast in the center of chest.
5. When the AED arrives, turn it ON and follow its commands.

# Facility Emergencies

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59 HAZARDOUS MATERIAL SPILL

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# FIRE/SMOKE/EXPLOSION

## PLAN

Know where the emergency exits and fire alarm pull stations are in your building.

Know at least two ways out of your building.

Know where the stairs are.

## EVALUATE

When you hear the fire alarm, evacuate! Do not assume it's a drill or false alarm.

Check your evacuation route for smoke. If unsafe, take an alternate route.

## RESPOND

1. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.  
Give the location of the fire (building and room number).
2. Sound fire alarm immediately (if not already sounding) by activating a pull station.
3. If alarm fails to operate, warn nearby occupants by knocking on doors and shouting warnings.
4. Immediately evacuate the building.  
Do *not* use elevators.  
Take the stairs.  
Close doors behind you as you leave.
5. Unless told otherwise by building announcements or emergency officials, go to your predetermined assembly location.
6. Begin to account for evacuated occupants; report any missing people to emergency officials as soon as possible.
7. Do not re-enter the building until emergency officials declare it safe.
8. Note that trained individuals may attempt to use a portable fire extinguisher only after making emergency notification.

# HAZARDOUS MATERIAL SPILL

## PLAN

Work with Environmental Health and Safety (EHS) to ensure that all necessary training has been completed. Go to [ehs.yale.edu](https://ehs.yale.edu).

Know what hazardous chemicals and agents are in or around your work area.

Follow all safety guidelines for their use and storage.

Learn emergency procedures in the event of a spill or release.

Use appropriate Personal Protective Equipment based on hazard assessment.

Know the location of all exits, emergency response supplies, eye wash stations, and emergency showers.

Have back-up supplies on hand.

## EVALUATE

If there is a hazardous materials spill or release, consider your options. Do you need to evacuate? Which is the safest exit to use? Or should you shelter in place? Whom do you call for assistance?

## RESPOND

For hazardous materials spills, major spills, or catastrophic lab accidents:

1. Notify the Yale Police by calling 911 or 203-432-4400, or by using a campus Blue Phone. On West Campus, call 911 or West Campus Security at 203-737-3111.
2. Provide the following information:
  - Location (building and room number) of the emergency
  - Nature and extent of the emergency
  - If there are any injuries
  - Your name and the number or location from which you are calling
3. Alert others nearby of the problem and safely leave the immediate area.
4. Arrange to meet responders and discuss affected area, safe entry procedures, and any hazardous or unknown conditions. If not already contacted, notify Yale EHS at 203-785-3555.

5. Contact your supervisor, business/lead administrator, and/or principal investigator about the incident. Assist in cataloging impacts and recovery procedures.
6. Report all spills to EHS, no matter the size.

## POWER FAILURE

*Warning!* Avoid flooded areas and exposed power lines.

### PLAN

Understand your critical electrical equipment and the availability of either alternate or emergency back-up power. Ensure redundant back up for irreplaceable research and clinical specimens. Work with Emergency Management to develop a Business Continuity Plan.

### EVALUATE

Is it safe to stay?

Where are the exits?

### RESPOND

1. Call the Facilities Operations Customer Service Center at **203-432-6888**. On West Campus, call West Campus Security at **203-737-3111**.
2. Provide the following information:
  - Location (building and room number) of the emergency
  - Best entrance for responders to go to (someone should meet the responders at the entrance)
  - Nature and extent of the emergency
  - Your name and the number you are calling from
3. Do not hang up until instructed to do so.
4. Follow instructions from the Facilities Operations Customer Service Center or emergency personnel.
5. Turn off computers and other nonessential equipment to help reduce the power surge upon reactivation.
6. In laboratories:
  - Turn off hot or stir plates, heating mantles, centrifuges, and other equipment with potential for dangerous consequences upon unattended restart.
  - Close all open chemical containers and safely stop work with any biological materials. Disinfect surfaces as appropriate.
  - Lower sashes on fume hoods.



## NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.[illegible]

Yale