

# HARVARD



## Campus Services

ENVIRONMENTAL HEALTH & SAFETY

### EMERGENCY PREPAREDNESS & SAFETY GUIDE

**EMERGENCY  
CONTACTS**

**REPORTING  
EMERGENCIES**

**MEDICAL  
EMERGENCIES**

**EVACUATION**

**SHELTER-IN-  
PLACE**

**FIRE**

**FLOODING/  
WATER LEAK**

**UTILITY  
DISRUPTION**

**SEVERE  
WEATHER**

**WORKPLACE  
INJURIES**

**EMPLOYEE  
SAFETY**

**HAZARDOUS  
MATERIALS**

**SUSPICIOUS  
PACKAGE/OBJECTS**

**THREAT**

**PERSONAL  
PREPAREDNESS**

**INT'L SAFETY &  
SECURITY**

**PERSONAL  
SAFETY & SECURITY**

**CAMPUS MAPS**

## EMERGENCY CONTACT INFORMATION

Cambridge/Boston Police, Fire and Medical	<b>911</b>
Harvard University Police (HUPD)	617-495-1212
University Operations Center (24x7)	617-495-5560
Longwood Operations Center (24x7)	617-432-1901
University Health Services- UHS (Holyoke Center)	617-495-5711
Environmental Health & Safety (EH&S)	617-495-2060

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**EMERGENCY  
CONTACTS**

**EMERGENCY CONTACT INFO** *continued*

<b>Harvard News Updates</b>	<b>617-496-NEWS</b>
<b>Harvard Public Affairs &amp; Communications</b>	<b>617-495-1585</b>
<b>Motorist Assist Program</b>	<b>617-496-4357</b>
<b>Other:</b>	

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## REPORTING EMERGENCIES

Dial **911** for:

- Fire.
- Injury or Medical.
- Violence.

Dial **HUPD** at **617-495-1212** for:

- Public Safety.
- Threat.
- Violence.
- Theft.

**Cambridge/Allston Campuses:**

Dial the **University Operations Center**  
at **617-495-5560** (24x7) for:

- Fire/Smoke/Explosion (after notifying 911).
- Flooding.
- Hazardous Material.
- Utility Failure.
- Facilities Issues.

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**REPORTING  
EMERGENCIES**

## **REPORTING EMERGENCIES** *continued*

### **Longwood Campus:**

Dial **HMS/HSDM** at **617-432-1901**(24x7) for:

- Fire/Smoke/Explosion (after notifying 911).
- Flooding.
- Utility Failure.
- Hazardous Material.
- Facilities Issues.

### **Tips for Reporting an Emergency:**

- Report all injuries first.
- Try to call from a desk phone, not a cell phone.
- Describe the type of emergency (fire, medical, utility disruption, public safety, etc).
- Give the phone number you are calling from.
- Provide the address and room number of the emergency.

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## REPORTING EMERGENCIES *continued*

### ***MessageMe:***

The University's tool to communicate with the Harvard community when there is an imminent and critical public safety issue. Sends emergency alerts to your personal electronic device. Sign up @ [www.message.me.harvard.edu](http://www.message.me.harvard.edu).

### **Additional methods for Emergency Notifications:**

- University-wide broadcast emails.
  - [www.harvard.edu/emergency](http://www.harvard.edu/emergency).
  - 617-496-6397 (NEWS).
  - [www.harvard.edu/emergency](http://www.harvard.edu/emergency).
  - Local school or department websites
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## MEDICAL EMERGENCIES

**Dial 911** for all urgent medical emergencies. Additionally, urgent medical care is available to all staff and students (24 x 7) at UHS in Holyoke Center (**617-495-5711**). Familiarize yourself with the nearest first aid kit and Automated External Defibrillator (AED).

### Medical Treatment:

If **you suffer a serious injury**, immediately seek medical attention.

- If necessary, **Dial 911**.
- Be prepared to **answer** all of the dispatcher's questions.
- **Provide** the **exact location** of where you are calling from.
- If you receive medical treatment for a workplace related incident **DO NOT** give your personal Health Insurance Information. Instruct the Hospital that you suffered a workplace injury and are a Harvard University employee.

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**MEDICAL  
EMERGENCIES**

## MEDICAL EMERGENCIES *continued*

**If you witness a coworker** become injured:

- **DO NOT move** the injured unless there is an immediate, life-threatening situation. If you believe they may have been electrocuted, do not touch them for any reason.
- **Follow the instructions** of the 911 emergency dispatcher. If necessary, they will send an ambulance and notify HUPD to assist you.
- **Send** someone to retrieve the First Aid Kit and AED if available.
- **Send** someone to guide responders to the location of the person needing assistance.
- **Notify** a supervisor.
- If necessary, **contact** the University Operations Center at (617) 495-5560 (24x7) or the Longwood Operations Center at (617) 432-1901 (24x7).

If safe, trained, and willing begin the steps of CPR/AED or First Aid.

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## EVACUATION

Should evacuation be necessary, go to the nearest exit or stairway and proceed to an area of refuge outside the building. Move at least 50 feet away from the building.

### **Treat Every Building Alarm as an Emergency:**

- **Follow exit signs** to exits and fire rated stairwells.
- If stairwell or exit is blocked or filled with smoke, **find a secondary egress route**.
- **NEVER USE** an elevator to evacuate.
- Once outside the building **DO NOT** re-enter. Go to your designated meeting site.

### **Planning in Advance:**

- **Know** your primary and secondary **evacuation routes** in your main building.
- **Know** where the closest **fire alarm pull station** is to your office.

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**EVACUATION**

## **EVACUATION** *continued*

- **Know** who your local emergency evacuation monitor is.
  - **Review** any of your department/school's specific emergency procedures.
  - If you have an impairment or disability that requires a specific emergency evacuation plan, please **contact** your local human resources representative or disability coordinator.
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## SHELTER-IN PLACE

This procedure provides basic information and instruction for seeking shelter. In some emergencies, it is safer for you to stay indoors than it would be to evacuate. You may need to shelter-in-place for a variety of reasons, including, weather, chemical hazards, biological hazards, or public safety emergencies. It is important to note that you may not know which hazard you are sheltering from at the time the notification is issued.

### Methods of Notification:

If there is a hazardous condition which requires you to shelter-in-place, you may be notified through any of the following means:

- **MessageMe:** Email, Text Phone message/voicemail.
- Face-to-face verbal communication.

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**SHELTER-IN-  
PLACE**

## **SHELTER-IN PLACE** *continued*

- Public address system of a building or emergency vehicle.
- AM/FM radio broadcast.
- Television broadcast.
- NOAA/NWS Weather Radio Broadcast.

### **If you are OUTDOORS:**

- **Immediately move** to the nearest building, alerting others in the area to the warning.
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## FIRE

### If you are **INSIDE** the building:

- **STOP** all activities and immediately initiate an evacuation.
- **Close doors** behind you as you exit, if it is safe to do so.
- **Activate** the nearest pull station if you do not already hear the fire alarm.
- If you encounter visitors/guests, assist as necessary.
- **Follow** EXIT signs to the nearest fire stairwell.
- **DO NOT** use elevators.
- **Leave** the area by means of your primary evacuation route.
- If this exit is blocked or not safe for travel, use the **secondary route**.
- Once outside the building, **report to your designated meeting site**. Wait for instructions.
- **DO NOT** re-enter building until Fire Department indicates that it is safe to do so.

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**FIRE**

## **FIRE** *continued*

### **Remember R.A.C.E.**

**Relocate** – remove yourself from immediate danger.

**Alarm** – activate the fire alarm.

**Confine** the fire as you leave by closing doors and windows.

**Evacuate** from the building.

### **Key Fire Safety Tips:**

- Do not store cardboard, paper or other combustibles in fire rated stairwells.
- Do not prop open fire rated doors, unless held open by magnetic holds.
- Maintain 18” clearance beneath sprinkler heads.
- Do not block/obstruct emergency exits.

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## **FIRE** *continued*

### **Remember P.A.S.S.**

#### **If you MUST use a fire extinguisher:**

**Pull** the safety pin on the grip handle.

**Aim** the nozzle at the base of the fire.

**Squeeze** the handles all the way together.

**Sweep** the extinguisher from side to side.

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## FLOODING/ WATER LEAK

Immediately notify the University Operations Center (617) 495-5560 (24x7), or the Longwood Operations Center at (617) 432-1901 of any flood, back-up or leaking water.

### Reporting a problem:

- What is the source of the water (pipe, seepage, roofing, etc.)?
- How much water is present?
- How fast is the water entering the area?
- Is there any sewerage involved?
- Are there hazardous materials involved?
- Has anything been damaged? Specify if Harvard-owned property, such as books, collections, equipment, or infrastructure have been damaged.
- Is anything in danger of being damaged?
- Are any other utilities involved?

### DO NOT Enter Standing Water:

- Water can carry an electric current without any visible signs. This can be dangerous.

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**FLOODING/  
WATER LEAK**



## FLOODING/ WATER LEAK *continued*

- Assume the water is dangerous until a qualified assessment is complete.
- Some flooding may contain hazardous materials or sewage.
- **DO NOT** use elevators during a flood.

### **If SAFE To Do So:**

- Turn off electrical devices.
- If there are hazardous materials involved (chemicals, asbestos, sewage, etc.), refer to the Hazardous Materials Procedure.
- If the water is entering from the roof and it is related to a storm, **relocate to a safer area** of the building or an alternate location. Leaking from the roof following a storm may indicate structural instability or an otherwise unsafe condition and needs to be inspected.
- Move property that may become wet or damaged to an elevated area.
- Use absorbent materials or barriers to contain the affected area.
- Isolate the affected area.

**DO NOT risk exposure to save property.**

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## UTILITY DISRUPTION

This procedure provides basic information relating to the disruption of normal utility service, including heating, cooling, water, electricity, telecommunications, and the network.

### Contact:

**Building Manager** for all local, non-emergency utility issues.  
**University Operations Center: (617) 495-5560** (24 x 7) or the  
**Longwood Operations Center** at **(617) 432-1901** (24 x 7).

- Heating.
- Cooling.
- Water (including pressure).
- Electricity.
- Fire Alarm Systems.
- Building Automation.
- Other unsafe conditions.

**HUIT Telephone Repair: (617) 495-4900**

- Telecommunications.

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**UTILITY  
DISRUPTION**

## UTILITY DISRUPTION *continued*

### HUIT Help Desk: (617) 495-8411

- Network.
- Computers.
- Software.

If you feel the area is unsafe, evacuate the area and request assistance according to the Reporting an Emergency Procedure.

- **DO NOT** burn candles.
  - **DO NOT** use the elevators.
  - If you are using only emergency lighting, leave the area or find supplemental lighting. **The emergency lighting will typically last for approximately 90 minutes.**
  - **Report** the condition to the University Operations Center.
  - **Follow** department-specific instructions to recover business operations.
  - After reporting the disruption, **inform** others in the area that “the University has been notified of the disruption and is working to correct the problem as soon as possible.”
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## SEVERE WEATHER

To determine if a work day is interrupted or cancelled due to severe weather please contact 617-496-NEWS (6397) or follow your local department's protocols. Severe weather emergencies may include: thunderstorms, snow storms, ice storms, tornadoes, hurricanes.

### **If you encounter severe weather while at work:**

- If outside get into a building, if inside... stay inside!
- Stay away from windows.
- Major weather emergencies will be communicated through **MessageMe**.

### **Winter Driving Tips:**

- Call 617-496-6397 (NEWS) or check [www.emergency.harvard.edu](http://www.emergency.harvard.edu) before leaving for work. Occasionally the University may cancel events or classes.
- Plan ahead, leave early to accommodate for slow conditions.
- Adjust your speed and safe following distance.
- Ensure you have plenty of windshield washer fluid.
- Keep fuel tank as full as possible.

**SEVERE  
WEATHER**

## WORKPLACE INJURIES

At Harvard University, all work related injuries and illnesses **must be reported**. Below are guidelines to address specific reporting procedures.

### **Injury and Illness Reporting:**

- If seriously injured and in need of immediate medical attention, Dial **911**.
- **ALL** work related injuries or illnesses must be reported.
- If injured, you must **complete an Accident Report Form within 24 hours** of a work related injury or illness.
- Notify the University Operations Center (617) 495-5560 (24x7) or the Longwood Operations Center at (617) 495-1901 (24x7) in the event of a serious injury where the employee is transported by ambulance.
- Accident Report Forms can be obtained from:
  - Human Resources.
  - Your supervisor.
  - The EH&S website - [www.ehs.harvard.edu](http://www.ehs.harvard.edu).
  - [www.harvie.harvard.edu](http://www.harvie.harvard.edu).
- **Return Accident Report Forms** to your supervisor to complete and sign.

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**WORKPLACE  
INJURIES**

## **WORKPLACE INJURIES** *continued*

- Completed Accident Report Forms are then submitted to Human Resources.
- Accidents that involve a fatality or three or more employees injured from the same incident must be immediately reported to the **University Operations Center** or **EH&S**.

### **Determining if an Injury or Illness is “Work Related”:**

- **Definition:** An injury or illness is considered to be work-related if an event or exposure in the work environment either caused or contributed to the resulting condition or significantly aggravated a pre-existing injury or illness.
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## EMPLOYEE SAFETY

The Department of EH&S works with individual schools and departments to ensure safety, develop and deliver safety training, conduct hazard assessments and provide technical expertise to ensure a safe working environment for employees.

### **Tips for ensuring a safe workplace:**

- **Review** specific safety procedures/protocols with your supervisor.
- Attend required job specific safety training.
- Report any unsafe conditions to your supervisor.
- If you need additional assistance contact EH&S at 617-495-2060 or visit [www.ehs.harvard.edu](http://www.ehs.harvard.edu).
- Take responsibility for your personal safety.

**EMPLOYEE  
SAFETY**

## HAZARDOUS MATERIALS

**If you discover a chemical spill and the area is unsafe:**

- **DO NOT** try to clean-up the spill.
- **Evacuate immediately.**
- **Report** spill to **University Operations Center** at **(617) 495-5560** (24x7) or the **Longwood Operations Center** at **(617) 432-1901** (24x7).
- **Request** exposed individuals to **remain nearby** until emergency responders arrive.
- **Isolate** the area and await assistance.
- If **exposed** to a chemical, use an eyewash station or emergency shower. Immerse yourself or your eyes for 15 minutes. Then seek medical attention if needed.

**If you are trained and can do so safely:**

- Locate the Material Safety Data Sheet (MSDS) and provide it to responders.
- **TURN OFF** any sources of ignition.

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**HAZARDOUS  
MATERIALS**



## HAZARDOUS MATERIALS *continued*

- **Provide assistance** to the ill or injured (see Injury/Illness Procedure).
- If individuals have been exposed, brush off any dry chemicals and **rinse the area** thoroughly for 15 minutes or until medical assistance arrives.
- **Prevent further release**, but do not risk exposing yourself.
- Try to prevent the spill from entering drains or the environment by using any absorbent buffer which is available.

### **Tips for reporting a spill:**

- Has anyone been **exposed**?
  - **What** has been released (gas, liquid, solid)?
  - Do you know what the material name is?
  - **How much** has been released?
  - Is it actively being released, or has it **slowed/stopped**?
  - Is the release contained, or is it **entering the environment** (sewer, soil, vents, etc.)?
  - Are there **sources of ignition** nearby?
-

## SUSPICIOUS PACKAGE / OBJECT

This procedure provides basic information relating to suspicious packages or items. It can be utilized for any type of package or object, including those with unknown contents.

### **If you are holding a suspicious package /object:**

- **Gently set the item down on a solid surface or on the floor.** If there is powder or liquid, try to set the item down in a container like a trash can or bucket.
- **Evacuate others** from the immediate area.
- **Leave** the immediate area.

### **If you locate a suspicious package /object:**

- **DO NOT** touch or move the object.
- **DO NOT** activate the fire alarm system.
- Contact the **Harvard University Police Department** (HUPD) at **(617) 495-1212**.
- **Evacuate** only the immediate area.
- **Isolate the area** and do not allow anyone to enter until HUPD has specifically said that the area is safe.
- **Notify** a supervisor or Local Emergency Management Team representative.
- **Request** other witnesses to remain nearby to speak with HUPD responders..
- **Remain available** to assist responders.

**SUSPICIOUS  
PACKAGE/OBJECTS**

## THREAT

This procedure provides information on what to do when you become aware of a threat. This includes bomb threats, cyber threats, or threats of violence against the University, its property, or its interests.

### If you receive a threat:

- Refer all threats to the **Harvard University Police Department** at **(617) 495-1212**.
- If you receive the threat on the phone and if you can, ask the caller to hold and transfer the call to HUPD at (617) 495-1212.
- If you are unable to transfer the call, ask the caller to contact **HUPD directly**.
- Obtain as much information as possible from the caller, and then contact HUPD with the information you collected.
- Answer any questions HUPD has for you.
- Remain available to further assist HUPD.
- Inform your supervisor or a member of your Local Emergency Management Team.
- **DO NOT** activate the fire alarm system unless instructed to do so by HUPD.

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## **THREAT** *continued*

### **Tips for receiving and reporting a threat:**

- Try to record the threat exactly as it is said.
  - Note the time the threat was made.
  - Be clear about the type of threat.
  - If possible, record details about the threat:
    - What will happen?
    - Where will it happen?
    - When will it happen?
    - How can it be stopped?
    - What is your general impression?
    - Angry, confused, scared, etc.
    - Did you notice any background noises.
  - Ask for the individual's name.
-

## PERSONAL PREPAREDNESS

### Review the guide:

- **Be familiar** with how to obtain information from it during an emergency.
- **Know whom to contact** for different types of emergencies, both to obtain assistance and report problems within your department.
- **Be vigilant** in your areas and report situations which seem dangerous or suspicious.
- **Review other safety resources** such as the annual Playing it Safe guide from HUPD [www.hupd.harvard.edu](http://www.hupd.harvard.edu), [www.ehs.harvard.edu](http://www.ehs.harvard.edu), resources available from HUHS, guidance from your local HR department or supervisor, [www.ready.gov](http://www.ready.gov) and [www.arcbrcr.org](http://www.arcbrcr.org) for helpful tips and advice.
- **Take personal responsibility** for your own preparedness by taking steps to educate and equip yourself for an emergency.
- **Know** the evacuation routes and meeting sites for your office and places you visit during the business day.
- **Know** your school or department policies regarding emergencies.

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**PERSONAL  
PREPAREDNESS**

## PERSONAL PREPAREDNESS *continued*

- **Know** how you will get information from your school/department during an emergency.  
Sign up for **MessageMe**: [www.messageme.harvard.edu](http://www.messageme.harvard.edu).
  - **Review** the EH&S webpage for resources available to you.
  - **Book Mark the Following Departments Websites**
    - EH&S [www.ehs.harvard.edu](http://www.ehs.harvard.edu).
    - HUPD [www.hupd.harvard.edu](http://www.hupd.harvard.edu).
    - Harvard Emergency [www.emergency.harvard.edu](http://www.emergency.harvard.edu).
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## INTERNATIONAL SAFETY & SECURITY

### **In an emergency abroad:**

- Call the local equivalent of “911.”
- Call International SOS: +1 215 942 8478

### **Before you go:**

Visit [www.traveltools.harvard.edu](http://www.traveltools.harvard.edu) and follow the pre-departure steps including:

- Register your itinerary and contact information in the Harvard Travel Registry.
- Visit the International SOS website to learn about their services and for country-specific information.
- Obtain a passport and required visas.
- Register with the embassy of your country of citizenship.
- Review your health insurance coverage abroad.
- Obtain a pre-travel health consultation.

### **While you're abroad:**

- Keep emergency phone numbers easily accessible.
- Update the Harvard Travel Registry with any changes to your travel plans or contact information.
- Contact International SOS for medical advice or referrals.

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## **INTERNATIONAL SAFETY & SECURITY** *continued*

- In an emergency, call the numbers listed above. When it is safe to do so, visit [www.traveltools.harvard.edu](http://www.traveltools.harvard.edu) and follow the instructions to report medical or security incidents to Global Support Services.

### **Additional Resources:**

- Global Support Services: [www.traveltools.harvard.edu](http://www.traveltools.harvard.edu).
  - US Dept. of State, Smart Traveler Enrollment Program: <http://step.state.gov/step/>.
  - US Dept. of State, Travel Warnings: [www.travel.state.gov/travel](http://www.travel.state.gov/travel).
  - CDC Travelers' Health: [wwwnc.cdc.gov/travel](http://wwwnc.cdc.gov/travel).
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## PERSONAL SAFETY & SECURITY

### Reporting a Crime:

- If you see something say something! Call HUPD at (617) 495-1212.
- Harvard University has blue light police assisted phones across campus. These phones can be used for any emergency situation.
- Reporting a crime anonymously: Call 617-496-2700 (24 x7) or visit: [www.hupd.harvard.edu/anonymous.php](http://www.hupd.harvard.edu/anonymous.php).  
If reporting a crime anonymously be as detailed as possible in the message.

### Crime Awareness:

- Store emergency numbers in your phone.
- Lock your doors when leaving the office.
- Never leave your purse, phone, laptop, wallet, book bag, etc. unattended.
- Look confident when you walk, keep a firm grip on property and make eye-contact with passersby.
- Harvard students, faculty, and staff can contact HUPD to request an escort while walking across campus.
- Register your bicycle or laptop by either visiting HUPD in person or visiting the HUPD website.
- HUPD offers a Rape Aggression Defense (RAD) program to all female student, faculty and staff.

## CAMPUS MAPS

Follow the 3 steps below to use the QR codes included in this guide:

1. Download a free QR code reader App from the internet to your smart phone.
2. Using your new App, scan the QR code of the map you would like to reference.
3. Simply wait for your phone to connect directly to the Harvard website and the map image will appear for your use.



Campus Map



Accessibility Map



[m.harvard.edu](https://m.harvard.edu)

Once at the **m.harvard.edu** mobile initiative website, select "Map" and then follow the prompts to reference your area of interest.



