



Emergency Response Guide

DO NOT REMOVE UNLESS YOU ARE IN AN EMERGENCY

REPORTING EMERGENCIES

If you discover an emergency on the MassArt Campus:

- Call Campus Police/Safety: (617) 879-7800
- Stay Calm
- Give your name, location, and follow emergency-specific instructions (located in this Emergency Response Guide)

EMERGENCY PHONE NUMBERS

Campus Police/Safety: (617) 879-7800

Health Services: (617) 879-5220

Office of Counseling and Wellness: (617) 879-7760

CAMPUS POLICE/SAFETY: (617) 879-7800

REPORTING EMERGENCIES

UTILITY FAILURE

Definition:

When any type of utility and/or facility-related system is interrupted or fails, such as electricity, heat, or ventilation.

Actions:

- **For all utility emergencies contact Campus Police/Safety: (617) 879-7800.**
- If evacuating the building is required use stairwells. **DO NOT USE ELEVATORS.**
- **IF IN A LABORATORY SETTING** - End any activities that require ventilation, power, or hazardous materials. Secure your environment and clean up or put away equipment and chemicals that could be considered hazardous. Notify your lab supervisor immediately.

UTILITY FAILURE

MEDICAL EMERGENCY

Definition:

An injury or illness that poses a risk to a person's life or health.

Actions:

- **Notify Campus Police/Safety: (617) 879-7800 or 9-1-1 immediately.**
- Follow all instructions given by Campus Police/Safety.
- Protect yourself and others; be aware of your surroundings.
- Try to avoid contact with blood or bodily fluids.
- Do not move an injured person unless you are able to do so safely without incurring further injury.
- When possible, remain with the injured person until Campus Police/Safety and/or medical personnel arrive.
- Administer first aid/CPR only if you are trained/certified and feel comfortable doing so.

CAMPUS POLICE / SAFETY: (617) 879-7800 or 9-1-1

MEDICAL EMERGENCY

MENTAL HEALTH EMERGENCIES / SUICIDE THREATS

Helping a Person Experiencing Acute Emotional Issues:

- Listen to the person. Offer any help if you are able.
- Report concerns to the Counseling and Wellness Center at (617) 879-7760.

Immediate Mental Health/Suicide Threat:

- ON-CAMPUS: Call **Campus Police/Safety** at (617) 879-7800.
- OFF-CAMPUS: Call 9-1-1 for local police response, then call **Campus Police/Safety** at (617) 879-7800.
- Attempt to calm the distressed person if you are able.
- Do not leave the suicidal person alone if you are able.

Potential Mental Health/Suicide Threat

- Presented by a Student:
 - Complete a CARE Report.
 - Call the Dean of Students at (617) 989-7711.
- Presented by a Staff or Faculty: Call Human Resources at (617) 879-7920.
- Presented by Affiliate Member of the Community: Call Public Safety at (617) 879-7800.

MENTAL HEALTH CRISIS NUMBERS

Campus Police/Safety
(617) 879-7800

MassArt Counseling & Wellness Center
(617) 879-7760

HVMA Student Health Services:
617-879-5220 (24/7 on-call services)

National Suicide Prevention Hotline
1+ (800) 273-8255

Text "Start" to 741-741

24/7 Free and Confidential

Samaritans - Available 24/7

1+ (877) 870-4673 - call or text

CAMPUS POLICE/SAFETY: (617) 879-7800

MENTAL HEALTH EMERGENCIES / SUICIDE THREATS

SUSPICIOUS PERSON

Definition:

A person or multiple people demonstrating unusual/threatening behavior.

Suspicious Activity Includes:

- Individuals acting furtively and suspiciously.
- Individuals departing quickly when seen or approached.
- Individuals in places they don't belong.
- Individuals forcing their way into a locked area or vehicle.
- Individuals showing unusual mental or physical symptoms.

Actions:

- Notify **Campus Police/Safety: (617) 879-7800.**
- Be prepared to tell Campus Police/Safety personnel:
 - Who or what you saw;
 - When you saw it;
 - Where it occurred;
 - Why it's suspicious.

CAMPUS POLICE/SAFETY: (617) 879-7800

SUSPICIOUS PERSON

SEVERE WEATHER / NATURAL DISASTER

Definition:

A significant weather emergency that may impact MassArt such as a snow storm, hurricane, severe thunderstorm, or tornado. These events may cause strong winds, rain, hail, ice or snow.

Actions:

Inclement Winter Weather (Snow/Ice/Wind)

- Monitor Emergency Notification Systems (e-mail, text alerts, TV, radio, website).
- Closings or other restrictions of travel can be monitored through college website, radio/television, and Emergency Text Alerts.

Hurricane/ Severe Storm/ Flooding

- Monitor Emergency Notification Systems (e-mail, text alerts, TV, radio, website).
- When advised, evacuate to designated safe areas.
- If able, remove items from near windows and secure loose objects.
- Stay indoors during high winds, and keep away from exterior walls and doors.
- Remain in safe area until warning expires or until you receive an “All Clear” alert/signal via text, e-mail, overhead announcement, or from emergency personnel.

FIRE / FIRE ALARMS / HAZARDOUS MATERIALS

FIRE / FIRE ALARMS: WHEN FIRE OR SMOKE IS DETECTED

Implement **RACE**

- **R RESCUE** people in immediate danger if you can do so without endangering yourself.
 - **A ALARM** – Pull fire alarm and call 9-1-1.
 - **C CONTAIN** – If able, contain the fire by closing all doors, windows and other openings.
 - **E EVACUATE** the area. Do not use elevator unless authorized by emergency personnel.
- EXTINGUISH** – Extinguish only a small fire AND ONLY if you have been trained.
Remember **PASS P (PULL) – A (AIM) – S (SQUEEZE) – S (SWEEP)**

Hazardous Materials: On Campus

- Isolate area of spill/leak. Do not attempt to clean.
- Call Campus Police/Safety: (617) 879-7800.
- Follow instructions given by emergency personnel for shelter-in-place or evacuation.
- If possible, note any characteristics about the material: name, odor, color, physical description
- Report any injuries or exposure to Campus Police/Safety (617) 879-7800 *immediately*.

Hazardous Materials: Near Campus

- Campus Police/Safety and the MassArt Incident Management Team will be notified.
- Follow Emergency Alert messaging for shelter-in-place or evacuation instructions.

CAMPUS POLICE/SAFETY: (617) 879-7800 or 9-1-1

BOMB THREAT / SUSPICIOUS PACKAGE

BOMB THREAT

1. If you receive a telephone bomb threat...
 - Do not hang up.
 - Remain calm.
 - Try to prolong the conversation and get as much information as possible.
 - Note what you hear. Are there background noises, such as music, voices, or cars?
 - How does the caller's voice sound? Any accent? What sex? What age? Any unusual words or phrases?
 - How is the bomb location described?
 - Does the caller use a person's name?
 - Does the caller give his/her name?
2. **Call Campus Police/Safety:** (617) 879-7800 and report a bomb threat. Give the operator all the information you collected on the checklist. Identify yourself - give your name, address and phone number.
3. If it is deemed necessary to evacuate, you will be notified by the Emergency Notification System or the overhead speaker system.

Evacuate via the primary route for your area, or by the alternate route if so directed.

SUSPICIOUS PACKAGE

If you discover a suspicious item or package...

- Leave it untouched and secure area until Campus Police or first responders arrive.
- Stay away from the package and refrain from touching or moving it in any way.
- **Call Campus Police/Safety:** (617) 879-7800 and report a suspicious item. You may be asked to assist in a search because you are familiar with the area.
- If so directed, evacuate your area.

If you notice any of the following characteristics pertaining to suspicious packages, please take immediate precautions:

- Protruding wires or aluminum foil;
- Oily stains, discolorations or odor;
- Ticking sound;
- Excessive security material such as masking tape, string, etc.

CAMPUS POLICE/SAFETY: (617) 879-7800 or 9-1-1

SHELTER IN PLACE / EVACUATION

Definition:

In the event of an internal or external disaster, if there is evidence of possible harm to students, visitors, staff, or faculty, an order for protecting yourself in your current location or evacuation of your area may be given.

Shelter in Place:

Stay in your current location. If outside, move immediately to the nearest building and await further instruction.

Actions:

- Campus Police/Safety and/or Administration will initiate and communicate a Shelter in Place order.
- Ensure all personnel are inside of campus buildings, facilities, and rooms.
- If possible, account for individuals that you are supervising in your area.
- Secure points of entry; doors and windows.
- Keep sheltering individuals away from points of entry.
- All personnel should remain in the secured area until an “All Clear” announcement is made via the Emergency Notification System or by emergency personnel.

Evacuation:

Leave your location at once. Evacuation requires everyone to exit a building, area, or campus.

- An order to evacuate a building or area of campus may be given by Campus Police/Safety, Administration, or emergency personnel.
- Occupants should use the nearest and safest exit when an evacuation order is given.
- Evacuate in a CALM MANNER and avoid blocking entrances.
- Based upon the type of emergency, occupants may be asked to move farther away from impacted area(s).
- Remain calm at all times and follow the instructions of your supervisor, professor, Campus Police/Safety, and emergency personnel.

CAMPUS POLICE/SAFETY: (617) 879-7800

ACTIVE SHOOTER

CAMPUS POLICE/SAFETY: (617) 879-7800 or 9-1-1

Definition:

An armed or believed to be armed person who threatens or is using deadly force and is inflicting serious injury to victims.

IF YOU ARE IN IMMEDIATE DANGER

RUN: Escape from the area if you are able.

HIDE: Find a safe and secure hiding area.
Remain there quietly until Police arrive.

FIGHT: Use all available objects and weapons to attack the shooter.

Actions:

- Any person should report “Active Shooter” by calling Campus Police/Safety: (617) 879-7800 or call 911 directly upon recognition of a weapon-related threat. State your name, location and any other relevant information listed below:

When calling, clearly state if known:

- o Campus, building and floor — include address of campus
- o Location of perpetrator
- o Number of perpetrators
- o Direction of travel of perpetrator
- o Physical description
- o Number and type of weapons
- o Number of potential victims

If in IMMEDIATE danger:

RUN

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the perpetrator may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.

HIDE/Barricade

If evacuation is not possible, bring all people in from public spaces, waiting rooms, lobbies or elevator areas. Find a place to hide where the perpetrator is less likely to find you. Lock or block doors with heavy furniture.

Once hidden — do not open door until you hear an “All Clear” overhead announcement or alert.

Your hiding place should:

- Be out of the perpetrators view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed locked door).
- Not trap or restrict your options for movement.

To prevent the perpetrator from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the perpetrator is nearby:

- Lock the door.
- Shut off lights.
- Silence your cell phone/pager.
- Turn off any source of noise.
- Hide behind large items.
- Remain quiet.

FIGHT

As a last resort, and only when your life is in imminent danger and you could not evacuate, attempt to disrupt and/or incapacitate the perpetrator by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

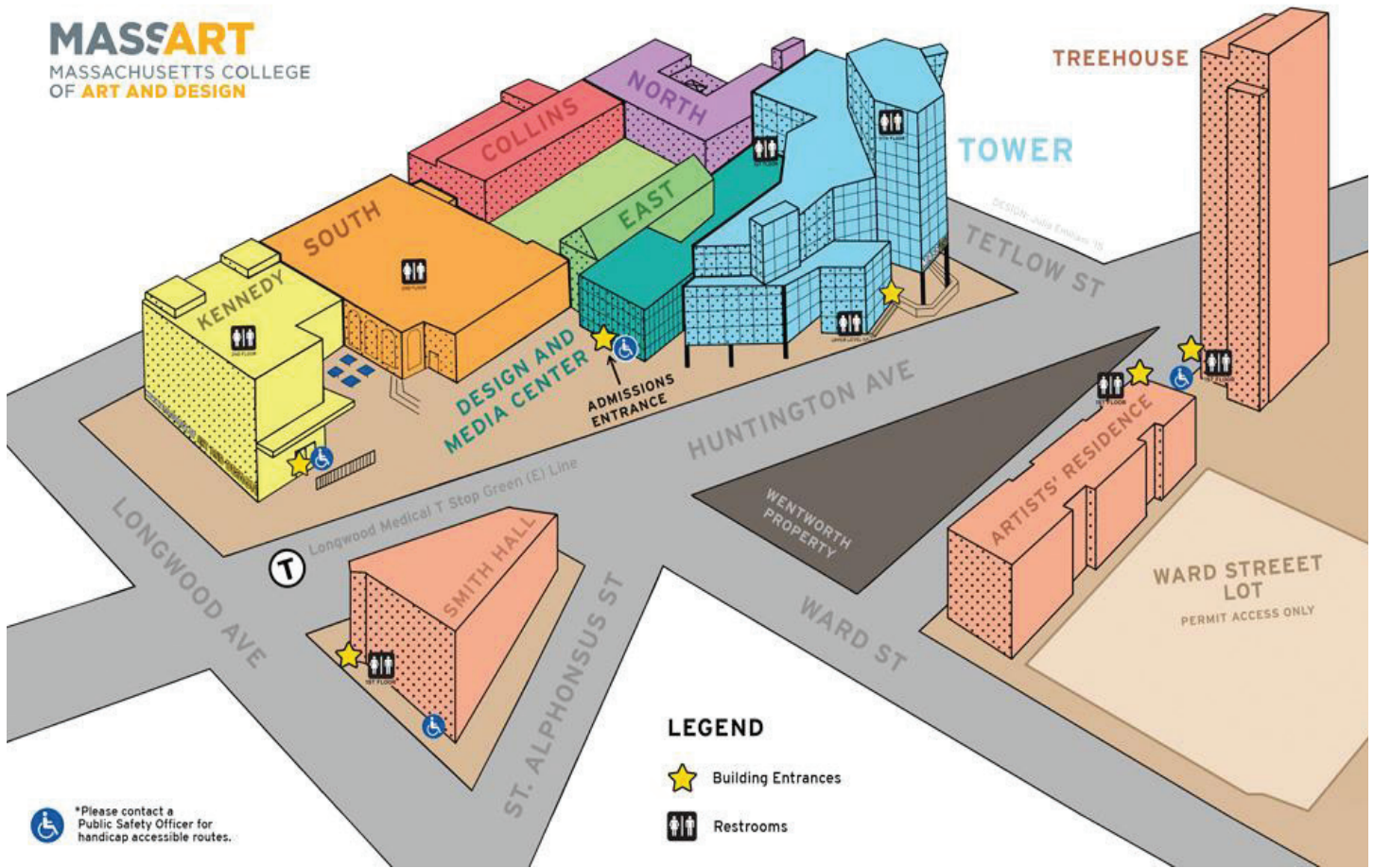
How to act when law enforcement arrives:

- Remain calm, and follow officers’ instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold onto them for safety.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction from which officers are entering the premises.

**CAMPUS POLICE/SAFETY:
(617) 879-7800 or 9-1-1**

CAMPUS MAP

MASSART
MASSACHUSETTS COLLEGE
OF ART AND DESIGN



LEGEND

- ★ Building Entrances
- ♿ Restrooms

CAMPUS MAP