

MASSACHUSETTS BAY COMMUNITY COLLEGE DEPARTMENT OF PUBLIC SAFETY



EMERGENCY PROCEDURES MANUAL

Dear College Community,

Preserving public safety on our campuses is a responsibility we take very seriously here at MassBay. Emergency situations can take place at any time in any location, and it is vitally important to be prepared in advance to adapt to a situation as it unfolds.

This *Emergency Procedures Manual* is an important tool that all of us can use in the event of an emergency. I ask that you familiarize yourself with each of these procedures and periodically review them. Please be aware, in most emergency situations the recommended course of action is to evacuate as quickly as possible. In the event of an emergency, call MassBay Public Safety at extension 2222 or 781-239-2222 from a cell phone. Please reserve use of this extension for emergencies only.

In order to maximize the effectiveness of these emergency procedures, we will do regular drills, workshops and practice exercises throughout the school year at all three College locations. It is our intention that every member of our community will get to know these procedures not just on paper, but in practice as well.

Another key tool to prepare for an emergency is to sign up for the College's emergency notification system. Please take a minute to log on to PeopleSoft and be sure we have the most up-to-date phone number, SMS, and email address for us to provide you with important information and instructions during an emergency.

Finally, I want to remind you that public safety is a shared responsibility, and I need your help. If you see something suspicious or dangerous, please notify MassBay Public Safety immediately. If you see it, report it.

Thank you for being a valued member of the MassBay community.

Sincerely,

Clery and Public Safety (CAPS) Committee

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Bomb Threats

Upon receiving a bomb threat, utilize the following steps and complete the bomb threat protocol for assessment. If you are unable to complete the form, keep detailed notes for the First Responders (e.g. Fire Department, Police Department, Ambulance personnel, etc.) on scene.

Tips and Instructions:

- If the caller's telephone number is displayed on your phone, write the number down.
- Upon completion of the call, immediately notify MassBay Public Safety at extension 2222 or from a cell phone call 781-239-2222. They will then contact College officials.
- College officials or law enforcement will make the determination to initiate the evacuation of the targeted area.
- If you have been instructed to evacuate, once outside, move to an area where you will be at least 100 yards from targeted building/areas, and where your presence will not interfere with responding emergency personnel. Follow the instructions from College officials or law enforcement.
- Faculty and staff having special knowledge, skills, training, or familiarity with the targeted building/area may be asked to assist emergency responders in identifying items that are out of place. First responders may need to question faculty, staff and students about suspicious activity or persons, and employees should provide any additional relevant information that may help.
- Wait for the all clear as determined by MassBay Public Safety, local law enforcement or College officials.

Bomb Threat Protocol for Assessment

Questions to ask:

When is the bomb going to explode?

Where is it right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb?

Why?

What is your address?

What is your name?

Caller's Voice:

☐	Calm	☐	Nasal
☐	Angry	☐	Stutter
☐	Excited	☐	Lisp
☐	Slow	☐	Raspy
☐	Rapid	☐	Deep
☐	Soft	☐	Ragged
☐	Loud	☐	Clearing Throat
☐	Laughter	☐	Deep Breathing
☐	Crying	☐	Cracking Voice
☐	Normal	☐	Disguised
☐	Distinct	☐	Accent
☐	Slurred	☐	Familiar
☐	Whispered		

If familiar, who did it sound like?

Exact wording of the threat:

Background Noise:

☐	Kitchen Noises	☐	Street Noise
☐	Voices	☐	House Noise
☐	PA system	☐	Factory/Machinery
☐	Music	☐	Animal Noises
☐	Motor	☐	Office Machines
☐	Clear	☐	Local
☐	Static	☐	Long Distance
		☐	Phone Booth

Threat Language:

☐	Foul	☐	Incoherent
☐	Irrational	☐	Well Spoken
☐	Recorded	☐	Message Read

Remarks:

Your Name:	
Date & Time Reported:	

Gender of caller

Race of caller

Age of caller

Length of call



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Evacuation

Usually evacuation procedures concern a working fire however there may be other reasons that a building may have to be evacuated. Examples of this may be a bomb threat; a chemical spill in a lab; a police action; a power failure; or other situation where it would be in the best interest of the occupants to evacuate.

Preparation for an Evacuation

- It is highly recommended that faculty, staff and students sign up for the emergency notification system. The emergency notification system allows the college to notify individuals of serious or continuing threats to students and employees via email, text messages, or phone calls. The college may also use classroom overhead projectors, computer or overhead television screens, Facebook, Twitter and the MassBay website, MassBay.edu. You can sign up for the emergency notification system using Bay Navigator.
- Review and become familiar with your location and escape routes. Know at least two exit points from your present location.
- In an emergency an exit maybe something other than a door. For example a window may be your best choice.
- Be aware of your options outside of your primary areas.
- Faculty and Staff:
 - o Decide on two meeting locations, one primary and one secondary if the primary location is unavailable.
 - o Look for the yellow painted lines or 100 yard sign.
- Discuss instructions for the disabled with everyone ahead of time. There is no way to predict who will need assistance during an emergency. Those with known ambulatory issues should meet with Disability Services ahead of time to discuss options. Some general guidelines include:
 - o Wellesley and Framingham, if it is safe to evacuate from ground floors do so promptly, on higher floors shelter in place and call 781-239-2222. Notify Emergency personnel of your exact location and wait for rescue personnel to assist you.
 - o Ashland is on the ground level, if assistance is needed notify an administrator or call 911 and let EMS Dispatchers know your exact location.

General Evacuation Procedures:

May be signaled by emergency alerts to the campus community using one or several the following communications: text messages, voice mail, phone call, projector units in the classrooms Leave the building immediately.

- Do not use elevators.
- Exit in an orderly fashion.
- Gather at a designated meeting place a safe distance from the building taking care not to block entrances. Move away from roadways to allow access for first responders. Look for the yellow painted lines or 100 yard sign.
- Stay together, assess who is present. Faculty members who were leading classes should meet in their predetermined location, gather names of students, supervisors gather staff names. Notify emergency personnel immediately if you notice someone missing.
- Report the condition and location of any persons unable to leave the building to first responders.
- Wait for the all clear from uniform personnel before re-entering the building.

If you are evacuated, but the fire alarm is not sounding:

- Listen carefully for instructions paying close attention to areas to avoid and where to assemble.
- Unless instructed otherwise, evacuate using the primary evacuation path to the outside area. Look for the yellow painted lines or 100 yard sign. If unsafe, use pre-determined alternative evacuation path.



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Shooter on Campus (Active)

Response to an active shooter is an extremely volatile situation. Prior to the arrival of police personnel, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, keeping in mind there may be more than one shooter involved in the same situation. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a survival strategy.

Tips and Instructions:

If you are able to evacuate the building:

- DO IT IMMEDIATELY!
- Run away from the building as quickly as possible.
- Call 911 or extension 2222, or from a cell phone call 781-239-2222.

Run Option:

- Run in a zigzag pattern.
- Protect your head with books or other items that would offer some level of protection.
- Do not stop running until you are clear of the area.

Window Option:

- Consider the risk of injury before deciding upon this option, proceed if safe.
- Break the window if necessary.
- Make an improvised rope out of clothing, belts, or other items that can be used to limit the distance you will fall.
- Hang by your hands from the window ledge.
- Attempt to fall into shrubs, mulch or grass to decrease the potential for injury.
- Gather at a safe location as determined by MassBay Public Safety, local law enforcement or College officials.

If there is an active shooter incident and YOU ARE UNABLE TO EVACUATE the building:

- Take shelter in the nearest room, office or closet.
- Lock and barricade the door with anything you have available (desks, chairs, etc.)
- Turn off lights.
- Tie down the door, if possible, by using a belt attached to the door handle.
- Cover any window in the room that can be seen by an active shooter, pull shades or curtains.

- Look for an alternate escape route (e.g. windows, additional doors in the area, etc.).
- Call 911 or extension 2222 or from a cell phone call 781-239-2222.
- Set your cell phone to vibrate or silent.
- Stay low to the ground and remain as quiet as possible.
- Remember to breathe, remain calm, stay silent and focus.
- DO NOT answer the door for anyone. Police will enter the room after the incident is over.
- You may have to take the offensive if the shooter(s) enters your area. Gather items that could be used as weapons (pens, pencils, books, chairs, etc.) and mentally prepare for your attack. Position yourself in the room in a location that will allow for the element of surprise if the shooter(s) enters.
- A tactic of an active shooter could be to pull a fire alarm to draw individuals from safe shelter and into an unsafe situation, so if you know an active shooter is in the area do NOT evacuate the building if a fire alarm is sounded.
- If you are in an open area, take cover immediately; find something you can hide behind that will offer a level of protection. If you are outside, move in the opposite direction of any shots fired and find something to hide behind that will offer a level of protection.

If the shooter is in your room:

- Fight to survive, bite, kick, gouge the eyes etc.
- Throw anything available at the shooter(s), aiming at the face to distract his/her aim.
- Attack in a group.
- Use all available items that can be used as weapons to attack the shooter, anything can be a weapon.
- Grab the shooter's extremities (e.g. arm, legs, head, etc.) and take him/her to the ground using body weight to secure him/her.
- Continue to fight until the shooter(s) is no longer a threat.

If there is an active shooter and YOU HAVE INCAPACITATED the shooter(s):

- Move any weapons away from the shooter, but DO NOT HOLD A WEAPON.
- Call 911 or extension 2222, or from a cell phone 781-239-2222.
- Secure the suspect (e.g. belts, body weight, etc.).
- Help will be there soon.
- DO NOT APPEAR AS A THREAT. Follow the instructions of the officers who enter the room.



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Suspicious Package

A suspicious package may contain dangerous items or substance. If you receive a suspicious package, letter or object call MassBay Public Safety immediately; do not touch the package or object (e.g. backpack, purse, satchel, etc.).

Tips and Instructions:

Suspicious package indicators:

- Hand delivered.
- Unusual weight given its size.
- Lopsided or oddly shape.
- No return address or an address that cannot be verified as legitimate.
- Unusual shape, soft spots, or bulges, powdery substance on outside of the package.
- Unexpected or from someone unfamiliar to the addressee.
- Be aware of any sounds, is there sloshing; mail bombs typically do not tick.
- Confirmation by an anonymous caller asking if it was received.
- Pressure or resistance when opening.
- No postage or excessive postage.
- Marked with threatening language, restrictive endorsements, "personal", etc.
- Handwritten or poorly typed address, incorrect titles, misspelling, unusual amount of tape or string.
- Addressed to someone not at the school.
- Strange odor or smell.

If you receive a delivery notice, package or object that you consider suspicious:

- Contact MassBay Public Safety at extension 2222 or from a cell phone at 781-239-2222.
- Do not go near, touch, or otherwise disturb the package.
- Close off the area and leave the immediate area to wait for responders. Do not return to the area until you are instructed to do so by uniformed personnel that it is safe to do so.
- Do not activate the fire alarm system, and do not use a cell phone near the package.

If you are holding the package:

- Put it down gently on a solid surface or on the floor.
- If there is powder or liquid coming from the package, try to set it down in a container like a trash can or bucket.

Be alert to unattended bags

- If you are concerned about an unattended bag, please contact MassBay Public Safety at extension 2222 or from a cell phone at 781-239-2222.

If you witness a person deliberately placing a bag somewhere and leaving the area, this may be cause for suspicion. Contact MassBay Public Safety at extension 2222 or from a cell phone at 781-239-2222.



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Utility Disruption

Utility disruption may include service such as water, electricity, or natural gas. A disruption can be dangerous or can impact your ability to conduct business at the College.

Tips and Instructions:

Natural Gas Leak

- Immediately clear the area and leave the building. Do not use elevators. Look for the yellow evacuation signs.
- Leave ventilation systems on and open windows if it is safe to do so.
- Contact MassBay Public Safety at extension 2222, or 781-239-2222 from a cell phone, as soon as possible.
 - Be prepared to provide your location and the location of the odor and provide as many details as possible.
- Do not attempt to turn off the gas on your own.
- Help others who need assistance if it is safe to do so.
- Stay away from the building until the building is declared safe by authorities.
- A message will be sent via the College's emergency notification system when it is safe to resume normal activities on campus.

Power Outage

- If there is no emergency, contact MassBay Facilities at extension 2577 or 2571, or from your cell phone at 781-239-2577/2571.
- If you sense danger, contact MassBay Public Safety at extension 2222, or from a cell phone at 781-239-2222.
- In case of a building-wide or after-hours outage, call MassBay Public Safety at extension 2699 or 781-239-2699 from a cell phone.
- If power is not restored within a minute, leave the building. Look for the yellow evacuation signs.
 - The Wellesley Hills campus is equipped with backup generators, which should restore the power immediately.
 - Framingham and Ashland are not equipped with emergency backup power. Occupants should evacuate and follow the direction of first responders.
 - Stay away from the building until the building is declared safe by authorities.
 - A message will be sent via the College's emergency notification system when it is safe to resume normal activities on campus.

Water Leak

- Report all water leaks immediately to MassBay Facilities at extension 2577 or 2571, or from your cell phone at 781-239-2577/2571. If the leak occurs after hours call MassBay Public Safety at extension 2699, or from a cell phone 781-239-2699.
- Remember that water conducts electricity, so stay away from any water.
- If a water leak is due to a storm, relocate to an alternate location.
- Use absorbent materials to contain the water and isolate the affected area if it is safe to do so.
- In the event of a major leak, a message will be sent via the College's emergency notification system when it is safe to resume normal activities on campus.



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Earthquake

One of the most frightening and destructive phenomena of nature is a severe earthquake and its terrible aftereffects. While earthquakes are sometimes believed to be a west coast occurrence, there are actually 45 states and territories throughout the United States that are at moderate to high risk for an earthquake. An earthquake is the sudden, rapid shaking of the earth, caused by the breaking and shifting of subterranean rock as it releases strain that has accumulated over a long time. If the ground or building that you are in begins to shake or you experience other signs of an earthquake:

Tips and Instructions:

If you are outdoors:

- Do not attempt to enter a building, stay outdoors.
- Move away from trees, poles, buildings or any other object that may fall.

If you are indoors:

- Stand in a doorway or get underneath a sturdy piece of furniture such as a table or a desk.
- Hold on to the doorway or the leg of a desk or table, and use your arms to protect your face, head, and neck.
- Stay away from windows, hanging fixtures, or furniture that may topple or fall off the wall or a shelf.
- Be aware that the power may go out and that fire alarm or sprinkler systems may activate, even in the absence of a fire.
- Stay where you are until the shaking stops.
- When the shaking stops, evacuate the building immediately. Proceed with caution to the nearest exit. DO NOT use elevators.
- Assist others who need help evacuating if it is safe to do so:
 - o If someone is unable to evacuate, tell them to wait in the nearest stairwell.
 - o Individuals who are unable to evacuate should call MassBay Public Safety at extension 2222 or from a cell phone at 781-239-2222.
- Once you are out of the building, assemble with others a safe distance from the building. Look for the yellow evacuation signs.
 - o Notify first responders of the locations of people who are trapped, injured, or unable to evacuate.
 - o Do not reenter the building unless you are told by first responders that it is safe to do so.

If you are trapped by debris:

- Do not light a match or use any source of flame.
- Remain as still as possible to avoid kicking up dust.
- Cover your mouth with clothing.
- Make noise so the rescuers can locate you (e.g. tap on a pipe or wall). Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.



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Hazardous Material Release and Exposure

Hazardous materials are defined as any substance that causes or may cause adverse effects on the health or safety of individuals, the general public, or the environment. Hazardous materials come in the form of explosives, flammable and combustible substances, poisons and radioactive materials.

Tips and Instructions:

If there has been a release of chemicals or exposure to potentially hazardous materials:

- Avoid further exposure to the hazard!
- Contact MassBay Public Safety at extension 2222, or from a cell phone at 781-239-2222.
- Be prepared to provide information about the name and quantity of the material, the location of the incident, number of people who have been injured or exposed, and if fire or explosion has occurred.
- Follow all instructions.

If you believe that the area is unsafe, evacuate the area immediately:

- As you evacuate the area, alert others if possible.
- Assist others who need help evacuating if it is safe to do so.
- Request that exposed individuals remain nearby until first responders arrive.
- Isolate the area and wait for first responders to arrive; this can easily be accomplished by closing the door whenever possible. Do not return to the area until you are instructed to do so by uniformed personnel that it is safe to do so.
- Look for the yellow evacuation signs.

If you can do so without risking exposure to the hazard:

- Turn off any sources of ignition or chemical release.
- Attempt to prevent chemicals from entering drains by using absorbent material or by blocking drains.
- Locate the *Material Safety Data Sheet* for the released chemical, it will be kept close to all chemicals on campus, and provide it to responders.
- See Evacuation Procedure for further information.

If the incident occurs outdoors:

- Close your doors and windows.
- If you are outdoors during the emergency you may be directed to go indoors or shelter-in-place.
- See Lockdown/Shelter-in-Place Procedure for further instructions.

Hazardous Materials Exposure:

If you or someone else has been exposed to a hazardous material:

- Take off affected clothing if possible.
- Call 911 or extension 2222, or from a cell phone at 781-239-2222.
- Rinse the affected area with water for 15 minutes or until first responders arrive.
Utilize an emergency shower and/or eye wash station if available.
- If illness or injury is present, provide care for the injuries if you are trained to so.





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Lockdown/Shelter-in-Place

Lockdown is an action used to protect people in an emergency situation when an armed individual or individuals may be approaching the campus or may be on school grounds. A lockdown means you stay in place. A lockdown could also be used in the event of a toxic chemical spill, a weather related emergency, or a terrorism event. The term shelter-in-place is often times used interchangeably.

Tips and Instructions:

Preparation for a Lockdown:

- It is highly recommended that faculty, staff and students sign up for the emergency notification system. The College uses the emergency notification system to notify individuals of serious or continuing threats to students and employees via email, text message, and telephone. The College may also use classroom overhead projectors, computer or overhead television screens, Facebook, Twitter and the MassBay website, to provide important information in the event of an emergency. You can sign up for the emergency notification system using PeopleSoft.
- Identify methods and locations that will be necessary if a lockdown is in place, for instance know what doors have locks and/or items to barricade a door.
- Faculty should discuss with their class, supervisors with supervisees, the best options for your area. Also discuss options outside of your primary area, for instance the cafeteria or gym.
- Note ways for students with disabilities to lock down as well. Encourage those with disclosed disabilities to meet with Disability Resources staff for further assistance ahead of time.

General Lockdown:

- It may be signaled by emergency alerts to the campus community using one or several of the following communications: text messages, voice mail, phone call, projector units in the classrooms, social media, etc.
- Be alert to developing threats; make the best decision based on changing circumstances.
- Upon the alert, students, faculty and staff who are not already indoors should immediately find a safe shelter. Faculty and staff should make an effort to move students and others out of open areas to safety.
- Faculty members who are conducting class should stay as calm as possible and encourage the class to barricade the entrance with any item found in the room.

- Lock and barricade all doors however possible and remain in the room until you have received word from MassBay Public Safety, local law enforcement or College officials.
- Turn off lights and any devices that would indicate a room is occupied. Place cell phones on silent. Calls to 911 should only be made when helpful, confirmed information is available.
- Draw curtains or lower blinds, stay away from all windows/glass, sit on the floor or crouch under or behind desks or bookshelves.
- If it is safe to do so, turn off gas and electric appliances, e.g. heater, fan, coffee maker, gas valves, lights and locally controlled ventilation systems.
- Take shelter in the most interior area of the space you are in; if possible behind a solid wall, cabinet, desk, bookcase, or other object. If you are outdoors, escape if you can or seek nearby shelter, (e.g. large trees, walls, mailboxes).
- Do not evacuate for a fire alarm when a lockdown has been initiated. A tactic of an active shooter could be to pull a fire alarm to draw individuals from safe shelter and into an unsafe situation.
- Faculty, staff, and students who received notification through the College's emergency notification system, or from the media of an emergency lockdown at the College should stay away from the campus until the "all clear" message has been made by MassBay Public Safety, local law enforcement or College officials.
- If you witness a violent event or potentially violent event, escape if possible or lock yourself into a safe area and call 911 or extension 2222 or from a cell phone at 781-239-2699.



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Pandemic Outbreak

A pandemic outbreak has the potential to spread very quickly, especially if transmission of the virus can be spread by human-to-human contact. Such an outbreak could significantly disrupt normal College functions for a period of two weeks or up to several months. An outbreak of significant magnitude may require disruption of normal College operations or closure.

Tips and Instructions:

Protect yourself and others from pandemic influenza

- Wash your hands frequently with soap and water or an alcohol-based hand cleaner containing at least 60% alcohol.
- Cover coughs or sneezes with a tissue. Discard used tissues in a trash container. If a tissue is not available use your elbow, shoulder or upper sleeve rather than your hands.
- Stay home from work or school for at least 24 hours until the fever is gone.
- Seek emergency medical care immediately if you or a person you are caring for develops warning signs of more severe infection.
- Avoid close contact (within six feet) with sick persons, if possible.
- Call your health care provider if you have a condition which places you at a higher risk for complications of pandemic influenza and:
 - o You are sick with influenza-like symptoms, or
 - o You live in close contact with a person who is sick with influenza-like symptoms.
- It is recommended that you get vaccinated for seasonal influenza when each vaccine becomes available.

Campus Response to Pandemic

Should a pandemic outbreak occur, MassBay will activate its Emergency Response Team (ERT) and issue appropriate announcements to the campus community using multiple modes of communication, including but not limited to, the emergency notification system, email, telephone, social media, and the College website.

The emergency response plan to a pandemic outbreak will have the primary objectives:

- Limit illness and death arising from exposure and infection.
- Provide information on treatment and care for those who become ill to the Massachusetts Department of Health.
- Minimize disruption to essential services.
- Maintain continuity as much as possible.

Governmental and non-governmental agencies will issue directives and guidance on the full range of response activities that are to be implemented should a pandemic outbreak occur. In Massachusetts, the Department of Public Health (DPH) is the state agency charged with leading the medical and public health response to a pandemic disaster. The DPH has developed a State Pandemic Influenza Preparedness and Response Plan, which provides guidance for coordinating medical and public health activities that would need to be executed in response to a potential pandemic.

Information and Resources

For more information and resources on the flu virus and possible pandemic, please refer to these governmental resources:

State of Massachusetts Department of Public Health, Pandemic Influenza Preparedness and Response Plan
www.mass.gov/dph

Centers for Disease Control – Influenza Page
www.cdc.gov/h1n1flu/ga.htm

National Pandemic Flu Information Page
www.pandemicflu.gov



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Severe Weather

Severe Weather-including lightning, hail, high winds (hurricane), and tornados.

Tips and Instructions:

Weather Watch: is issued when the risk of hazardous weather has increased significantly. This means that severe weather is possible near the campus.

Weather Warning: is issued when severe weather is imminent or ongoing near the campus. A warning means that weather conditions pose a threat to life or property.

If you see or hear threatening weather or hear that a severe weather warning has been issued near the campus, you should take the following steps:

- Seek shelter immediately.
- Close all doors and windows and stay away from exterior doors and windows.
- Safe places include interior rooms and hallways on the lowest floors of buildings.
- DO NOT go outside until the storm has passed.

Remember, to use discretion when calling extension 2222, the MassBay Public Safety emergency line. That number should be used for emergencies only. Dial extension 2699 for non-urgent matters.

If you hear thunder or see lightning:

- Follow the 30/30 rule. If you see lightning and cannot count to 30 before hearing thunder, you are within the range of a possible lightning strike.
- Go indoors immediately and stay away from doors and windows. Do not use electronics including TVs and computers. Avoid standing or running water because it conducts electricity. Remain indoors until 30 minutes after you see the last lightning strike or hear the last thunder, even if it is sunny or no longer raining outside – lightning can jump and can strike even if it is not raining.

If a tornado warning has been issued:

- TAKE SHELTER IMMEDIATELY.
- Move to an interior hallway or room on the lowest floor of a building. Smaller rooms are safer than larger rooms.
- If possible and if it is safe to do so, alert others and encourage them to seek shelter.
- If you are outdoors, immediately move to the nearest building and seek shelter in an interior room or hallway. Do not remain in a vehicle. Alert others to the oncoming tornado and encourage them to seek shelter.
- Flying and falling debris causes most tornado injuries and fatalities. Be sure to protect yourself appropriately.

After a storm:

- Be careful of storm debris including downed tree limbs. Look out for downed utility wires and do not approach or touch downed wires for any reason. **Assume all downed wires are live.** Alert others to downed wires and call MassBay Public Safety immediately at extension 2222 or from a cell phone at 781-239-2222.
- Check yourself and others around you for injury.
- If you smell gas, or hear a hissing sound, open windows and evacuate the building immediately.
- Evacuate damaged buildings and do not enter buildings until the building is declared safe by authorities.
- A message will be sent via the College's emergency notification system when it is safe to resume normal activities on campus.



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Suspicious Person/Disturbance

Suspicious Person:

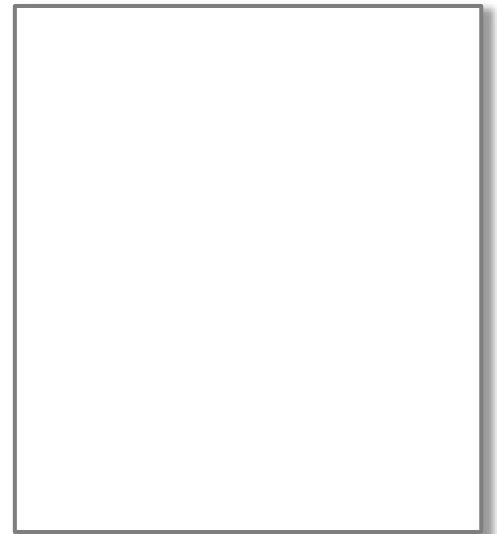
A suspicious person could be someone displaying erratic behavior or someone who appears "out of place" for a given area or time of day. Suspicious behavior could include attempting to gain entry to vehicles or buildings, climbing fences, or loitering in an unusual area. If you witness someone who appears suspicious, or observe a disturbance, or creating a disturbance call MassBay Public Safety immediately at extension 2222 or from a cell phone at 781-239-2222.

Disturbance:

A disturbance can come in many forms including a domestic disturbance, a fight in progress, a confrontation or workplace violence. In any situation where you feel that someone may threaten the safety of you or your classmates, coworkers, or friends, it is important that you contact MassBay Public Safety as soon as possible. In situations such as these, do not confront the person or provoke them in any way.

If you witness someone who is displaying suspicious behavior, or creating a disturbance in progress:

- Avoid the person(s) and the area where they are located. Do not confront them or prevent them from leaving the area.
- Report suspicious person(s) or suspicious behavior to MassBay Public Safety immediately at extension 2222 or from a cell phone at 781-239-2222.
- Provide as many details as possible, including:
 - o How many people are involved.
 - o Any weapons.
 - o Injuries.
 - o If known, identification of any of the participants.
 - o If anyone running/fleeing from the scene:
 - Direction.
 - Vehicle.
 - Make/Model/Color.
 - License plate number/state.
 - Number of passengers.



- Description of Suspicious Person(s):
 - o Hair color.
 - o Complexion.
 - o Facial hair.
 - o Height, weight.
 - o Gender.
 - o General build.
 - o Markings (such as tattoos, piercings, scars).
 - o Shirt color.
 - o Pants color.
 - o Shoe or hat description.