



Emergency Guide

www.unh.edu/emergency

911

Table of Contents

Introduction	3
Communication	4
Zone Managements	4
Avian Flu Preparedness	5
Bomb Threat Response	5
Suspicious Letters or Packages	6
Eastern Equine Encephalitis	6
Fire Prevention and Preparedness	7
Hazardous Materials Spills	8
Hurricane Preparedness	9
Storm Information	9
Medical Response	10
Shelter In Place Response	10
Important Telephone Numbers	11
Web Resources	11

Dial 911 for emergencies. There is no need to dial a 9 before 911 when calling from a campus phone.



www.unh.edu/emergency

911

Emergency Preparedness

Introduction

The University of New Hampshire recognizes the need to respond to and disseminate information on a variety of emergencies that may directly or indirectly affect the University community. To facilitate this responsibility, the University has formed the University Emergency Group (UEG) and has developed an Emergency Operations Plan (EOP) to facilitate decision-making, communication, and coordination of response activities in the event of an emergency.

In all emergencies, preparation beforehand is one of the fundamental tenets toward mitigating the effects of any emergency. Individual University departments looking for assistance should contact the Office of Health and Environmental Safety at (603) 862-4041.

Emergency Preparedness on the Web:

<http://www.unh.edu/emergency/>

University Emergency Group on the Web:

<http://www.unh.edu/emergency/ueg.html>

Communication

Emergencies that affect the University can be potential or actual events and range from a simple, small event to a large, complex event requiring numerous resources both internal and external to the University. Emergency response communication mechanisms are in place to allow for broadcast voice- and e-mail messages for faculty, students, and staff should an emergency rise to the level of needing to communicate to the UNH community. Examples include a range of emergencies, from weather conditions to bomb threats. We also are mindful of homeland security threat levels issued by the federal government, and the University will take appropriate precautions around this and other emergencies.

Please check your cisunix or Outlook Exchange e-mail account regularly for any updated messages. The UNH Information Phone Line is available at (603) 862-0000 should an event occur that requires a campuswide notification.

Zone Managements

Facilities Services has organized the campus into 3 zones. Each zone contains academic, residential, dining, and administrative buildings. Facilities maintains an emergency contact for each building within each zone. Should an emergency situation arise that requires campus-wide communication, a broadcast e-mail message will be sent to designated building contacts. Emergencies may be communicated campus-wide or by individual zones. Up-to-date emergency information will also be provided on the Emergency Preparedness Web page and the UNH Information Phone Line at (603) 862-0000 should an event occur that requires a campus alert.

Zone Map on the Web:

<http://www.unh.edu/ehs/EP/Resources/zone-map.pdf>

Avian Flu Preparedness

UNH has created a Pandemic Influenza Preparedness Plan to help the campus prepare and respond to a pandemic influenza outbreak. The purpose of this plan is to describe specific actions to be taken by University personnel in the event of an outbreak. The plan encompasses the various aspects of communication and education, preparedness, emergency response, and the recovery and maintenance efforts to take place in the event of an influenza pandemic.

Avian Flu on the Web:

<http://unh.edu/emergency/avian-flu.html>

Bomb Threat Response

The University takes bomb threats very seriously. All bomb threats should be reported immediately to University Police by dialing 911. There is no need to dial a 9 before 911 when calling from a campus phone. Unusual or suspicious objects should not be touched. If you receive a bomb threat, try to provide as much information as possible to the dispatch operator and to the responding officers.

If you receive a bomb threat call, record the time of the call, ask questions, and take notes:

- When will the bomb go off?
- Where is it?
- What does it look like?
- Why was it placed in the building?
- Who is calling?

Can you provide additional information by listening closely?

- Caller's gender?
- Approximate age?
- Was the voice familiar?
- Did the person have an accent or unique speech attribute?
- Can you describe any background noises during the call?

If you receive a bomb threat note, and the note was hand-delivered, try to remember the characteristics of the messenger or suspicious persons in the area.

The decision to order an evacuation for a bomb threat rests with the University Police if a suspected device is located and with the Chief of Police when a device is not located. If the Chief of Police cannot be reached to make the decision, the responsibility passes to the ranking officer.

Bomb Threats on the Web:

<http://unh.edu/emergency/bombthreat.html>

Suspicious Letters or Packages

UNH receives a variety of packages and letters every day. Some of these items are sent through mail services and some are delivered by private or public couriers. In order to best protect yourself, be aware of letters or packages that have any kind of suspicious traits, including:

- handwritten or poorly typed addresses
- incorrect or non-existent departments or position titles
- misspelling of common words
- oily stains, discolorations or strange odors
- unusual or unverifiable return addresses
- excessive postage

Your best protection when handling the mail is your knowledge of the items you typically handle on a day-to-day basis and being able to determine what seems “out of place.” If you believe you have encountered a suspicious letter or package, immediately contact the University Police Department by dialing 911. There is no need to dial a 9 before 911 when calling from a campus phone.

Information on the Web

<http://www.unh.edu/emergency/suspiciousmail.html>

Eastern Equine Encephalitis (EEE)

EEE is a mosquito-spread disease that mostly affects birds. The disease appears sporadically in New Hampshire. Occasionally the disease is transmitted via mosquito bite to horses or to people, although only a few of New Hampshire's 47 mosquito species can actually transmit EEE to mammals.

Although most EEE cases occur in the southeastern part of the state, especially Rockingham County, mosquitoes that transmit EEE do show up in other parts of the state, so all New Hampshire residents should take precautions.

EEE on the Web:

<http://unh.edu/emergency/eee.html>

Fire Prevention and Preparedness

If you receive a report of visible smoke or fire in the building, or you encounter smoke or fire, you should respond in one of the following manners:

Activate the nearest alarm box and dial 911 to report the situation. There is no need to dial a 9 before 911 when calling from a campus phone. The department safety coordinator notifies other floor representatives in the building. The department safety coordinator conducts evacuation and assists with crowd control at outdoor assembly area.

Use fire extinguishers on small fires only (for example, a wastebasket fire), and only if it is safe to do so. If you decide to use an extinguisher, and you are trained, try to work with another person.

Confine the fire by closing doors and windows. Do not lock. If possible, mark "FIRE" on the door where the fire is located. NEVER enter a room where there is fire or smoke. When leaving a room after a fire alarm, feel the door first; if it is hot, stay where you are, seal the door, and post a sign in the window to signal your location. If the door is cool to the touch, exit carefully. If you encounter smoke, crouch near the floor as you exit. If possible, breathe through a dampened cloth.

Remove people from the affected area if necessary and if possible.

Fire Response on the Web:

<http://unh.edu/emergency/fireresponse.html>

Hazardous Materials Spills

A spill is defined as “a material out of control.” In a particular sense, the quantity of material is not important. The essential issue is whether the hazards, the location, and the quantity cause the situation to be beyond the capabilities of staff or students.

A minor spill is characterized by the confidence and capability of the staff to clean up the spill and return the area to normal working conditions without the assistance of emergency personnel. The clean-up crew must be properly trained, must don the appropriate personal protective gear, and must use suitable equipment and supplies.

A major chemical spill requires the assistance of emergency personnel from outside the department—the Office of Environmental Health & Safety, or police and/or fire departments.

Response to a chemical spill occurs at several levels. For many employees and students, spills may be cleaned up at the first level—theirs. The Office of Environmental Health and Safety manages all other spills.

Hazardous Materials on the Web:

<http://unh.edu/emergency/hazardousresponse.html>

Chemical Safety on the Web:

<http://vtest1.unh.edu/research/chemical-safety>

Hurricane Preparedness

In accordance with the requirements of the Occupational Safety and Health Administration and the campus Emergency Operations Plan (EOP), UNH has developed a preparedness plan for hurricanes. The Hurricane Preparedness Plan (HPP) is designed to provide planning information and procedures prior to and after a hurricane event. The HPP is designed to work in conjunction with the UNH Emergency Procedures Plan (EPP), the UNH Integrated Contingency Plan (ICP) and the UNH Emergency Operations Plan (EOP) for evacuation and shelter-in-place procedures.

Hurricane Preparedness on the Web:
<http://unh.edu/emergency/hurricane.html>

Storm Information

The decision to curtail operations is made because road conditions are dangerous, the campus is unprepared for parking and pedestrian traffic, or there are utility and power outages. The decision to curtail typically relates to teaching, research, public service, and administration; decisions relating to athletic and other special events are made and announced separately.

Announcements are made by 6 a.m., when possible, and include information about affected work shifts and classes (morning, afternoon and/or evening), the Wildcat Transit bus routes, and winter parking ban, if applicable. If operations are curtailed during normal business hours, departments will be alerted via telephone. The UNH Info Line is (603) 862-0000.

Storm Information on the Web:
<http://www.unh.edu/storminfo/>

Medical Emergencies

All UNH employees should know how to react in a medical emergency. Building emergency coordinators can help by providing incident management assistance. All injuries should be reported to the department supervisor.

In medical emergencies, call dispatch at 911 to request an ambulance. There is no need to dial a 9 before 911 when calling from a campus phone.

In medical situations that result from more complex building emergencies or area wide disasters, professional help may be delayed. Report all injuries to 911 immediately and administer basic emergency assistance. Stay with the victims unless a building evacuation is ordered. Do not move anyone who has fallen or could have the potential for a neck/back trauma unless his or her life could be jeopardized by staying in that location (fire, chemical spill, etc.).

Health Services does not provide emergency medical services.

Medical Response on the Web (including building emergency contacts):
<http://unh.edu/emergency/medicalresponse.html>

Shelter-in-Place Response

A shelter-in-place action may need to be taken during an accidental release of toxic chemicals to the outside air or another emergency where the escape route may not be safely secured. Shelter-in-place means to seek an immediate, temporary shelter inside a building, residence hall, or area. If you are already located within a building when a shelter-in-place is communicated, you should remain there until further instructed. Shelter-in-place may be advised for individuals or large groups, depending on the situation.

The best location to choose for sheltering-in-place is a room with the fewest number of doors and windows. A large room or hallway with a water supply is desirable. During a shelter-in-place event, shutting down the heating and ventilation systems is recommended. This will limit the movement of air into the building. Some air conditioning and ventilation systems at the University are controlled by the Energy Office while others maintain local controls. Emergency building contacts should be familiar with the process to turn off the building system.

Shelter-in-Place on the Web:
<http://unh.edu/emergency/shelterinplace.html>

Telephone Contacts

Emergency	911
	There is no need to dial a 9 before 911 when calling from a campus phone.
University Police	(603) 862-1427
Town of Durham Fire	(603) 862-1426
Durham Police	(603) 868-2324
Durham Ambulance Corps	(603) 862-3674
Facilities Management	(603) 862-1437
Environmental Health & Safety	(603) 862-4041
UNH Info Line	(603) 862-0000

Web Resources

New Hampshire Department of Safety
<http://www.nh.gov/safety/divisions/bem/index.html>

Homeland Security
<http://www.dhs.gov/dhspublic/>

Red Cross
<http://www.redcross.org/>

EPA
<http://www.epa.gov/swercepp/>

FEMA
<http://www.fema.gov/>

OSHA
<http://www.osha.gov/SLTC/emergencypreparedness/>

Centers for Disease Control (CDC)
<http://www.bt.cdc.gov/>

Emergency information at your fingertips

www.unh.edu/emergency
911

Emergency information is only a mouse click away

Bookmark the Emergency Preparedness Web site **www.unh.edu/emergency** for easy access to up-to-the minute, yearlong information on medical, weather-related, and other emergency situations. Find out what the University is doing to safeguard the campus community.

Learn what you can do to be prepared.

Brought to you by the University Emergency Group and the Office of the President.

