University of New Hampshire
at Manchester

EMERGENCY ACTION PLAN

Update June 2022

Revision History

Date	Revision description	Revised by
May 2010	Initial Plan	Brad Manning
May 2014	Annual Review and Update	UNH-M EHS Committee
June 2015	Facility Move to 88 Commercial Street – Revisions	UNH-M EHS Committee
September 2015	Revise Sections D.2.b and H.1	UNH-M EHS Committee
October 2018	Updated emergency contact phone numbers	UNH-M EHS Committee
January 2019	Updated name, contact for spill response & Active Shooter	Ronald O'Keefe UNH EM
February 2020 June 2022	Update to cover 6th floor	UNHM EAP Working Group

University of New Hampshire at Manchester

Emergency Action Plan

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I. Policy and Introduction

It is the policy of the University of New Hampshire to maintain a safe environment for its students, academic appointees, staff, and visitors in an atmosphere that encourages those individuals to communicate on occupational and environmental health and safety matters without fear of reprisal. Based on recognized principles and published standards of environmental protection, academic excellence, fiscal responsibility, and public service, UNH at Manchester will promote comprehensive life safety and injury prevention and effective Hazardous Material Communication, Emergency Preparedness, and Environmental Management Programs. Operations shall be conducted in conformance with applicable laws, regulations, and relevant published standards and practices for health, safety, and environmental protection.

The purpose of this Emergency Action Plan (EAP) is to provide information that will save lives during emergencies or disasters, and hasten the resumption of normal operations after these events. Prior planning and preparedness is critical due to the nature of situations that occur at any time with little or no warning. This document outlines procedures to be followed by the campus community for responding to, and recovering from, a variety of emergency and disaster situations. These events may include fires, hazardous spills, earthquakes, bomb threats, or major accidents. Any of these situations may have diverse impacts. For example, they may or may not require an evacuation of building occupants and a disruption of activities. This important safety information is to be shared with your colleagues, staff, new employees and tenants of the building. Keep the Emergency Action Plan manual in an accessible location. An effective emergency response depends on informed campus communities, whose members are familiar with campus procedures and understand their personal responsibility for emergency preparedness and response.

II. Emergency Contacts and Resources

CAMPUS EMERGENCY NUMBERS	
Police, Ambulance, Fire, Hazardous Materials Spills	911
UNH Manchester Security	603-641-4124
UNH Manchester Facilities Services	603-641-4193
UNH Emergency Management Director	603-862-1427

When making emergency telephone calls, please follow these instructions:

- Clearly inform the operator / dispatcher, "This is an emergency."
- Speak the following in a clear, calm manner:
    - The nature of the emergency.
    - Your name.
    - Your location (i.e., department, building and room) and the location of the problem.
    - Your telephone number.

III. Incident Response Instructions

A. General Evacuation Guidelines

An evacuation is defined as the emptying of an occupied area and the transference of its occupants to another location. If a partial evacuation is ordered, some building occupants may be instructed to simply move to a safer portion of the building; in other cases all occupants may be told to leave the structure and reassemble at a designated location.

Any of the emergency situations outlined in this Emergency Action Plan may, or may not, require an evacuation. UNH Manchester policies on evacuation are specific to the incidents; these policies are explained on the following pages of this manual. Some general guidelines for managing an orderly and safe evacuation are:

1. Keep calm.
2. Keep existing groups together and assemble at a designated area. Instructors should lead their students.
3. Persons with disabilities may be assisted.
4. ***Wait for instructions. Do no re-enter the building until Manchester Police or Fire Department announces it is safe to do so.***
5. If you are permitted to re-enter your building, document damage (photos if possible) in your area before you clean it up.

Some evacuation preparedness tips include:

1. Know the normal work location of personnel in your area. Be aware of colleagues who are disabled and work out an evacuation procedure with them in advance of an actual emergency.
2. Examine circulation paths in your area and pre-define optimal evacuation routes. Actual circumstances may require that alternate exits must be used. Establish a procedure for taking roll call after an evacuation.
3. Make the evacuation plans and procedures known. Review the procedures in staff and faculty meetings. Post maps of your area that include all exits and the recommended evacuation routes. Reiterate the need for full cooperation during and after an evacuation.

B. Considerations for Persons with Disabilities

In keeping with the University of New Hampshire policy of maintaining a safe environment, these procedures on Evacuation of Persons with Disabilities will aid in the preparedness of our community. The purpose of these procedures is to outline the evacuation procedures for faculty, staff, students and visitors who have mobility and other disabilities. Additional information can be found in the University Emergency Action Plan or the National Fire Protection Agency's (NFPA) Emergency Evacuation Planning Guide for people with Disabilities.

UNH shall encourage faculty, staff, students, tenants and visitors with disabilities to make themselves known to either Disability Services for Students, Affirmative Action and Equity or the facility manager. This is to enable their safety during an emergency and to aid in giving their evacuation a high priority from responding First Responders.

Visual Impairment. People with visual impairments may be guided on level surfaces by offering an arm. On stairways the guide should descend first and the person following can then place their hand on the guide's shoulder.

Hearing Impairment. Persons with hearing impairments may not be able to hear an audible alarm. If the alarm does not have an emergency beacon persons with hearing disabilities may not be able to perceive an alarm. People may write a note with the nearest evacuation route and assembly area. Another method is to allow the person to read your lips. Face the individual so that they may see your lips. It is strongly advised to use written communication whenever possible as only a small percentage of people can read lips.

Mobility Impairment. Persons with mobility impairments should first proceed to the area of refuge.

Persons on ground level floors should self-evacuate when possible. Elevators can be used only with First Responder assistance. UNH Security or the Manchester Fire Department will decide whether people are safe where they are or will evacuate them as necessary. Building occupants that know of persons with disabilities should meet arriving police and fire units outside and notify them of such.

Security and the Manchester Fire Department will manage evacuating persons with wheelchairs. Co-workers, friends, etc. may be utilized but should wait for instructions from first responders. Some persons in wheelchairs have conditions that can be aggravated or triggered if moved incorrectly. ASK THE PERSON IN THE WHEELCHAIR WHAT IS THE BEST WAY TO LIFT THEM. Evacuating a disabled or injured person yourself is the last resort. Consider the options and the risks of injuring yourself and others in an evacuation attempt. Every attempt will be made to bring the wheelchair or other mobility device with the evacuated person as they are being evacuated. If evacuation is not possible, bring the individual to an area of rescue which is any of the fire rated stairwells within the building.

Persons with service animals that are being evacuated should have the animal remain with them. Service animals will be transported with the person being evacuated. The exception to this would be if the person was not able to maintain control of the animal. Security will assume responsibility for the service animal in this instance.

DO NOT MAKE AN EMERGENCY SITUATION WORSE.
Evacuation routes that are cluttered or are in some other form of disarray should be reported to Security or Facilities.

C. **Medical Emergency**

Medical emergencies may be associated with the specific situations outlined in this program, or they may occur as independent accidents. All injuries should be reported to Security. In medical emergencies, call **911** to request an ambulance.

In situations that result from building-wide emergencies or area-wide disasters, professional help may be delayed. Report all injuries to **911** immediately.

Dialing **911** is the most important action to be taken in any medical emergency situation. It should be done before anything else, if possible. Without immediate medical response, the patient's condition may deteriorate. Until help arrives, the first person on the scene should make all attempts to calm and reassure the patient that help is on its way.

These basic emergency care techniques can be used for all non-trained (First Aid/CPR) individuals at the scene.

- **Dial 911.**

- Calm the injured individual.
- Secure the scene; ensure that no further injuries will occur.
- Cover the individual if possible to avoid the potential for shock.
- If emergency response will be delayed, follow the instructions that the dispatcher gives over the phone until emergency response personnel arrive.
- If someone is showing signs of going into cardiac arrest, administer an AED. **AED's are located on floors 1-5 at the elevator lobby and outside room 642 on Floor 6.**

D. Fire Emergency

Possible Situations:

You receive a report of visible smoke or fire in the building, or you encounter smoke or fire. (This is not for an odor investigation.)

1. Fire Response

a. Activate the nearest alarm box and call **911** (to report the situation.
b. Security and Facilities personnel must receive training in the safe use and operation of fire extinguishers before using them to put out a fire. 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, work with another person.
c. Confine the fire by closing doors and windows. Do not lock. **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.
d. Remove people from the affected area if necessary and if possible. (See evacuation instructions on the next page).

2. Evacuation Policy for Fire

WHEN A FIRE ALARM IS SOUNDED, THE BUILDING IS EVACUATED.

When you evacuate the building, follow the general evacuation procedures outlined in this program and be sure to:

a. Use all possible routes downstairs before going upstairs. Go up only if egress down the stairs is blocked.

b. When you arrive at the assembly area, do not reenter the building until it is declared safe by authorized personnel.

Primary Assembly Area: Upper level of parking structure immediately south of 88 Commercial Street

Secondary Assembly Area: Lower level of parking structure immediately south of 88 Commercial Street

E. Hazardous Material Spills Definitions

The level of response to chemical spills depends on the quantity, hazards and location. As a general guide for convenience and safety, spills are defined as major or minor as follows:

Major Spill: spills that require emergency cleanup assistance from the Office of Environmental Health & Safety (OEHS), Fire and/or Police Department. Specifically defined as all spills greater than 1 quart (1 liter) and the following types of spills regardless of quantity:

- Extremely flammable materials (flash point less than 20 F)
- Extremely toxic materials (5 mg/kg LD 50)
- Mercury spills
- Personal contamination
- Leaking containers
- Uncontrolled compressed gas release

Minor Spill: Spills that can be cleaned up and properly disposed of by laboratory personnel and do not require assistance from emergency response personnel.

Major Spill Response Procedures

- Verbally notify others in your area.
- Call for assistance:

  911 and UNH Dispatch 862-1392
- When reporting a spill provide name, location, phone number and description of material spilled.
- For flammable materials, turn off all ignition sources.
- Close doors to the area where the spill occurred.
- Evacuate the room, floor or building as necessary or as directed by OEHS, Fire Department or Police Department or the UNH M Lab Point of Contact (POC). Follow the general guidelines for evacuation in Section III.

For specific information on mercury spills, refer to UNH's Chemical Hygiene Plan. Tenants utilizing 6th floor labs are to contact the UNH M POC and the Office of

Environmental Health & Safety (OEHS)

Minor Spill Response Procedures

- Notify others in your area.
- Wear personal protective equipment before cleaning spill (goggles, gloves, etc).
- Ventilate the room if possible.
- Spread absorbent material on and around the spill to absorb the chemical.
- Attempt to prevent chemicals from entering sinks, floor drains, storm drains.
- Sweep the absorbed spill from the outside toward the middle. Place in plastic bag, seal and place in appropriate container.
- Wash contaminated area with soapy water
- Notify OEHS at 603-862-4041 (8am – 5 pm) and the UNH M POC. Contact UNH Dispatch 862-1392 for any issues after 5PM.

F. Bomb Threat

Personnel may receive bomb threats directly by phone, mail, or messenger - or one of your co-workers may report the situation to you, or Campus Security may notify you of a threat.

Possible Situations:

- A bomb threat has been received; no device has been located.
- A bomb threat has been received; a device has been located.

1. Bomb Threat Response

All bomb threats will be taken seriously. **Faculty and staff SHOULD REPORT BOMB THREATS TO UNHM SECURITY or 911 IMMEDIATELY!** ***DO NOT TOUCH ANY UNUSUAL OR SUSPICIOUS OBJECTS.*** Try to provide as much information as possible to the responding officers.

a. 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?

b. 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.

2. Evacuation Policy for Bomb Threats

The decision to order an evacuation for a bomb threat rests:

a. With the Campus Security if a suspected device IS LOCATED.

b. With the Manchester Police Department when a device is NOT LOCATED.

G Shelter-In-Place

Possible Situations:

A Shelter-In-Place action may need to be taken during an accidental release of toxic chemicals to the outside air or other 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.

1. How Shelter-in-Place will be communicated?

Notification of the need to shelter in place may come through several ways. People may hear from the University via UNH Alert, e-mail or telephone, by local police or government agencies, or from the radio or television about the need to shelter-in-place. If the national threat level has been raised to "code red" or "severe" level, people should be especially alert for emergency messages on the radio or television regarding the need to shelter-in-place in the local area.

2. How to prepare a Shelter-in-Place?

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.

Items that may be kept in one area within a building for a Shelter-In-Place event include:

- First Aid Kit
- Bottled Water
- Flashlight and radio, with extra batteries for both
- Plastic sheeting (4-6 mil) and duct tape

3. What to do when asked to Shelter in Place?

- Seek shelter in a building as quickly as possible.
- Close all doors and windows to the outside.
- Do not use elevators as they may pump air into or out of the building.
- Turn off the heating and ventilation system, if controls are available, to limit the movement of air.
- If supplies are available, tape plastic over any windows in the room. Use duct tape around windows and doors to make an unbroken seal. Use the tape to cover any vents in the room and seal any electrical outlets or other openings in the walls, floors or ceiling. If duct tape isn't available, push a wet towel up against the crack between the door and the floor.
- Flashlights are recommended whenever there is a loss of power. Candles present an increased risk of fire.
- If available, turn on a radio. Keep a telephone close at hand, but don't use it unless you are experiencing a serious emergency.
- Monitor UNH emails and it is recommended signing up for UNH ALERT messaging at https://www.getrave.com/login/unh
- Do not go outside or attempt to drive unless you are specifically instructed to evacuate.

G. Workplace Violence

Possible Situations:

Workplace violence may take many forms and may include use of deadly weapons. Advance warning of the violence is highly unlikely. Contact Campus Security and/or the Manchester Police Department at 911 in the event of any incident of workplace violence.

1. Suspicious Individual Protocol

a. Report a suspicious looking individual or activity to UNH Manchester Security **(603)-641-4124.** Give your location, name, and reason for calling. Be ready to supply a physical description of the individual: age, weight, hair color and length, clothing, facial hair, and any other distinguishing features. If the individual is in a vehicle, attempt to get the vehicle make, model, and color as well as the license plate number, if possible.
b. If you suspect the person is armed or see a weapon, **call 911** immediately and report the situation.
c. Do not approach a suspect individual yourself. Contact Police as quickly as possible while monitoring the location of the person if feasible.

2. Active Shooter (Threat) Protocol, AVOID-DENY-DEFEND

An active shooter is defined by the U.S. Department of Homeland Security as an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms.

Protocol

1. If you witness any armed individual on campus at any time, immediately contact Police at 911.
2. If the shooter is outside the building:
   - Turn off all the lights and close and lock all windows and doors.
   - Close all window blinds and curtains.
   - If you can do so safely, get all individuals on the floor and out of the line of fire.
   - Move to a core area of the building if safe to do so and remain there until an "all clear" instruction is given by an authorized known voice.
3. If the shooter is inside the building:
   - If it is possible to flee the area safely and avoid danger, do so.
   - Contact 911 with your location if possible.
   - If flight is impossible, lock all doors and secure yourself in your space.
   - Close all window blinds and curtains.
   - Get down on the floor or under a desk and remain silent.
   - Get individuals on the floor and out of the line of fire.
   - Wait for the "all clear" instruction.
4. If the shooter comes into your class or office:
   - Stay calm.
   - Attempt to get the word out to other individuals if possible. Call 911 if possible.

- Maintain eye contact.
- Stall for time.
- Attempt to talk with the individual. If you know the individual, use their first name.
- Put distance between yourself and the offender.
- If possible, keep an escape route behind you.
- Never try to grab the weapon, but if the situation merits, defend yourself.

IV. Preparedness Measures

A. Fire Prevention and Preparedness

Be aware that the most frequently violated fire codes include:

1. Obstructed aisles, corridors and egress routes; remove illegal storage in these areas.

2. Use of extension cords, ungrounded plugs and multiple outlet adapters for small appliances (e.g., heaters, coffee pots, toasters) and leaving these devices "on" and unattended.

3. Illegal storage in corridors, mechanical rooms, equipment rooms, lavatories, and under stairways.

4. Improper storage and handling of chemicals and flammable liquids.

5. Leaving fire resistive doors open. They must be closed at all times unless equipped with electromagnetic holds.

6. Smoking in buildings.

7. Obstruction of fire extinguishers, fixed sprinkler connections, sprinkler heads, or fire hydrants.

Be prepared for fire emergencies:

1. Know the exit routes from your office, floor, and building. It is easy to become disorientated during an actual emergency. Count the doorways to the exit in case of blinding smoke or lack of illumination.

2. Know the location of fire alarms and fire extinguishers. Know how to use these appliances.

3. Keep a flashlight and emergency supplies in your desk. Keep a Department emergency kit.

4. Report unsafe conditions to UNH Manchester Security at (603) 641-4124.

5. Keep an updated list of persons with disabilities located within reach.

B. Hazardous Spill Prevention/Lab Safety (Lab and Facilities Personnel)

1. Make sure that all lab occupants are trained in lab safety procedures. Post laboratory safety guidelines as appropriate

2. Segregate chemicals. For example, separate:

    - Flammable solvents from oxidizers
    - Acids from bases
    - Nitric acid from other concentrated acids
    - Inorganic acids from cyanide

3. Label peroxide-forming chemicals with the date received and the date opened.

4. Do not purchase excess quantities of chemicals. Do not store over ten (10) gallons of flammable liquids in a lab unless they are in an approved flammable storage cabinet.

5. Never keep flammables in refrigerators or freezers unless they are rated for flammable liquid storage.

6. Dispose of needles and sharps in a rigid plastic container.

7. Secure compressed gas cylinders in an upright position. Cylinders should be individually secured.

8. Replace mercury thermometers and other mercury-containing devices with non-mercury-containing alternatives.

9. Know the location of Safety Data Sheets (SDS) for the chemicals being used in the area. Be familiar with the NFPA diamond symbol posted on doors of all chemical locations.

10. Avoid high storage of large or heavy items, anchor all shelves and storage cabinets.

11. Maintain a clean, well-kept work environment.

12. Additional reference information is available in the UNH Manchester Laboratory Safety Plan and the UNH Chemical Hygiene Plan.

Power Outage /Lab Safety

A power outage at UNH Manchester can result in hazardous conditions in

the laboratories and eventually throughout the building. Occupancy in laboratories is restricted during power outages at UNH Manchester Air quality in laboratories with pressurized liquid nitrogen dewars or other cryogens may be unsafe after extended power outages. **No re-entry into laboratories with pressurized liquid nitrogen dewars or other large cryogen sources until 60 MINUTES after the power is returned to the building**. This gives the air handling systems time to clear the air.

If the power is lost and does not return within a **few minutes**, the following steps should be taken:

- Turn off and unplug all non-essential electrical equipment in your work area.
- Discontinue all work in fume hoods and cap all open containers.
- Do not rush to close down work.
- Close hood sashes.
- Close lab refrigerators and freezers and avoid opening them.
- Make sure experiments are stable and do not create uncontrolled hazards.
- Shut down experiments that involve hazardous materials or equipment, which automatically restarts when power is available.

C. Natural Emergency Preparedness

Storms can kill. Being familiar with the storm warning messages and planning ahead can reduce the chance of injury or major property damage.

Contact the Campus Emergency Hotline at (603) 641-4100 for up to date information on work cancellation, curtailment, and class cancellations. If this notification system designates that all non-essential employees are to leave, do so immediately (or at the time they designate). While on campus take common sense precautions.

- Be cautious of walking surfaces, wear sturdy shoes and use sand/salt if available (requests for sand/salt can be directed to the Facilities Department).
- Stay clear of downed power lines and report them immediately.
- Watch for falling tree limbs or falling ice from roofs and trees.

D. Safety and Weather Related Closings

In the event of a campus emergency or severe weather, UNH Manchester may curtail operations to ensure the safety of the college community. Decisions about weather-related closings are made by the Associate Dean. Being a commuter campus, decisions are made based on the following questions: Is the travel to and from Manchester reasonably safe, and how long will it remain safe? Additional guidance

can be found here: https://manchester.unh.edu/current-students/emergency-protocols-storm-closings.

E. Curtailed Operations

Laboratory operations involving hazardous materials or hazardous operations are strongly discouraged any time when UNH-M has curtailed operations or any time there is an elevated risk of power outage such as during severe weather events, high wind events, etc. Procedures requiring engineering controls to protect workers safety such as chemical fume hoods may not be performed during curtailed operations because of increased risk of power outages; chemical fume hoods will not be operational at UNH-M during power outages.

Please note that during severe weather events such as what is typical during curtailed operations, emergency personnel may not be able to access buildings to respond to emergencies. Also, during severe weather events, power outages are more likely. For more information, refer to the UNH Chemical Hygiene Plan.

F. Residence Hall Emergency Relocation Plan

The following policy represents the general strategy to be employed by UNH Manchester in the event the residence hall area becomes uninhabitable (fire, flood, contamination, loss of critical utilities, etc.). Specific strategies will be determined based on the circumstances of each situation.

Notification

The following UNH Manchester and UNH Durham staff will be contacted to coordinate the relocation response:

- UNH Manchester Security
- UNH Manchester Student Engagement
- UNH Manchester Dean
- UNH Durham Police & Emergency Management

Short Term Evacuations (1-24 Hours) and Medium Term Evacuations (1-10 Days)

1. Students will be provided the option to return to their home and commute to campus (if possible).

2. UNH Manchester will have memorandums of understanding to request and reserved the appropriate number of Students hotel rooms at:

- TRU Hotel 135 Spring Street
- Doubletree by Hilton 700 Elm Street
- Hilton Garden Inn 101 South Commercial Street

3. Students will be assigned to specific hotels and may be required to share a room.

4. UNH Manchester staff along with cooperation from UNH Emergency Management will coordinate relocating personal items (if possible) or securing necessary items for the duration of the stay.

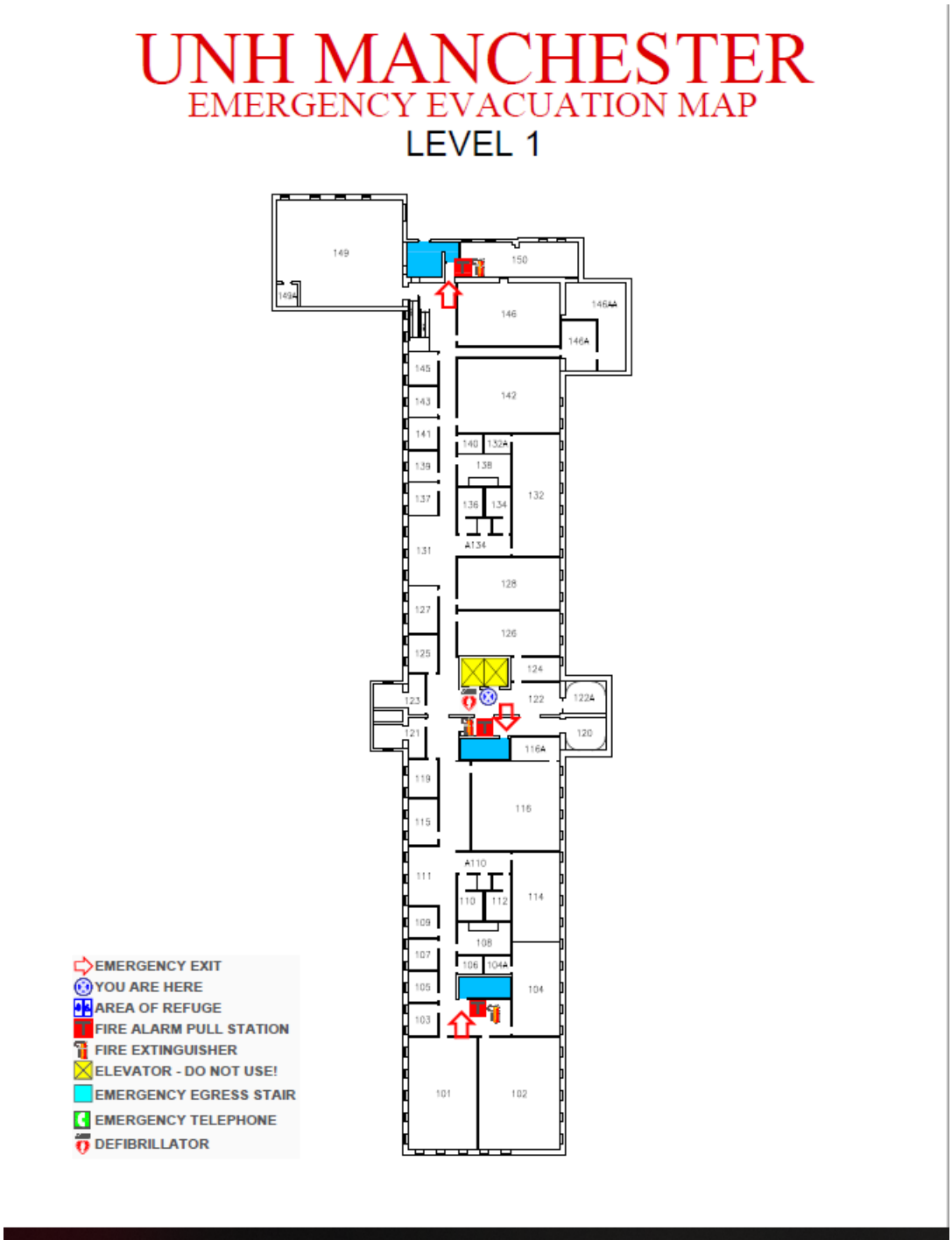
Long Term Evacuations

1. All items (1-4) noted immediately above would be initiated

2. Students will be supported by the UNH Manchester staff to relocate to a long term hotel stay or local community rental. UNH Manchester will maintain a list of local long-term rentals

3. When deemed necessary, UNH Manchester will secure housing for displaced residential students. Transportation and dining arrangements will be included in the plan if necessary.

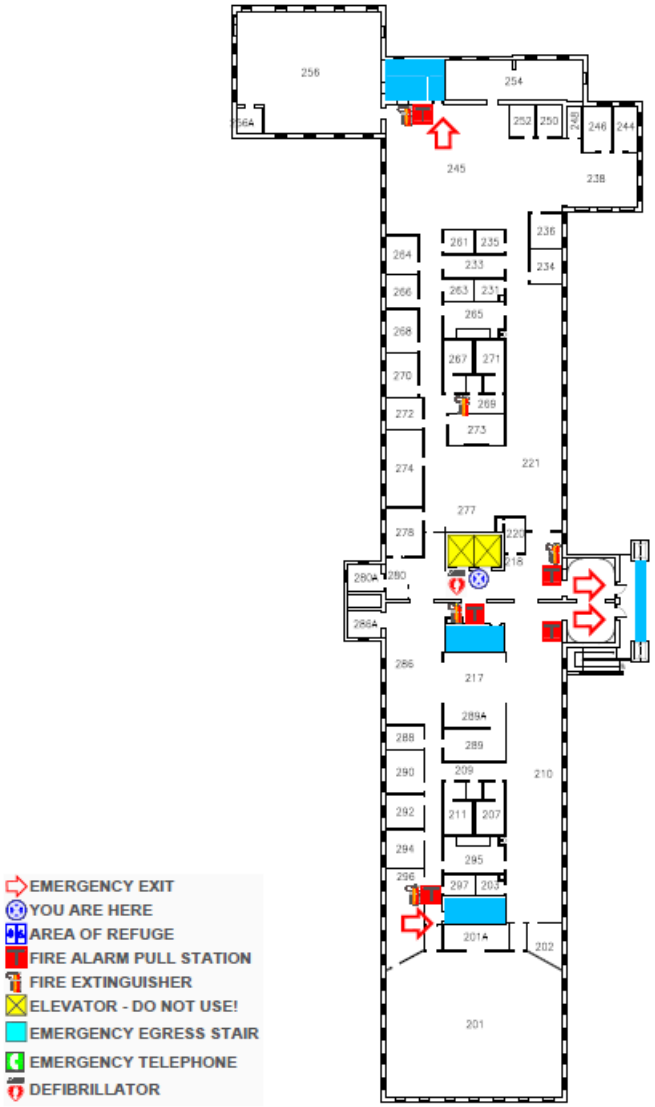
G. Evacuation Plans



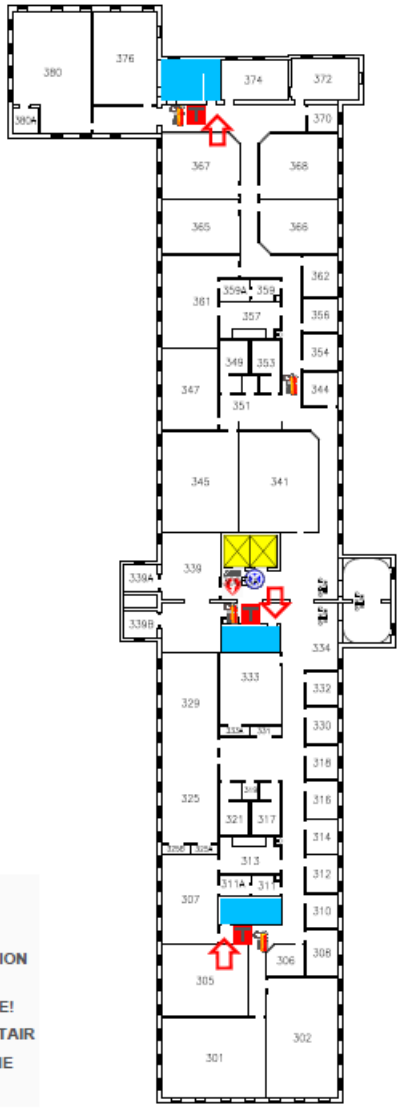
UNH MANCHESTER

EMERGENCY EVACUATION MAP

LEVEL 2

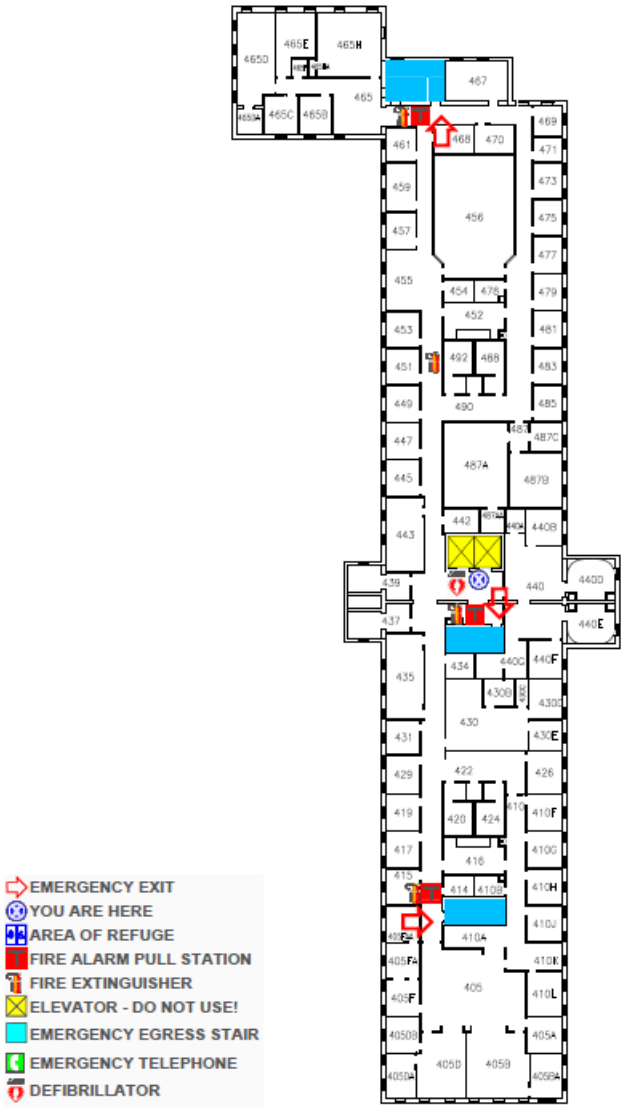


UNH MANCHESTER
EMERGENCY EVACUATION MAP
LEVEL 3



- EMERGENCY EXIT
- YOU ARE HERE
- AREA OF REFUGE
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER
- ELEVATOR - DO NOT USE!
- EMERGENCY EGRESS STAIR
- EMERGENCY TELEPHONE
- DEFIBRILLATOR

UNH MANCHESTER
EMERGENCY EVACUATION MAP
LEVEL 4

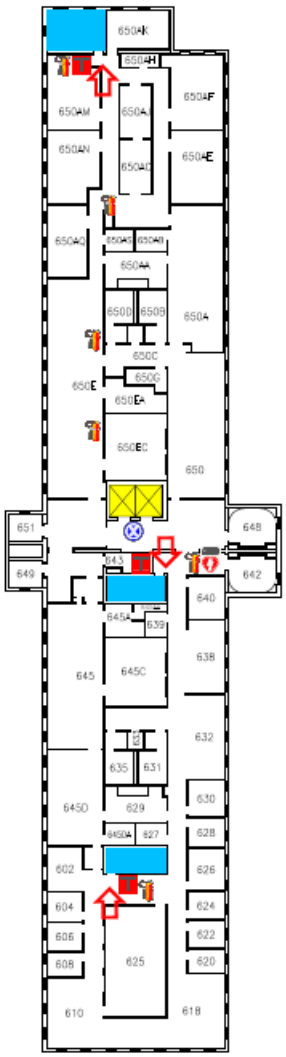


UNH MANCHESTER
EMERGENCY EVACUATION MAP
LEVEL 5



EMERGENCY EXIT
YOU ARE HERE
AREA OF REFUGE
FIRE ALARM PULL STATION
FIRE EXTINGUISHER
ELEVATOR - DO NOT USE!
EMERGENCY EGRESS STAIR
EMERGENCY TELEPHONE
DEFIBRILLATOR

UNH MANCHESTER
EMERGENCY EVACUATION MAP
LEVEL 6



- EMERGENCY EXIT
- YOU ARE HERE
- AREA OF REFUGE
- FIRE ALARM PULL STATION
- FIRE EXTINGUISHER
- ELEVATOR - DO NOT USE!
- EMERGENCY EGRESS STAIR
- EMERGENCY TELEPHONE
- DEFIBRILLATOR