

SUMMARY EMERGENCY RESPONSE PROCEDURES

(Procedures for Armstrong Library Service Desk. For comprehensive College-wide protocols see **go/er** or section ER of this manual.)

NOTE: WHEN 911 IS CALLED, A SIGNAL IS AUTOMATICALLY SENT TO THE COLLEGE OFFICE OF PUBLIC SAFETY INDICATING THE LOCATION FROM WHICH THE CALL WAS GENERATED.

MEDICAL EMERGENCY

1. **Call 911** (Address here is 276 Bicentennial Way.)
2. Call Public Safety (x5911) to report location of victim.
(or 5133, or dial 388-4911)
3. Report location of victim to supervisor
4. Refer to section B-1: Medical Emergency Procedures

FIRE

1. Call **Public Safety** (x5911) to investigate smoke or burned odors
2. **In case of fire, pull fire alarm; call 911** from safe location.
(Address here is 276 Bicentennial Way)
3. Refer to section B-2: Fire Emergency Procedures
4. Refer to section B-4: Evacuation Procedures

ACTIVE THREAT

1. **Run.** Leave the building if you can safely do so. If you can't run, then
2. **Hide.** Hide in an office or closet. If an intruder enters, then
3. **Fight.** Hit the aggressor with an object until they're incapacitated.
4. Refer to section B-3: Active Threat

Blackout/Power Failure

1. Call Tim Wickland x5421 or Facilities Services **x5472** to report outage.
2. Refer to section B-5: Blackout Emergency Procedures
3. As needed, refer to section B-4: Evacuation

Flooding or Water Damage

1. Stop flow of water if possible.
For assistance call **FACILITIES SERVICES**, x-5472
2. Protect dry items, if possible
3. Notify supervisor
4. Refer to B-6: Water Damage Emergency Procedures

Telephone Failure

1. In case of emergency, a cell phone may be used to contact Public Safety at 388-4911 if the campus phone system is down.

NOTICE: When building has been evacuated re-entry is allowed ONLY after clearance by and permission from Public Safety or fire department officer.

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PERSONS AND OFFICES TO CONTACT IN AN EMERGENCY
(After emergency procedures on page A-1 have been followed)

Updated 2018.09	Name	Ext.	
PUBLIC SAFETY	For emergencies	5911	
	For non-emer. business	5133	
FACILITIES SERVICES	Expediter (all calls to FS)	5472	
LIBRARY FACILITIES COOR.	Joseph Watson	5487	
COMPUTERS	Helpdesk	2200	
NETWORKS & SYSTEMS	24/7 pager		
LIBRARY ADMINISTRATION:			
Dean of the Library	Mike Roy	5490	
Dir., Special Collections	Rebekah Irwin	3028	
Dir., Research and Instruction	Carrie Macfarlane	5018	
Dir., Discovery & Access Ser.	Terry Simpkins	5045	
Affected area:			
Armstrong Library	Wendy Shook	5799	
Circulation Services	Dan Frostman	5928	
Conservation Technician	Ginny Faust	2391	
Davison Library at Bread Loaf	Kellam Ayres	5065	
Davis Library General Collections	Douglas Black	3635	
Helpdesk, call center & walk-in	Joe Durante	2347	
Helpdesk, service requests	Lisa Terrier	5749	
Media Services	Petar Mitrevski	2833	
Special Collections & Archives	Danielle Rougeau	5634	
Telephone Services	Peggy Fischel	5033	
Wilson Media Dev. Lab	Heather Stafford	5469	
COLLEGE PERSONNEL:			
Department of Public Safety	Lisa Burchard	5911	
Environ. Health & Safety Coor.	Jen Kazmierczak	5726	
Director, Communications	Bill Burger	5834	
Director, Facilities Services	Norm Cushman	5003	
Exec. Director for ITS	Vijay Menta	2929	
CONSULTANTS for recovery:			
NEDCC Disaster Assistance 24-hour hotline			855-245-8303
Polygon Recovery Services 24-hour hotline			800-422-6379
AIC-CERT 24-hour hotline			202-661-8068
M. J. Davis, Conservator			802-467-8602

EMERGENCY SUPPLIES

Item/ Source	Suggested Quantities	Davis	Armstrong
Batteries/ College stockroom	varies	as needed	as needed
Flashlights/ College stockroom	varies	varies	3
Freezer paper: 18"x250'/ Agway	2 rolls	2 roll- closet by rm 135	2 rolls
Gloves, rubber/ Local vendors	2 pairs reusable	2 pairs	2 pairs
Gloves, Tru-Touch non-latex/ Marble Works; Kinney	1 box single-use latex	1 pk- closet by rm 135	1 box (50 pairs)
Labels/ Readily acquired	varies	varies	varies
Lantern/ Boise Cascade	1	at circ desk	1
Mop/ bucket/ Custodial services	at least one set	2 sets basement	1 set
Paper towels, "loose-leaf"/ College stockroom	1 box	1 box in basement	1 box
Pens/ Readily acquired	varies	varies	varies
Plastic bags/ Custodial services	box of at least 50	1 box- closet by rm 135	1 box
Plastic sheeting: 10' x 25' x 4 mil/ Agway	500 sq. feet	2 roll- closet by rm 135	2 rolls
Rags/ College stockroom	1 box	1 box- closet by rm 135	1 box
Scissors/ Readily available	varies	varies	varies
Sponges: Boat & Auto/ Aubuchon	12 large	~8- closet by rm 135	~8
Tape: duct/ Aubuchon	1 large roll	1 roll- closet by rm 135	1 roll
Tape: Scotch/ Readily available	varies	varies	varies
Tape: masking/ Readily available	varies	varies	varies
Water vacuum/ Custodial services	1	1, large capacity in basement	--
Waxed paper/ Readily available	varies	P&P rm 134	varies
Waste baskets/ trash cans/ Facilities management	varies	varies	varies

MEDICAL EMERGENCY

DIRE EMERGENCY: Patient's life or health threatened by delay:

1. Call 911 for ambulance.

Address here is 276 Bicentennial Way. Instruct to use entrance at west side of building. In case of power failure, for access to patient on 2nd floor suggest access via south door to Great Hall, for access to 1st level come in exterior door on west side.

2. Call Public Safety (x5911) to report location of victim.
(or 5133, or dial 388-4911)
3. Notify supervisor of location of victim.

Supervisor should coordinate at least four volunteers:

- one to wait near west emergency exit door to flag down *and* escort Emergency Services to the victim and then escort them back to exit.
- one to open west emergency exit door and keep door open for entrance and exit. Need to use exterior door key #20.
- one to help escort ambulance stretcher if needed.
- one to hold elevator if victim is on 2nd floor. (Runs on emergency generator during power outage.)

Note: A staff key is needed to access exterior door. (Get from supervisor or room 208).

4. If you are certified to do so, administer appropriate first-aid.

First aid kits are located at the Information Desk, Circ Desk, and Staff room

OTHER MEDICAL PROBLEMS:

1. If a person becomes ill or is injured but the situation is not an emergency, call Public Safety: 5911, or 5133, or dial 388-4911.
2. Notify supervisor as appropriate
3. If you are certified to do so, administer appropriate first-aid.

Personnel with First Aid/CPR Training

Nate Burt
Jamie Carroll (EMT,ERT)
Marlena Evans
Rebekah Irwin

Linda Knutson
Howie McCausland (EMT,ERT)
Janine McDonald
Shawn O'Neil

Scott Remick
Mack Roark
Wendy Shook
Joseph Watson

FIRE

IF THERE IS A FIRE, PULL THE FIRE ALARM AND GO TO STEP ONE BELOW
If there is an unconfirmed suspicion of fire call Public Safety (x5911) to investigate.

- 1. In the event of fire PULL FIRE ALARM and CALL 911** from safe location.
(Address here is 276 Bicentennial Way)

Be prepared to give information on the location and size of the fire.

Call Public Safety (x5911) to inform them of nature and location of fire.

If the fire is confined to a trashcan or other small source, if possible and *if you have been trained to do so* use a fire extinguisher to extinguish it. These are located adjacent to the stairs and elevators. (See detailed locations on floor plans in section D-1) To use the extinguisher, pull the pin, aim the nozzle at the base of the fire, and squeeze the handle. You must try to smother the fire by covering it with the chemical. The fire will go out when its oxygen supply is cut off. To avoid injury, stand back 6 to 8 feet from the fire.

2. Evacuate the building.

- Do not use elevators in cases of fire. If you are unable to use the stairs, enter the stairwell and wait inside the stairway for emergency personnel to rescue you. Call 911 to notify Emergency Responders of your location if possible.
- In a smoke filled area, keep low to the floor to escape the smoke.
- If you see or smell smoke in a hall or stairway, use another exit.
- Before opening any door, use the back of your hand to see if it is hot. Also check to see if the doorknob is hot. If either is hot, leave the door closed and stuff towels or clothes in the cracks and open a window. Try another exit if one is available.
- If the door is not hot, open it slowly and be prepared to close it quickly if necessary.
- Close doors behind you to act as a fire break.
- Once outside the building everyone *must* immediately gather on the north side of Lang Hall to indicate that you've safely exited the building and to give and receive situation updates.

Know all the exits and evacuation plans for your building.

ACTIVE THREAT

If you are involved in a situation where someone has entered the area, the following is a list of actions that are recommended. These kinds of incidents are unpredictable. The guidelines provided are based on past experiences. Other actions may be necessary. If the individual poses an immediate threat to you, you may need to act using your best judgment.

Run, Hide, Fight

If you can safely leave the area:

- Exit the building immediately ("**Run**"). Notify anyone you may encounter to exit the building also.
- Leave the campus if you can safely do so. Attempt to let a supervisor or fellow worker know that you are leaving so that everyone can be accounted for.
- Call 911 and the Middlebury College Department of Public Safety at 443-5911.
- Give the dispatcher the following information:
 1. Your name
 2. Location of the incident (be as specific as possible)
 3. Number of armed people involved (if known)
 4. Identification or description of armed persons
 5. Number of persons who may be at risk
 6. Your contact information and location

If you are at immediate risk and exiting the building is not possible:

- Go to the nearest room or office ("**Hide**").
- Close and lock the door.
- Cover the door windows.
- Keep quiet and act as if no one is in the room.
- DO NOT answer the door.

- Be aware that a fire alarm might have been pulled by an intruder.
- Identify/obtain an object in the room that can be used to incapacitate the armed person if she/he enters the room.
- If possible, call (or text only if you cannot speak safely) 911 and call the Middlebury College Department of Public Safety, 443-5911.
- Give the dispatcher the following information:
 1. Your name
 2. Location of the incident (be as specific as possible)
 3. Number of armed people (if known)
 4. Identification or description of armed people
 5. Number of persons who may be at risk
 6. Your contact information and location
- Wait for local police or security to assist you out of the building.

If an armed intruder enters the room and you are in immediate danger:

- Commit mentally to incapacitating the intruder ("**Fight**")
- Strike the intruder with an object and continue to strike until the intruder is incapacitated.
- Yell as you fight.
- Call 911 when possible.

UNUSUAL BEHAVIOR, MENTAL DISTRESS

If someone is acting strangely, being disruptive, or could be a danger to themselves or others, call Public Safety (x5911) and report the situation. A Public Safety officer can help library staff determine what should be done. Officers are trained to handle these situations, and can make referrals as needed.

EVACUATION

At the sound of the alarm or upon receiving instructions to do so via the public address system, all patrons and staff should leave the building by the nearest exit immediately. (Take the cash drawer key and library keys #20 and #24.)

When exiting the building staff should:

- Relax; keep calm, but be alert.
- Encourage others to leave the building. Give clear and loud instructions. If necessary, alert patrons that "this is not a drill". If instructed to do so, gather and bring personal belongings with you.
- **Do not use the elevator in case of fire.** If you are unable to use the stairs, enter the stairwell and wait inside the stairway for emergency personnel to rescue you.
- In case of fire take note of anyone who cannot use the stairs and tell them to wait inside the stair well for rescue personnel. Exit the building. When outside, notify supervisor and/or rescue personnel of the location of anyone who cannot leave the building by the stairs.
- Close doors to act as firebreaks.
- Do not endanger yourself.
- Once outside the building everyone *must* immediately gather on the north side of Lang Hall to indicate that you've safely exited the building and to give and receive situation updates.

NOTICE: When building has been evacuated, re-entry is allowed ONLY after clearance by and permission from Public Safety or fire department officer.

Upon re-entering the building the emergency exit door alarms and the service door alarm should be reset using the library key #20.

Black out/POWER FAILURE

1. Notify Tim Wickland, Director of Bicentennial Hall, x5421, who will in turn call Facilities Services (x5472) to report the outage. If you do not reach him, call Facilities Services (x5472) to report the outage.

When the main power to the building fails, a generator should automatically start and power portions of the building as follows:

- Elevator
- Fire and door alarm systems (but not 3M security gate.)
- ITS machine/server room.
- Some lighting (but not all lights) sufficient to illuminate pathways to exits.
- Electrical outlets identified by a red socket.

Compact shelving will not operate.

SUPERVISOR'S ROLE DURING A POWER FAILURE

1. Confirm that the outage has been reported per instructions above.
2. Act as central information point

Recruit a volunteer(s) to:

- A. Check the building to see if anyone needs help and to confirm that no one is caught in an elevator. Do not attempt to extricate anyone from an elevator. Call Public Safety (x-5911, or x-5133, or dial 388-4911).
 - B. As time permits, check emergency lights so that bulbs or fixtures that aren't lit can be reported for repair.
3. Consult with Dean of the Library regarding potential closing of the library.
(see Section A-3 Person's to Contact in an Emergency)

Water Damage

1. Stop flow of water. As needed call Facilities Management: x-5472 (If Facilities Management is closed, call security x-5911 to reach "on call" facilities workers.) If water is flowing onto collections or computer equipment make it clear that we need personnel from Facilities Services ASAP.
2. As the situation requires and if it can be done safely, protect items not yet wet by covering with plastic or relocate them to a dry area. Turn off, unplug, and cover any computer equipment with plastic to protect it from water damage. **Do not** enter water that may be charged with electricity or could contain contaminants. (Supplies are located in closet LIB141.)
3. Until setting them up to dry:
 - Do not open wet books.
 - Do not separate single sheets.
 - Do not remove covers.
 - Do not disturb wet file boxes, prints, drawings, and photographs.
4. **Notify the Circulation Desk Supervisor**, who will in turn notify the Preservation staff, particularly the Preservation & Processing Manager. The Preservation staff is responsible for preparing a plan of action. See contact information on page A-3 and call them at home as needed.

Mold

1. If the mold growth is limited to a few items not on regular shelves with other volumes, isolate those items by placing them in a box or plastic bag and give to Preservation Staff as soon as feasible.
2. If the mold growth is potentially widespread, e.g., in book stacks, leave items in place and do not touch. Notify Preservation Staff as soon as possible. (See contact information section A-2). Call at home as needed.

NOTE: *Mold can be harmful to human health. Some people are allergic to mold. Caution should be used when handling moldy materials. Plastic gloves and respiratory masks are available in the Preservation & Processing office and should be used for personal protection.*

Armstrong Library General Facilities Info C-1

Armstrong Library General Facilities Information

(Taken from Library wiki October 2018.)

Circuit Breakers

Located in the upper level copier alcove (rm.203). For assistance contact Tim Wickland x5241, Cathy Ekstrom x 3262, or Facilities Services x5472.

Fire Alarms

Pull stations are located: a) Within Armstrong Library: next to the elevator on the upper level b) Near Armstrong Library: Upper Level immediately outside the library entrance; Lower Level, next to the parking lot exit door.

Fire Extinguishers

There are two. One on the Lower Level in between the rest rooms and one on the Upper Level on the pillar opposite the Circulation Desk. Additional fire extinguishers are located outside the library: in the northeast corner of the Great Hall; below the stairs outside the library between the first and second floors; next to the parking lot exit doors.

Emergency Exits

Are located next to the elevator on the Upper Level and next to the elevator and opposite classroom 161 on the Lower Level.

Emergency Lighting

Emergency lights are integrated into the lighting system and automatically come on during a power failure. Any failure to operate should be reported to contact Tim Wickland x5241, Cathy Ekstrom x 3262, or Facilities Services x5472.

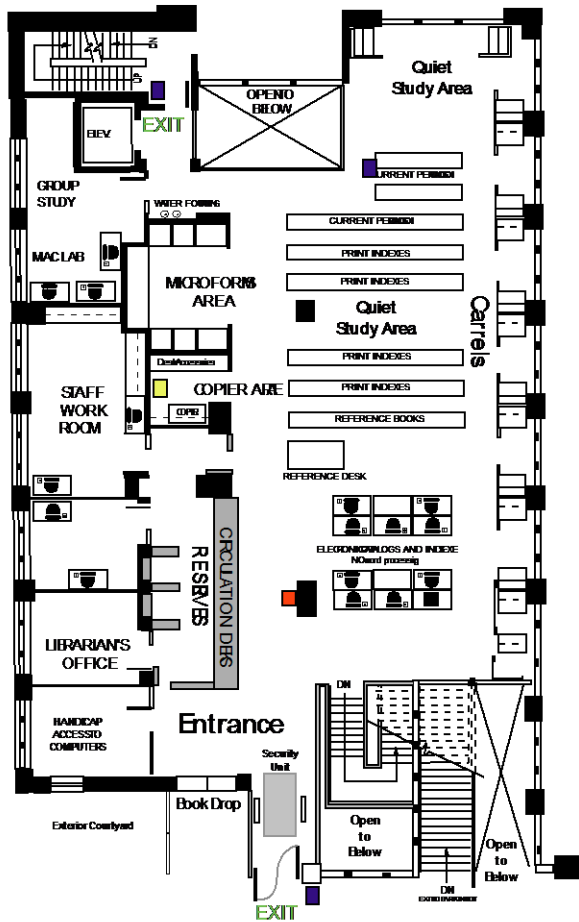
Sprinkler System

Armstrong Library has a dry pipe system that pre-activates (fills with water) when the fire alarm is triggered. Water only flows from the system if heat from a fire activates individual sprinkler heads.

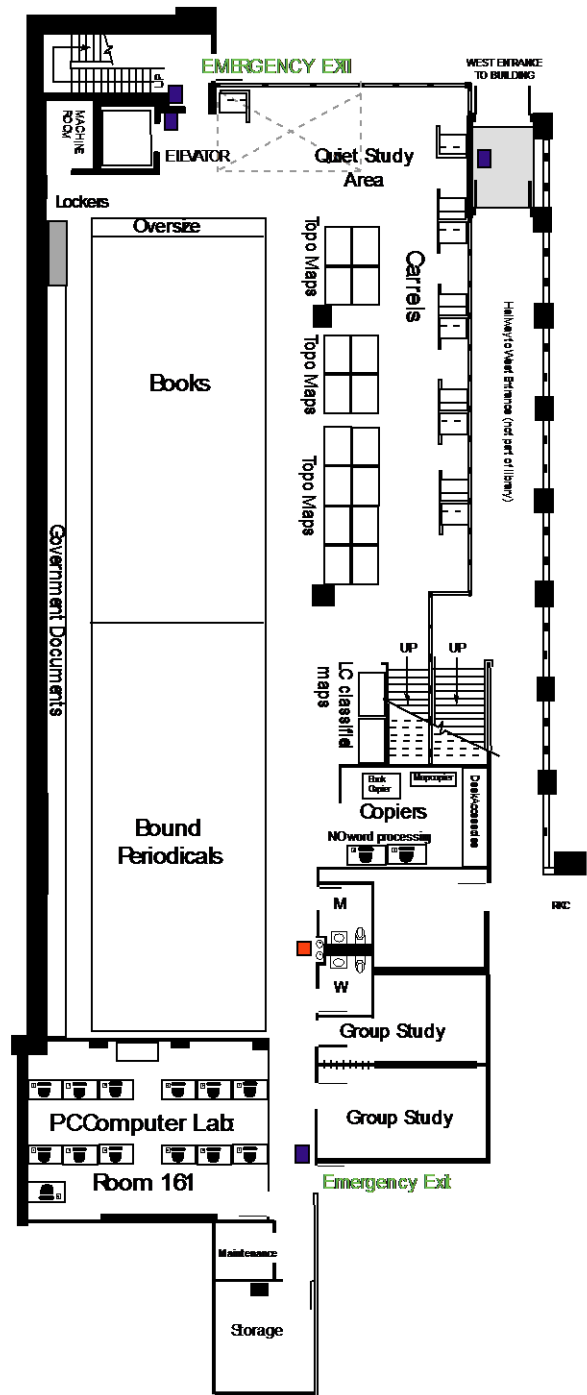
Water Incursions

Reporting a leak, how to: If the water leak is severe and causing damage to library collections or equipment, follow the procedures in the emergency manual here--
http://mediawiki.middlebury.edu/wiki/LIS/Emergency_Manuals

When a water leak is noticed and it is minor and not causing damage to collections or equipment, report it to contact Tim Wickland x5241 or Cathy Ekstrom x 3262. If you don't reach Tim or Cathy, leave Tim a message about the leak and then contact Facilities Services directly at x5472. If FS is closed (evenings and weekends) call the Office of Public Safety and ask them to reach FS on-call personnel if deemed necessary. Describe the situation giving them all details as needed and realistically indicating the severity of the situation. If placing a basket under the leak until regular FS staff can come during normal working hours will suffice, please do so but inform PS so that they can have the night watch guard check on the leak.



Second (Main) Floor



First Floor

**Armstrong Library
 Floor Plan Key**

- Fire Extinguishers
- Fire Alarm Switches
- Circuit Breaker Box

General Middlebury College Information about Emergencies & Disruptions

(Taken from protocols posted on the web by the Office of Public Safety in 2012/13. See [go/er](#) for current info.)

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Accidents or Medical Emergencies

In the event of accident or medical emergency, call the Department of Public Safety at x5911 (802-443-5911) or dial 911.

For emergencies off campus - **Call 911** - from any phone or cell phone.

Remain calm and provide the following information:

1. Type of emergency.
 2. Location of the emergency or injured person. Be specific and as clear as possible.
 3. Type and extent of injuries, if known.
 4. Your name and phone number.
- Do not hang up until the dispatcher advises you to do so.
 - Do not move the injured person unless there is a threat of additional injury.

Fire

In the event of a fire, or if you smell smoke,

1. Pull the alarm (if a fire alarm box can be safely reached). If that is not possible, call 911.
2. Evacuate the building using the evacuation procedures listed below.
3. Do not re-enter the building until told to do so by the appropriate authority (Fire, Police, Department of Public Safety, Environmental Health and Safety, or Facilities Services).

Guidelines for Evacuation

- Everyone must evacuate a building when (a) a fire alarm is sounded, or (b) the Department of Public Safety orders an evacuation because of bomb threat or other hazard.
- On hearing a fire alarm, all occupants will immediately exit the building using the nearest exit and meet in their designated meeting area (the meeting area should be at least 500 feet from the building).
- Before opening any door, use the back of your hand to see if it is hot. Also check to see if the doorknob is hot. If either is hot, leave the door closed and stuff towels or clothes in the cracks and open a window. Try another exit if one is available.
- If the door is not hot, open it slowly and be prepared to close it quickly if necessary.
- In a smoke filled area, keep low to the floor to escape the smoke.
- If you see or smell smoke in a hall or stairway, use another exit.
- If the exit is blocked, return to your room, close the door, open a window and call for help.
- Community members who are familiar with the evacuation procedures should alert others in the building to follow the same procedures.
- Occupants may need to assist others in exiting the building if this can be done in a safe and timely manner. Notify the Department of Public Safety or the Fire Department of any

occupants remaining inside who need assistance exiting because of limited mobility, injury, or incapacitation.

- Do not use elevators.
- Once the building is evacuated, the Department of Public Safety or the Middlebury Fire Department will check the building for occupants.
- If there is a Facility Coordinator (person responsible for building, department head, etc.) present, a head count should be done to ensure that everyone has exited the building.
- No one is permitted to re-enter an evacuated building until the building is determined to be safe by the emergency service personnel. The Public Safety Department will advise that re-entry into the building is permitted.

Armed Threat

If you are involved in a situation where someone has entered the area, the following is a list of actions that are recommended. These kinds of incidents are unpredictable. The guidelines provided are based on past experiences. Other actions may be necessary. If the individual poses an immediate threat to you, you may need to act using your best judgment.

If you can safely leave the area:

- **Exit the building** immediately and notify anyone you may encounter to exit the building also.
- Leave the campus if you can safely do so. Attempt to let a supervisor or fellow worker know that you are leaving so that everyone can be accounted for.
- Call 911 and the Middlebury College Department of Public Safety at 443-5911.
- Give the dispatcher the following information:
 1. Your name
 2. Location of the incident (be as specific as possible)
 3. Number of shooters (if known)
 4. Identification or description of shooter(s)
 5. Number of persons who may be at risk
 6. Your contact information and location

If you are at immediate risk and exiting the building is not possible:

- Go to the nearest room or office.
- Close and lock the door.
- Cover the door windows.
- Keep quiet and act as if no one is in the room.
- DO NOT answer the door.
- Be aware that a fire alarm might have been pulled by an intruder.
- Notify 911 and the Middlebury College Department of Public Safety, 443-5911.
- Give the dispatcher the following information:
 1. Your name
 2. Location of the incident (be as specific as possible)

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3. Number of shooters (if known)
 4. Identification or description of shooter(s)
 5. Number of persons who may be at risk
 6. Your contact information and location
- Wait for local police or security to assist you out of the building.

Violent Crime or Behavior

Immediately after an assault has occurred, focus first on providing for the medical and psychological needs of affected employees and/or students.

Other immediate steps include:

- Report the incident to Middlebury College Department of Public Safety at 443-5911 or call 911.
- Secure work areas where the disturbances occurred.
- Account for all employees and others and ensure the physical safety of those remaining in the area as soon as possible.
- Provide for site security, and ensure that no work area is left short-staffed while others assist the victim or help in securing the area.
- Quickly assess the work area, if it was disturbed or damaged during an incident, to determine if it is safe. Provide critical incident debriefing to victims, witnesses, and other affected employees (these conversations must be strictly confidential).
- Provide accurate communication to law enforcement.

Explosion

If there is an explosion,

- Take cover under sturdy furniture, or leave the building if directed to do so by emergency responders.
- Stay away from windows.
- Do not light matches.
- Move well away from the site of the hazard to a safe location.
- Use stairs only; do not use elevators.
- Evacuate the area.
- Call Public Safety x5911 or Emergency at 911.

Bomb Threat

In the event you are contacted by phone regarding a bomb threat, these steps should be followed:

- Remain calm, listen and take notes.
- Remember what you hear!
- Keep the caller talking while you notify someone near you of the bomb threat call and that they should call Public Safety.
- If the call is received on a telephone with caller ID display - **RECORD THE DISPLAYED NUMBER.**
 - Try to get as much information as possible.
 - Bomb Threat Caller Check Sheet (This is an editable document.)
- **Immediately call the Department of Public Safety at x5911**
- Do not discuss the call with anyone but appropriate authority-in-charge to prevent creating unnecessary panic.
- The Department of Public Safety will contact the Middlebury Police and the Middlebury Fire Department, regardless of the validity of the threat.
- The Department of Public Safety with assistance from the Middlebury Police will determine the if an evacuation is necessary.
 - Do not sound an alarm.
 - Decisions about the appropriate response procedures will be made by police or college authorities.
- **If you are told to evacuate because of a bomb threat:**
 - Do not panic. Exit the building calmly and safely.
 - Be alert to make a note of any unusual packages that you may observe.
 - Do not touch the package but report it to authorities immediately.
 - Do not re-enter until told that it is safe to do so by either the Middlebury Police or the Department of Public Safety.

Suspicious Packages & Envelopes or Substances

If you suspect a bomb:

- Keep others away.
- Do not touch package.
- Call 911 or Public Safety at 443-5911 immediately.
- See Bomb Threat information page.

If item is suspicious but threat is unknown:

- Do not handle the item if possible.
- Report the item to your supervisor.
- Attempt to confirm the contents without opening.
- Contact the addressee, if identified.
- Contact the sender, if practical.

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- Contact the Department of Public Safety at 443-5911.
- A public safety officer will determine if the police need to be contacted.

If you find an opened suspicious package:

- Do not touch the package.
- Report the package to your supervisor.
- Secure the area and do not allow entry.
- Call 911 or call the Department of Public Safety at x5911 and advise them of the package.
- Any employee who had direct contact with package should wash her/his exposed skin with soap and water.
- Wait for emergency responders to arrive and follow their directions.
- Provide emergency responders information about who was in the area around the time the package was discovered.

Characteristics of suspicious packages and envelopes:

- Have a powdery substance on the outside.
- Are unexpected or are from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed addresses, incorrect titles with names, or misspellings of common words.
- Are addressed to someone no longer with your organization or the addresses are outdated.
- Have no return address or an address that cannot be verified as legitimate.
- Addresses not consistent with postmarks.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape, string, or other wrapping material on them.
- Are marked with restrictive endorsements, such as “Fragile” or “Personal” and “Confidential” or “Rush-Do-Not-Delay.”
- Have strange odors or stains.
- Appear to contain electrical wire or tin foil.

Chemical Spill, Detection of Propane Gas, Fumes & Vapors

If you detect propane gas, fumes or vapors:

- Clear the area immediately, providing assistance to those with special needs.
- Do not turn on/off light switches.
- Do not use cell phones in areas where there is a concern of fumes or gas vapors.
- Call 911 from any campus phone or cell phone and report the situation. Call Public Safety at 443-5911.
- Provide your location and the location of the odor to the dispatcher.
- Provide as many details as possible to the dispatcher.

If a building or area evacuation is ordered by the emergency responders:

- Leave all ventilation systems operating unless instructed otherwise by emergency responders.

- Leave the area immediately, avoiding the use of elevators unless necessary.
- Identify those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.
- Report to your department's designated gathering point to be accounted for.

If chemicals have come in contact with your skin, splashed into your eyes or were ingested:

- Follow instructions listed on the Material Safety Data Sheet (MSDS)
- Follow the procedures set by your department, which may include utilizing an eye-wash or shower station provided in some areas.
- Call Public Safety at 443-5911 for medical assistance.

Utility Failure

If you see an exposed or downed power line, call 911 or the Department of Public Safety immediately. Stay away from the lines.

Avoid contact with metal or water which may be in contact with an electrical source such as a downed power line, electronic device, electrical outlet or switchboard.

If you become aware of a utility failure (electrical, natural gas, sewage, water, elevator or fire alarm), notify the Facilities Services at x5472 during normal business hours.

- For telephone failures, notify Telephone Services at x5700 during normal business hours.
- For computer network failures, notify Library Information Services at x2200 during normal business hours.
- For any utility failure that occurs after hours, notify the Public Safety Department at x5911.

If the College becomes aware of a utility failure, it will notify the College community by:

1. Phone System. During a power failure the phone system will be on a two (2) hour battery back up allowing time to make a campus-wide notification.
2. Computer System. We now have a generator backup for the computer system in Voter. In the event of a power failure the computer system will remain in service and would be immediately accessible to you once your power is restored.
3. Other Systems. When other systems are not functioning, Facilities Services will notify the campus community by e-mail or voice mail. You may also contact the facilities phone tree hot line at 5472 for updated information.

Background Information for Power Outages

What happens behind the scenes?

Occasionally we experience unexpected outages. Sometimes they are localized on campus; other times they are town or county wide. They may be caused by a variety of reasons. The duration of the

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outage ultimately depends on the cause. Common causes include excessive electrical demand, damage to power lines from trees or storms, system failures at sub stations, and squirrels. Yes, squirrels. Their high-wire acts too often end in a literal “blaze of glory.”

When power fails on campus, Facilities Services is aware of it within moments. Our computerized energy management system registers disruptions, and Facilities around campus immediately begin to report in via radio. The first minutes are spent ascertaining the extent of the outage, and whether a local cause can be determined. When these things are known, Central Vermont Public Service Corp (CVPS) is immediately called and notified. In cases where the outage extends beyond campus, CVPS phone lines are inundated, so it may take some time to get information about the cause and expected repair time.

The majority of the large institutional buildings on campus are powered by "three-phase" electrical power. Three-phase power is carried through three individual conductors to provide a more efficient means of supplying large electrical loads in industrial areas. When an outage affects a single phase, many of our staff must drop what they were doing and shut off the remaining two phases of power to the affected buildings as quickly as possible. This avoids damage to any three-phase motor driven equipment (elevators, heat motors, refrigeration equipment, etc.). Once the repair is made by CVPS, Facilities Services powers up each building one at a time to avoid overloading the electrical infrastructure.

How can you help us?

When an outage occurs, Facilities Services is inundated with phone calls. While we do need to know which buildings have been affected, a barrage of calls becomes counterproductive. Funneling reports through your school or department coordinator, administrative assistant, commons office or CRA is particularly critical during an outage. Between incoming calls, our office staff must also be communicating with Public Safety, Telephone Services, LIS, Dining Services, and our own staff so that they may all determine how best to maintain critical services. You may obtain current outage information by dialing x5742 and selecting option 1. Information is recorded there as soon as it is known

To avoid surge damage when the power returns, turn off any electrical equipment that had been running at the time. Then contact your building/department representative to be sure that he/she has reported it to us.

Above all, please be patient! An outage is considered an emergency, and Facilities Services does all that it can to assist in resolving the situation as quickly as possible.

Thank you,
Facilities Services

Technology Outages

Library and Information Services (LIS) supports most of the technology resources on campus. These include:

- campus telephones
- e-mail
- internet access
- network
- file servers
- Banner

To report problems: call the LIS Help Desk at x2200

Notification: When there is an unplanned disruption in a technical service, you will be notified by e-mail or voice mail messages specifying what has occurred and giving an estimated time that the service will become available. For disruptions that may span more than a day, periodic updates will be sent at least once per day.

Planned technical service outages: An all-campus email notice will be sent well in advance of a planned shutdown. Information about planned outages is also available through the LIS Help Desk at x2200. LIS reserves Sunday, 8:00 – 10:00 a.m., for routine maintenance that may create brief outages.

Information about restored services: On a web page (if available) type [go/status](#) on the URL address line of the web page to see the real-time status of all major services.

Information about technology mission recovery plans are made available as needed.

Campus Trauma: Untimely Death or Serious Injury

Information about an untimely death or serious injury in our community is provided to the College community by an e-mail message from the President or a member of the President's Staff. In some circumstances, the message may also be delivered by telephone and messaging systems using AlertFind communications.

Needed decisions are made by the President, in consultation with members of President's Staff, the Chaplain, the Medical Director, Director of Public Safety, and area hospital, with input from others as appropriate.

When a death or serious injury occurs, the College Medical Director or an area hospital involved may contact the family first. The Dean of the College, Dean of the Faculty, Director of Human Resources or other official will then contact the family. Please note that it is important that the first communication to the family of a victim must be done sensitively and appropriately by a medical

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official or by an appropriate College official. Your support, as important as it may be, will come later.

The Dean of the College, Commons Heads and Deans, Chaplain, Dean of the Faculty, or Director of Human Resources will work with, and offer support to, families and others who are affected.

The Vice President for Communications and/or Director of Public Affairs communicate with external media when that is appropriate. In some instances, the College Medical Director may assist in the communication.

Health Emergency

The [Parton Health Center](#) is located in the Centeno House at 136 South Main St, Middlebury, VT 05753 and can be reached by phone at 802-443-5135.

H1N1 Pandemic Flu

Middlebury College has an Emergency Plan that includes the threat of severe illness, such as pandemic flu. College Health officials monitor websites and receive direct communication from the Centers for Disease Control (CDC), the World Health Organization (WHO) and the Vermont Department of Health (VDH). In the event that a communicable disease, such as a flu pandemic, presents an immediate threat to the safety of Middlebury students and our community, the College's plan is to quickly close and evacuate all students.

All students are required to have a personal evacuation plan. Should the College need to evacuate, updates would be provided to students as well as on the College home webpage.

Learn more about [Middlebury's Pandemic Flu Response Plan](#).

Meningitis

Bacterial meningitis is a potentially serious, life-threatening disease. The Advisory Committee on Immunization Practices and The American College Health Association recommends that college students and their families be advised of the risks of the disease and the availability of a vaccine.

The [CDC's Meningitis Website](#) contains comprehensive information regarding meningitis and the meningitis vaccine.

The [ACHA's Meningitis on Campus Website](#) provides materials and information on meningococcal meningitis that may be used in response to a case of meningitis on campus or for general disease awareness activities.

Meningitis vaccination is available to students at Parton Health Center. Please call x5135 for more information.

Good health habits are an important way to help prevent Flu and other communicable diseases.

Avoid close contact.

- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.

Stay home when you are sick.

- If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.

Cover your mouth and nose.

- Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.

Clean your hands.

- Washing your hands often will help protect you from germs. By frequently washing your hands you wash away germs that you have picked up from other people, or from contaminated surfaces, or from animals and animal waste.

Avoid touching your eyes, nose or mouth.

- Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.

Get vaccinated against Flu.

Get Information.

- Listen to the local and national news for information on health problems.
- Talk with your local public health officials and health care providers, who can supply information about the signs and symptoms of a specific disease outbreak and recommend prevention and control actions.

Adopt business/school practices.

- Encourage sick employees/students to stay home and anticipate how to function with a significant portion of the workforce/school population absent because of illness or caring for ill family members.

Practice good health habits.

- These include eating a balanced diet, exercising daily, and getting sufficient rest. In addition, take common-sense steps to stop the spread of germs including frequent hand washing,

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covering coughs and sneezes and staying away from others as much as possible when you are sick.

Pandemic: Campus Evacuation

Why is an evacuation necessary during a pandemic?

The College has concluded that the safest response during a pandemic, requiring social distancing to reduce the risk of illness transmission, would be to close the College – ideally before the illness strikes Middlebury. Unlike short term closures that occur during scheduled breaks, a pandemic will warrant a complete closure and all students will be required to vacate the campus until it is deemed safe to return. The college campus environment does not adequately provide the social distancing necessary to prevent the rapid transmission of illness. Staying on a residential campus with others might actually increase the likelihood of infection.

How does an evacuation work for those living on campus?

During an evacuation, students must implement their Personal Evacuation Plan. If they can not implement their plan, they must quickly create and implement another plan. Because the availability of resources can never be assured in a crisis, individuals must plan for their own transportation and housing needs. Once the College closes, students will not have access to their dorm or any services. Because the evacuation will be rapid, students will be able to leave non-essential personal belongings in their rooms and all dorms will be closed and locked.

What role do students' families have?

Students are responsible for communicating their plan and present location to their families. The College will communicate the overall status of the evacuation via a dedicated website and, where appropriate, a telephone voice-messaging system. Families should anticipate that the College will not be able to communicate the location or health status of their student.

In an extended campus closure, will students continue to work toward their degrees?

The College President and designated Deans will determine the best method of continuing academic work and completing degrees during closure following an evacuation.

Will College staff members continue their work during the evacuation?

Reporting to campus for work may be temporarily suspended for some employees. The President and the Director of Human Resources will determine staffing and benefits policies, and notify faculty and staff by a dedicated web page and mail when possible.

Weather Emergencies

Winter

Storm Watch

When severe winter weather threatens your area, a Winter Storm Watch is generally given. If you plan to be outdoors for a long time period or plan to travel, be sure to watch out for changing weather conditions.

Storm Warning

A Winter Storm Warning means that severe winter weather conditions have been spotted and are on the way to your area. Travel plans should be minimized.

Blizzard Warning

A blizzard warning means large amounts of falling or blowing snow with winds of at least 35 miles per hour are expected for several hours. Travel is not recommended during a Blizzard Warning. You should remain indoors.

Wind Chill

Wind can pose a hazard to you and your skin during winter season. Wind Chill Equivalent Index is a calculation of how cold it feels outside when temperature and wind speed are combined. When winds combine with freezing temperatures the result is an air temperature that can feel as much as 35 degrees colder.

Frostbite and Hypothermia

A loss of feeling and a white or pale appearance in fingers, toes, nose or ear lobes are symptoms of frostbite. Hypothermia occurs when body temperature drops to less than 90 degrees Fahrenheit. Uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness and exhaustion are symptoms of hypothermia. If you suspect frostbite or hypothermia, you should:

- Begin warming the victim slowly and seek immediate medical assistance.
- Warm the victim's upper body first. Arms and legs should be warmed last because stimulation of the limbs can drive cold blood toward the heart and lead to heart failure.
- Never give a frostbite or hypothermia victim something with caffeine or alcohol in it. Caffeine can cause the heart to beat faster and hasten the effects the cold has on the body. Alcohol can slow the heart and also hasten the ill effects of cold body temperatures.

Walking in Winter Conditions

- Dress in Layers
- Wear boots with nonskid soles

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- Walk on sidewalks if possible
- Don't wear clothing that blocks your vision and makes you hard to see.
- Walk slowly and never run on icy ground
- Keep both hands free for balance
- Use handrails from start to finish
- Avoid carrying loads on stairways; or carry loads that you can see over
- Look where your going
- Step carefully out of a vehicle
- Walk carefully when going up or down a ramp or step

Driving in Winter Conditions

- Avoid driving in snow or ice storms. If you must travel drive slowly.
- Don't sit in a park car with engine running unless windows are open.
- Make sure the exhaust pipe and area around it are free of snow before you start the car.
- Keep emergency gear in your car
- Avoid driving in snow or ice storms. If you must travel drive slowly.
- Don't sit in a park car with engine running unless windows are open.
- Make sure the exhaust pipe and area around it are free of snow before you start the car.

Lightning

- If you are caught outdoors immediately get into a building or vehicle. Don't wait for the rain to begin.
- If you're unable to get inside, remove all metal and your baseball cap, crouch down with feet together in pitcher-stance, duck your head and cover ears, becoming as small a target with as little contact with the ground as possible.
- Avoid picnic and canopy shelters.
- Avoid trees, water, high ground and open fields.
- Avoid metal objects i.e. flag poles, light poles, bleachers, etc.
- If you are indoors, stay away from windows and doors and out of water.

Lightning strikes can cause electrical surges and power outages on campus. See Utility Failure for more information.

Thorguard Lightning Warning System

A Thorguard Lightning Warning System has been installed at the College Golf Course.

If the system detects lightning in a 2 mile radius, the warning horn at the Golf Course and Youngman Field will sound once and the lights will begin to flash at the following locations:

- Golf Course
- Youngman Field
- Dragone Track
- Baseball Diamond
- Athletic fields

- Proctor Tennis Courts
- Atwater Tennis Courts

When the threat of lightning has passed, the warning horn will sound three short blasts and the lights will stop flashing.

The system operates from 7:00 a.m. until 8:00 p.m. each day.

Hurricane

If a hurricane is likely in your area, you should:

- Listen to the radio or TV for information.
- Secure your home, close storm shutters, and secure outdoor objects or bring them indoors.
- Turn off utilities if instructed to do so.
- Avoid using the phone, except for serious emergencies.

You should evacuate under the following conditions:

- If you are directed by local authorities to do so. Be sure to follow their instructions.
- If you live in a mobile home or temporary structure—such shelters are particularly hazardous during hurricanes no matter how well fastened to the ground.
- If you live in a high-rise building—hurricane winds are stronger at higher elevations.
- If you live on the coast, on a floodplain, near a river, or on an inland waterway.
- If you feel you are in danger.

If you are unable to evacuate, go to your safe room. If you do not have one, follow these guidelines:

- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors—secure and brace external doors.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm - winds will pick up again.
- Take refuge in a small interior room, closet, or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.

Tornado

Tornadoes are nature's most violent storms. Spawned from powerful thunderstorms, tornadoes can cause fatalities and devastate a neighborhood in seconds.

Tornado Watch - indicates tornadoes are possible. You should remain alert for approaching storms and watch the sky. Also stay tuned to NOAA Weather Radio, commercial radio, or television for further information.

Tornado Warning - indicates that a tornado has been sighted or indicated by weather radar. You should take shelter immediately!

Be alert to changing weather conditions.

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Listen to NOAA Weather Hazards Radio, part of NOAA at <http://www.weather.gov>, or go to commercial radio or television newscasts for the latest information.

Look for approaching storms.

Look for the following danger signs: Dark, often greenish sky, large hail, a large, dark, low-lying cloud (particularly if rotating), a loud roar, similar to a freight train.

If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

Tornado - Vehicles are not safe.

Do not drive during tornado conditions.

Never try to out-drive a tornado in a vehicle. Tornadoes can change direction quickly and can lift a car or truck and toss it through the air.

Get out of your vehicle immediately and seek shelter in a nearby building.

If there is no time to get indoors, or if there is no nearby shelter, get out of the car and lie in a ditch or a low-lying area away from the vehicle. Be aware of the potential for flooding.

<http://www.ready.gov/tornadoes>

Flooding Information

http://www.fema.gov/hazard/flood/fl_during.shtm

During a Flood

If a flood is likely in your area, you should:

- Listen to the radio or television for information.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings as rain clouds or heavy rain.
- If you must prepare to evacuate, you should do the following:
- Secure your home. If you have time, bring in outdoor furniture. Move essential items to an upper floor.
- Turn off utilities at the main switches or valves if instructed to do so. Disconnect electrical appliances. Do not touch electrical equipment if you are wet or standing in water.

If you have to leave your home, remember these evacuation tips:

- Do not walk through moving water. Six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely. You and the vehicle can be quickly swept away.

Driving Flood Facts

The following are important points to remember when driving in flood conditions:

- Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- A foot of water will float many vehicles.
- Two feet of rushing water can carry away most vehicles.

Historically heavy rains and flooding in Vermont mountains has damaged roadways and bridges. Road closures in the following areas are not uncommon: Lincoln, Bristol, Ripton and Bread Loaf.

College Employee Handbook Time Away From Work - Expectations in Weather Emergency

http://www.middlebury.edu/about/handbook/employee/time_away/weather_emergencies

Extreme weather emergencies may arise throughout the year. Given that the College must continue to provide services regardless of the weather, the assumption should be that the College will remain open. However, while the College does not normally close, employees are responsible for assessing the impact of the weather on their commutes. Supervisors will be flexible in allowing staff members to make appropriate adjustments to their schedules. Staff members should use CTO to cover any absences from work due to weather emergencies when the College remains open.

On the rare occasion when the College administration determines that weather conditions pose a significant hazard to the safety of its employees, it may authorize the closing of the College. In those cases, staff members will be paid as if they had worked their regular schedule. Non-exempt staff members who were required to work during the weather emergency due to the essential nature of the services that they provide will be paid a premium for time worked. Specific questions should be directed to Human Resources. The Emergency Information Line (802.443.2500) will have recorded information announcements in the case of emergency.

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Earthquake

In the event of an earthquake if you are inside:

- Take cover under a desk or table and hold on. If your cover moves, move with it. Brace in a doorway if cover is not available. Be cautious of heavy swinging doors and people traffic. Avoid outside or high-use doorways.
- Use your arm to cover and protect your eyes.
- If in a theatre or lecture hall, stay in your seat or get under it, if possible. Protect your head with your hands.
- Stay away from windows, shelves, or furniture that could fall.
- Place your hands on the floor for balance.
- Do not run outside during the earthquake. When the shaking stops, move cautiously outside. Be careful of falling building materials or uneven ground.
- Instructors and supervisors should notify Public Safety of anyone unaccounted for from your area.
- Do not go back into the building until notified to do so.

In the event of an earthquake if you are outside:

- If walking, quickly move into the open, away from electrical lines, trees and buildings.
- If driving, bring your vehicle to a stop at the side of the road away from traffic.
- Do not stop on or under bridges, near or under power lines, or near road signs.

Always

- Be prepared for after-shocks.
- If you suspect gas, electrical or other problems, notify Public Safety.

Earthquake Recovery tips

- Look for injured victims and administer or obtain first aid.
- Pay attention to damaged utilities. Avoid loose or dangling electric power lines and report all gas and electrical problems to the proper authorities.
- Turn off any damaged utilities.
- Check for fire hazards and use flashlights. Do not use candles or lanterns.
- Wear protective shoes.
- Listen for radio advisories.

Water Damage or Structural Damage

In the event that you discover water damage or structural damage to a College building or other facility:

- **If there is potential danger to occupants, pull the alarm and evacuate the building.**
- **Call x5911 (or 802-443-5911) and report:**
 1. Nature and extent of problem
 2. Location of building
 3. Your name and contact information
 4. Stay on the line until the dispatcher indicates that you may hang up.

If the problem does not pose a risk to you or to other in the building, you may stay in the building but should stay away from the area containing the problem until Public Safety or Facilities Services indicates that the problem is resolved and the area is safe.

In case of standing water, avoid all contact with objects that use electricity such as appliances, lamps, and power tools.

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Emergency Situations > Who to Call

College Phone Numbers

Public Safety	802-443-5911
Environmental Health & Safety	802-443-5726
Facilities Services Office	802-443-5472
Health Center	802-443-5135
Public Affairs	802-443-5794
Disaster Emergency Director	College President or assignee
Disaster Emergency Coordinator	College VP of Administration & Treasurer

Local Area Important Numbers

Middlebury Police Department	802-388-3191
Vermont State Police (New Haven)	802-388-4919
Porter Hospital	802-388-4701
Middlebury Fire Department	802-388-4462

Radio Stations

WEZF	92.9 FM	Burlington
WJJR	98.1 FM	Rutland
WOKO	98.9 FM	Burlington
WRMC	91.1 FM	Middlebury
VPR	107.9 FM	Burlington
ARROW/WFAD	100.9 FM	Middlebury

Television Stations

WPTZ	Channel 5
WCAX	Channel 3
WVNY	Channel 22

State of Vermont Resources

Vermont Transportation Department

- In Vermont to access the statewide travel information system via phone, including your mobile phone, just dial "5-1-1".
- To access the states travel information from any phone, including mobile phones, when calling from outside of Vermont dial 800-ICY-ROAD. This number will also work from Canada.
- Travel information phone calls between VT, NH and ME can be accomplished by dialing 511 within the border of any of these three states.
- You can also access the statewide travel information system over the internet at: <http://www.511vt.com>

National Weather Service <http://www.weather.gov/nwr/>

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

Appendix I - DEALING WITH CRISIS AND THE TRAUMATIC EVENTS

(Excerpts from Pace University Trauma Brochure, Rosa B.Ament, Ph. D., Director of Development & Personal Development Center)

What Is A Traumatic Experience?

A traumatic experience is an event in which an individual experiences, or witnesses an actual or threatened serious injury or death. The threat or actual occurrence may be to oneself or others. It is quite normal for people to experience emotional and physical after-shocks or stress reactions following a traumatic event. Sometimes these after-shocks appear immediately after the event. And sometimes it takes a few hours, days or even weeks before stress reactions appear. An individual's response may include intense fear, helplessness, or horror. Depending on the severity of the event, the signs and symptoms of these reactions may last a few days, several weeks or months, or longer. The way an individual copes with crises depends on their own history and prior experiences. Sometimes these traumatic events are so painful that professional assistance may be necessary in order to cope with them.

What Is Crisis Intervention?

Crisis intervention offers immediate, intensive, and brief professional assistance to people who have had a traumatic experience. The purpose is to help an individual cope and return to a previous level of physical or emotional functioning without being at risk of endangering himself or others. This short-term professional support attempts to deal with the immediate crisis or problem. Its prompt and focused interventions help prevent the development of new coping skills to help the individual function more effectively.

Types of Crises

People filter threatening experiences through their own unique way of thinking and feeling.

Depending

on the trauma and one's "filter", some people may have less of a reaction while others may develop more severe symptoms. A number of crises may occur that can affect different groups of people like students,

employees or society as a whole. At one end of the continuum these crises could include a strike, assault,

physical injury, accident, death, suicide, robbery, homicide, and rape. Other events that affect a broader

spectrum of people would include: fire, natural disasters, riots, terrorism and racial incidents. Crisis intervention offers the immediate help that an individual in a crisis needs in order to reestablish equilibrium.

Secondary Trauma

People at risk for secondary traumatization are those other than the actual victims who are affected by the

traumatic event. This may include friends, family and acquaintances of the victim or people who have simply heard about the trauma or crisis. People who help trauma and crisis victims are

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sometimes at risk for secondary trauma as well. This may be due to consistent exposure to human suffering and possibly feeling responsible for the safety of the victim.

Symptoms And Reactions

People whose normal lives are disturbed by a traumatic event find that their sense of Department of Public Safety and safety is shattered. They also find that their responses to life and other people are either greatly exaggerated or no longer exist. The following are some of the symptoms that one might encounter.

Possible Emotional Reactions

- Intense emotion and reactivity: People may feel intense anxiety, pain, fear, shame, grief, horror, anger, and shock. They may also have difficulty relaxing or falling asleep.
- Numbness: When people are overwhelmed, they may experience shock and protect themselves through detachment, denial and disbelief. They may feel isolated and disconnected from people or even their own normal feelings.
- Depression: People may have difficulty concentrating or remembering. They may also experience diminished interest in everyday activities and have crying spells. A sense of despair and hopelessness may be evident.
- Flashbacks: People often re-experience the traumatic event over and over again. The feeling of not having any control is heightened. They may feel tortured by the invading thoughts and memories.
- Nightmares: These are like flashbacks but they occur in dreams. As a result, people may have difficulty sleeping. Re-experiencing the trauma intensifies the feelings of panic and helplessness.
- Triggering events and people: Often, people will attempt to avoid anything associated with the trauma. Instead, they may respond to events that remind them of the trauma with all the feelings of the trauma itself.

Possible Physical Reactions

- Aches and pains such as headaches, and backaches etc.
- Weakness, dizziness, and fatigue most of the time.
- Heart palpitations, profuse sweating and chills.
- Changes in sleep patterns.
- Changes in appetite and digestive problems.
- Being easily startled by noises and/or unexpected touch.
- Increased susceptibility to allergies, colds and illnesses.
- Increased alcohol consumption and/or substance abuse.

How to Better Cope

- Recognize your own feelings. Also understand that your feelings are a normal reaction to an abnormal situation.
- Talk about the experience. Talk is healing.
- Reach out to friends and family for support. Try to connect with others, especially those who may have shared the same stressful experience. Form a support group.

- Set small realistic goals to help tackle obstacles.
- Take one day at a time and be kind to yourself.
- Get as much physical activity as possible. Exercise or learn relaxation techniques or meditation in order to relax and feel rejuvenated.
- Structure your time. Schedule breaks for yourself. Redefine your priorities and focus your energy on them.
- Get involved in something that is personally meaningful and important everyday.
- Give yourself time to heal.
- Give someone a hug – touching is very important.

How to help Family Members and Others Cope

- Listen and empathize. Be supportive and non-judgmental.
- Be flexible with roles and chores.
- Offer and ask for support from family, friends and community.
- Respect a family member's need for privacy and be more tolerant. Give each other space.
- Set priorities and focus your attention on them with other family members.
- Give yourself and your family members time to heal at their own pace. Make healing a family issue.
- Re-assure children and the elderly. Reinforce the feeling of safety.
- Validate each other. Show appreciation, give hugs and offer praise.
- Utilize rituals which can reaffirm family bonds and help the healing process (for example, leaving flowers at an accident site or organizing a memorial service).
- After some time has elapsed, focus and talk about how each person has changed or grown as a result of the experience.

Appendix II - INFORMATION FOR FAMILIES

Traumatic Incidents and Stress

Family Signs and Symptoms

Because they are confronted with the reactions of their responder to traumatic incidents, members of emergency service families also are prone to exhibiting signs and symptoms.

Research done by Charles Figley, a Florida psychologist, found that family members of emergency personnel who were exposed to traumatic incidents also began to show signs and symptoms of post-traumatic stress. They include:

Signs and Symptoms of Critical Incident Stress which may be experienced by family members:

Physical

- nausea
- tremors
- feeling uncoordinated
- profuse sweating

Cognitive

- slowed thinking
- difficulty making decisions
- confusion
- disorientation

Emotional

- anxiety/panic
- fear for responder
- survival guilt
- grief

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- | | | |
|-----------------------------|------------------------------|---------------------------|
| - chills | - depression | - feeling numb |
| - diarrhea/constipation | - trouble concentrating | - sadness |
| - dizziness | - memory problems | - irritable toward |
| children | | |
| - rapid heartbeat | - difficulty with names | - feeling lost |
| - elevated B.P. | - distressing dreams | - feeling isolated from |
| spouse | | |
| - headaches | - poor attention span | - unappreciated by spouse |
| - sleep disturbance | - difficulty calculating | - avoidance of spouse |
| - decreased sexual activity | - problem-solving difficulty | - anger at spouse |
| - easily startled | - memory lapses | - isolation |
| - shock | | |

It is important to remember that these signs and symptoms, if they appear, are NORMAL. You are NORMAL, too. The only thing ABNORMAL is the event which triggered the signs and symptoms.

Remember, if any of these signs and symptoms turn up in your family, contact either your family doctor, a mental health professional, or the CISM Team whose phone number is listed elsewhere in this handout. Where you get help doesn't matter, only that you get help. Don't hesitate to call, and don't wait.

What about the kids?

Kids, especially younger kids, react to stressful situations with some of the following signs:

- Acting-out behavior
- Regressive behavior
- Anxiety
- Protectiveness
 - We get protective of them
 - They get protective of us

When talking with your kids, remember:

- Kids are much more concrete in their thinking than adults are. They don't grasp abstract concepts.
- Make sure you talk to them at a level they can comprehend.

"If you're anxious, your kids will be anxious."

Other things to keep in mind:

- Adolescents exposed to trauma can develop PTSD more quickly because they haven't developed the ability to process trauma.
- Adolescents can be very self-centered, can react as if an event only impacts them

Appendix III - INFORMATION FOR SIGNIFICANT OTHERS

Critical Incident Stress

Your loved one has been involved in an emotion-charged event, often known as a critical incident. He/she may be experiencing normal stress responses to such an event (Critical Incident Stress). Critical Incident Stress affects up to 87% of all emergency personnel exposed to a critical incident. No one in emergency services is immune to Critical Incident Stress, regardless of past experiences or years of service. Your loved one may experience Critical Incident Stress at any time during his/her career.

Important things to remember about Critical Incident Stress:

- The signs of critical incident stress are physical, cognitive, emotional, and behavioral. Your loved one has received a handout outlining these signs. Please ask him/her to share it with you.
- Critical incident stress responses can occur right at the scene, within hours, within days, or even within weeks.
- Your loved one may experience a variety of signs/ symptoms of a stress response or he/she may not feel any signs at this time.
- Suffering from the effects of critical incident stress is completely normal. Your loved one is not the only one suffering: other emergency personnel shared the event and are probably sharing the reaction.
- The symptoms will normally subside and disappear in time if you and your loved ones do not dwell upon them.
- All phases of our lives overlap and influence each other: personal, professional, family, etc.
- The impact of critical incident stress can be intensified, influenced, or mitigated by our own personal, family, and current developmental issues.
- Encourage, but DO NOT pressure, your loved one to talk about the incident and his/her reaction to it.
- Talk is the best medicine. Your primary “job” is to listen and reassure. Remember that if an event is upsetting to you and your loved one, your children may be affected also. They may need to talk, too.
- You may not understand what your loved one is going through at this time, but offer your love and support. Don’t be afraid to ask what you can do that he/she would consider helpful.
- Accept the fact that life will go on: his/hers, your, your children’s, etc. Maintain or return to a normal routine as soon as possible.
- If the signs of stress your loved one is experiencing do not begin to subside within a few weeks, or if they intensify, consider seeking further assistance. The Critical Incident Stress Debriefing team can help you and you loved one find a professional who understands critical incident stress and how it can affect you.

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Learning more about Critical Incident Stress can help you cope with your role as an emergency service spouse. Green Mountain CISM welcomes spouses to all of our training programs.

In addition, Green Mountain CISM offers a special course “Introduction to CISM for Families” which can help you understand what effect your responder’s Critical Incident can have on you and your family, and what you can do to help deal with those effects, what CISM services are available to you, and how to set up a family support group for your spouse’s emergency service agency.

If you would like more information on CISM services for Families, please contact Green Mountain CISM. We’ll be happy to schedule a family information course in your area.

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