

Syracuse University Risk Management *Safety and Emergency Procedures Guide*

Spring 2023



Syracuse
University

EMERGENCY CALL LISTS

Responsible Program Person	Responsible program person full name: Cell phone number:	
Emergency Contact	Emergency contact full name: Cell phone number:	
Authorized Program Staff/Volunteers	Enter authorized program staff/volunteer full name(s) and cell phone number(s): Enter as many as needed.	
Risk Management Contacts	Risk Management-Youth Programs Compliance Coordinator: 315.443.4131 Risk Management-Director: 315.443.4011	
Syracuse University Emergency Response Contacts	Emergency: 911 Syracuse University Ambulance (emergency): 315.443.4299 Fire and Life Safety: 315.443.5474 Department of Public Safety (non-emergency): 315.443.2224 Emergency Management: 315.443.0315 Environmental Health and Safety: 315.443.4132 Office of Equal Opportunity, Inclusion, and Resolution Services: 315.443.4018	
External Campus Partners and Program Affiliates (i.e., Vendors, Guest Speakers)	Enter name(s) and cell phone number(s). Enter as many as needed.	
Parent Contact information for all minor participants	Enter parent full name(s), associated minor(s) and cell phone number(s). Enter as many as needed.	

INTRODUCTION

Planning for an emergency may seem counter-intuitive but it is important to be prepared to respond to an emergency in the most efficient and responsive way possible. Help or guidance may not immediately be available and reviewing safety procedures could potentially reduce the severity of the situation and improve the outcome.

PURPOSE:

This guide is intended for those serving in any minors' program staff/volunteer roles to provide a framework for the response within a crisis situation. It is a necessary tool to develop the structure for directing and controlling operations, delegating responsibilities, and potentially limiting the effects of an emergency. It is not intended to be an all-encompassing directive, but an assistive guide in potential situations.

SCOPE AND AUDIENCE:

The plan outlined applies to Responsible Program Persons, and any program staff/volunteers working directly with minors, referred to as "authorized adults," as described in the official [Syracuse University Safety of Minors Abuse and Reporting Policy](#). This applies to all covered programs, which includes those that are:

- Sponsored, overseen, supervised, operated, controlled, or managed by the University or an Affiliate (Any legal entity that is controlled by or is under common control of the University. Examples include, without limitation, Drumlins, the Sheraton, and Syracuse University Abroad centers.)
- Funded in whole or in part from any University or Affiliate account;
- Related to any academic credit-bearing, certificate-earning, or other activity within the scope of the official University or Affiliate mission, including faculty research;
- Hosted on University owned, operated, or controlled property.

The Safety of Minors Abuse and Reporting policy does not apply to off-campus locations or locations that are not owned, operated, or controlled by Syracuse University. During emergencies that affect the program/University/region, the program will defer and cooperate with the University and any authorities as needed.

DEFINITIONS:

Throughout this guide, you will find the following terms:

Program Staff- University employees, faculty, staff, students, or third-parties who are responsible for overseeing, managing, or participating in a Minors Program.

Program Contact - The individual designated by the Responsible Program Person to be responsible for coordinating with the University's Director of Emergency Management and carrying out emergency protocols and communications plans to notify parents or guardians in case of an emergency.

Responsible Program Person - The person who has primary operational responsibility for managing a particular Minors Program. Responsible Program Persons include individual faculty or staff who invite minors to campus or to a University program including, without limitation, to classes, research laboratories, performances or other events, recreational activities, and educational sessions or lessons. The Responsible Program Person or their designee may also be the Program Contact for purposes of emergency communication and planning.

NOTIFICATION REQUIREMENTS:

The University's Director of Emergency Management or a designee will be notified via the youth programs site with the name and contact information of a program contact (defined below) in the event the minors program participants need to be evacuated or moved per Syracuse University protocols during an emergency.

The minor's program must also establish a procedure for the notification of the minor participants' parents or legal guardians in the event of an emergency, including medical or behavioral concerns, natural disasters, or other significant disruptions. If emergency services are needed, the Responsible Program Person should contact any of the following:

- The Department of Public Safety Emergency line (#78 from your cell phone, x711 from an on-campus landline, 711@syr.edu for emergency email and text from any cell phone)
- 911
- Syracuse University Ambulance (315-443-4299 from your cell phone, or x4299 from an on-campus landline).

COMMUNICATION:

Ensuring program staff are prepared and informed to initiate clear communication is important during an emergency. Staff may not always be together when these events take place and it is key to develop specific plans to make sure program staff are able to contact one another, as well as parents/legal guardians.

In addition, there may be times when an emergency event will include communicating to individuals outside program operations, including the University's senior leadership. An emergency communication plan, commonly referred to as a "phone tree," will aid in making contact as necessary. There is a template version available at the beginning of this document for your use. This plan should include all relevant contact information for any individual that needs to be notified in the event of an emergency. It is a good idea to have a hard copy of the communication plan in the event electronic communication methods and internet services are unavailable.

Responsible Program Persons must create and disseminate a clear plan for parents/legal guardians to be able to contact minors program staff and subsequently their minors, at any time during the program. This may include providing a phone number for parents/legal guardians to call during the program, which must be able to reach a person and not a voice mail.

PICK UP/DROP OFF PROCEDURES:

Minors programs need to know the full names of authorized adults that may pick up the minors from a program. Staff may only release a minor to the parent or legal guardian identified on the minors program waiver/permission forms pursuant to any custody obligations, unless there is prior written consent from the parent or guardian authorizing pick up by another adult and the adult provides valid photo ID.

DOCUMENTS/FORMS:

After the program is registered, log into youthprograms.syr.edu, and click on "documents," and both a copy of this guide and the communications template will be available. Once completed, they are required to be uploaded to the "documents" portion of your particular program in youthprograms.syr.edu.

PROGRAMS THAT HOST MINORS IN LABS:

If the program occurs in a laboratory setting, it is important to get to know your particular lab procedures and safety guidelines.

EMERGENCY PLANS

Specific emergency plans of action to guide decision-making in certain instances are available below. These are not all-inclusive and may not be applicable as written in every situation. It is important to familiarize staff with the procedures, and establish procedures for how staff will help people with disabilities during these situations.

BOMB THREAT

In the event a bomb threat is received:

- If you are able, immediately call the Department of Public Safety at 711 from a University phone or 315.443.2224 from any other phone (avoid using a cellular phone if possible) and provide the dispatcher with:
 - Your name
 - Your location
 - Your phone number
 - Details of the situation
 - Time you received the threat
 - Details of the threat
- If you are not able to call DPS immediately, remain calm and attempt to obtain as much information as possible, and then contact DPS or 911. Try to write down or remember:
 - Words used
 - What the person said and wanted
 - The person/people/location referenced
- If the threat was received via phone, keep the caller on the line as long as possible. Listen for:
 - Tone and characteristics of the caller's voice
 - Your familiarity with the caller's voice
 - Gender/age of the caller's voice
 - Background noise
- Notify your supervisor/department head/Responsible Program Person
- Look for anything unusual in your work area. DO NOT TOUCH ANYTHING UNUSUAL. If you spot something unusual, point it out to any responding Public Safety officer or Safety officer.
- Follow all directions of the Public Safety officer or Safety officer responding to the scene.
- If instructed to evacuate, move at least 500 feet away from the area (take your keys and personal belongings with you) and await further instructions from emergency personnel.
- Do not re-enter the building until instructed by emergency personnel.

CIVIL DISTURBANCE

As the Syracuse University [Statement](#) of Student Rights and Responsibilities outlines, students “have the right to assemble in an orderly manner and engage in peaceful protest, demonstration, and picketing, which does not disrupt the functions of the University, threaten the health or safety of any person, or violate the Code of Student Conduct.” Occasionally, gatherings or events may cause campus unrest or a civil disturbance. The following information is helpful if you are at a protest that becomes violent:

- Remain calm. DO NOT STAND STILL OR SIT DOWN.
- Leave the area as quickly as possible without running.
- Follow the flow of the crowd and move diagonally to the outside edges of the group.

- Seek shelter in large and safe places such as stores or hotels. Avoid getting ‘boxed in’ against a building or unyielding structure like a concrete wall where protesters gatherers can push others against an object, resulting in injury.
- Avoid the “front lines” of a demonstration; the area where demonstrations and local security personnel are in close proximity. This is often the most likely location where an outbreak of violence can occur. If you find yourself at the front lines, **DO NOT TRY AND CROSS OVER TO THE POLICE**. Instead, try to exit along the front edge of the protest demonstration crowd.

EARTHQUAKES

Although earthquakes are rare in New York State, the following are some helpful tips in the event one occurs.

The Responsible Program Person should contact any of the following:

- The Department of Public Safety Emergency line (#78 from your cell phone, x711 from an on-campus landline, 711@syr.edu for emergency email and text from any cell phone).
- 911
- If there is an injury, Syracuse University Ambulance (315.443.4299 from your cell phone, or 3-4299 from an on-campus landline).

During:

- Drop to the ground, take cover under a sturdy object, and hold on until shaking stops.
- If a sturdy object is not available, move to an inside corner of the room, crouch down, and cover face and head with arms.
- Stay away from glass, outside walls or anything that could fall.
- Stay inside and wait for the “all-clear” before leaving your safe place.
- For those in wheelchairs: Make sure wheels are locked. Remain seated until the shaking stops. Protect head and neck with arms or whatever is available and maintain the protective position with head and neck covered until shaking stops.

After:

- Be prepared for aftershocks.
- Check yourself and participants for injuries and provide first aid if needed. Do not move seriously injured persons unless they are in immediate danger.
- Check around you for dangerous conditions, such as fires, downed power lines and structural damage.
- Evaluate for yourself or wait for instructions from your Building Coordinator or Program Director, to determine if evacuation is necessary.
- If possible, do not use the phone for local calls, except emergencies, during the first 15-30 minutes after the earthquake. Overloading the phone system may delay the delivery of emergency assistance.

ELEVATOR MALFUNCTION

The Responsible Program Person should contact any of the following:

- The Department of Public Safety Emergency line (#78 from your cell phone, x711 from an on-campus landline, 711@syr.edu for emergency email and text from any cell phone).
- 911

During:

- Remain calm.
- Activate the emergency phone in the elevator. If for some reason the phone does not work, push the “EMERGENCY CALL” button. Emergency personnel will respond shortly.
- If you have a cell phone available, call the Department of Public Safety at 315.443.2224 or #78.
- Do not try to force the elevator doors open.
- Do not attempt to leave or climb out of the elevator.

EVACUATION AND SHELTER-IN-PLACE GUIDELINES

The following procedures apply to any evacuation situation:

The Responsible Program Person should contact any of the following:

- The Department of Public Safety Emergency line (#78 from your cell phone, x711 from an on-campus landline, 711@syr.edu for emergency email and text from any cell phone).
- 911

Before:

- Become familiar with the building and know the location of emergency exits.
- Know your evacuation meeting location.

During:

- To report any emergency situation, contact the Department of Public Safety (DPS) at 711 or with the Orange Safe app.
- In the event an evacuation is necessary, you will be directed by the Fire and Life Safety Services Office (FLSS), DPS, the fire department, or building coordinators to evacuate.
- Remain calm and try to keep others calm.
- Exit the building using stairwells, never use the elevators, and close and secure all doors behind you.
- Proceed to the designated meeting area(s). Keep quiet and listen for directions from FLSS, DPS, or the fire department.
- Notify the first responding agency of trapped or injured persons or persons with disabilities and their locations.
- Never re-enter the building unless directed to do so by FLSS, DPS, or the fire department.

The following procedures also apply to Fire and Smoke Evacuation:

Before:

- Know where fire extinguishers are located on your floor.
- Know where your fire alarm pull stations are located.

During:

- Alert other persons on your way out and close all doors behind you to confine the fire (see evacuation procedures).
- Do NOT use elevators.
- If fire or smoke is seen, leave the area immediately and pull the fire alarm as you evacuate the building.
- If a fire alarm sounds, take it seriously. If you notice a fire or smell smoke:

- DO NOT fight the fire. Remain calm.
- Pull the fire alarm box located next to any stairwell.
- Exit the building using stairwells. Never use the elevators. Close and secure all doors behind you.
- Proceed to the designated meeting area(s). Keep quiet and listen for directions from FLSS, DPS, or the fire department.
- After evacuating, contact DPS at 711 or with the Orange Safe mobile app and give the following information:
 - Your name.
 - Name of the building.
 - Your location and type of problem.
- Notify the first responding agency of trapped or injured persons or persons with disabilities and their location(s).
- Never re-enter the building unless directed to do so by FLSS, DPS, or the fire department.

During an extended evacuation, you may be instructed by emergency personnel to report to a designated short-term emergency evacuation center (i.e., Hendricks Chapel, Schine Student Center, Goldstein Student Center, the Lally Athletics Complex, or Skybarn). Members of the Critical Incident Response Committee, Safety Officers, Public Safety Officers, or a building coordinator will arrive at the center to act as communications liaisons and direct people/programs.

It is the Responsible Program Person's responsibility to track the needs of participants who anticipate that they may have difficulty in evacuating any campus building.

Evacuation Procedures for Persons with Disabilities:

Syracuse University recognizes that due to the differences in campus buildings, the limitations presented by various types of disabilities, and the range of possible circumstances that could be presented by different types of disasters, persons with disabilities will make individual decisions based upon the circumstances presented.

Before:

Anyone affiliated with the University (student, staff, faculty) who anticipate that they may have difficulty and require assistance evacuating any campus building should contact the ADA Coordinator (315.443.6162 or ada@syr.edu) to set up this assistance.

Minors with disabilities temporarily residing in residence halls should also notify the residence hall directors of their potential needs in the event an evacuation is necessary.

If circumstances require evacuation from a campus building, persons with disabilities are to evacuate the building by the safest and nearest exit and follow the general procedures for emergency evacuation.

During:

If persons with disabilities are unable to evacuate without assistance, they should contact or have someone (co-worker, professor, friend, etc.) contact DPS and identify an impairment that would impact exiting the building by stairway, the type of assistance needed, give their exact location (building and room number), and ask if it's a drill or an emergency. DPS will advise if they should stay in their location or if DPS will come to assist them to evacuate.

When DPS is aware that a person's impairment prevents oral communication or mobility, DPS will always check the person's anticipated locations during an evacuation.

If possible, persons with disabilities should provide a person going for help with any information that may be required in the evacuation process (e.g., they use a mobility device, have a service animal, need to bring their assistive technology, etc.).

DPS and emergency responders will always thoroughly search a building in the event of an evacuation regardless of whether they are aware of the presence of a person with an impairment or who otherwise needs assistance.

In the event a fire alarm sounds, the first responding agency (FLSS, DPS, or the fire department) will search out persons with disabilities reported to be in the building and assist them in evacuating the building.

Procedures For Visitors to Campus

Visitors to campus should follow the same evacuation procedures outlined above. Dialing 711 from a campus phone will connect to DPS or dial 315.443.2224.

FIRE DRILL PROCEDURES

The procedures to be followed for fire drills are identical to the emergency evacuation plan in the steps described above. Often, it is not clear whether the alarm is triggered by an emergency or if it's a drill so, if persons with disabilities are unable to evacuate without assistance, they should contact or have someone (co-worker, professor, friend, etc.) contact DPS and identify a mobility disability that would impact exiting the building by stairway, give their exact location including building and room number, and ask if it's a drill or an emergency. DPS will advise if they should stay in their location or if DPS will come to assist them to evacuate. If the person's disability prevents oral communication with DPS, DPS should be informed that they should always check the person's anticipated locations. Persons with disabilities may be asked to remain in the buildings if the availability of evacuation personnel and/or special equipment is limited or if it is a drill and they do not need to exit.

Non-Emergency Evacuation Procedures

If persons with disabilities need to be evacuated in a non-emergency situation, such as a power failure or elevator shut down, review the Fire Drill Procedures (above) as the same procedures apply. With proper notification, DPS may decide to contact a professional transportation agency to facilitate safe and proper evacuation. The University will pay for costs associated with evacuation services performed by such agencies.

Contingency

The above noted plan is intended to assist the appropriate authorities in evacuating persons with disabilities. However, if the fire department has not arrived and a need exists to move persons with disabilities out of the building quickly, as in a situation threatening lives, DPS or FLSS may consider evacuating persons with disabilities themselves provided that under all circumstances, the evacuation can be done safely and not expose further lives to danger. If possible, evacuation will be conducted with input from, and at the direction of, the persons with disabilities.

FIRE /SMOKE

It is important to make note of certain pieces of information prior to the program starting, including but not limited to:

- Know where emergency exits are located on your floor.
- Know where fire extinguishers are located on your floor.
- Know where your fire alarm pull stations are located.
- Know your evacuation meeting location.

How to report a fire:

- If fire or smoke is seen, leave the area immediately and pull the fire alarm as you evacuate the building.
- Alert other persons on your way out and close all doors behind you to confine the fire (see evacuation procedures).
- Do NOT use elevators.
- After evacuating, call the Department of Public Safety at 711 (campus phone) or 315.443.2224 (all other phones) to report the fire and give the following information:
 - Building name
 - Floor/area of fire/smoke
 - Any details of the fire
 - If you have specific information, notify the Department of Public Safety officers, Safety officers, or firefighters as they arrive on the scene.

Audible Fire Alarms Response:

- When the fire alarm sounds, all persons are to evacuate the building.
- Do not use elevators.
- Shut/lock doors behind you as you leave.
- Take keys and essential personal items.
- If instructed to evacuate, move at least 500 feet away from the area (take your keys and personal belongings with you) and await further instructions from emergency personnel.
- Do not re-enter building until instructed by emergency personnel.

GUNSHOTS/SHOTS FIRED

In the event you are the victim of, a witness to, or have reason to believe that there has been a shooting incident including any firearm discharge, immediately get away from the suspect. Do not attempt to confront the suspect. Find a safe location to take refuge.

- When it is safe to do so, call the Department of Public Safety at 711 from a University phone or 315.443.2224 from any other phone and provide the dispatcher with:
 - Your name
 - Your location
 - Your phone number
 - Details of the situation
 - A clear description of the suspect/incident, including distinguishing marks, height, weight, gender, hair color/length and presence of any facial hair, race/skin color, a clothing description, and approximate age.
 - If the suspect was driving a vehicle, provide the vehicle type, color and plate number (including state) to the best of your ability, along with the direction of travel.

Follow all instructions of the responding Department of Public Safety officer or Syracuse Police officer.

If directed by SU Public Safety or Syracuse Police to evacuate, take the following steps:

- Know the building in advance: Know the nearest exit(s). Know at least two ways out of the building.

- During an extended evacuation, you may be instructed by emergency personnel to report to a designated short-term emergency evacuation center (i.e., Hendricks Chapel, Schine Student Center, Goldstein Student Center, Lally Athletics Complex, or Skybarn). Members of the Critical Incident Response Committee, Safety Officers, Public Safety, or a building coordinator will arrive at the center to act as communications liaison.
- When you are instructed to evacuate, remain calm. Leave promptly using the nearest exit and alert other persons on your way out.
- Meet at the designated meeting location if established for the building and account for your personnel.
- Take keys and essential personal items.

If directed by Public Safety or Syracuse Police to “remain in place,” take the following steps:

- Proceed to or remain in an office, classroom, conference room, or other area with a door.
- Lock the door if possible.
- Close blinds/curtains if possible.
- Stay low, crouch or sit down in areas that are out of sight from doors and windows.
- Note the names of all present, including the names of any visitors, so they can be accounted for later.
- Turn off the lights and remain quiet and calm.
- Do not open the door for anyone. Faculty and staff will be contacted by phone, radio and/or email, or the Department of Public Safety or other designated University personnel and will unlock the door to the room you are in to notify you that the incident is under control and that the emergency has passed.

If the shooter is in the room - as a last resort:

- Take action only when your life is in imminent danger.
- Attempt to incapacitate the active shooter.
- Act with physical aggression, yell and throw items at the active shooter.

How to react when law enforcement arrives:

- Officers might use pepper spray or tear gas to control the situation.
- Officers might be armed with rifles, handguns or shotguns.
- Officers might shout commands and might push individuals to the ground for their safety.
- Remain calm and follow officers' instructions.
- Put down any items in your hands and immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.
- Avoid pointing, screaming, and/or yelling.

HAZARDOUS MATERIALS/CHEMICAL SPILLS

In the event of a chemical spill or release of toxic or hazardous material that presents a potential for or has already caused:

- A personal injury
- A chemical overexposure
- An exposure to a chemical of unknown health risk, including the detection of a noxious odor
- An adverse environmental impact
- Any other situation immediately dangerous to life, health, or property

During:

- Immediately notify all personnel in the affected area of the spill or release and evacuate all personnel from the affected area.
- Call Public Safety at 711 from a campus phone or #78 from a cell phone from a location not affected by the spill. Public Safety will dispatch the appropriate response personnel.
- Be prepared to give Public Safety the following information:
 - Your name, phone number, and location from which you are calling from
 - The nature of the incident
 - The location of the incident (building, floor, room number)
 - The name or type of substance (if known)
 - The quantity of substance (estimate)
 - The hazards (flammable, explosive, toxic - if known)
 - Advise if there are injuries
 - Suggest a secure location to meet emergency responders
- Stay in the secure area to meet emergency responders.
- Do not re-enter the spill area to perform rescue operations or participate in cleanup.

MEDICAL EMERGENCIES

If a person becomes ill or is injured and requires immediate assistance:

- Call 711 (campus phone) or 315.443.2224 (all other phones) and give the following information:
 - Building name
 - Floor/office number
 - Details of the illness/injury
- Stay on the phone for further instructions.
- Do not move the injured/ill person. If you are not trained, do not attempt medical assistance before trained assistance arrives, unless the circumstances require immediate steps to preserve the life or health of the injured person before the arrival of such trained assistance.
- If possible, assign someone to meet emergency personnel at the closest entrance.
- Remain with the victim until first responders arrive. Limit communication with the victim to no more than quiet reassurances.
- Report all information to emergency personnel (Department of Public Safety/Environmental Health and Safety Services Office/Syracuse University Ambulance).

MISSING/KIDNAPPED YOUTH

To minimize the risk of a lost or kidnapped youth, take attendance at the beginning and end of each program day and any time participants move to a new location and maintain proper staff to participant ratios. Keep detailed records of locations where program participants are at all points throughout the program day.

- Assemble the participants in a common assembly area and match the headcount against the attendance sheet.
- Thoroughly search facility and adjacent outside area, including cupboards, closets, nooks, etc.
- Ask staff and other children when they last saw the missing child.

Call 911; Provide the following information:

- Child's name and age

- Your current location
- Physical and clothing description of the child, including any distinguishing marks such as visible scars or birthmarks
- Medical status, if appropriate
- Time and location child was last seen
- Person with whom the child was last seen
- If kidnapping, any information about possible kidnapper and description

Notify Responsible Program Person immediately and search the facility and adjacent outside area again.

- Have child's information including picture, if possible, available for the police upon their arrival.
- Responsible Program Person will notify parents of missing child and attempt confirmation that child is with family; if not - inform parents of situation and steps taken.

POWER OUTAGE

In the event of a power outage, many campus facilities are equipped with backup generator power, which will either completely or partially restore power to the buildings. Most buildings are provided with emergency lighting to aid in the safe evacuation.

- Report the outage to the appropriate authorities for your location.
- Be prepared:
 - Keep a flashlight with spare batteries immediately accessible.
 - Have a flashlight app for your phone.
 - Make sure you have a fully charged portable power bank.
 - Have ice ready to keep food cold during a temporary power outage if your program offers food.
 - Know how to locate the closest exit.

During:

- Remain calm.
- Turn off any unnecessary appliances, computers, office equipment, tools, etc. Leave lights on as an indicator of the return of power.
- Provide assistance to individuals not familiar with the area.
- Remain indoors and in the vicinity of your normal work area. Evacuate if told by authorities to do so.
- During an extended power outage, call Facilities Services at 315.443.1234 for a status report.

After:

- Check electrical equipment for damages.
- Throw away food that has been exposed to temperatures 40° F (4° C) for 2 hours or more or if it has unusual odor, color or texture. **If you work in an area with hazardous chemicals or other hazards:**

If a power outage occurs and personnel are present in an area where hazardous chemicals are used or other hazards are present, (e.g., in a laboratory, paint shop, print shop, art studio, wood shop, etc.), and power is not restored immediately, the following actions should be considered:

- Turn off all non-essential electrical devices, particularly if they are to be left unattended before power is restored. Keep in mind that if no one is in the area when the power is restored, equipment that does turn on will be running unattended.

- Discontinue activities requiring local ventilation such as paint spray booths, laboratory fume hoods and biological safety cabinets, and close the sashes to those devices. No work is allowed in these devices until power has been fully restored and the user verifies normal operation of the device(s).
- Ensure that all chemical containers are capped to eliminate off-gassing in an unventilated area.
- Turn off compressed gas cylinders at the tank valves. If an inert gas is being used to “blanket” a reactive compound or reactive process in a laboratory, it may be appropriate to leave the gas flow on. (The decision to do this should be part of a written Standard Operating Procedure specific to each of an area’s hazardous materials processes.)
- Also turn off actively flowing natural gas being delivered to a work area, (e.g., to a laboratory bench top or workstation). (This does not include the main natural gas supply to a building. If needed, Physical Plant will provide that service.)

NOTE: If there is potential to breathe in chemicals due to lack of exhaust ventilation during a power outage, personnel should remove themselves from the area and contact their supervisor for further direction.

REPORTING SUSPECTED CHILD ABUSE

Reporting obligations:

- New York State law
 - Under NYS law, individuals in certain occupations have a legal obligation to report suspected child maltreatment or abuse to child protective services, and we call these people “Mandated Reporters.” Most know they are mandated reporters, but if you are unsure, the New York State list can be [found online](#). Coincidentally, many employees are also “Mandated Reporters.”
 - Mandated Reporters are required to contact the New York Statewide Central Register of Child Abuse and Maltreatment. Once a report has been made, the employee must notify the ‘person in charge of that institution,’ at Syracuse University, that person is the Title IX Coordinator.
- University Policy and Title IX
 - As a University community member and employee, we are all designated as “responsible employees” and therefore must disclose information related to, among other things, sexual misconduct, to the Title IX Coordinator. The exceptions to this policy are confidential sources.
- Campus Security Authorities (CSA)
 - Defined as: any person with the authority and duty to take action on behalf of the institution with SIGNIFICANT responsibility for student and campus activities. This includes:
 - All DPS staff
 - Individuals responsible for security, or access control
 - Student Affairs professionals: Deans, associate/assistant deans, directors, RAs, RDs, conduct staff
 - Athletic directors, coaches, and assistant coaches
 - Anyone designated by SU as someone to whom crimes should be reported
 - Administrators of separate campuses (LA, DC, etc.), and study abroad coordinators

Who to tell:

- The Responsible Program Person in charge of your program
- Call 911
- Mandated reporters call the New York Statewide Central Register of Child Abuse and Maltreatment 24 hours a day, 7 days a week: 800.635.1522

- Statewide toll-free public hotline 24 hours a day, seven days a week: 800.342.3720
- Syracuse University's Title IX coordinator: x0211 titleix@syr.edu

SUSPICIOUS PACKAGE

Packages can be used to deliver suspicious and potentially hazardous materials. Before opening, take care to examine the item for anything unusual and do not open if something is suspicious. Examples of issues that might raise concern:

- Oily or stained
- Excessive tape or string
- Strange odor
- Misspelled words or names
- Lopsided or uneven package
- Excess postage
- No return address

If a package is unusual or as stated above:

- Handle with care.
- Do not open, smell, touch, or taste any contents of the package.
- Leave the area, isolate it by shutting doors behind you, as you leave.
- Do not use your cell phone within 300 feet.
- Treat it as dangerous and call 911.

SEVERE WEATHER EMERGENCIES

In the event of extreme weather emergency conditions, instructions will be communicated to the University community via Orange Alert. The most likely instance of severe weather is severe snow or blizzard conditions. In the event of inclement weather:

- Stay informed. Listen and watch for advisories/alerts via:
 - Campus email
 - www.syracuse.edu
 - Weather alert text message
 - Campus announcements: www.news.syr.edu
 - Syracuse University's Twitter account: <https://twitter.com/SUcampus>
 - SU's radio station WAER-FM 88.3 and other local radio and television station for University information

To report locations in need of snow clearing, please call 315.443.4984. Report any other hazardous conditions to Physical Plant at 315.443.1234 or the Department of Public Safety at 315.443.2224.

THREATS OF VIOLENCE

Ask someone to call 315.443.2224 if you are unable to do so yourself.

- Threats made against employees are usually received by telephone. Most of these threats are made by callers who wish to create an atmosphere of anxiety and panic, but all such calls must be taken seriously and handled as though the individual intends to harm the individuals whom they are threatening.
- Keep the caller on the line by asking questions.
- Ask a lot of questions. Permit the caller to say as much as possible without interruption.
- Take notes on everything said and on your observations about background noise, voice characteristics, etc.
- Make the appropriate notifications to the administrators of your program.

WATER DAMAGE/FLOODS

Water may enter a building from one of the following sources:

- Breaks or leaks in a water line
- Rainwater/flooding
- Sewer leaks/back ups
- Condensation from uninsulated piping

As with any other emergency, it is best to prepare for the potential emergency. Create a communication plan with program staff, and the family of minor participants, including identifying a main contact and place to meet. Be prepared with an emergency kit and supplies. Stay informed. Listen and watch for advisories/alerts via:

- Campus email
- <http://www.syracuse.edu>
- Weather alert text message
- Campus [announcements](#)
- Syracuse University's [Twitter](#) account.
- SU's radio station WAER-FM 88.3 and other local radio and television stations for University information

During:

- If you are in an area that will flood and feel uncomfortable, do not wait for the order to leave; evacuate yourself.
- Watch local news for the latest information.
- Do not walk, swim, or drive through floodwater. Six inches of fast-flowing water can knock you over and two feet will float a car.
- For areas subject to flooding, get to higher ground immediately.
- If told to evacuate, do so immediately. If time permits, disconnect utilities and appliances.
- DO NOT go near areas if water covers electrical outlets or power cords are submerged.

After:

- Continue listening to local news for the latest updates.
- Communicate with friends and family to let them know you are safe, as well as the families of minor participants.
- If you evacuated, return only when authorities say it is safe to do so.

- Standing water hides many dangers including toxins and chemicals. Watch for debris under the water and know the road surface may have been compromised. Take it slow.
- Stay away from disaster areas, your presence may hamper rescue and other emergency operations.
- Pay attention to road closure and other cautionary signs as they are put in place for your safety.
- Do not enter a flood-damaged building until you are told it is safe by authorities.

Notify Facilities Services of the issue: 315.443.1234.

PARENT/LEGAL GUARDIAN REUNIFICATION

In the event of venue evacuation, or if parent/legal guardians are unable to get to the program location, the program staff should take direction from the University during and after the crisis. For planning purposes, the following procedures should be reviewed and planned to help reunite minors with their caregivers as soon as it is safe.

REUNIFICATION

In the wake of an emergency or disaster, reunifying youth with their parents/guardians is a top priority. These considerations can help create a reunification plan to be shared with staff and parents.

Work with the Responsible Program Person or other emergency personnel to designate a specific location for children within mass assembly areas. When identifying an area, consider:

- An area that allows for multiple youth groups to congregate together
- Proximity to supplies and support
- Proximity (as is possible) to likely reunification points for parents/guardians to access their minors
- Secondary assembly points should also be designated, in case the primary assembly point is inaccessible during an emergency
- Additional needs required for members of the minors program with disabilities

Create signage to facilitate easy identification of youth by first responders and parents/guardians within mass assembly areas. Include sign-making supplies, or pre-made signs, in an emergency supply kit.

Things to consider when developing a plan to release the child to parent/guardian:

- What documentation/identification is necessary to release a child to an adult?
- Are there any custody agreements you must abide by?
- Staff must document who the child left with. How and where will this information be collected?
- If a child has been taken to receive first aid or other care somewhere else, a staff person should be designated to accompany them to that location. How will such designations/departures from the assembly point be communicated among staff?

COMMUNICATION TO PARENTS/LEGAL GUARDIANS

In the event of an emergency, the University may take control of the reunification process of minors with their parents/legal guardians. Responsible Program Person and Program Staff should be aware of any additional needs required for program participants with disabilities. If this is not done, it is important to think about how you will communicate information regarding emergency response and reunification to parents and legal guardians.

Some things to consider before the program are:

- How you will communicate to parents/legal guardians prior to the program occurring, regarding reunification location and procedures?
- Communicate to parents/legal guardians about the main methods you will use for communication after an event.
- Remember to collect multiple modes of contact information from parents/legal guardians (phone numbers, email addresses, additional emergency contacts).
 - Use more than one mode of communication to parents/legal guardians such as text, phone call, or email.
 - Leave message on a designated voicemail.
 - Publish notification on program website (e.g., banner at top of page) and/or social media pages, as applicable.
- Determine with whom, and how, should parents/legal guardians communicate to program staff or other emergency responders.
 - Parent/legal guardians should not call DPS, as this interferes with dispatch. Parents should only call 911 to report emergencies, not to request information.
- Assign staff roles to support the reunification process in your emergency planning, and train staff accordingly.
- Ensure procedures are in place for releasing child to parent/legal guardian and collecting necessary documentation to facilitate release.
- What are the expectations for experience at assembly points (e.g., traffic congestion, delays in reunification as staff follow procedures to ensure youth safety, etc.).

Consider sending periodic updates to reassure parents/legal guardians of the well-being of children during the post-emergency reunification process. Even if there is no news it can be helpful to communicate and let them know that things are status quo.

AFTER AN EMERGENCY

Following an emergency, it is important for youth programs to attend to the impact of the emergency on both their youth participants and their staff. It is also an appropriate time to review and revise emergency plans, program operations or logistics, based on your experience during and after the emergency.

Helping return a sense of normalcy and routine can be an important safeguard for youth following the disturbance and potential trauma of an emergency. Programs can implement simple steps to build resilience among their participants and help youth cope with their emotional and physical needs. Some resources to assist programs in doing this work include:

- [SAMHSA's Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event](#)
- [FEMA and the American Red Cross: "Helping Children Cope with Disaster"](#)
- [Save the Children's "Journey of Hope" and "Shelter from the Storm" programs](#)
- [Mercy Corps' "What Happened to MY World?" \(Natural disaster focus\)](#)

Staff may also need additional support coping with their experiences and returning to their duties. Consider convening group meetings, perhaps with relevant experts or resources in attendance, to debrief the events and responses.

- [CareBridge](#)
- [CDC's Emergency Responders Tips for Care](#)

Special thanks to the following institutions for their assistance preparing this guide:

The University of Washington

The University of Texas-Austin

George Washington University

University of North Carolina-Charlotte