Section 8:

Centennial Hall

Contents

* [General Emergency Response 3](#_Toc285616687)
* [Role of First Point of Contact in Emergency Situations 4](#_Toc285616688)
* [Alcohol Policy and Confiscation Protocol 7](#_Toc285616689)
* [Armed Intruder/Robbery/Hostage Taking 7](#_Toc285616690)
* [Bat Protocol 8](#_Toc285616691)
* [Bias Related Incidents 9](#_Toc285616692)
* [Bed Bugs 10](#_Toc285616693)
* [Bomb Threat and Checklist 12](#_Toc285616694)
* [Confiscation Protocol (other than Alcohol) 13](#_Toc285616695)
* [Civil Disturbance/Riot/Demonstration 14](#_Toc285616696)
* [Death/Suicide 19](#_Toc285616697)
* [Elevator Emergency 23](#_Toc285616698)
* [Evacuation Procedures 24](#_Toc285616699)
* [Fire 25](#_Toc285616700)
* [Flood 25](#_Toc285616701)
* [Marijuana/Controlled Substance 27](#_Toc285616702)
* [Medical Emergency 27](#_Toc285616703)
* [Meningitis 28](#_Toc285616704)
* [Mental Health/Suicide Ideation 30](#_Toc285616705)
* [Missing Person 32](#_Toc285616706)
* [Non-Consensual Sexual Activity 32](#_Toc285616707)
* [Nuisance Wildlife 34](#_Toc285616708)
* [Pandemic Influenza 34](#_Toc285616709)
* [Power/Utility/IT Failure 39](#_Toc285616710)
* [Relationship Violence 39](#_Toc285616711)
* [Shooting/Active Shooter 40](#_Toc285616712)
* [Sprinkler Discharge Protocol 40](#_Toc285616713)
* [Structural Collapse 40](#_Toc285616714)
* [Suspicious Letter/Package 41](#_Toc285616715)
* [Tornado 42](#_Toc285616716)
* [Vandalism and Excessive Damage Protocol 43](#_Toc285616717)
* [Winter Storm 43](#_Toc285616718)

[Before the Winter Storm Strikes 43](#_Toc285616719)

**Overview**

The protocols and procedures detailed in this manual provide a framework for promoting a comprehensive and consistent response by members of the Centennial Hall staff. Central to these response protocols and procedures will be the effective communication and involvement of both SUNY ESF designated officials, Centennial Hall staff, and EDR professionals.

# **General Emergency Response**

**Prepare yourself for the call.**

* Have your Emergency Phone List, some paper, and a pen by your phone at home and in your car.
* Be familiar with the protocols in the Residence Life Policies and Procedures Manual and have them accessible.
* Remember, you “own” the emergency—in total (not just as it relates to your area of expertise)—until you transfer the emergency to someone else.
* Arrange for Remote Desktop Access through ITS. Once approved, you will be able to access registration data.
* Confirm access to student records data to include the basic data you need to collect

**What if the phone rings in the middle of the night?**

Sometimes it can be difficult to wake up when the phone rings in the middle of the night. Turn up the ringer on your phone and/or put your cell phone in a location where you can hear it. When the phone rings turn on the lights, get out of bed, or call SPD/Centennial Hall/University Police back.

**What information should I ask for (who, what, where, and when)?**

* Name(s) of student(s) involved (First, Last, Middle Initial)
* Student(s) date(s) of birth
* Student(s) SUID (if available)
* Student(s) current address(es), phone(s)
* Student(s) emergency contact information
* Student(s) year in school
* Student(s) department
* Any membership in special populations: international, athlete, fraternity or sorority (if available)
* Location of incident
* Location of student(s) involved
* Notifications already made

How do I determine who else needs to be notified and when? You should ask yourself who needs to respond or act immediately as a result of this incident and who can be notified first thing in the morning.

If the answer is “yes” to any of these questions, you should make the appropriate notifications immediately:

* Does someone need to go to the hospital with significant illness or injury?
	+ Based on the severity of the situation, the RD/CMis expected to go to the hospital to assess the situation and if possible speak to the student.
	+ The RD/CM would notify the appropriate SUNY ESF staff member
	+ 911, SUNY ESF UP and Dean of Students
* Do parents need to be notified?
	+ The CM will communicate with the appropriate SUNY ESF staff member to determine if a parent should be called and who will make the call.
* Does the student(s) need to be relocated?
	+ If relocation is in the best interests of the student or community the RD/CM will make the necessary arrangements, i.e. move to a different bed space or hotel or home.
* Is the student(s) incarcerated or under arrest?
	+ The RD/CM will notify the appropriate SUNY ESF staff member
	+ SUNY ESF UP and Dean of Students
* Will the incident be featured on the morning news?
	+ Notify the EDR Vice President of Marketing and Communications
* Has the incident been disruptive to campus community?
	+ The RD/CM will assess the situation, notify the appropriate SUNY ESF staff member, and respond accordingly.
	+ Dean of Students

*Note: If you are in doubt, you should make the notifications immediately, rather than wait until morning.*

In general, the following individuals within SUNY-ESF should be notified for the following situations. These are broad categories that may overlap and require you to call multiple individuals. Be sure to consult with the person who notified you to discuss who has already been contacted.

* Incarceration/Custodial Arrest 🡪SUNY ESF UP and Dean of Student Life and Experiential Learning
* Significant Crime Involving Students 🡪911 SUNY ESF UP and Dean of Student Life and Experiential Learning
* Incident Significantly Disruptive to the Community 🡪 Dean of Student Life and Experiential Learning
* Life Threatening Injury or Death 🡪 911 SUNY ESF UP, Dean of Student Life and Experiential Learning, ESF spokes person, ESF Director of Communications, EDR Vice President of Marketing and Communications
* Missing Person 🡪 SUNY ESF UP and Dean of Student Life and Experiential Learning
* Campus Disruption 🡪 SUNY ESF UP and Dean of Student Life and Experiential Learning
* Incident Likely to be Covered on the News 🡪 SUNY ESF UP and Dean of Student Life and Experiential Learning, ESF Director of Communications, EDR Vice President of Marketing and Communications
* Mental Health Incidents 🡪 SUNY ESF UP, Dean of Student Life and Experiential Learning/Senior Counselor
* Nonconsensual Sexual Activity 🡪 SUNY ESF UP, Dean of Student Life and Experiential Learning/Senior Counselor
* Parent Notification 🡪 Dean of Student Life and Experiential Learning/Senior Counselor
* Student Living Off-Campus 🡪 Office of Off-Campus and Commuter Services
* Student Living On-Campus 🡪 Centennial Hall Staff

# **Role of First Point of Contact in Emergency Situations**

As the **First Point of Contact** person, your role is to:

* *Take any immediate action* necessary to secure the safety of yourself and others.
* A*nalyze* the information available and based on that analysis seek additional relevant information.
* *Communicate* information to others; determine who needs to know immediately and who can wait.
* *Provide direction* to University staff regarding appropriate procedures.
* *Coordinate* the University’s response to a situation until the situation is “handed off” to another administrator. Be very clear that responsibility for coordinating the response has been transferred in its entirety before resuming normal activities

As the first point of contact, the following guidelines will be helpful in assembling information and providing direction regarding an incident. Upon receiving a call:

**Get a brief synopsis of the incident/ situation/ emergency.**

**What are the immediate needs of those involved?**

* Have medical, counseling or safety issues been addressed? Act to ensure the safety of those involved before proceeding with other tasks. Identify those involved, and triage their needs to be immediate or secondary.

**What does the caller want you to do with the information?**

* You may be called solely for the purpose of providing information to you.
* You may be called to assist or respond to an element of a situation.
* You may be called with the expectation that you will coordinate a response.
* You may be called to provide “follow up” support.

**Review the situation with the caller to attain a full understanding of what has occurred.**

* *What* has happened?
* *Who* is involved? Students? Non-students? Faculty? Staff? Parents? Etc.
* *Where* did the incident occur?
* *Where* are the individuals involved currently?
* *When* was the incident? (The time of the incident and when you are notified will impact how you will proceed).

**If a student(s) has been involved in the incident, obtain as much information about the student(s) as possible. This includes, as practicable:**

* Full name – clarify spelling and get middle initial
* SU ID number
* Date of birth
* Contact information for those involved
* Class standing, department/major
* Important campus affiliations (e.g. International student, Athlete, etc).
* Is the student affiliated with the Senior Counselor?
* Consider what other information may be relevant based on the situation

Sources of information include ESF Registrars System, SU directory, ESF University Police and Centennial Hall Staff, ESF Counseling Services.

**Regarding the incident…what do we know about it?**

Was the incident a result of a “College event?” Did it occur at a Greek house…as a result of a student organization event…in transit to an event? Who else was involved? If off-campus, what else do we need to know?

**Relaying the information to other people/ offices:**

It is important to choose your words carefully and have a good understanding of what has happened to ensure you are not passing on incorrect details about the incident. You need to determine who needs to know and what they need to know. Avoid speculation unless it is important to preparing a response to an unfolding situation. Never share confidential information unnecessary to the response or information with only prurient value. Also, the method of communicating is important – determine whether the situation requires email or telephone notification.

**Who needs to be contacted?**

Some of the contacts that might need to be made include the following:

* ESF Counseling Office/Senior Counselor
* Counseling Center
* SUNY ESF UP
* Health Center
* Hendrick’s Chapel
* Office of Fraternity and Sorority Affairs- How would this apply
* ESF Judicial Coordinator
* Dean of Student Life and Experiential Learning.
* Parents/Emergency Contact
* Parents’ Office
* Police
* ESF Director of Communications
* EDR Vice President of Marketing and Communications
* Senior Counselor
* Slutzker Center for International Services
* RAPE Center

Other contacts may be made depending on the nature of the incident. Some offices, such as Counseling Center and Health Center, may be restricted from passing on some information due to confidentiality.

**Create an action plan with the caller.**

* What are each person’s responsibilities?
* Who will make the additional phone calls?
* What is the purpose of these phone calls…to consult, notify, or assist?
* Do you need to go to the site of the incident?
* Do you need to go to the hospital, Public Safety Building?
* Do you need to come to campus?
* Do you need to respond to the hospital?

**Close the loop as the situation unfolds:**

* Document information, including calls made and decisions reached
* Return calls, update as needed

**Who will manage ongoing follow up and support?**

* Who is responsible for ongoing follow up
* When? Later in the day, the next day, etc. Should the follow up be in person, phone call or email?

# **Alcohol Policy and Confiscation Protocol**

Possession and consumption of alcoholic beverages in Centennial Hall must be in full compliance with College, local, state and federal laws and regulations. Conduct which infringes upon the rights of others to a quiet, orderly living environment is not acceptable under any circumstances and is expressly prohibited. Open containers containing any alcoholic beverage are not permitted anywhere within Centennial Hall outside of a unit where all residents and guests are 21 years of age or older. Common source alcoholic beverage containers are prohibited everywhere in Centennial Hall and the sale of alcoholic beverages is prohibited.

Centennial Hall staff may/will confiscate any alcoholic beverage that is present anywhere in Centennial Hall in a manner that violates these rules and regulations or College, state, local or federal laws.

The following procedures are to be used when use of alcohol in Centennial Hall is not in accordance with federal, state, and/or local laws, or university policies.

* The RA should request that the residents who are responsible for the alcohol dispose of the alcohol in their possession and have the residents recycle the containers themselves. This disposal should be done on site in a sink in the residents’ room.
* If the residents are not able to dispose of the alcohol or they refuse to do so, then the RA should call for RA or manager back up and confiscate the alcohol and dispose of it in the nearest sink room. The RA should document in the Loss and Incident Report that the residents refused to dump the alcohol.
* When a keg or kegs are found Security and the manager on call should be notified immediately. All kegs (and keg apparatus/paraphernalia) should be confiscated by a Centennial Hall Staff member. . RAs will remain with the resident(s) until the keg(s) has been confiscated. The RA should also notify the RD and CM.
* Confiscated kegs, taps, etc. will not be returned to the residents.

# **Armed Intruder/Robbery/Hostage Taking**

In any situation regarding an armed intruder or an attempted robbery, Community Managers should inform all staff to remain calm and comply with all requests the intruder asks. Staff should be trained to never argue with or anger the individual since personal and/or property possessions are not worth risking anyone’s safety and well being.

Community Managers should coordinate with staff and outside security service, if provided, a “crisis” code to use in the event of an emergency where it may be necessary to use code language. Staff should contact 911 as soon as it is safe to do so and should be instructed to:

Notify the Community Manager and/or Manager On-Call.

* Try to remember as many details about the intruders, (i.e. height, weight, race, age, tattoos, or other markings, dress, etc.).
* Obtain statements and have all witnesses remain to talk with the police.
* Secure the area and remember where fingerprints may be available to insure that these areas are kept totally secure.
* Submit a Loss and Incident Report containing all pertinent information.

If taken hostage:

* Be patient. Time is on your side. Avoid drastic action.
* The initial 45 minutes are the most dangerous. Follow instructions, be alert, and stay alive. The captor may be emotionally disturbed. Do not make mistakes that could jeopardize your well-being.
* Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor when possible, but do not stare. Treat the captor like royalty.
* Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
* Be observant. You may be released or escape. The personal safety of others may depend on your memory.

# **Bat Protocol**

Following a suspected presence of or exposure to a bat in Centennial Hall, the following actions are required:

* If applicable, close all interior doors (i.e. closets) and windows within the room and close exterior doors to the room in order to contain the bat. Remove yourself and others from the room in which the bat is confined. Do not release the bat to the outdoors.
* Call RD/CM/RA /Security immediately to report the potential exposure. RD/CM/RA /Security will be dispatched to secure the area, collect names and telephone numbers of individuals in the area that may have also been exposed for their report and fax their report before the end of their shift to the Health Center. The RD/CM/RA /Security will hand out informational cards to potentially exposed individuals instructing them on their needed course of action.
* Concurrently, RD/CM/RA /Security will notify Building Maintenance who is staffed and trained to safely capture and remove bats. In a large open building, the RD/CM/RA /Security will observe the bat to note its location until it is captured. If an exposure is suspected, the bat (if successfully captured) will be submitted to Onondaga County Health Department for rabies testing. Upon request by the Health Center, the Environmental Health Office will transport a suspect bat to the County Health Department for rabies testing.
* The Health Center will answer any medical questions regarding rabies and perform an evaluation to determine if there has been an exposure. The Health Center will contact the County Health Department to determine if medical treatment is warranted.

If there is no suspect exposure, but there is a bat inside a unit or the building, by the entrance way to a building, or on the ground call RD/CM/RA immediately to report the presence of the bat and report this incident to supervisory personnel (RA if in a residence hall). RD/CM/RA will call the Maintenance Manager for bat capture. A RD/CM/RA will secure the area within reason and observe the activity of the bat. Once captured, the bat may be released by building maintenance if it can be confirmed on-site that there has been no potential exposure beyond a reasonable doubt.

*To learn more about the definitions of an exposure, refer to the NYSDOH website @* [www.health.state.ny.us/nysdoh/zoonoses/guide.htm](http://www.health.state.ny.us/nysdoh/zoonoses/guide.htm)

Bats have small, sharp teeth that may not leave a visible puncture wound or noticeable pain at the bite site; therefore it is possible to be bitten without knowing it as described in the following scenarios. These scenarios indicate a reasonable probability that an exposure could have occurred:

* contact between a person's bare skin and the bat's head (or any part of the bat while not looking directly at the bat)
* bat found in a room with a sleeping person
* bat found in a room with an unattended child
* in some circumstances, bat found close to an unattended child outdoors
* bat found in a room with a person under the influence of alcohol or drugs or with other sensory or mental impairment

BAT EXPOSURE REPORTING, **Syracuse** **University,** Environmental Health Office, August 2001, Revised July 2004

<http://eho.syr.edu/EHO/display.cfm?content_ID=%23%2BX%2D%2C%0A#Bat_Exposure>

# **Bias Related Incidents**

These procedures apply, to the extent reasonably practicable under the circumstances, during both business and non-business hours. When a Centennial Hall staff member becomes aware of a bias-related incident, the following procedures are to be applied:

Determine whether emergency medical treatment for physical injury is needed. If medical attention is needed, contact Syracuse University Ambulance (or other emergency transport service) for assistance. In extreme cases and or those involving violence, call 911. Then contact the manager on-call.

If medical attention is NOT needed, the manager on-call should be contacted to determine the nature of the incident and if RD/CM/RA should be contacted. If the incident is bias related, or the immediate victim requests RD/CM/RA presence, RD/CM/RA should be contacted to document the incident. If the incident is non-bias related, but potentially offensive drawings, photos, or artwork of male or female genitalia and graffiti that contains non-gender related, inappropriate language (i.e. most “swear words”) RAs or responding staff members should document the incident, the offensive material should be removed preferably by the student to whom the vandalized property belongs, or, if the vandalism is more permanent in nature, by maintenance.

To meet the needs of students who may be affected by the vandalism, but who are not the immediate targets of the vandalism, and to address recurring issues, a floor meeting should be held. The meeting is intended for residents to express their feelings about the vandalism and to generate ideas among residents on how they might, as concerned students, work to prevent future inappropriate behavior. The point to this is that, whether in attendance at the meeting or not, those who participated in the vandalism will likely hear what was discussed at the meeting. The impact of peer feedback can be very useful in convincing students not to repeat this kind of behavior.

After the incident and appropriate follow-up has been documented, all related information should be sent to the Dean of Student Life and Experiential Learning for pending judicial action.

If the vandalism contains language targeting a specific person or groups of people based on gender, sexual orientation, religion, national origin, or race/ethnicity, the vandalism should be treated as a bias related incident.

If the incident is determined to be bias related, after RD/CM/RA has been contacted, immediately document what happened and include as much detail as possible. Record where and when the incident occurred and document the names of witnesses if applicable. In addition, document detailed information about the perpetrator(s) if applicable. Retain any physical evidence of the incident (e.g., messages written on doors, physical objects, etc.)

If possible, ensure the responding RD/CM/RA documents the incident as a bias-related activity and photographs physical injuries, offensive graffiti and evidence of vandalism.

The targeted person should be engaged in a discussion to determine what role he or she would like to play in responding to the incident. A targeted person may feel uncomfortable about cooperating with an investigation due to fear of retaliation by the perpetrator(s). Assure the targeted person that his or her personal safety and security is important; that special requests, such as relocation and/or anonymous reporting can be utilized to minimize foreseeable threats; and, that any retaliatory behavior by the perpetrator or his or her supporters may constitute an independent violation of College policy.

If the targeted person is distraught, contact the Senior Counselor at 470-6660 if it is during the business day or the SU Counseling Center on-call system at 443-4715 if after hours, and explain the situation. The counselor on-call may want to speak with the student over the telephone to conduct an initial assessment. If the student does not wish to speak with a counselor, suggest contacting someone that the student knows for emotional support. Additional resources to offer include, but are not limited to:

*ESF:*

Academic Support Services

Counseling Services/Senior Counselor 470-6660

Judicial Affairs 470-4903

Multicultural Affairs 470-4815

Student Activities 470-6658

Student Life and Experiential Learning 470-6658

University Police 470-6666

*Syracuse University*

Office of Student Activities 443-2718

Hendricks Chapel 443-2901

Office of Judicial Affairs 443-3728

Office of Multicultural Affairs 443-9676

Office of Residence Life 443-3637

Student Legal Services 443-4532

Office of Student Assistance 443-4424

LGBT Resource Center 443-3983

University R.A.P.E. Center 443-7273

Slutzker Center for International Services 443-2457

Parents and/or guardians of students should be notified only at the request of the student or if the student has been injured. Every effort should be made to facilitate the student in making the decision to contact a parent and/or guardian.

Following a complete investigation of the incident, it may be necessary to contact maintenance to clean and/or repair any damage to, or graffiti on, Centennial Hall property.

Review the incident report and submit it to the Dean of Student Life and Experiential Learning. If it is determined to be necessary, the Dean will respond to the needs of the College community (or affected community) related to the incident.

The Syracuse Police Department will act to facilitate the investigation of all complaints of bias-related incidents and/or hate crimes by taking appropriate action to identify any College community member who is found to have violated applicable law or College policy, as well as to respond in a sensitive manner to the targeted person, his or her family, and the broader community.

All bias-related incidents shall be considered confidential. Any personal information obtained during the investigation or adjudication of the matter will be subject to disclosure only to the extent required by law.

# **Bed Bugs**

**What to do if a resident suspects they have bed bugs**

Dispatch your local pest control/exterminator to the location to perform a thorough inspection of the room/suite/apartment in question.

Residents who report suspected bed bugs on a work day when pest control/exterminator can be dispatched within 24 hours will NOT be granted an immediate temporary room change, nor will they be issued a new mattress UNTIL pest control/exterminator has completed the inspection and submitted the findings. This is CRUCIAL so that we can prevent the spread of bed bugs if they are found to be in the resident’s room and belongings.

If pest control/exterminator is unable to respond to the resident’s room to inspect within 24 hours, management staff may be able to provide a temporary location in which the student can sleep until the inspection can take place. This is based on the availability of space within the property. Any resident who is given a temporary relocation is required to wash and dry whatever clothing they need to take with them for the night. Upon doing that, the resident should shower and put on clean clothes. Clean laundry is all the student can take to the temporary room. We want to ensure that if they are bed bugs in the resident’s room, they do not travel to another room with the resident. Residents may not, at any time, deny pest control/exterminator access to their living space.

If pest control/exterminator finds that there are no bed bugs present in the resident’s room/suite/apartment, then no further action will be taken. The resident will be asked to continue monitoring his/her living space, and to notify the office immediately if there are further problems.

If pest control/exterminator concludes that bed bugs are present in the room/suite/apartment, management will provide the affected resident(s) with a detailed list of instructions for the removal and laundering of their personal items. Management will assist with the cost of laundry in the room/suite/apartment; however, anything a resident wishes to dry clean is the responsibility of the resident. Only pest control/exterminator can confirm or deny the presence of bed bugs – NOT Health Services or any outside person.

**What do bed bugs look like?**

Adults of the common bed bug (*Cimex lectularius*) are about ¼ inch long, reddish to dark brown in color with flattened bodies. They cannot fly, but can run quickly. Eggs and newly hatched nymphs are pale and very tiny – the size of a pin head.

**How do bed bugs spread?**

Bed bugs are spread easily by “hitchhiking” on all types of household items, such as clothing, bedding, furniture, luggage, back packs, and animal cages. Although bed bugs prefer to infest wood and fabric to metal and plastic surfaces, they have been found infesting electronic devices, such as alarm clocks, and hollow perches in bird cages.

**What do bed bugs feed on?**

The common bed bug prefers to feed on humans, but can feed on a wide range of warm-blooded animals, including cats, dogs, rabbits, and rodents. Bed bugs do not stay on the host. They move from hiding places in bedding, furniture, cages, and other nearby cracks and crevices to feed briefly on people and pets at night. Adults can live more than a year without a blood meal.

**What are signs of infestation by bed bugs?**

Look for the following:

* Red, welt-like bites that itch and occur while sleeping (bed bugs feed at night).
* Live bed bugs, eggs, molted skins of bed bugs, and dark brown or rusty spots (excrement) are indications of infestations).
* Bed bugs hide and lay eggs in mattress seams, box springs, bedding, head boards, picture frames, sofas, furniture, carpeting, drapes, and any crack and crevice the width of a business card.

**Preparation**:

* Find alternative housing if the residents have no place to stay for one or more nights while their unit is being treated.
* Provide a checklist on what to pack.

**Unit Treatment**:

* Containerized Fumigation – all items are moved into a truck/container and fumigated
* Heat Treatment – thermal death point for bed bugs is 111-113 degrees Fahrenheit

Bed bugs can evade detection and treatment and take advantage of human behavior to move extensively between and within dwellings. Bed bug populations can potentially develop resistance to pyrethroids when repeatedly treated with these insecticides. These attributes often require pest management professionals to creatively integrate a combination of tools to effectively eradicate bed bug infestations. If you see any signs of bed bugs, contact your pest control management immediately. Require them to investigate for bed bugs and take the appropriate measures to eliminate all life stages of bed bugs.

**A packing check list for residents temporarily leaving their unit to be fumigated:**

* **Bring as few items as possible when leaving the unit for the fumigation.** Remember, bed bugs hitchhiking in suitcases, back packs, boxes, clothing, bedding and pet cages is a common way for these insects to be introduced into buildings. Bed bugs have been found infesting small electronic devices, such as alarm clocks.
* **For all fabric items that will be taken out of the unit during the fumigation, wash in hot water and dry in high heat in a dryer (140 F) before returning them to the fumigated unit.** This includes clothing, blankets, pillows, stuffed toys and pet bedding.
* **Do not use boxes, suitcases, back packs, gym bags or any similar items from the infested unit to pack belongings.** These items should remain in the unit to be fumigated. Pack belongings needed during the fumigation in light colored or clear plastic bags or plastic containers, such as sweater boxes or new luggage not previously stored in the infested unit.
* **Do not place washed or packed items on furniture (beds, sofas, dressers, tables, etc.) or flooring (carpets or rugs) that may be infested with bed bugs.** Immediately remove packed items from the infested unit or place them on a clean, hard surface (kitchen or bathroom floor, in a bath tub or shower) until they can be removed from the unit.
* **Mattresses completely enveloped in plastic covers that cannot be removed or opened, such as infant mattresses, cannot be fumigated.** These mattresses must be removed prior to fumigation. If there is any evidence that such a mattress is infested with bed bugs or the individual sleeping on the mattress has been bitten by bed bugs, it is advised that a new mattress be purchased.
* **Pet cages and pet bedding should be fumigated.** Pet cages with any small gaps, seams or hollow spaces that could harbor bed bugs should be left in the unit to be fumigated. Food in the cages should be removed prior to the fumigation. The pets should be transferred to new travel cages or housing known not to be infested with bed bugs to remove them from the unit prior to the fumigation. Pet bedding/blankets should not be removed from the residence before the fumigation unless they can be washed, dried and packed as described above.

**Additional helpful information:**

* **Intensive treatment of the infested unit.** Both insecticide treatments and nonchemical measures should be more intensive in vacant units than in units that are occupied because the bugs will not be actively moving around the unit in the same manner as when they are seeking a blood meal. Treatments in vacant units might include more aggressive treatments into wall voids and under and behind baseboards and other moldings. Consider removing moldings to enable a more thorough application and to remove a protected harborage. Also consider steam cleaning all carpets.
* **Proactive measures in adjacent units that share a common wall with the infested unit.** Inspect all adjoining units (above, below, and to the sides) on a regular basis until the vacant unit has been placed back onto the market. The longer the unit remains vacant, the greater the likelihood that bugs will migrate into surrounding units in search of a blood meal. Adjoining units can also be treated proactively, although it is unclear just how effective this measure will be in preventing bed bugs. Encasing mattresses and box springs in the adjoining units will protect them from infestation, and any migrating bed bugs will be easier to detect during subsequent inspections.
* **Ongoing inspections of the vacant unit.** Employ all techniques considered practical including visual inspection, monitoring with sticky traps, electronic detectors and canine scent detection (bed bug dogs) where available.
* **Documentation of all actions taken.** Keep detailed records of every action to demonstrate that you have taken reasonable steps to ensure that bed bugs were no longer present before you placed the apartment back on the market.

Remember to submit a Loss and Incident Report containing all pertinent information.

# **Bomb Threat and Checklist**

Bomb threats usually occur by telephone. The person receiving the bomb threat should remain calm and attempt to obtain as much information as possible from the caller by using the checklist below. In order to secure needed information, the caller should be kept on the line as long as possible. Try to obtain the following information:

Location of the Bomb

Time the Bomb is set to Detonate

Name of the Caller

Location of the Caller

Call Syracuse Police at 911 **from a different phone**. Do not let anyone call or answer a call from the phone from which the threat was received until a successful call trace can be initiated. Identify yourself, your location, and your telephone number. Inform them of the situation. Give any information you may have, including the time when you received the call.

RAs should contact the Manager on-call. The Manager on-call should contact the regional director. (When calling staff, use a different telephone from which the bomb threat call was received.) The RD/CM/RA /Security will be responsible for building evacuation. It is the responsibility of the Manager to work with SPD-911 or other law enforcement officials on the scene. If you should spot a suspicious object, package, etc., report it to SPD-911, but under no circumstances should you touch, tamper, or move it in any way. If instructed to evacuate, move a safe distance away from the building (a minimum of 500 feet). If inclement weather conditions exist, you may move to your buddy building (Baker Lab or Gateway Building). Do not re-enter the building until instructed by authorized personnel that it is safe to do so (See fire safety protocol).

# **Confiscation Protocol (other than Alcohol)**

When an item(s) that is not permitted in Centennial Hall is found by staff, determine whether SPD needs to be contacted in order to confiscate the item.

**SPD-911 MUST be contacted immediately to confiscate items including, but not limited to:**

* Firearms
Fireworks
* Controlled Substances
* Drug Paraphernalia *(this includes everyday items which are suspected to have been used as drug paraphernalia)*
* Weapons

**A weapon is defined as**:

Firearm, metal knuckles, pellet gun, sword, knives (with blades extending longer than four inches), martial arts weapons, or other items deemed to be a weapon under New York State law. The confiscation and storage/disposal of such items will be the responsibility of Syracuse Police.

**Items which may be confiscated by the Centennial Hall Staff include, but are not limited to:**

Non-approved appliances

Candles

Incense
Halogen Lamps

Multi-headed (Medusa) Lamps

Any other items outlined as not permitted in residence by Centennial Hall.

If SPD is contacted for a confiscation, the RA should contact the manager on-call in regard to the confiscation, and follow any further directions as noted. Staff should complete a loss and incident report and turn it in to the residence director. Residents should also be informed that a loss and incident report will be completed and will result in judicial action as determined by SUNY ESF.

If a Manager is contacted for an SPD confiscation they should assess the situation to determine if on site contact with the students involved is necessary. Questions to ask depending on who is involved (i.e. roommates)? Does one or more residents feel unsafe in their current residence? Is an emergency move necessary? Would one or more residents benefit from speaking to a counselor regarding the situation?

If it is NOT necessary to contact SPD for the confiscation, the RA should:

Obtain a Confiscation Slip and complete everything above the first dotted line. Date to be filled in under the ‘To The Student’ section: Thirty (30) days from current date if confiscation occurs during an academic semester. Thirty (30) days from the start of the spring semester if confiscation occurs during semester room inspections.

If a resident of the room/apartment is present during the incident, have the resident read and sign the form in Section 1. Staff should then sign Section 1 and return the bottom copy to the student. If no resident is present, no resident signature is required. Staff should sign Section 1 and leave the bottom copy of the completed form in the room.

The remaining three (3) copies should be attached to an incident report and place in the Residence Director’s mailbox. The RD will schedule a departmental standards meeting with the student, which must occur within the thirty (30) day period identified on the confiscation slip. If a student elects to claim the confiscated item(s) at the end of the semester, Section 3 of the confiscation slip should be completed appropriately at the end of the semester.

If a student fails to meet with the RD by the date identified on the Confiscation Slip, staff should dispose of the confiscated item(s), send a letter to the student finding him/her in violation of the respective standard(s), and indicate in the letter that the student’s failure to meet has resulted in the item(s) being discarded. Write on the Confiscation Slip that the student failed to meet and item was discarded. Attach second copy to the letter sent to the student. The first copy should remain with the file.

Any item(s) not claimed by residents before the end of each semester will be discarded by Centennial Hall staff. Candles and incense should be discarded immediately following confiscation and are not to be returned to the students.

# **Civil Disturbance/Riot/Demonstration**

Spontaneous Disruption

**The Responsible Administrator**

The administrator most closely responsible for the area in which a disruption is taking place (hereinafter the “responsible administrator”) will immediately notify the Chief of University Police, or the highest ranking University Police Officer on campus, and then contact the Dean of Student Life and Experiential Learning, or his or her designee, who will in turn notify other officers of the College, including the President, Provost, the Vice Presidents, the College Spokesperson, etc., as appropriate.

The responsible administrator will consult with the Dean of Student Life and Experiential Learning, or his or her designee, and the Chief of University Police, or his or her designee, to determine if the activity is a disruption of the ordinary functions of the College.

The responsible administrator and University Police representatives will take immediate steps to assure that potential risk to staff, files, and College property are minimized. Attempts should be made in a non-confrontational manner to guide demonstrators toward common areas where such activity will be of least potential disturbance and/or threat to the College and its members.

The responsible administrator will remain on site to assist the Dean of Student Life and Experiential Learning, the Vice Presidents, and/or the Provost, or his or her or their designees, in responding to the disruption.

In the event the President is the target of the demonstration, i.e. his or her residence, office, or person, the Dean of Student Life and Experiential Learning, or his or her designee, will negotiate with the demonstrators. In all other cases, the negotiator will be selected, as described below, by the Senior College Official, or his or her designee, responsible for the persons who are participating in the disruption.

If a disturbance should happen at Centennial Hall:

1. Staff should contact the Syracuse Police Department, University Police, as well as the manager on call.
2. Maintain as much order as possible within Centennial Hall, but do not put yourself in danger.
3. Follow instructions from the SPD, University Police, and the manager on-call.
4. The manager on call will contact the Dean of Student Life and Experiential Learning, Executive Director of the College Foundation, and will contact the regional director.

# **Death/Suicide**

The death of a student is the single most tragic event faced by a college community. The complexity and variability of the facts surrounding each death require an actively managed response that is sensitive to nuance and that fosters the best interests of the College community. Central to these events is the need to respond effectively to the deceased student, his or her parents or guardians, and the community of survivors who must cope with the loss.

This Protocol for Responding to the Death of a Current Student is designed to promote a comprehensive and consistent process for managing the events surrounding the death of a student by designated staff members at the College. Depending on the specific facts and the location of the student’s death, designated staff members will assume responsibility for managing the immediate incident, supporting the family of the deceased student, and providing support to affected communities and the College community as a whole. It is anticipated that these roles will require collaboration with colleagues from across the College and, in some cases, from the broader community as well.

The specific objectives of this Protocol are to ensure a compassionate response to a student death that addresses the needs of the deceased student, his or her family, and the faculty, staff and students close to him or her; and to establish clear lines of communication and responsibility that support and clarify the contributions of various College staff in response to a student’s death.

These objectives are achieved through the authority of the Dean of Student Life and Experiential Learning. Authority to activate this Protocol and communicate with relevant College offices rests solely with the Dean of Student Life and Experiential Learning or their specifically authorized designees, working in close consultation with the President of the college.

**Postvention Response**

This term refers to actions taken after the immediate operational response has occurred. The postvention response is primarily aimed at providing emotional support to the affected community in the event of a student death.

**Special Population Coordinator**

This term refers to an administrator with responsibility for a special population of students (e.g., international students, student-athletes, students studying abroad, sponsored students) whose expertise and resources may be helpful in responding to a death of a student from that population and/or where the death arises in a context that may present unique concerns for specific populations (e.g., death by criminal act constituting a hate crime).

For purposes of this Protocol, authorized designees of the and Dean of Student Life and Experiential Learning are:

**Senior Counselor**

Responsible for coordinating therapeutic support during the postvention response to the community. Also acts as a consultant to the Dean of Life and Experiential Learning in coordinating the response to student deaths where the cause appears to have been self-inflicted (i.e., suicide).

**Community Manager, Centennial Hall**

Acts as a consultant to the Dean of Student Life and Experiential in coordinating the response to student deaths that occur in Centennial Hall. Provides advice with regard to conditions—both human and physical—unique to the residential facility in which the death(s) occurs.

**General Procedures for Responding to the Death of a Student:**

Because of the inherent variability of the circumstances associated with any student death, those coordinating the response (whether to the deceased student, the deceased student’s family, or to the College community) must consider the following factors as they examine the facts presented and determine a course of action:

* Cause of death
	+ Natural causes
	+ Accident (including drug or alcohol overdose)
	+ Suicide
	+ Homicide
	+ Infectious disease
	+ Unknown at the moment/subject of investigation
* Location of the death
* Singular or multiple death(s)
* Special population membership
* Other unique circumstances, including the public (or non-public) nature of the death and the publicity likely to be generated by the death.

The following procedures outline the ideal notification and communication pathways, as well as the actions to be taken, to the extent reasonably practicable under the circumstances when first responding to the deceased student, the family of the deceased student, and the communities affected by the death. See Chart A for the basic process flow.

**Notification and Communication:**

Efficient and timely notification of a student’s death, as well as effective ongoing communication throughout the crisis, is essential to ensuring that the objectives of this Protocol are successfully achieved. The Dean of Student Life and Experiential Learning will work to notify all relevant parties so that necessary actions may be implemented. See Chart B.

**First Response:**

Staff responding to the death of a student are asked to adhere to the following procedures, to the extent reasonably practicable under the circumstances.

In the event that staff of Centennial Hall or Student Life are the first to encounter the deceased student, they are expected to take immediate steps to notify the Syracuse Police Department and University Police, limit access to the scene by others and await the arrival of an officer, and notify their immediate supervisor, as appropriate.

Staff are expected to ensure that the Dean of Student Life and Experiential Learning and the Executive Director of the ESF College Foundation have been notified.

In addition, to provide a compassionate and effective response, staff members at the College may be assigned by the Dean of Student Life and Experiential Learning to various operational roles appropriate to the circumstances presented. The Dean of Student Life and Experiential Learning will respond and assign designees at the College based upon a variety of factors, including, but not limited to:

* Location of the incident leading to the death
* Current location of the deceased student
* Membership of the deceased student in a special population (e.g., international student, student-athlete, sponsored student). Special populations of students may require a response that is sensitive to the particular needs of that population and the processes of other involved College offices. This Protocol anticipates that the Dean of Student Life and Experiential Learning, or his or her designee, will communicate with and enlist appropriate support from relevant Special Population Coordinators.
* Student’s residence (e.g., Centennial Hall, off-campus, home)
* Circumstances of death (e.g., suicide, infectious disease, overdose of alcohol or other drugs, etc.)
* Other unique circumstances.

Sensitivity and discretion should guide the dissemination of any information related to the death of a student. It is expected that staff will avoid sharing information related to the death of a student beyond those who are actively participating in the response and who have a specific need to know the details of the situation.

Pursuant to this Protocol, the Dean of Student Life and Experiential Learning or their designee, is the only authorized liaison with the following:

* President’s Office
* Public Affairs units and the media
* Law enforcement
* College Legal Council

**Responding to the Family of the Deceased Student**

The Dean of Student Life and Experiential Learning, or his/her designee, has the principal responsibility for responding to and coordinating services for the family of the deceased student and for ensuring that information regarding the family is properly communicated to the appropriate parties. They will work closely with the Senior Counselor and any designated Special Population Coordinator to perform the following functions:

* Ensure timely notification of the student’s death is made to the family via a credible source (e.g., local law enforcement agency, chaplain);
* Contact the family to establish lines of communication with the College and to provide for emotional and logistical needs;
* Connect the family to a Special Population Coordinator, if appropriate;
* Provide information to and advocate for the family on an ongoing basis as the response unfolds;
* Serve as the family’s liaison regarding any memorial service planning;
* Coordinate appropriate interactions between the family and senior administration, including, but not limited to, the following: President, Dean of Student Life and Experiential Learning, academic deans; and,
* Ensure that family concerns are addressed promptly and with discretion.

**Responding to the Community**

The Dean of Student Life and Experiential Learning, in conjunction with the Senior Counselor, has the principal responsibility for planning and executing the institution’s postvention human support response for students, faculty, and staff in the event of a student death. The Dean of Student Life and Experiential Learning will:

* Provide for counseling/support to all faculty/staff/students affected by the death.

**Informational Meeting and Memorial Services**

The Senior Counselor is responsible for organizing both informational meetings in the immediate period after the death (if authorized by the Dean of Student Life and Experiential Learning) and to develop an appropriate plan for memorializing the deceased that reflects the wishes of their family and allows for the ESF community to mourn the loss. Specific responsibilities include:

* When authorized by the Dean of Student Life and Experiential Learning facilitate an informational session in the immediate aftermath of a student death. In some cases, the intensity of emotions and the depth of the student’s connection to the community suggest a need for the College community to come together in a shared experience where available and appropriate information regarding the death is shared with the community. These sessions should not be construed as a memorial.
* Plan and facilitate a memorial for the deceased that is sensitive to both the wishes of the family and the need of the ESF community to mourn the student’s loss. Memorials typically occur well after the loss.

# **Elevator Emergency**

All Centennial Hall staff should be familiar with the operation of all elevators on the property and be in communication with contract service personnel. All staff should also know the local and state requirements regarding elevator permits, inspections, service requirements, etc.

Centennial hall staff response is dependent on the response of the elevator service company.

The CM/RD/RAs should be trained to respond in the unlikely event that residents, guests and/or staff may be stuck in an elevator. Proper training in the correct procedures is essential since damage may be done to the elevator equipment as well as possible injuries due to improper evacuation procedures. Staff should also be familiar with all policies and procedures regarding the use and misuse of elevators by residents.

CM/RD/RAs should be familiar with the elevator recall and bypass operations if the property is equipped with smoke alarms for the elevator lobby areas. They should also be familiar with how to contact the service company in the event of an emergency, and contact numbers listed in the Front Desk Emergency Manual. Elevators that are not in service should be indicated with out of order signs and doorways barricaded if necessary.

Residents should be instructed in the proper use of elevators and the danger involved in the misuse and/or vandalism of this equipment. In the unlikely event that residents may become stuck in the elevator, they should be instructed to:

* Remain calm.
* Shout for help.
* Notify the Front Desk by use of the emergency phone system and/or activate the elevator alarm.
* DO NOT attempt to force open any doors or tamper with any of the elevator operations.

Staff should submit a Loss and Incident with all pertinent information once the elevators are fixed.

# **Evacuation Procedures**

Guidelines should be established before the decision is made (for any reason) to evacuate any part or all of the building. At all times, the safety of the residents, guests, and staff members should have priority. Make sure to establish evacuation procedures specific to your location, fully train all staff members and document that training.

If evacuation is necessary, call 911 and use the following procedures unless instructed otherwise. Staff members are responsible for maintaining calm and order as much as possible for fast and efficient evacuation. Instruct the residents to LOCK THEIR DOORS and quickly exit the building using the nearest stairs, if applicable, and the nearest door. When residents exit the building, they should be instructed to proceed and gather away from the building to their assigned designated areas.

Proceed to the loading dock area of the Physical Plant on Stadium Place, in the event of bad weather, proceed to Baker Lab. Always move to a location that is upwind of the building. If the wind is from another direction, go upwind away from the building to a location which will not obstruct emergency personnel. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.

Create a relationship with local hotels if relocation is necessary and ensure to get in writing the rate that is negotiated.

**Evacuation of Disabled Persons**

Persons with disabilities have special needs and problems in the event of an emergency. It is very important to know how to address these problems and needs should a situation arise. Be sure to post the unit(s) where disabled persons are living in the fire panel and at the front desks. The following procedures show how to address these needs for different disabilities.

**Wheelchair Users**

If in an area of immediate danger, assist them in moving to a safer area immediately. If they are on a floor with an exit, stay with them until the crowd thins and then direct and/or assist them to the proper exit.

If on a floor where an immediate exit is not present, assist them in moving to the nearest elevator, if applicable, **(elevators do not function if a fire alarm has been triggered)** or the nearest stairwell. Ask the person what the best way is for them to negotiate the stairs. If you are unable to assist the person to the bottom of the stairs, inform them that you must get help. Find the nearest emergency response person and inform them of the position of the disabled person.

**Visually Impaired Persons**

Explain to them the nature of the emergency. Guide them to the proper exit. If a guide dog is present it should not interfere with your attempt to assist. If climbing or descending a stairwell is necessary, do so after the crowd has thinned. Guide them to a safe area outside the building, orient them as to where they are, and provide any further assistance that is necessary.

**Hearing Impaired Persons**

A person with impaired hearing may not be aware of an emergency, therefore an alternate warning mechanism may be needed, such as writing a note or speaking slowly to allow them to read lips or the use of gestures. As quickly as possible, inform them what is happening and direct them to the proper exit. Provide any additional assistance that may be necessary.

# **Fire**

The health and safety of each resident living in Centennial Hall is of primary concern. The most serious threat to life safety in Centennial Hall is fire, smoke, and toxic gas. To maintain the safety of residents living in Centennial Hall, residents must be made aware of emergency procedures. Add CH specific fire panel info

It is mandatory that all residents are aware of and participate in fire emergency training and be aware of fire emergency protocols. Therefore, it is necessary to demonstrate to residents the fire alarm procedures of the residence hall/area. When the fire alarm rings, residents should follow these general instructions:

* Wear shoes and a coat and lock room door upon exiting.
* Do not use elevators; they will be used by firefighters to transport equipment.
* Leave the building by the nearest stairway; keep on the right side of the hall and stairway.
* Render assistance to incapacitated residents.
* Obey the directions of residence life staff and emergency personnel.
* Go directly to the designated waiting location outside of building.
* Do not re-enter the building for any purpose until directed to do so by a Manager on the scene or the RA coordinating the fire safety procedures at that time.

**RAs should:**

* Check the area where the alarm is coming from to determine if there is a fire
* Make sure that all residents know the proper fire exits and fire evacuation procedures. (Encourage residents to knock on the doors of the residents’ rooms they pass by upon exiting the hall.)
* Know the location of each fire extinguisher in the building, especially those on the floor.
* Know how to activate the alarm system and what it sounds like.

**RAs should In Case of Fire:**

* Immediately sound the interior building alarm.
* Report the fire by dialing 911 and give the nature and location of the fire and your name. The 911 operator will contact any emergency authorities needed - - Fire Department, Ambulance, Rescue, etc. Note: Fire extinguishers are provided for use ONLY when feasible.
* Contact the RD.

Centennial Hall staff members are not required to extinguish fires. If they attempt to do so, it is at their own risk. If warranted, Centennial Hall staff should contact ESF University Police to send a message through the State Alert System to notify students of a critical situation in the building.

**Fire Alarm Procedures:**

In the event of a fire alarm, the RA should:

* Report to the main desk area
* A staff member should check the area where the alarm is sounding from to determine if there is indeed a fire.
* The first staff member (fire alarm coordinator) to arrive to the main desk will be responsible for the assignment of the staff/team to specific duties and responsibilities if applicable. The RA will then notify the CM/RD and contact 911. The fire alarm coordinator should take the clip board with Fire Safety Assignment sheet with them along with any other fire coordinator designation materials (e.g. whistles, hats…) as well as help with crowd control outside, staffing an exit door from outside of the building, and assist SPD/SFD in any way necessary to apprehend or determine those responsible and/or complete their investigation.
* Once the Fire Alarm comes to an end, the entire staff will re-group in the designated area to process and determine procedures for students to re-enter the hall.

# **Flood**

Flooding generally evokes an image of raging streams and rivers. Guard against a false sense of security when your property is not located near a stream or river. Flooding can also be caused by large amounts of rainfall during short periods of time, overloaded storm sewers, or improperly designed run-off areas. Flooding may also be caused by plumbing emergencies, activation of the sprinkler system, leaking roofs/windows and other maintenance related problems.

As in other possible emergencies, planning for floods must be accomplished in advance. Before a flood occurs, the property should have the following equipment on hand:

* A supply of containers suitable for drinking water.
* A battery operated radio with spare batteries.
* Flashlights with spare batteries.
* Duct tape for damaged windows and securing polyethylene.
* Two rolls of polyethylene.
* Burlap bags suitable for sandbagging (burlap will stretch and not tear as it absorbs water).
* Fully stocked first aid kits.
* Ropes for lashing down objects that could be swept away.
* Fully operational cellular phones and two-way radio if applicable.
* Wet/Dry vacuums on hand and ready for use.
* Emergency numbers for carpet cleaners and other vendors.

All staff should also be instructed on how to assist in the event of a flood or other water related problems. They should be trained on how to turn off overflowing toilets, sinks, tubs, where main turn off values are located, and the proper use of wet/dry vacuums. Staff members should be instructed to never attempt to clean up after a flood until it has been determined that there are no electrical or other dangers present.

**Protocol**

* Monitor radio and television broadcasts for flood information updates.
* Follow the progress of preparation within the property.
* Determine how many staff members are needed and are willing to remain at the property during the emergency.
* Maintain contact with Allen & O’Hara.
* Fill the property vehicle (if applicable) with fuel and park it in a high, protected area.
* Move tools and equipment to an upper floor.
* Begin filling sandbags and sealing all low level entrances.
* Secure pool furniture, trash cans and other outside fixtures in place.
* Check emergency lighting systems.
* Disconnect power to all lower level portions of the property, if required.
* Make sure all drains are free of debris.
* Contact the residents and explain the weather conditions and the emergency preparations of the property. Offer them the opportunity to decide if they should leave or stay.
* Relocate residents from lower floors to upper floors.
* Move essential accounting records, cash, office machines, computers, etc. to upper floors if possible.
* Make sure that the latest weather information is available to residents.

**Residents, Guests and Staff Members:**

* Avoid areas subject to sudden flooding.
* Do not attempt to drive over flooded roads.

**After Flood Waters Recede:**

* Dispose of fresh food that has come in contact with flood water.
* Wait for city/health department approval before using tap water for drinking.
* Do not handle live electrical equipment in wet areas. Have electrical equipment checked by an authorized service before returning it to service.
* Use flashlights, not lanterns or torches, to examine flooded sections where flammable gases may be trapped.
* Report broken utility lines to the proper authorities.
* Start clean-up and salvage operations.
* Maintain communications with Allen & O’Hara and submit a Loss and Incident Report containing all pertinent information.

If evacuation is ordered, do so immediately and take the following precautions:

* Avoid areas subject to flooding – dips, low spots, washes, etc.
* Do not attempt to cross flowing streams. Be aware that the roadbed may not be intact under floodwaters. Turn around and go another way. NEVER drive through flooded roadways.

# **Marijuana/Controlled Substance**

The presence or possession of marijuana/controlled substances is illegal and the presence of marijuana /controlled substances or drug paraphernalia in Centennial Hall is in violation of the Code of Student Conduct. The confiscation and removal of such items is done by the Syracuse Police Department to protect members of the community. In the case of marijuana/controlled substances or drug paraphernalia, the following procedures should be followed:

Odor or Information Shared by Other Residents:

* Upon believing such substances exist the RA should document the situation and send the Loss and Incident Report to the RD. The RD will process the complaint accordingly.

Visible Paraphernalia or Drugs:

* Confront the students and contact the manager on-call. If in the evening hours, also contact the security personnel for the building.
* The manager on-call will determine if the Syracuse Police Department needs to be called based on the situation.
* In instances where the RD/CM is called to respond to the scene, SPD will direct response activities. The RD/CM/Security should not confiscate any drugs or drug paraphernalia.
* In general, the RD/CM/Security and SPD will respond together to drug investigations occurring in a student's room or apartment.
* Upon entering the room, the SPD Officer will confront the situation. Search and subsequent seizure of drugs or paraphernalia by an SPD Officer will be limited to contraband that is in plain view.
* After the incident, the RA should complete a loss and incident report by the next morning. When writing the incident report, the RA should be specific as to evidence noted upon entry of the room. This applies to situations where marijuana/controlled substances or paraphernalia are found and when there was suspicion to enter the room, even if nothing was found.

# **Medical Emergency**

The RA or responding staff member should contact SUNY ESF University Police at 470-6666 and Syracuse University Ambulance (443-2224). When you are speaking with the Public Safety dispatcher please do the following:

* Give a precise account of the accident.
* Give a clear location and indicate you are in Centennial Hall.
* Give the floor number and the room number (if applicable).
* State the nature of the problem. If it is severe, tell them how severe (e.g. patient is unconscious, or the patient has a possible fracture of the left ankle. If the patient is bleeding, tell them whether it is severe bleeding or not, etc.). They do not require a medical diagnosis; but they do need a good general description.
* Identify yourself and the patient and leave a phone number where they can reach you. If, for example, they received a more serious call right after yours, they may call back and advise you of the situation.
* Have someone meet the ambulance crew at the main door to direct them to the patient and offer additional information (such as narrow stairs or doorways which may hinder their extrication of the patient, etc.). Share any extenuating circumstances that the SUA staff might not know.
* Move chairs, tables, people, etc. away from the patient. The more room SUA Staff has to work in, the easier and quicker the job is done; in addition, this gives the patient the assurance that something is being done even before the ambulance arrives. The patient may want a close friend with her/him but unneeded onlookers contribute nothing. You or a friend may ride in the ambulance if you wish. It is not a job expectation for you to accompany the resident to the healthcare facility. If you are on-duty and accompany the patient to the hospital you must get someone to cover your duty prior to leaving the building.
* Any additional information you can offer the medical personnel is appreciated. All information is kept confidential by SUA, therefore, do not expect for the ambulance personnel to provide information to you.
* Once SUA is en route to the location of the incident, RAs should contact the manager on-call to report the incident and get additional support.
* For any serious or potentially serious transports, the Manager on-call should determine next steps including parental notification and action for appropriate follow-up.

Depending on the urgency and nature of the incident, the Manager should contact the Dean of Student Life and Experiential Learning either that evening or the next morning. In many cases when a student is hospitalized, it is important and helpful for manager, or a representative from the College to go to the hospital to assist the student and/or family members. However, the type of response varies for these incidents, so consult with the Dean of Student Life and Experiential Learning to determine the appropriate action for each incident.

In the event of an intoxicated student, contact the student’s emergency contact after confirming that the student arrived at the hospital. Provide the emergency contact with the fact that their child was transported to the hospital for alcohol intoxication and provide them with the phone number for the emergency room. Inform the emergency contact that the Dean of Student Life and Experiential Learning will contact in the morning to provide them with more information.

If SUA responds and determines that a student does not need to be transported, but requests that Centennial Hall staff members monitor the student, the Manager on call should find a friend to fill that role, if there is no friend, contact the supervisor at SUA.

# **Meningitis**

Meningitis is inflammation of the meninges, the lining which surrounds the brain. Essentially, there are two distinct types of meningitis; aseptic (usually caused by viral infections) and bacterial. Bacterial meningitis, while it is comparatively rare, is by far the most dangerous and is sometimes fatal. As such, it gets the most media attention, but acutely aware of the effects of the more common viral meningitis. Most of the current vaccine efforts are directed toward preventing bacterial meningitis cases, since these so often lead to death or disability in survivors.

If a student thinks they may have meningitis, they should go to University Health Services immediately or go to a local emergency room.

**Is meningitis contagious**Yes, some forms of bacterial meningitis are contagious. The bacteria are spread through the exchange of respiratory and throat secretions (i.e., coughing, kissing). Fortunately, none of the bacteria that cause meningitis are as contagious as things like the common cold or the flu, and they are not spread by casual contact or by simply breathing the air where a person with meningitis has been. However, sometimes the bacteria that cause meningitis have spread to other people who have had close or prolonged contact with a patient with meningitis caused by Neisseria meningitidis (also called meningococcal meningitis) or Hib. People in the same household or day-care center, or anyone with direct contact with a patient's oral secretions (such as a boyfriend or girlfriend) would be considered at increased risk of acquiring the infection.

**Students:**Students who have been exposed to a known case of meningitis should consult a physician immediately, even if no symptoms are present. If the student does not have access to a physician, they may present to Health Services for diagnosis and treatment. Students who live in Centennial Hall should not return to the property or classes until cleared by a physician or the University’s Health Services. Students will be individually responsible for making arrangements with their instructors for class-related issues, and with off-property residence issues during the waiting period.

**Staff:**
Those who have been exposed to a known source of meningitis should remain off campus until obtaining clearance from a physician or the University’s Health Services.

Immunity from Liability
Nothing in this policy may be construed to impose liability upon Education Realty Trust, Allen & O’Hara Education Services, Inc or the property for damages resulting from an infectious disease screening, monitoring, and/or treatment plan.

# **Mental Health/Suicide Ideation**

**Definitions**

*Ideation*: Having thoughts about suicide, these thoughts being verbalized or in writing.

*Gesture/threat*: occurs when a student engages in any interpersonal action, verbal or nonverbal, stopping short of a directly self-harmful act that a reasonable person would interpret as communicating or suggesting that a suicidal act or other suicide-related behavior might occur in the near future.

*Attempt:* is an action which either results in or potentially results in a nonfatal injury where there is evidence (either implicit or explicit) that the injury or potential injury was self-inflicted and that he/she intended at some level to kill himself/herself.

**Initial Response of RA:**

In all cases of ideation, gesture or actual attempted suicide RA **must** notify the CM/RD.

**Protocol for CM/RD:**

These procedures apply to the extent reasonably practicable during both business and non-business hours. When a management staff member becomes aware of an incident in which a student has expressed a current or recent suicidal ideation or recently has engaged in behavior that may indicate a suicidal gesture/threat, suicide attempt, homicidal ideation, or psychotic condition, the following procedures are to be applied:

Determine whether emergency medical treatment for physical injury or substantial mental impairment is needed. If medical attention is needed, contact Syracuse University Ambulance (or other emergency transport service) at 711 for assistance.

If there are no emergency medical needs, the CM/RD should talk with the student to gather information for the counselor on-call. The following questions might be useful:

* I understand you feel suicidal, tell me about this.
* Have you done something thus far?
* Do you have a plan? If so, what is it?
* Do you have the means to carry out the plan?
* Are you currently on medication?
* Have you been drinking or taking any drugs?
* Do you have any weapons?
* Do you have a support system such as family members or friends?

Contact the Senior Counselor or the counselor on-call and explain the situation. The Manager should place this call while in the presence of the student. If the call takes place before 5:00pm, contact the Senior Counselor at SUNY ESF at 470-6660. If the call takes place after 5:00 p.m. contact the Syracuse University Counseling Center at 443-4715 and ask to have the counselor on-call paged. Be prepared to provide a telephone number where you can be reached.

The Senior Counselor or counselor on-call will attempt to speak with the student and those on site over the telephone to conduct an initial assessment the Manager should remain in the room at this time.

The Senior Counselor or counselor on-call will apprise the CM/RD of the course of action to be pursued. The counselor on-call will clear the student to continue his or her usual activities until the beginning of the next business day when the student may be required to participate in a Mandated Contact with the Counseling Center or Senior Counselor. The Senior Counselor or counselor on-call will request that the student be escorted to them or the Health Center or Senior Counselor for an immediate, in-person assessment.

The Senior Counselor or counselor on-call will direct the immediate referral of the student for emergency mental health care at a local hospital. Such immediate referrals are to be carried out by emergency medical personnel, and/or the Syracuse Police Department, as appropriate to the circumstances. Contact SUA at 711 for transport.

Contact the Dean of Student Life and Experiential Learning and relay all of the information about the situation. The Dean will then give you directions as to what you will need to do from here.

The Manager may be asked by the Dean to do one of the following:

**Mandated Contact:**

Explain to the student that you will be meeting them at their room the following business day at 8:00 a.m. to escort them to Bray Hall to meet with the Dean of Student Life and Experiential Learning who will coordinate an appointment on behalf of the student with a counselor at the Counseling Center or the Senior Counselor.

In some situations, the Counselor On-Call may decide to meet with the student for a mandated contact on an evening or weekend rather than wait until the next business day. In this instance, the Manager may be directed to escort the student to a location determined by the Counselor. Once the mandated contact is completed, the Dean will complete the “Mandated Contact Completed” letter and the Manager on-call will be asked to deliver it to the student. You will be asked to escort the student to the Counseling Center immediately so that a Counselor can assess the student’s mental health.

If the student is to be transported to CPEP (Comprehensive Psychiatric Emergency Program) you should contact SUA to transport the student. If the student is already at CPEP and we find out after transport has occurred, you may be asked to place a letter under the student’s door asking them to contact you immediately upon their return to campus.

**I**n all mental health related incidents, the RD/CM should be prepared to write a loss and incident report outlining the details of the incident and submit the report directly to the Community Manager who will forward it to the Dean of Student Life and Experiential Learning.

# **Missing Person**

In the event a report is received about a potential missing person, the Resident Advisors/Responding Staff should:

Get as much information as possible from the reporting person including:

* Last time person was seen
* Any circumstances that we should be concerned about, e.g. state of mind
* Determine if anyone else has been notified (parents, College officials, friends, etc)
* Determine possible locations missing person may be (jobs, student group activities, significant other, friends, etc.)
* Record reporting person’s cell phone number and the cell phone number of the missing person
* Find out emergency contact phone number and home town – This is a specific contact for cases where the person is determined to be missing. This number must be called no more than 24 hours after a person is determined missing by law enforcement.

The RA/RD/CM should attempt to reach student via room, cell phone, email, facebook, etc. Check ID usage through ID services at 443-2726 (this office will be able to inform you the last time the missing person used their ID to eat). Check if a student has used their key card in Centennial Hall. Call the Dean of Student Life and Experiential Learning to inform them of the next steps which may include keying into a room and/or alerting SPD, parents, etc.

# **Non-Consensual Sexual Activity**

#

Upon disclosure of an incident of nonconsensual sexual activity, the staff member to whom disclosure has been made should inform the student of the staff member’s obligation to notify appropriate personnel of the intent to facilitate the offering of resources necessary to meet the student’s needs and to safeguard the College community. (Because all Centennial Hall staff members are trained in sexual assault response protocols they are required by federal law to report incidents of sexual assault.) All staff must inform a resident that they will be unable to keep this information to themselves and are required to report the incident to appropriate College officials. First identify whether the student is in need of emergency medical attention. If not, ask:

* Did the incident happen while enrolled at ESF?
* Did the incident occur on campus or within the vicinity of campus?

If the answer to either of the questions above is yes, the RD/CM will determine the nature of the situation. It will be either a crisis (i.e., the alleged perpetrator is still in the building; there is an ongoing threat, etc.) or non-crisis event (i.e., incident happened a year ago, survivor is still experiencing difficulty). If the incident involves physical injury, assault by a stranger, a fleeing offender, or other highly disruptive circumstances, the RD/CM is to contact the Syracuse Police Department immediately and request assistance. If there are physical injuries, SUA can be contacted at 711 or 443-2224. Immediately after contacting SPD, the Manager is to contact the R.A.P.E. Center (443-7273). The R.A.P.E. Center advocate on-call will respond on scene to assist the survivor to understand his or her medical, legal, and counseling options; accompany the survivor through the medical services process; and/or support the survivor in providing statements to SPD or other appropriate law enforcement unit. The Senior Staff member should contact the Dean of Student Life and Experiential Learning.

The CM/RD should determine what intervention, if any, is appropriate to respond to the needs of any affected student communities while maintaining the confidentiality of the survivor to the extent reasonably practicable under the circumstances. The CM/RC should provide any appropriate updates to his or her supervisory chain of command, including the preparation and filing of any required written reports.

Non-Crisis Situations:

Any reported incident of nonconsensual sexual activity that does not meet the criteria for a crisis situation above is classified as non-crisis in nature, no matter how serious the incident may have been. Nonetheless, the survivor and/or the College community still may benefit from medical attention, counseling services, or law enforcement action. Consequently, the Manager should immediately implement the following:

Contact the R.A.P.E. Center advocate on-call at 443-7273. In all non-crisis situations, the University R.A.P.E. Center should be the first point of contact to insure that the student has access to confidential medical, legal, academic and counseling services. The CM/RD should discuss the known details of the situation with the advocate on-call to allow the advocate to assess the immediacy of the survivor’s needs. The R.A.P.E. Center advocate on-call will coordinate non-law enforcement services with other offices, as necessary.

If the incident occurred within the past 96 hours, the R.A.P.E. Center advocate will meet with the survivor at one of the following locations (in order of preference): Health Services, residence hall, designated area hospital, Department of Public Safety.

Immediately after contacting the University R.A.P.E. Center advocate, the responding staff member will contact SPD. The non-crisis nature of the incident should be communicated to SPD at this time. If the survivor has expressed a desire to remain anonymous, it is not necessary for his or her name to be shared with SPD. However, if a responding staff member is notified of an incident of sexual assault, the responding staff member will report the incident to SPD regardless of whether or not the victim desires to make a formal report of the incident.

If the SPD officer is responding to the scene, unless otherwise requested by the survivor, the responding SPD officer will wait in another room until the advocate has an opportunity to speak with the survivor to discuss resources and options. If the survivor determines that he or she would like to file a report with law enforcement, the University R.A.P.E. Center advocate or the responding staff member will facilitate having the SPD officer meet with the survivor to take the report and arrange contact with other law enforcement agencies, as appropriate. If the survivor does not wish to file a report with law enforcement, the University R.A.P.E. Center advocate or the responding staff member will inform the SPD officer of this decision, which will be noted in the SPD report documenting the incident.

If the victim/survivor wishes to remain anonymous, it is not necessary for the victim’s name to be provided to SPD. The responding staff member should obtain the date, time and location of the incident and report this information to SPD. The CM/RD should determine what intervention, if any, is appropriate to respond to the needs of affected student communities while maintaining the confidentiality of the survivor to the extent reasonably practical under the circumstances.

The Manager should contact the Dean of Student Life and Experiential Learning in the morning and prepare any required written reports. Should a Question arise about the proper handling of a report of nonconsensual sexual activity, the manager should contact the R.A.P.E. Center’s administrative advocate on-call who can be reached during business hours at 443-7273.

#

# **Nuisance Wildlife**

Wild animals, alive or dead, can spread disease and may pose potential physical hazards. Avoid all contact with wild animals. Contact includes:

* Bite scratch or kick from a wild animal
* Exposure of eyes, nose, mouth and non-intact (cut, scratched, burned, etc.) skin to animal blood or animal saliva

Only designated, trained individuals may handle and remove wild animals (alive or dead).

If there is nuisance wildlife in your work area:

* Notify your supervisor and the Department of Animal Control immediately.
* Do not attempt to remove or disturb the animal.
* Depending on the incident, Community Manager and Maintenance will respond and/or contact a pest management vendor, if animal control will not respond.

If there has been potential contact with nuisance wildlife:

* Notify your supervisor and the Department of Animal Control immediately.
* Be prepared to tell the Department of Animal Control the following information:
* Your name, phone number and location from which you are calling
* The nature of the incident (type of animal, animal behavior, injuries sustained)

Submit a Loss & Incident Report containing all pertinent information.

# **Pandemic Influenza**

A pandemic is a global disease outbreak. A pandemic influenza occurs when a new influenza A virus emerges for which there is little or no immunity in the human population, begins to cause serious illness and then spreads easily person-to-person worldwide. A pandemic may come and go in waves, each of which can last for six to eight weeks.

Pre-Pandemic Planning

* Finalize bulk purchases (disposable cleaning supplies, masks, gloves, water, waterless hand cleaner, etc.) including kits for live-in staff; finalize storage locations with medical supplies, bottled water, non-perishable food.
* Identify staff members who may be required to have direct close contact with sick persons at Levels 3 and 4; identify and communicate requirements for student staff members at Levels 2, 3 and 4.
* Finalize contingency plans for students who will depend on housing and meal services for a brief period of time after campus closing/evacuation (i.e. international students, residents who cannot travel home quickly due to distance or travel restrictions).
* Explore an on-line “ride board” that would let students arrange rides home with other students and thus facilitate student evacuation.
* Identify students whose home addresses are in the areas of the world affected by early human-to-human cases; offer support to them.
* Continue normal housekeeping services utilizing standard cleaning products and protocols.
* Develop check-out plan to track occupancy.
* Develop electronic parent distribution list for information.
* Make plans for tracking, tabulating all costs associated with pandemic influenza preparations and implementation of plans.
* Communicate with the University to assist in getting information to students and coordinating planning needs.
* Identify essential personnel.
* Develop cross training and absenteeism work plans.

**Campus Closings / Reduced Level of Functioning**

Decisions regarding campus closings and level of functioning will depend on the progression of the pandemic, which may occur rapidly and be altered by triggering events. Decision criteria will be based on the following triggering events:

* Rate/speed/geographic spread of disease.
* Confirmed high rate of infectivity, morbidity (rate of infection), or mortality (intensity of the disease).
* Falling class attendance, students leaving campus.
* Rising staff member absenteeism.
* Transportation systems closing or curtailing.
* Other regional or system schools/universities closing.
* Local or state public health recommendations or requirements to close or curtail public activities.
* Where in the U.S. the pandemic unfolds in relationship to the geographic region and the timing of such.

**Mandatory Closing of the Property/Buildings**

If the situation would arise where the property would need to close/evacuate, management will announce that all housing will be closed and students will need to prepare to evacuate. Management will share information with residents about resources for coping with fears (Counseling Center, Health Services). Address students’ stockpiling of food and supplies, including pest management, clean out perishables. Send emails to community outlining closing of property, travel restrictions, visitor restrictions, and direct email to parent distribution list. Assist with residents’ departures.

**Correspondence to Students**

Below is an example of what can be corresponded to your residents:

Dear Resident:

The \_\_\_\_\_\_\_\_\_\_ flu continues to be reported around the country. We are taking steps to prevent the spread of the flu as long as possible, **but we need your help to accomplish this**. Here are some tips from the Center for Disease Control (CDC). More information can be found at their website: <http://www.cdc.gov>.

* **Practice good hand hygiene** by washing your hands with soap and water, especially after coughing or sneezing. Alcohol-based hand cleaners are also effective.
* **Practice respiratory etiquette** by covering your mouth and nose with a tissue when you cough or sneeze. If you don’t have a tissue, cough or sneeze into your elbow or shoulder, not into your hands. Avoid touching your eyes, nose or mouth; germs are spread this way.
* **Know the signs and symptoms of the flu.** A fever is a temperature taken with a thermometer that is equal to or greater than 100 degrees Fahrenheit or 38 degrees Celsius. Look for possible signs of fever: if the person feels very warm, has a flushed appearance, or is sweating or shivering.
* **Stay home if you have flu or flu-like illnesses for at least 24 hours after you no longer have a fever** or signs of a fever. This should be determined without the use of fever-reducing medications (any medicine that contains ibuprofen or acetaminophen). Don’t go to class or work. As soon as you feel capable of going to your campus’ Health Services Office, please do so.
* **Talk with your health care providers about whether you should be vaccinated for seasonal flu.** Also, if you are at higher risk for flu complications you should consider getting the vaccine when it becomes available. People at higher risk for flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease, or diabetes).
* **Healthy Lifestyle:** We also encourage you to engage in prevention through healthy habits. If your immune system works well, you are less likely to become severely ill. Drink plenty of water, get adequate rest, eat a balanced diet, and keep your stress level low.

Thank you for helping prevent the spread of influenza. We will continue to keep everyone informed of any new developments. We will continue to follow all recommendations of local and national health officials in preparing for and responding to the Flu. If you have additional questions or concerns, please feel free to contact the Community Manager.

# Power/Utility/IT Failure

In the event that there is an electrical outage in Centennial Hall, responding staff members should assemble at the main desk and contact the CM/RD.

One staff member should remain at the main desk, while rest of responding staff members are assigned to monitor each entrance to Centennial Hall to maintain the safety of the residence halls. (This includes the main entrance.) Students attempting to enter the residence halls through entries other than the main entrance should be directed to enter Centennial Hall through the main door.

All staff members monitoring doors should remain at the doors until electricity is restored to Centennial Hall or unless directed otherwise by the Manager on-call.

# **Relationship Violence**

Upon learning of an incident of relationship violence, the staff member should arrange for an appropriate responding staff member to offer resources and take action to safeguard the College community, including contacting SPD and, if circumstances indicate, Syracuse University Ambulance. If the incident involves physical injury, a fleeing offender, or other highly disruptive circumstances, the Manager on-call is to contact Syracuse Police Department (SPD, 911) immediately and request assistance and, if appropriate, emergency medical services. If the incident does not constitute an emergency, the Manager will involve SPD in addition to the offering of counseling or other support services.

The management staff member should inquire of the targeted student whether he or she wishes to speak with the ESF Senior Counselor or the SU Counseling Center counselor on-call. The ESF Senior Counselor may be reached at 470-6660. The SU counselor on-call may be reached at 443-4715. If the targeted person is not a student, the Manager should facilitate the targeted person’s connection to the Vera House emergency on-call system at 468-3260. You should also contact the Dean of Student Life and Experiential Learning.

The responding Senior Staff member should work with SPD to ensure that appropriate law enforcement action is taken consistent with the available evidence and, to the extent reasonably practicable under the circumstances, that the parties are separated on an interim basis to avoid recurrence of violence, threat, or intimidation. To this end, the Manager should work with the targeted person to attempt to identify an alternate place to stay temporarily while appropriate intervention is occurring. Alternate places to stay include, but are not limited to: relocation within the University residential system; the Vera House shelter system; or a friend’s apartment. Under no circumstances should a staff member take custodial responsibility for the targeted person(s), except to the extent that the staff member is a member of Syracuse University Ambulance operating in accordance with Health Services procedures.

The CM/RD should determine what intervention, if any, is appropriate to respond to the needs of affected student communities while maintaining the confidentiality of the parties to the extent reasonably practicable under the circumstances. The CM/RD should provide appropriate updates to his or her supervisor or other designated individual, including the preparation and filing of any required written reports. Further, if a student does not choose to access SPD at the time of the incident, the responding staff member should follow up with the student during the next day to determine whether the services of the Sensitive Crime Unit are needed and, if appropriate, facilitate the student’s connection to this resource.

Following emergency intervention in a relationship violence incident by SPD, the case will be referred to a Sensitive Crime Unit member who will facilitate follow up procedures and arrange for ongoing student support in collaboration with appropriate units. This support will include, but not be limited to: working with the Senior Counselor to notify the student’s department of any need to be absent from class; and the Dean of Student Life and Experiential Learning to facilitate the student’s participation in the criminal justice system; and, coordinating any other resources required to promote the student’s continued enrollment at the College.

# **Shooting/Active Shooter**

In the event of a gunshot (or a suspicious noise that sounds like a gunshot), the Resident Advisors/Manager should:

* Not go to investigate.
* Stay in their room and lock their door.
* Find a safe space in the room to stay such as in a closet or on the floor. Stay away from the windows.
* If it is possible to escape the area safely, do so quietly.
* If attempting to escape, do not carry phones or other objects in your hands. As you move through open areas keep your HANDS ELEVATED with OPEN PALMS visible, especially if encountering responding law enforcement officers. Follow all the instructions officers may give you.
* If not in a room when a noise is heard, go to a safe space away from the noise.
* Do not leave the location until Syracuse Police enter your room and give you specific directions to how to evacuate. It is very possible this will take some time depending on the situation.
* If possible, call SPD to report the situation at 911 and stay on the line, your call will eventually be answered.
* Remain quiet, turn off cell phone ringers.

Report the following information to SPD:

* Name, location, phone number, where the noise came from, how many “shots” heard, and any other specific information.
* If possible call a Manager and alert other residents (through list serve or phone message) to stay in their rooms and wait for SPD.
* Remember SPD will take complete control of the situation so await their instructions. Be prepared for SPD to be directive and loud- they are responding to a potentially life threatening situation.
* If you are asked to evacuate, follow the protocol for the Fire Safety Evacuation Procedures unless SPD give you different directions.

# **Sprinkler Discharge Protocol**

In the event a sprinkler head is discharged, Centennial Hall staff members should follow fire emergency procedures as outlined above. After SFD/SPD has given the all clear and students are permitted back into the building, the manager should:

* Call Maintenance to report that a sprinkler has been discharged. When personnel arrive on the scene review with maintenance personnel which floors have been damaged and need cleaning and repair.
* Meet with the SPD officers that are on the scene and assist them with information gathering and any other investigation processes.
* Gather all students the affected floor(s) and explain the extent of the damage and Centennial Hall’s policy on damaged items.
* Please note that Centennial Hall’s insurance coverage does not extend to students for many common issues such as theft, damage from fire or water, etc. Please consider obtaining renters insurance or checking with your homeowner’s policy to see if it will cover your belongings.
* If there is any damage and/or if residents cannot return to their rooms, the Manager on-call will determine temporary housing for those residents.

# **Structural Collapse**

When a structural collapse occurs, the Community Manager or Manager On-Call should follow these procedures:

* Call 911.
* Notify the Fire Department and the utility companies (gas, water, and electrical).
* Evacuate all areas near the damaged section.
* Seal off the area externally and internally.
* Provide any information needed by public officials during an inspection of the area, such as a list of occupied apartments.
* Submit a Loss & Incident Report with photographs if possible.

# **Suspicious Letter/Package**

The likelihood of receiving a bomb in the mail is extremely remote. Unfortunately, however, there have been a number of explosive devices mailed over the years which makes it a threat to be considered. Keep in mind that a bomb can be enclosed in a letter or package and its appearance is limited only by the imagination of the sender. However, mail bombs have some unique characteristics which may help you in indentifying a suspicious mailing. It is important to know the type of mail typically received by your property when applying the following characteristics:

* Feel and Balance – Letters that feel rigid, appear uneven or lopsided, or are bulkier than normal. Is there any springiness or undue pressure that can be felt through the package? Contents of a parcel make a sloshing sound. WARNING – EXAMINE MAIL GENTLY!
* Foreign Packages – If the item(s) is from another country, ask yourself if it’s expected.
* Place of Origin – Is it a familiar one? Note the delivery postmark.
* Unrequested Deliveries – Is correspondence from the sender expected? Do the characteristics of the letter or package resemble the expected contents? The addressee normally doesn’t receive personal mail at the office.
* Unusual Addressing or Delivery Instructions – There are unusually restrictive endorsements such as “Personal” or “Private”.
* Unprofessionally Wrapped Parcel Is Endorsed “Fragile Handle With Care” or “Rush – Do Not Delay” – The name and title of addressee are not accurate. The sender is unknown. There is no return address.
* Smell – Mailing emits a peculiar odor. There is a smell of marzipan (the smell of almonds) or any other strange smell coming from the letter or package.
* Sender’s Writing – Any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This goes along with the place of origin.
* Protruding Wires – Are there any protruding wires, tinfoil, or strings present?
* Sound – If there’s any unusual sound or noise coming from the package, such as a buzzing or ticking noise, the package should be treated with caution.
* If the letter or package exhibits any of these warning signs or characteristics, follow the procedures found in the following section.

If a suspicious letter or package arrives through the mail or by any other means, the following procedures should be followed:

If the letter or package has not been touched:

* Do not touch it! Do not allow anyone else to touch it.
* Evacuate the room and surrounding rooms immediately. Leave windows and doors open. Keep others out of the area.
* Call 911 and explain that there is a possible bomb that has just been received. Give the location of the letter or package and when and how it arrived as well as any other information that they request. Do not place the call in the same room as the letter or package.
* Do not handle the letter or package, or attempt to take it outside.
* Do not place the letter or package in water.
* Follow any instructions that are given by the Police.

As with a letter or package bomb, a bomb which has been placed in or around the facility may not have the outward appearance of a bomb. A bomb placed by an individual is normally placed in an inconspicuous location and is generally followed by a telephone threat, though not in all cases. A bomb that has been placed can have any or all of the characteristics of a letter or package bomb. If you notice a suspicious object in an area that it does not belong, or has never been before, use the following procedure:

* DO NOT TOUCH THE OBJECT!
* Do not use radio transmission to inform others.
* Do not pull the fire alarm.
* Exit the area cautiously and quickly.
* Call 911 and inform them that there is a possible bomb in the facility. Provide any information about the object that you have. Follow any instructions given by the Police.

# **Tornado**

**Instructions for a Tornado Watch**

When aware of a tornado watch, the Community Manager monitors radio and television broadcasts for a change in the current weather conditions. Advise all management that a tornado watch has been issued by the weather service. The property can continue normal operations until the weather service has lifted the watch or the watch becomes a warning.

**Instructions for a Tornado Warning**

* Secure the business office area and cover all computers/printers.
* Check exterior of property and secure any objects and other materials that may become airborne (i.e. pool/patio furniture, trashcans, etc.).
* A battery operated radio with spare batteries.
* Flashlights with spare batteries.
* Storm shutters or plywood for covering plate glass windows.
* Duct tape for damaged windows.
* Rope for typing down storage sheds, patio furniture, etc. In a last effort, pool furniture can also be sunk in the pool.
* Fully stocked first aid kits.
* Fully charged cellular phone and two-way radio, if applicable.
* Wet/dry vacuums on hand and ready for use.
* Emergency numbers for carpet cleaners and other outside vendors.
* Have tools needed to disconnect gas and water supplies, if necessary.
* Post a tornado spotter at a location that gives them a view to the direction from which the tornado is reported.

It is necessary to be aware of specific things to **AVOID** if a shelter area cannot be reached. These include:

* Wide expanse ceilings
* Areas containing windows, display cases, or other glass
* Large open areas
* Areas with a large amount of debris

If an area of proper protection cannot be reached, find the lowest point in the area and take cover under the most secure object you can find.

**After the Storm:**

* Provide first aid as necessary for residents and staff members.
* Shut off any utility service that is damaged.
* Secure the property.
* Make residents as comfortable as possible.
* Notify the Vice President/Regional Director.
* Notify the insurance company.
* Take photographs, if possible.

# **Vandalism and Excessive Damage Protocol**

Vandalism in residence halls is often indicative of a lack of shared responsibility among community members. When vandalism occurs in the halls, it is important to promote opportunities for students to engage in dialogue about the impact that the vandalism has on them as individuals and on the community as a whole.

An effective means of creating this kind of interaction is to raise the issue at a floor/wing community meeting. At the meeting it is important to focus the discussion on residents and ways that they have been impacted by the vandalism. Try to facilitate a conversation with the group in which the students’ thoughts, feelings, and reactions to the vandalism are explored. The point to this is that, whether in attendance at the meeting or not, those who participated in the vandalism will likely hear what was discussed at the meeting. The impact of peer feedback can be very useful in convincing students not to repeat this kind of behavior. In addition explore the student’s potential thoughts, feelings, and reactions of housekeeping staff.

Other goals of the meeting include a discussion of how to keep vandalism from occurring on the floor from a community perspective, encouraging students to come forward with any information they have regarding the incident, and relating the vandalism to the agreements or standards that the floor community has set. Should vandalism continue into what appears to be a pattern, it may be necessary to provide an even more structured response, which may include parental notification and group billing.

If necessary, students responsible for vandalism will be held accountable through the college’s judicial process.

# **Winter Storm**

In areas where winter storms can be particularly severe, management should begin to make plans in October for the coming winter. The types of winter storms (ice or wet, heavy and sticky snow) can grind the whole city to a halt shutting down transportation systems, and placing demands on the power systems. During these types of storms accidents rise among those who try to drive, and can trap people at home or work.

**Prepare a Winter Storm Plan**

* Battery operated radio and spare batteries
* A fully charged cellular phone
* Flashlights with spare batteries
* Three day emergency fuel supply
* Snow and ice removal equipment
* Fully stocked first aid kit
* Have extra blankets on hand
* Ensure each resident has a warm coat, gloves or mittens, hat, and water-resistant boots

**Assemble a Disaster Supplies Kit Containing:**

* First aid kit and essential medications
* Battery-powered NOAA Weather radio, flashlight, and extra batteries
* Canned food and can opener
* Bottled water
* Extra warm clothing, including boots, mittens, and a hat
* Assemble a Disaster Supplies Kit for property vehicles, too
* Have vehicles winterized before winter storm season

## Before the Winter Storm Strikes

Stay Informed. Listen to the radio or television for latest weather information.

**When a Winter Storm WATCH is Issued...**

* Listen to NOAA Weather Radio, local radio, and TV stations, or cable TV such as The Weather Channel for further updates.
* Be alert to changing weather conditions.
* Avoid unnecessary travel.

**When a Winter Storm WARNING is Issued...**

* Stay safe, warm, dry and calm indoors during the storm.
* If you must go outside, several layers of lightweight clothing will keep you warmer than a single heavy coat. Gloves (or mittens) and a hat will prevent loss of body heat. Cover your mouth to protect your lungs.
* Understand the hazards of wind chill, which combines the cooling effect of wind and cold temperatures on exposed skin.
* As the wind increases, heat is carried away from a person's body at an accelerated rated, driving down the body temperature.
* Walk carefully on snowy, icy, sidewalks.
* After the storm, if you shovel snow, be extremely careful. It is physically strenuous work, so take frequent breaks. Avoid overexertion.
* Of deaths related to ice and snow, 70 percent occur when people are stranded in cars or involved in accidents. Avoid traveling by car in a storm, but if you must...
	+ Carry a [Disaster Supplies Kit](http://www.redcross.org/services/disaster/0%2C1082%2C0_3_%2C00.html) in the trunk.
	+ Keep the vehicle’s gas tank full for emergency use and to keep the fuel line from freezing.
	+ Let someone know your destination, your route, and when you expect to arrive. If your car gets stuck along the way, help can be sent along your predetermined route.

**What to Do After a Winter Storm**

* **Continue listening to local radio or television stations or a NOAA Weather Radio for updated information and instructions.** Access may be limited to some parts of the community, or roads may be blocked.
* **Avoid driving and other travel until conditions have improved.** Roads may be blocked by snow or emergency vehicles.
* **Avoid overexertion.** Heart attacks from shoveling heavy snow are a leading cause of deaths during winter.
* **Follow forecasts and be prepared when venturing outside.** Major winter storms are often followed by even colder conditions.