



Emergency Action Plan (EAP)

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POLICY:

USM - EMERGENCY ACTION PLAN (EAP) (INCLUDING EVACUATION FOR DISABLED)

Statement of Purpose:

1.0 Scope

1. The EAP includes at a minimum:
 - a. Procedures for reporting a fire or other emergency;
 - b. Procedures for emergency evacuation, including type of evacuation and exit route assignments;
 - c. Procedures to be followed by employees who remain to operate critical plant operations before they evacuate;
 - d. Procedures to account for all employees after an evacuation;
 - e. Procedures to be followed by employees performing rescue or medical duties; and
 - f. The name or job title of every employee who may be contacted by employees who need more information about the plan or an explanation of their duties under the plan.
2. The EAP also addresses other listed emergencies;
 - a. Acts of Violence
 - b. Suspicious Packages
 - c. Bomb Threat Procedures
 - d. Emergency Response Procedures – Ice Rink
 - e. Incident Command System
 - f. Laboratory Emergencies
 - g. Oil Spill Procedures
 - h. Poisoning Emergency
 - i. Medical Emergencies
 - j. Utility Interruption

2.0 Emergency Contact Numbers

USM Police (including area rescue)	911
USM Police Portland/Gorham (Alternate)	780-5211
LAC Police (Alternate)	784-6421
Environmental Health & Safety Office or Director	5406 or 420-4831
Academic Support for Students with Disabilities	780-4706
Health Education Specialist/Consultant	780-5411/4050
Maine Medical Center Poison Control Center	871-2950 or (800) 442-6305
Chemtrec – Chemical Response	1-800-424-9300
National Chemical Response Center	1-800-424-8802
Facilities Management	Portland 780-4160 Gorham 780-5520

3.0 Building Evacuation

1. Procedures: All USM employees and students are encouraged to check building evacuation signs (diagrams) for building and/or rooms they occupy on campus. Specific knowledge you should obtain from the diagram includes:
 - a) Primary escape route.
 - b) Secondary escape route.
 - c) Number of hall doors to nearest stair landing.
 - d) *Areas of refuge*.

Caution: Elevators should be used during fire emergencies.

2. Evacuation procedures to be employed:
 - a) When the alarm sounds, evacuate the building immediately, remaining calm as you do so.
 - b) When needed, assist disabled persons to the closest *area of refuge* or stair landing for your floor, and instruct that disabled person to remain there until assistance arrives (the fire department).
 - c) Proceed out of the building exit, and assemble in the nearest parking lot or designated area (rally point) as instructed.
 - d) Remain in the rally point until instructed to return inside.
 - e) The director/supervisor of each department is responsible for performing a head count at the designated rally point. Missing employees should be accounted for.

4.0 Fire / Explosion Emergencies

1. In the event a fire alarm sounds:
 - a) Call 911, USM Police. They will notify the Fire Department and Facilities Management (FM).
 - b) Evacuate the building by use of stairways. Elevators should not be used.
 - c) Assist disabled persons to the area of refuge in multi-story buildings (stairwells).
 - d) Evacuate the building.
 - e) Assist the Fire Department and USM Police by standing away from the building and proceeding to the designated assembly area (rally point), usually the nearest parking lot.
 - f) Do not re-enter the building until advised by the Fire Department or USM Police personnel that the building is safe to enter.

2. In the event of fire or smoke, but alarm has not been activated:
 - a) Manually activate a fire alarm pull station.
 - b) Follow above procedure.

3. Concerning disabled persons (in the event of a fire):
 - a) Remain calm. Dial 911 and inform the dispatcher of the nature of your disability, any special needs you might have, where you are waiting for help, and the details of the emergency. Remember, help is on the way.
 - b) When the alarm rings, disabled persons who are unable to evacuate the building should seek refuge in the nearest stairwell. Stairwell areas will be searched first by emergency response personnel.

A list of disabled individuals living in University residence halls should be maintained by residence life directors and USM Police.

5.0 Medical Emergencies

1. Remain calm and proceed as follows for accidents and sudden illnesses:
 - a) Call 911.
 - b) USM Police will make the necessary assistance call and respond accordingly.
 - c) Make the victim as comfortable and relaxed as possible.
 - d) Anyone trained and/or certified in medical response can assist.
 - e) Encourage others in class/department to move into the hall until rescue is addressed and completed.
 - f) Do not leave the patient unattended until rescue arrives.

- g) Designate someone in class/department to go to the nearest exit door to direct rescue to the location.

6.0 Acts of Violence

This procedure guide applies to all faculty and staff of the university and specifically applies to acts of violence, intimidation, and inappropriate aggression of various types.

Procedures to be employed:

1. At the first sign of violence, call USM Police at 911. **Note:** If immediate calling is not possible, someone should try to do so discreetly out of sight of the offender(s).
2. Establish an atmosphere of cooperation.
3. Do not display anger, fear, or anxiety, remain calm.
4. Talk in a calm voice, lower and slower than the offender. Allow the person to voice their grievance.
5. Be willing to listen. A person in “crisis” needs this element of cooperation.
6. Visually observe the following as you communicate with the offender(s):
 - a) Description of the person.
 - b) Description of any weapons.
 - c) Gather details regarding the offender(s) demands.
7. Post police reporting:
 - a) Report the act of violence.
 - b) Your name.
 - c) Your exact campus location.
 - d) Specify the exact time.
 - e) Describe offender(s) appearance.
 - f) Provide exact details how the offender(s) left the building or their current whereabouts if still in the area.

Examples: Two persons proceeded out of the front doors of our building; one male, one female are currently in the main office area.

7.0 Suspicious Package

Procedures to be employed

1. Do not open the envelope or package (if recognized as potentially suspicious and not already opened). If opened, leave it where it is.
2. Contact your supervisor immediately, and the supervisor will contact USM Police. If your supervisor is not available call 911. Provide specific incident details and site location such as campus, building, room, etc.

3. Isolate the mail to keep others from touching it. If powder is spilled, do not clean it up and try to cover it with something. If possible, have someone shut down any ventilation or air handling equipment in the area. Leave the immediate area.
4. Wash your hands with soap and water immediately. Try to avoid contaminating other surfaces, and do not touch your face. **Note:** Anyone who touches the suspicious item should wash hands, also.
5. USM Police will notify the University Environmental Health and Safety Office to formally document the incident.
6. All responding personnel will wear the appropriate personal protective equipment (PPE) and may attempt to place mail and other evidence in a plastic bag.
 - a. They will also place PPE and materials used for cleaning in a plastic bag.
 - b. Cleanup of dry or powdery material should be done only if permitted by law enforcement and then only with wet sponges or wet paper towels (no brushing or dry sweeping).
 - c. Preventing skin contact and inhalation of biological or chemical material is essential.
 - d. All plastic bags will be sealed. Material must be preserved for evidentiary purposes.
7. USM Police will contact the Gorham, Portland, or Lewiston police for emergency response assistance.
8. Local police authority will notify the following if deemed necessary: U.S. Postal Inspector, the Cumberland County Emergency Management Agency, and the FBI, if warranted.
9. The Cumberland County EMA will determine if additional response personnel are needed. UEH&S will notify specific USM administrator with incident details.
10. Supervisors will document the names of all USM employees and/or students involved with the incident.

Reference documentation used to prepare this information included: CDC Guidelines, FBI Directives, and U.S. Postal Service.

8.0 Bomb Threat

This procedure provides the University community with guidelines for action and information regarding bomb threats. It applies to all physical facilities:

Anyone receiving a bomb threat should:

1. Try to determine from the caller and write down if possible:
 - a) The exact location of the device.
 - b) The time of detonation.
 - c) Any special instructions.
2. Note the time of the call.
3. Make a note of:
 - a) The caller's gender and approximate age.
 - b) The caller's speech patterns.
 - c) Background noises.
4. NOTIFY USM POLICE IMMEDIATELY BY DIALING 911.
5. USM Police dispatcher will notify the USM Police Chief who will notify and confer with:
 - a) Chief Financial Officer – Ext. 4484 (See appendix A)
 - b) President's Office – Ext. 4480 (See appendix A)
 - c) Provost's Office – Ext. 4485 (See appendix A)
 - d) Facilities Management Office (Portland) – Ext. 4160
 - e) Facilities Management Office (Gorham) – Ext. 5520
6. Following the notification of a bomb threat, USM Police Chief or his representative will normally:
 - a) Evacuate the building(s) in question by pulling the fire alarm.
 - b) Notify Gorham Police Department and/or Portland Police Department and fire departments as appropriate.
 - c) Search the building(s) in question by using appropriate available FM, USM Police, Portland or Gorham Fire/Police Department personnel.
 - d) After an appropriate search, and after conferring with University officials, re-open the building upon the USM Police Chief's approval.

9.0 Emergency Response Procedures – Ice Arena

1. Emergency Operations Center (EOC) – The Gorham Fire Department’s squad truck will be the designed EOC. Secondary Backup Center Gorham – Faculty Lounge, John Mitchell Center. The JMC is located diagonally across from the ice arena facility. Enter the front double doors, through the first door on the left and straights ahead into the faculty lounge.
2. Detection System Format – System activation is as follows:
 - a) Fire alarm sounds – constant intermittent rings.
 - b) Voice activated instructions follow: MAY I HAVE YOUR ATTENTION PLEASE (TWICE) THERE HAS BEEN A FIRE REPORTED IN THE BUILDING. PLEASE PROCEED TO THE NEAREST EXIT AND LEAVE THE BUILDING.
 - c) Strobe light locations (40) flash white color.
 - d) Special location (2) strobe lights flash amber color. Locations: 1 – lower level compressor room, 1 – upper level ice resurfacing room.
 - e) Additional instructions - arena PA system.
 - f) Other features to be noted:
 - i. Alarm zones noted in main panel – 6.
 - ii. Pull stations – 9.
 - iii. Sprinkler system – yes.
 - iv. Exit doors – 20 and locations.
 - v. Ground (Upper Level): Front doors – 6 on south side, west side – 2, out of function room – 1-2, east side – 1 into Hill Gym.
 - vi. Lower Level: North side (ice making room) – 1, west side ice resurfacing room) – 2, compressor room – 2, coaches’ office – 2.
3. Evacuation Process (Procedures): Upon hearing the ringing of the fire alarm and the voice activated message, all spectators, officials, athlete, coaches, and personnel are to evacuate the arena and adjoining rooms immediately.
4. Evacuation Routes
 - a) Arena occupants: Upon hearing the alarm and announcement, arena occupants are to exit the front doors and proceed immediately out onto the sidewalk and to the side of Hill Gym; USM employees are asked to assist in facilitating the evacuation. Then proceed down the sidewalk to the front end of the gym and wait for further instructions. This process is vital to insure that emergency response personnel, equipment, and units can respond without crown interference. **Note**: A fluorescent orange line on the sidewalk is the closest point occupants should be to the ice arena.

- b) Ice skating participants: Before leaving the ice and/or locker rooms, please remove your skates. Parents/guardians may wish to wait for small children before evacuating the ice arena. Coaches/instructional personnel should be sure to accompany your athletes/participants out of the arena.
- c) Off campus routes if needed would be determined by the police.
- d) Ice arena personnel: When and during the evacuation, ice arena personnel shall assist evacuating arena occupants outside, and wait outside the arena front doors for the arrival of the USM Police and the Gorham Fire Department.

10.0 Incident Command System – Major Responsibilities Defined

1. Incident Commander (Gorham Fire Chief/Portland Fire Chief): Upon notification and/or arrival on campus, the Incident Commander is in complete charge of emergency response activities. The Incident Commander (IC) with assistance from designated individuals, will coordinate all activities during an emergency.
2. The IC will maintain communication with Gorham residents and the USM community.
3. Response Team (Gorham Fire Department/Portland Fire Department): Their duties/responsibilities will include:
 - a) Knowledge of the ammonia refrigeration system.
 - b) Knowledge of other systems handling hazardous materials.
 - c) Participation in general response including fire, explosion, first aid, etc.
4. Alternate Incident Commanders (USM Personnel):
 - a) First – USM Police
 - b) Second – Director of Environmental Health and Safety (See appendix A)
 - c) Upon notification and in the absence of the Incident commander (GFD/PFD), these individuals have the authority and responsibility to expend the necessary resources in the event of an emergency under this section (plan).
5. Security of Site (USM Police): USM Police personnel will immediately secure the incident area and:
 - a) Regulate crowd control at a safe distance.
 - b) Assist all emergency response vehicles and/or authorized personnel responding to the incident.
 - c) Authorized to call for additional police personnel if needed (local, county, or state).

6. Liaison Representatives (Athletic Department):
 - a) First – Ice Arena Operations Coordinator (See appendix A)
 - b) Second – Ice Arena Manager (See appendix A)
 - c) To provide as liaison with the response team (GFD) and its coordinator with respect to the facility, its system, and the hazardous substance in house. Also to inform the following:
 - i. USM Athletics Director
 - ii. USM Facilities Management Executive Director

7. USM Information Officer: This person will assume the duties of contacting local and state agencies to ensure that proper notification procedures are established. **Minimum contact checklist to include:**
 - a) USM President and Chief Financial Officer’s Office
 - b) University of Maine Systems Office in Bangor
 - c) Local Emergency Planning Committee (LEPC)
 - d) Local Emergency Management Agency (LEMA)
 - e) State Environmental Agency
 - f) National Response Center
 - g) Possible Other Contacts: County HAZMAT, State Police, Local Police, Cumberland County Sheriff’s Department, News, Media, etc.
 - h) **Note:** Upon call, report to command post for coordinated media effort. Also, the USM Information Officer is the only person authorized to distribute information to the media (radio, news, television, etc.)

8. Duty Dispatcher (USM Police Department): USM Police will immediately notify the following in this order:
 - a) Gorham Fire Department – Fire Chief at 839-5581 or, (See appendix A)
 - b) Portland Fire Department, Fire Chief at 874-8400 (See appendix A)
 - c) USM Police – at 911
 - d) Director of Environmental Health and Safety – at 780-5338 or 420-4831 (See appendix A)
 - e) Facilities Management Executive Director – at 780-4160 (See appendix A)

9. Off-Site Agency Response Departments:
 - a) Gorham Fire & Rescue: 911 / 222-1660
 - b) Clean Harbors in South Portland Maine: 799-8111
 - c) DEP, if any spill occurs: HazMat (1 800 452-4664), Oil (1 800 482-0777)
 - d) Cumberland County Emergency Preparedness: 892-6785

11.0 Laboratory Emergencies

1. In the event of a hazardous chemical or biological spill: If the person responsible for the spillage deems that there is a danger to building occupants, etc., confine the fumes or fire by closing the doors and windows.
 - a. Pull fire alarm so that evacuation can begin.
 - b. Call USM Police. State your name, the location, and nature of the emergency and that you have activated the fire alarm.
 - c. USM Police will notify the local evacuation/response team for professional assistance.
2. In the event of hazardous gas leak (flammable, toxic, corrosive, oxygen):
 - a. Departmental staff should attempt to shut off the main gas source if possible.
 - a. With flammable gas, one should refrain from turning electrical switches on or off.
 - b. If the situation has the potential to be of danger to building occupants, the fire alarm should be activated from a nearby pull station so that evacuation of the building can occur.
 - c. Report the leak/spill to USM Police by dialing 911.
 - d. Notify FM and your department chairperson as soon as possible.
 - e. EXIT the building and wait for the Fire Department to arrive.
 - f. Advise the arriving personnel what has occurred that led to the evacuation.
3. How to control and extinguish a laboratory fire:
 - a) Confine the fire – close lab hoods, doors and windows.
 - b) Pull alarm.
 - c) If trained to do so, extinguish the fire using the P.A.S.S. method.
 - a. Pull safety pin, Aim nozzle at base of fire, Squeeze lever to activate extinguisher, Sweep from side to side.
 - d) If you are not trained, evacuate the building immediately.

12.0 Oil Spill Procedures

Management Approval: University of Southern Maine is committed to the prevention of discharges of oil to navigable waters and the environment, and maintains the highest standards for spill prevention control and countermeasures through regular review, updating, and implementation of this Spill Prevention Control and Countermeasure Plan.

1. Facility Owner and Operator: Facility Owner – University of Maine System. Facility Address – 107 Maine Avenue Bangor, ME 04401-4330. Facility Telephone (207) 973-3330.
2. USM Facilities Management, Address, and Telephone: University of Southern Maine. Facility Address – 96 Falmouth Street Portland, ME 04104-9300. Facility Telephone (207) 780-4160.
3. Facility Contacts:
 - a) Facilities Management Executive Director, (207) 780-4160 (See appendix A)
 - b) Central Heat Plant Operator (Portland), (207) 780-4167
 - c) Central Heat Plant Operator (Gorham), (207) 780-4160
4. Personnel Training and Spill Prevention Procedures:
 - a) **Personnel instructions:** All buildings and grounds maintenance personnel are instructed in oil spill prevention during their initial training sessions and on an annual basis. Personnel are made familiar with the SPCC, emergency contacts, and spill response procedures.
 - b) **Designated person accountable for spill prevention:** The executive director of Facilities Management is officially accountable for spill prevention. However, all personnel whose duties involve maintenance and/or inspection of boilers and oil storage tanks are responsible for spill prevention.
 - c) **Spill prevention briefings:** Spill prevention briefings are conducted annually for all building and grounds maintenance personnel.

13.0 Poisoning Emergencies

1. Symptoms/Signs of poisoning:
 - a) Unusual stains or odors on clothes or skin.
 - b) Unusual odor on breath.
 - c) Sudden changes in behavior, such as drowsiness, stomach pains, irritability, and signs of fear.
 - d) Drug or chemical containers that are open and/or out of place.

2. Keep calm – act quickly. To call for help use the following procedure:
 - a) Dial 911 first, then the Maine Poison Control Center (871-2950).
 - b) Identify yourself, and give your relationship to the victim.
 - c) Give your telephone number.
 - d) Describe the victim by name, age, and sex.
 - e) If possible have the container or poison in your hand and identify as best you can:
 - i. What was taken?
 - ii. When was it taken?
 - iii. How much was taken?
 - iv. How is the victim acting?
 - f) Be prepared to answer any additional questions asked.
 - g) Follow advice given by the Poison Control Center.

3. Additional Emergency Procedures:
 - a) **Chemical Fumes or Gases** - Immediately carry or drag the person to fresh air; be sure exposure to fumes is minimized. Start artificial respiration (if trained to do so) if person is not breathing, and continue until the person resumes breathing or help arrives. Send someone for help.
 - b) **Chemicals on the Skin** – Brush off all dry poisons, flood involved parts with plenty of water. Flush with temperate water for 15 minutes. Then wash skin with bar soap and water, and rinse well. Remove and discard all affected clothing.
 - c) **Chemicals in the Eye** – Immediately flood the eye gently with large amounts of plain lukewarm water (never hot) for at least 15 minutes. Do not allow the victim to rub his eyes.
 - d) **Swallowed Poisons** – Look into the victim’s mouth, and remove all tablets, powder, or any material that is present. Examine the mouth for cuts, burns, swelling, unusual coloring or odor. Rinse and wipe out mouth with a cloth.
 - i. Summon Public Safety immediately – 911

Note: The USM Environmental Health & Safety Office has the Safety Data Sheets on file for information pertaining to all chemicals used on the respective campus. Use GOOGLE if a computer is available, the chemical name is known, and time is critical.

14.0 Utility Interruption

1. On weekday's gas, oil, water, or electric utility interruptions should be reported to the Department of Facilities. On nights and weekends, report interruptions to USM Police. If it is necessary to shut off gas or oil supply, water, or electricity to points on campus, the Department of Facilities staff will give advance notice if possible to building managers.
2. When electrical power is restored to a building, voltage fluctuations may occur. Measures should be taken to protect equipment and experiments from sudden surges of electricity. Turn off as much electrical equipment to minimize the electrical load when electricity is restored. Expect that air operated controls may also be affected. Ventilate the premises if the air becomes foul. Extinguish all open flames if trained to do so. If people are trapped in elevators dial 911.

Appendix A

- A. Chief Financial Officer – Dick Campbell (780-4484)
- B. Gorham Fire Chief - Robert LeFebvre (839-5581)
- C. Portland Fire Chief - Jerome F. LaMoria (874-8400)
- D. Director of Environmental Health and Safety – John Reed (780-5338)
- E. Facilities Management Executive Director – Robert Bertram (780-4546)
- F. Police Chief - Kevin Conger (780-5099)
- G. Athletics Director – Al Bean (780-5588)
- H. Facilities Management Supervisor (Gorham) – Dan Warren (780-4176)
- I. Facilities Management Supervisor (Portland) – Jeff McKay (780-5443)
- d) Central Heat Plant Operator (Portland), Gary Porter (207) 780-4167
- J. Central Heat Plant Operator (Gorham), Vincent (Ed) Polito (207) 780-4160
- K. Ice Arena Operations Coordinator –
- L. Ice Arena Manager - Vinnie Degifico (780-5984)
- M. Information Officer – Judie O’Malley (780-4200)