



Boston University Global Programs

EMERGENCY MANAGEMENT PLAN WORKBOOK

Program:

Location:

Dates:

INTRODUCTION

Boston University international activities should have an Emergency Management Plan (EMP) detailing the critical information needed in effective emergency planning and response.

The few minutes it takes to review preparation and procedures can prove invaluable in an emergency.

For more information on resources to help you complete the workbook, on emergency planning, and on international health, safety, and security, visit Global Programs' Health, Safety, and Security webpage.

Click Here

EMERGENCY RESPONSE PREPARATION

This section comprises information on local resources, detailed itinerary and contact information for participants, a detailed communication protocol, program-specific emergency response procedures, and fire safety protocols. If a section is not applicable, leave it blank.

A. Contact Information

Program Facilities Including Residences, Offices, and Classrooms when applicable		
Street Address(es)		
Telephone Number(s)		
Activity Directors/Activity Leads		
Name		
Title/Position		
Phone (Day)		
Phone (After-Hours)		
Email Address		

Host Organization/University Partner:		
Name		
Title/Position		
Phone (Day)		
Phone (After-Hours)		
Mailing Address		
Email Address		

Local First Responders	
Equivalent to 911 in US	
Police Station	
Phone Number	
Address	
Ambulance Service	
Phone Number	

US Embassy/Consulate Information (include other countries' missions if appropriate)	
US Citizens 24/7 Emergency Services Local and International Telephone Numbers:	
Regional Security Officer Name and Contact Information (if known)	
Embassy/Consulate Street Address:	
Nearest Public Transportation Stop:	
Website:	

Boston University Contact Information		
Names		
Titles/Positions		
Phones (Day)		
Phones (After-Hours)		
Email Addresses		
Boston University Global Programs Contact		
Names	<i>Joe Finkhouse</i>	
Titles/Positions	<i>Associate Director, Health, Safety & Security</i>	
Phone (Day)	<i>1-617-358-6350</i>	
Phone (After-Hours)	<i>1-617-777-3122</i>	
Email Addresses	<i>finkhous@bu.edu</i>	

Medical Insurance, Travel Assistance, and Emergency Evacuation		
Providers		
Policy Number(s)		
Domestic Phones		
International Phones		
Email Addresses		

B. Health Services, Physicians & Hospitals

Physicians: Provide the name and contact details of the physician(s) and dentist(s) associated with care for the program participants. If none, enter the name and contact details for the nearest or most likely to be used in an emergency.

Physicians (or Dentist)		
Name		
Specialty		
Address		
Phones		
Office Hours		

Health Facility/Hospital: Provide the names and contact details of the health facilities or hospitals associated with care for the program participants. At least one of these should be the preferred emergency room.

Hospitals or Clinics		
Name		
Address		
Phones		

Health Services - Mental Health: Provide the name and contact details of the mental health specialist and facility nearest to the program site or the hospital or clinic most likely to be used in a mental health emergency.

Mental Health Specialists		
Name		
Address		
Phones		
Office Hours		
Mental Health Facilities		
Name		
Address		
Phones		

Pharmacies: Provide at least one nearby pharmacy that would most likely be used in an emergency. Add more if needed. Provide a 24-hour pharmacy, if one is available.

Pharmacies		
Name		
Address		
Phones		
Hours of Operation		

Local Transportation Suppliers		
Name of Supplier		
Phone		
Contact Name		
Email Addresses		

Additional Contacts			
	Name of Provider	Phone	Email
Travel Agent			
Airline			
Railroad			
Car Rental Agency			
Accommodations			
Other			

C. Responsible Personnel: On-Site Emergency Management Team and Assignments

The establishment of an Emergency Management Team (EMT) provides a clear chain of command and will reduce confusion and uncertainty during an emergency. The EMT must be familiar with the information contained in this workbook, ensure that it is maintained, and conduct periodic drills on the plan to ensure its viability.

Incident Commander: The Director/Activity lead or most senior person available on-site at the time of the emergency situation becomes the Incident Commander (IC). The IC directs local efforts and is the primary contact person for both local authorities and Boston University.

Name		
Phone		
Email		

Communication Manager: The IC may appoint someone to manage communications or choose to do so him/herself. Only the Communications Manager should speak to authorities, program affiliates, parents, un-involved students, or the press.

Name		
Phone		
Email		

Incident Recorder (IR): The IC may appoint someone to maintain the Incident Log.

Name		
Phone		
Email		

D. Emergency Communication Protocol

The Phone Tree

At the start of the activity the Director/Activity Lead should collect participants' local contact information and create a phone tree in order to establish quick communication with everyone, should the need arise.

The phone tree is activated by order of the Director/Activity Lead, or Incident Commander. In the event of an incident requiring notification to all participants the following procedure will be followed:

- The tree is activated with instructions on exactly what information and/or procedures are to be communicated by the caller.
- Callers contact all participants to provide the information as instructed and, if necessary, ascertain their current location and safety status.
- Should any assigned caller be unreachable, the person above him or her in the tree will assume the missing person's responsibility and call list.
- Once every participant has been contacted, a designated person will contact the Director or IC, relaying location information and confirming that all were contacted.
- Every effort will be made to contact participants via email, text message, Twitter, and Facebook in addition to calling.
- An Excel version of the Phone Tree Template can be found ***Here***.

Communication Media	
Central Mobile/ Satellite Phone Numbers	
Office Number	
Facebook Page	
Twitter Handle	
Other (Describe)	

Fire Safety Plan

In-Case of Fire Procedures

Attach procedures for activity and housing facilities in Appendix B. These should be shared with students.

Responsible Personnel

Designate the staff member(s) responsible for overseeing the fire safety plan and maintaining the fire log and other fire safety records:

Name		
Phone		
Email		

Fire Safety Systems by Address

Describe fire safety systems and equipment, as well as inspections of fire safety systems, for all BU-operated facilities and summarize using the following template:

Address	Type of Fire Safety System	Inspection Type and Date
888 Commonwealth Avenue (Example)	<i>Smoke and heat detectors, alarms and alarm panels, fire doors, emergency lighting, fire extinguishers, evacuation diagrams.</i>	<i>Fire extinguishers inspected 02/02/2013</i>

Fire Logs, Schedule for Training and Drills: see Appendix B

E. Providers and Vendors

Attach relevant emergency plans from:

- University partners
- Housing providers
- Rented Facilities
- Transportation providers and travel agencies.

EMERGENCY PREPARATION

In rare instances, evacuation may become necessary due to environmental, political, industrial, and/or health concerns. Therefore, it is imperative that you develop simple, easy-to-follow protocols and ensure that all participants are aware of the procedure for responding to such an event.

Premises Evacuation Plan

If there is more than one building in the program site, complete this information for each building. Where buildings are leased, consult with the building landlord on emergency evacuation routes and floor plans, and to coordinate **fire drills at the beginning of each semester**.

This is the Evacuation Plan for:

Notification of the need to evacuate will be by the following means:

Teams of two persons each should be assigned **to ensure everyone has left the building**. The following teams have been created, with responsibility for the areas shown in the table below. *Note: The number of teams and area of assignment will vary according to the size of the facility.*

Team 1/Person 1	Team 1/Person 2	Assignment
Team 2/Person 1	Team 2/Person 2	Assignment

The following person is responsible **to ensure everyone is accounted for** at each assembly point.

Name	Responsible for: (assembly point or department)

A. Assembly Points

The assembly point is to be used in the event of an evacuation of the premises due to smoke, fire, or by order of the authorities. It will also be used in the event of an area-wide catastrophe that renders the facility unusable or during which telephone land lines are down and cell service is disrupted.

The designated places will have these characteristics:

- Far enough away from the facility being evacuated to be safe, but close enough to be conveniently reached on foot
- Public spaces that are easily recognized by participants

- Contain sufficient room for all students, faculty and staff to gather comfortably, without impeding traffic or obstructing emergency response vehicle pathways
- Well-lit at night
- Close to food, water, restrooms and transportation

Examples: Hotel lobby, train station, public park with restaurants nearby

The primary assembly point for this site is: (Provide map or photo if available in appendix A.)

Directions to the primary Assembly Point:

The secondary assembly point for this site is: (Provide map or photo if available in appendix A.)

Directions to the secondary Assembly Point:

B. Shelter-In-Place

In the event of environmental emergencies (e.g., gas leak, external chemical fire), natural hazards (e.g., sudden storm, tornado), terrorist attacks, or other major events, authorized authorities or activity staff may require students and staff to stay indoors wherever they are for their own safety, rather than evacuate. A shelter-in-place command can last from a few minutes to a few days, such as in the event of a civic emergency. On notification of the order to Shelter-in-Place in a program facility, anyone who is in the building must remain there. All students, faculty, staff, and visitors will assemble at the location(s) listed below.

Shelter-in-place locations will be determined in the event of an incident, and may include a student’s room, a common room in a classroom or residential building, a workplace, or simply a directive to stay put until further notice.

During large-scale events, such as incidents of political unrest or natural disasters, it is often safer to shelter-in-place than try to evacuate. Decisions should be made with that in mind.

Sheltering location	
Sheltering location	

While Sheltering-in-Place some general guidelines apply:

- Lock doors.
- In the case of a storm, close blinds and curtains to protect against flying objects that may hit the building. Seek room in the basement or lower floors if possible.
- Remain in the shelter location until the all-clear has been sounded and normal operations resume.
- Students should call their parents to inform them of their safety, if possible.
- Staff should contact participants not on the premises and advise them to stay away.
- If more than one shelter location is needed, each room will have a responsible person assigned to distribute supplies, record names, and communicate with Boston, as well as their counterparts in other shelter locations.

C. Large-Scale Evacuation

The decision to evacuate an activity location is normally made in consultation with Boston University unless the Director/Activity Lead determines that participants are in immediate danger. The decision to evacuate should not be taken lightly. It is often safer to shelter in place than to move.

If conditions suggest that evacuation may be necessary, please inform your designated unit contact immediately. They will then inform the Global Programs Associate Director for Health, Safety and Security, who will convene those individuals necessary to authorize such an event.

In most cases evacuations will be handled by the activity's insurance or travel assistance provider, and only with their authorization. However, there may be times when, for whatever reason, BU or the director/activity lead decides an evacuation is necessary even if the insurer has not authorized it. For that reason, it is important to consider where you might take participants, how you would transport them, or how you would return to Boston, if necessary. Because each location and each situation vary, there is no "one size fits all" plan, but please consider the possibility.

EMERGENCY RESPONSE: ACTIONS

A. General and Essential Actions

Despite the varying degrees of emergency that may be encountered, there are basic steps to be taken under all circumstances, as follows:

1. Meet the immediate needs of participants.
 - a. Contact police, ambulance, or other first responders, as necessary.
 - b. Stay with individuals affected until help comes or the situation is resolved.
 - c. Only move participants if it is deemed too dangerous to shelter in place.
2. Assess the situation and any threats or dangers posed to participants.
 - a. Evaluate specific threats or dangers participants face.
 - b. Identify immediate steps that can and should be taken to help reduce the harm, danger, or threat level.
 - c. Determine whether participants are safer remaining in their present location(s) or, if relocation is necessary, where they should go.
3. Contact all participants.
 - a. Confirm all are safe and accounted for as quickly as possible.
 - b. Determine and record their present locations.
 - c. Instruct them to follow emergency plans, specifically where to go/not go and what they should do/not do.
4. Contact your Emergency Travel Assistance Provider.
 - a. ACE (faculty and staff), or GeoBlue or OnCall (students).
5. Notify Designated Unit Contact.
 - a. Inform on-site and Boston contacts of the nature of the crisis, your location, the location of participants, and all other relevant details available.
 - b. If you cannot reach your designated contact number within fifteen minutes, call their designated backup person.
 - c. If you cannot locate either person, please call (+1) 617-594-3215.
6. Update the University continuously throughout the crisis and regularly in the following hours and days regarding the condition, safety, and location of all personnel.
7. Maintain a written log of the crisis.
 - a. Include specific dates, times, actions taken, and other relevant details, beginning with your first notice of the crisis and continuing through its resolution.
 - b. Include copies of all emails.
8. Submit an incident report to your unit and Global Programs.

B. Timely Warning/Emergency Notification

Emergency messages should be sent to participants when, in the judgment of the Director/Activity Lead, the Executive Director of BU Study Abroad (in the case of a BU Study Abroad program), or the Global Programs Associate Director, Health Safety and Security, an emergency or impending threat to the health, safety, or security of the community exists. The message will either be sent to the entire program community, or to the appropriate segment of the community, if the threat is limited to a particular building or segment of the population.

Messages are sent by text, email, or other medium by BU, or by the Director/Activity Lead, or designee to program participants, staff and faculty when approved by one of the three individuals mentioned above.

Responsible Personnel

Designate the staff members on-site who are authorized to send such messages:

Name		
Phone		
Email		

C. Missing Student Notification Process

1. Registration of Emergency Contacts

- Boston University provides all students, including those abroad, with the opportunity to provide confidential contact information to the University.
- Students may identify their confidential contact by visiting the **StudentLink**, clicking on the "Personal" tab and updating the "Address & Phone" information to identify a "Missing Person" contact. This person will be notified in the event that a student is officially reported as missing.

2. Staff Procedure

- All program faculty, staff, or students who receive a report of a missing student should immediately report to the Director or his/her designee, or directly to Boston University.
- The Director or a designated member of the activity's staff will become Incident Commander in this event and will investigate the circumstances of the student's absence.
- If the Incident Commander officially determines that the student has been missing for more than 24 hours following his or her receipt of a missing persons report, he or she will notify the local police, United States or other consulate, Boston University, and the individual identified by the student to be contacted in such circumstances.
- If the student is under 18 years of age and is not emancipated, the Director or Global Programs staff will notify a parent or guardian.

3. Other Contingency Plans

Detail any other site-specific response plans related to the conditions of your activity, location, or facilities, for example, Earthquake Response Plan, Public Demonstration Plan, etc.

E. Incident Reports

Emergencies, illnesses, crimes, and other incidents affecting students, faculty, staff, facilities, or the surrounding community must be reported to BU Global Programs using a standard Incident Report Form (IRF).

1. The IRF is found **Here**.
2. The IRF is submitted by the Director/Activity Lead or by the Incident Recorder. It is used to summarize the incident or emergency action that has occurred.
 - In the case of a major emergency, Incident Logs, emails and other forms of correspondence must be attached as back-up at the time the IRF is submitted.
3. IRF's should be submitted to the designated unit contact and to Global Programs. Global Programs will forward complaints of sexual misconduct to the Deputy Title IX Coordinator.
4. If you are in doubt about whether or not an incident should be reported, the general instruction is that it is better to over-report than under-report. The following are examples of incidents that must be reported:
 - Any report or allegation of a crime involving a student, faculty, or staff member
 - Any illness or injury requiring emergency treatment or hospitalization
 - Any report of sexual misconduct involving a student, faculty, or staff member
 - Any natural disaster or political event that may affect the activity
 - Any incident requiring the use of an emergency travel assistance provider for medical evacuation or repatriation
 - Any incident which may result in the early departure of a student from the activity or disciplinary action taken by Boston University
 - Any incident which may affect the reputation of Boston University or the future operation of the activity
 - Any other incident or situation which the Director/Activity Lead, other staff, or student believes should be brought to the attention of Boston University.

APPENDIX A: MAPS

Please provide maps or satellite images showing the relative locations of your facilities and assembly points. Birds-eye or ground level photographs are also very useful; no limit to number.

APPENDIX B: FIRE LOG AND FIRE TRAINING LOG

You may also attach your own form, as long as it contains all of this information.

Fire Training and Drills

Record all fire drills and fire training for students, staff, and faculty. Detail for the previous year should be provided to Boston when this report is updated annually, using the following template:

Date	Address	Type of Activity (Drill, Training)	Traget Group	Comments

Fire Log

Maintain a log of any fire, alarm, or false alarm affecting any residential, classroom, or office facility. This includes accommodations during excursions. Detail for the previous year should be provided to Boston when this report is updated annually, using the following template:

Date	Address	Cause/Description of Fire	Estimated Cost of Damage	Number of Injuries	Number of Deaths