



FACT SHEET

Program: Student/Residential Fire Safety

EMERGENCY EVACUATION PROTOCOL: OCCUPANTS IN NEED OF ASSISTANCE

Fire safety and prevention is everyone's responsibility. Exercising common sense and observing the University's fire safety rules and guidelines helps to ensure personal safety, as well as the safety of friends, classmates, colleagues, and neighbors.

Immediately evacuating a building when its fire alarm sounds is a good example. For those occupants who may require some level of assistance, evacuating a building requires some pre-planning steps. This document provides a planning guideline for occupants needing assistance, building managers, tutors, proctors, HUPD, Security and others, as well as a protocol for evacuation to ensure any building occupants in need of assistance are able to evacuate in a safe manner.

When it comes to planning, occupants in need of assistance are best suited to define their own needs. These occupants need to communicate their needs as early as possible to appropriate personnel (e.g. local disability coordinators (students) or University Disability Services (employees), building managers, tutor, proctor, etc.).

At HMS/HSDM communication should include HMS Security as well. Please do not assume this information has been communicated unless you have done it.

Pre-Emergency Planning:

- Occupants in need of assistance should make sure their information is registered with the Harvard University Operations Center's Facilities Incident Notification System (FINS). To do so:
 - Residence hall student occupants should meet with their Local Disability Coordinator/Administrator. A list of school Local Disability Coordinators/Administrators is posted on the University Disability Services website at <http://accessibility.harvard.edu/>
 - Harvard University Housing (HUH) apartment occupants should contact the HUH Leasing Office at leasing@harvard.edu.

Please note notification limitations on page 2.

- Residence hall student occupants in need of assistance should meet with their resident tutor/proctor and their building manager to discuss the assistance needed for emergency evacuation and establish a plan. At HMS/HSDM, Security and EH&S will meet with the individuals to assist with the development of their specific evacuation plan.
- EH&S will assist with evacuation planning.
- HUH apartment occupants should familiarize themselves with the evacuation plans posted inside their apartment entry door and the information contained in the HUH *Safety Never Hurts!* booklet (http://huhousing.harvard.edu/sites/huhousing.harvard.edu/files/documents/HUH_safety_book.pdf).
- In addition, identify readily accessible "areas of refuge" in your area. An area of refuge is a safe location in a building where occupants in need of assistance to evacuate can remain (i.e. shelter in place) until help arrives. Sheltering in place is a safe/acceptable option for those unable to evacuate and is recommended by local fire departments.



FACT SHEET

Program: Student/Residential Fire Safety

- Acceptable and safe areas of refuge in a building include, but are not limited to:
 - A fully sprinklered room – ideally with a window and phone
 - A fire-rated stairwell
- Occupants in HUH high-rise apartments can contact their property management office for information about fire-rated stairwells at their property.
- What to do during a fire alarm:
 - Evacuate the building if you are able.
 - If you are not able to evacuate, shelter in place in a pre-determined “area of refuge” (i.e. sprinklered room or in a fire-rated stairwell)
 - Keep the door closed and place a towel or other object along the base of the door to help prevent smoke from entering the room.
 - *Immediately* alert someone (Harvard Operations Center (617-495-5560) HMS/HSDM Facilities Call Center (617-432-1901), HUPD (617-495-1212 or 911) of your specific location using a phone, calling out the window, or yelling.

Once on-site, police and fire personnel will decide whether people are safe where they are sheltering or in need of evacuation. The fire department will typically make this determination.

Please Note Following Limitations:

- Depending on nature of the call, emergency response, existing and developing conditions, emergency responders may or may not enter premises, notify or communicate to individuals regarding the origin/cause of alarm or initiate an evacuation during some alarm conditions (i.e. burnt popcorn).
- In addition, although Harvard University dormitories and Harvard University Housing (HUH) apartment buildings are equipped with sophisticated fire and life safety devices monitored by the Operations Center (24 hours a day /365 days a year), the Operations Center may not always be aware of emergency responses, depending on how the call was placed and condition(s) that triggered a response.
- If 911 is called directly, emergency responders will not necessarily receive information regarding those individuals who may be in need of assistance evacuating. Calling the Operations Center *in addition* to 911 will send additional resources such as the Harvard University Police Department, Facilities Maintenance Operations (FMO), etc.

Post-Evacuation and Follow-Up:

- Any safety issues or problems experienced or observed during an evacuation (i.e. obstructed egress paths, poor lighting, etc.) should be immediately reported to the building manager.
- Residence hall student occupants can reach out to resident tutors/proctors for additional information regarding the evacuation.
- Building managers may periodically send out email communications regarding the reasons for alarms/evacuations that have occurred.



FACT SHEET

Program: Student/Residential Fire Safety

EMERGENCY CONTACT NUMBERS	
Medical Emergency, Police and Fire	911
Harvard University Police Department (HUPD)	(617) 495 - 1212
Harvard University Police Department (HUPD) LONGWOOD CAMPUS	(617) 432 - 1901
Harvard University Operations Center Cambridge, HSPH	(617) 495 - 5560
HMS/HSDM Facilities Call Center LONGWOOD CAMPUS	(617) 432 - 1901

ADDITIONAL RESOURCES:

Harvard University Environmental Health & Safety: <http://ehs.harvard.edu/>

Harvard University Disability Services: <http://accessibility.harvard.edu/>

National Fire Protection Association: <http://www.nfpa.org/disabilities>