



**HIGHLAND
COMMUNITY
COLLEGE**

**EMERGENCY GUIDE
2009**

EMERGENCY CONTACTS

From an off-campus phone:	On campus, using a cell phone
Police/Fire/Rescue #1	911
Police/Fire/Rescue #2 (campus security will contact 911)	1-815-599-3451
Police/Fire/Rescue #3 (campus switchboard will call 911)	1-815-235-6121
Police Non-Emergency	1-815-599-3451
Personal crisis referral team	1-815-599-3486, 3588, 3463, or 3466
Employee Assistance Program	1-815-599-3402

From on on-campus phone:	Located in campus offices
Police/Fire/Rescue #1 (8 establishes outside phone line)	8 911
Police/Fire/Rescue #2 (campus security will contact 911)	3451
Police/Fire/Rescue #3 (campus switchboard will call 911)	0 (zero)
Police Non-Emergency	3451
Student Crisis Referral team	3486, 3588, 3463, or 3466
Employee Assistance Program	3402

Fire

The **fire alarm** has a steady horn sound and flashing strobes. In the event of a fire:

1. Pull alarm station unless alarm has already sounded
2. Evacuate building (use elevators only when authorized by a fire or police officer or to assist individuals with physical disabilities).
3. Individuals with physical disabilities should proceed to areas of rescue assistance (at the top stairwell landing at the following locations: the second floor of the north and south stairs of the Marvin-Burt Liberal Arts Center and the west stairwell of the Student/Conference Center) and press the red button to activate alarm.
4. Do not reenter buildings until the all clear signal has been sounded. The **all clear signal** is a horn sounding for one second and silent for five seconds.

Tornado

The **tornado alarm** is a quick pulsing horn sounding for one-quarter of a second and silent for one second. This cycle will continue for three minutes, and then stop. At the time the tornado alarm sounds, evacuate to a shelter area such as:

- The first floor or basement.
- Avoid rooms with large windows.
- Stay near the center of the building.
- Avoid the theater in the Ferguson Fine Arts Center and the basketball and handball courts in the Sports Center.

Do not leave the shelter area until the all clear signal has been sounded. The **all clear signal** is a horn sounding for one second and silent for five seconds.

Menacing Behavior

If an individual is displaying behavior that is aggressive or abusive, but the behavior has not escalated and/or the individual has not committed a violent act:

- Stay calm and unhurried in your response to the individual.
- Be empathetic and show your concern.
- Try to sit down with the person, as sitting is a less aggressive posture.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, "We can get this straightened out" or "I'm glad you're telling me how you feel about this."
- Stay out of arm's reach.
- Limit eye contact.
- Do not argue, yell, or joke.
- Do not touch the individual.

If the individual's level of aggressiveness or agitation increases and/or you feel the individual may commit a violent act:

- Leave the scene.
- Go to a secure location, such as a locked room.
- Using a campus phone, call campus security at 3451.
- Using an off-campus phone, call campus security at 1-815-599-3451.
- Alert co-workers using an agreed-upon code word to indicate trouble.
- Even if immediate danger passes, alert campus security and co-workers to such behavior.

Crime

(Such as robbery, assault, drug abuse, rape, weapon possession, and other emergencies.)

- If crime is **in progress**, leave scene immediately if possible.
- Call 911.
- If crime is **not currently in progress**, call Security at 1-815-599-3451 from off-campus phone or at 3451 from an on-campus phone.
- Maintenance or Security will assist victim in completing Incident Report and/or contact law enforcement agency.

Medical Emergency/Ambulance Needed

When someone is ill or injured and needs an ambulance, do not attempt to move the victim, unless he or she is in danger of additional injury.

- **If using a campus phone**, call the Communications Operator at 0 (zero)
 - give the operator the injured person's location and nature of the problem
 - the operator will call 911 immediately
- **If using an off-campus phone**, call 911
 - give 911 the injured person's location and the nature of the problem
 - alert others to situation by calling campus security at 1-815-599-3451
 - give campus security the injured person's location to assist emergency response

Mental Health Emergency

In the event of overtly threatening behavior constituting an **immediate threat** to self or others:

- Call 911.
- Using a campus phone, call campus security at 3451.
- Using an off-campus phone, call campus security at 1-815-599-3451.

In the event of **non-emergency situations**, refer individuals to the crisis referral team at 1-815-599-3486, 3588, 3463, or 3466. If the individual is an employee, refer him/her to the Employee Assistance Program, available through Human Resources at 3402.

- Express your concerns directly to the individual.
- Watch for changes in behavior
 - Significant changes in academic or work performance;
 - Changes in hygiene, speech, attentiveness, or social interaction;
 - Excessive drinking or drug use;
 - Severe loss of emotional control;
 - High levels of irritability;
 - Impaired speech or garbled/disjointed thoughts;
 - Excessively morbid, violent, or depressing themes in assignments;
 - Verbal expression of suicidal or violent thoughts.

Active Shooter or Hostage/Barricade Situation

An incident involving an Active Shooter or Hostage/Barricaded situation is a violent criminal offense involving the infliction of great bodily harm, or the holding of an individual hostage by use of force or threat of force or by other violent behavior/verbal actions.

Plan of Action:

1. **Verify the situation.** Gather as many facts as quickly as possible.
2. **If exit is possible from the immediate threat,** assist students and others present in evacuating the area. Notify others as you exit the area. Students who are outside of the area should be escorted to a safe area away from the threat.
3. **If exit is not possible or not immediately possible to determine,** go to a safe location that can be locked.
 - a. Offices without windows in the door are safest.
 - b. Turn off the lights and instruct individuals to stay away from windows. Barricade doors if possible.
 - c. All doors should remain locked and barricaded.
 - d. Students and staff should take cover and remain quiet until an all-clear signal has been given or other instructions are provided.
 - e. Follow instructions given by Law Enforcement Officers on-scene.
4. **Dial 911.** Stay on the phone, if possible and provide the following information: location of incident, type of incident, number of injured, number and location of offenders, description of offender and any weapons.
5. **Contact Highland security** at 1-815-599-3451 if using cell phone. Dial 3451 if using campus phone.
6. **Assist** Law Enforcement Officers as directed by them.

The **lockdown signal** is a “broken” siren, starting up, then cutting off, and repeating at regular intervals. The campus phone intercom will be used to communicate color code condition (see Appendix III at the end of this manual).

Bomb Threat

If you receive a bomb threat **phone call**:

- do **NOT** hang up the phone,
- leave the phone off the hook and proceed to another phone immediately, **(do not use cell phone or other radio devices as they could trigger an explosive device),**
- call Physical Plant at 3502,
- call the Communications Operator at 0 (zero),
- attempt to obtain the information included in the bomb threat form, next page.

If a device is **physically found**:

- move away from the device to a safe location,
- call Physical Plant at 3502 **(do not use cell phone or other radio devices as they could trigger an explosive device),**
- call the Communications Operator at 0 (zero).

BOMB THREAT FORM (Telephone Procedures)

Be calm, courteous, listen intently, and DO NOT INTERRUPT the caller. Notify others by pre-arranged signal regarding the call.

CALL RECEIVER: _____ TIME AND DATE RECEIVED _____
 TIME CALL COMPLETED _____

Is the voice familiar? _____ If so, who did it sound like? _____

Exact Words of Caller: _____

INITIAL QUESTIONS TO ASK:

1. When is the bomb going to explode? _____
2. Where is the bomb now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you plant the bomb? _____
6. What makes the bomb go off? _____
7. How can it be stopped? _____

If the caller seems agreeable to further conversation, try to ascertain the caller's name, address, and present location.

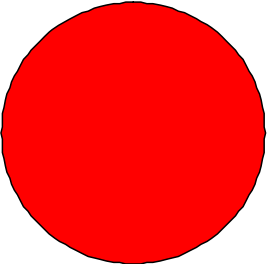
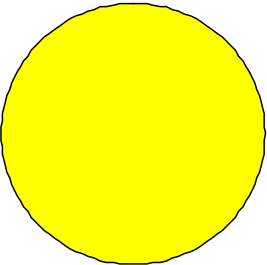
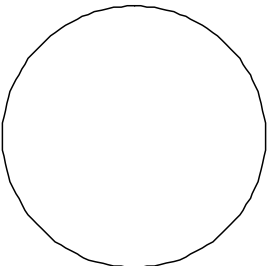
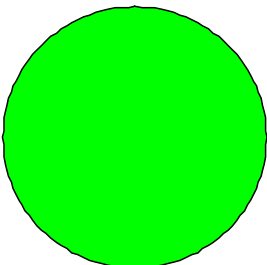
CALLER'S VOICE DESCRIPTION

MALE _____ FEMALE _____ ADULT _____ JUVENILE _____ APPROXIMATE AGE _____

VOICE		SPEECH		LANGUAGE		ACCENT		MANNER		BACKGROUND NOISES	
Loud	_____	Fast	_____	Excellent	_____	Local	_____	Calm	_____	Office Machines	_____
High Pitch	_____	Distinct	_____	Fair	_____	Not Local	_____	Rational	_____	Factory Machine	_____
Raspy	_____	Stutter	_____	Foul	_____	Foreign	_____	Coherent	_____	Bedlam	_____
Intoxicated	_____	Slurred	_____	Good	_____	Race	_____	Deliberate	_____	Animals	_____
Soft	_____	Slow	_____	Poor	_____	Other	_____	Righteous	_____	Quiet	_____
Deep	_____	Distorted	_____	Other	_____		_____	Angry	_____	Mixed	_____
Pleasant	_____	Nasal	_____		_____		_____	Irrational	_____	Street Traffic	_____
Other	_____	Other	_____		_____		_____	Incoherent	_____	Airplanes	_____
_____	_____	_____	_____	_____	_____	_____	_____	Emotional	_____	Party Atmosphere	_____
_____	_____	_____	_____	_____	_____	_____	_____	Laughing	_____	Trains	_____
_____	_____	_____	_____	_____	_____	_____	_____	Other	_____	Music	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	Voices	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	Other	_____

EMERGENCY COMMUNICATIONS

Highland Web site	www.highland.edu
Broadcast email	Campus email system-all students, faculty, and staff have email addresses.
Broadcast telephone	Campus automated phone system. All employees and students are subscribed. Contact info is primary info given by employees to Payroll and by students to Admissions.
Emergency sirens	<p><u>Fire alarm</u>-steady horn, flashing strobes</p> <p><u>Tornado alarm</u>-quick, pulsing horn</p> <p><u>Lockdown signal</u>-“broken” siren, starting up, then cutting off, and repeating at regular intervals. The campus phone intercom will be used to communicate color code condition (see Appendix III at the end of this manual).</p> <p><u>All-clear signal</u>-horn sounding for one second and silent for five seconds.</p>
Campus public address system	Campus telephones.

	<p>LOCK DOWN</p> <p>Go immediately to nearest classroom or office. Close, lock and/or barricade doors. Turn off lights. Stay away from windows. Take cover and remain quiet until police give instructions or an “all clear” alert is given.</p>
	<p>EVACUATE</p> <p>Immediately move to place of safety away from building.</p>
	<p>DANGER IN COMMUNITY</p> <p>Remain inside until an “all clear” alert is given.</p>
	<p>ALL CLEAR</p> <p>Return to normal activity</p>