

PROCEDURES MEMORANDUM

TO: MCC Staff

FROM: Office of the President

SUBJECT: Emergency/Crisis Situations

DATE: February 13, 2008

PURPOSE: To establish general procedures to emergencies or crises, or which pose the potential of escalating to those categories if left unattended

SCOPE: This Procedures Memorandum (PM) applies to all College employees (full-time, part-time, regular, temporary) and students, as well as community entities and individuals who may be using or participating in College campus and College-sponsored off-campus instructional activities.

1. General Provisions

Metropolitan Community College has the utmost concern for the safety and well being of its students, employees and guests. To this end, all full-time and part-time employees must act in a effective and responsive manner when occurrences are discerned which are of an emergency or crisis nature, or which have the potential of escalating into such occurrences. Situations include those which present threats to physical safety, personal belongs, and public property occurring as result of fire, medical, weather, criminal, natural disasters, or other circumstances.

The intention of this PM is to suggest standard responses to be considered in responding to an emergency or crisis situation. It must be realized, however, that such occurrences often involve "non-standard" elements and that assessment on the scene may warrant modifications to a standard response based upon on-scene observation and good judgment.

The College has taken steps to be prepared for all predictable situations. It is our intent that our facilities will provide a safe area to survive an incident. If an individual chooses to leave a College property, it is of their choice and the College will not detain these persons. If, on the other hand, an event occurs off College property, the College reserves the right to deny entry to persons who may disrupt or contaminate our facility.

The College's Department of Public Safety has overall responsibility for campus security at the College. That department provides services at the Fort Omaha Campus 24 hours a day, seven days a week, everyday of the year, and on the Elkhorn Valley and South Campuses where officers are normally on-duty 16 hours a day during the work-week and on weekends, holidays and breaks as demands warrant. Public Safety officers are equipped with portable radios and can be reached during on-duty periods at telephone numbers provided in the College Telephone Directory.

2. Emergency/Crisis Communication Capabilities

A. Main Campuses

- 1) Telephones are usually readily available at Metro campuses to contact Public Safety, 911, and other authorities, including during daytime, evening, and weekend hours when classes are held. Offices with telephone access in the case of an emergency include Student Services, Counseling, and the Libraries, as well as public pay phones that allow 911 contact without the use of a coin.

B. Educational Centers

- 1) Telephones are available in the reception area whenever the site is open. Public pay phones are also available in adjacent building areas. Public pay phones also allow 911 contact without the use of a coin.

3. Emergency/Crisis Procedures

A. Tornado: A **tornado watch** means that tornados are likely to develop; **tornado warning** means a tornado has actually been sighted in the general area and public should seek shelter immediately.

1.) Main Campuses

- a) Public Safety will monitor weather conditions. When severe weather notification is received, the information will be spread to the general College population.
- b) Public Safety or Student Services staff at each location will notify instructors and staff of the watch and/or warning in effect.
- c) If a tornado warning is issued, the civil defense sirens sound or a tornado is sighted, students and staff are to proceed to the nearest designated severe weather shelter for the building/area. The shelter areas are designated with five-inch red, round decals picturing a tornado symbol.
- d) If time does not permit getting to a shelter location, get into the safest area of a classroom or office — generally an inside wall farthest from any doors or glass windows.
- e) When possible, avoid areas with large windows, lecture rooms, gymnasiums or other areas with wide-span roofs. Additionally, areas where boilers or electrical switchgear are located should be avoided.
- f) Take shelter under a desk or any heavy furniture and take care to protect the head and eyes. This can be done by assuming a curled

position or by covering the head and eyes with arms, clothing, books or other materials.

- g) All persons should remain in the shelter areas until advised that the danger has passed.
- h) If the area has suffered damage, watch out for storm-related dangers and assist where possible with emergency fire and first aid assistance.
- i) Reassemble after the storm has passed outside the building at a safe distance. *Do not* re-enter the building until told the area is safe. If possible, account for all persons in the vicinity prior to the storm. This will be useful in identifying missing persons.

2. Educational Centers

- a) Proceed generally as for Metro Campus sites, realizing that Public Safety personnel may not always be on-site to assist.
- b) Report WATCH and WARNING conditions received from non-Metro sources to the nearest main Metro campus.

B. Medical Emergencies: (Serious injury, death, or unconsciousness)

1) Main Campuses

- a) If other people are nearby, request help and ask if anyone knows first aid/CPR and send for the Automatic External Defibrillator (AED). Perform only the first aid or CPR skills in which you have received training.
- b) Have someone call 911 to report the injury or medical emergency. Give details regarding the victim and his/her location. Perform actions as directed by the 911 operator. *Do not* hang up until you are released by the 911 operator.
- c) Have someone call the campus Public Safety or Student Service office. Give name, location and telephone number. Give details regarding the victim and his/her location.

NOTE: If alone with the victim, use careful judgment before performing first aid.

- d) Do not move a seriously injured person unless it is a life-threatening situation, or unless directed by the 911 operator or the Public Safety officer.

- e) If possible, have someone remain with the victim and keep the victim as calm and comfortable as possible until help from 911 or Public Safety arrives.
 - f) Public Safety will take actions appropriate to the situation, including proper notification and incident reporting.
- 2) Educational Centers
- a) Proceed generally as for Metro Campus sites, realizing that Public Safety personnel may not always be on-site to assist.
 - b) Report injury or an emergency situation to the nearest main Metro campus.
- C. Unlawful or Suspicious activity in process (i.e., robbery, theft, vandalism, domestic violence, hostage situations, civil disturbances, riots, safety or security hazards, and weapon possession, etc.)
- 1) Main Campuses
- a) Call 911 and/or the campus Public Safety office, as judgment dictates. Advise them of the situation and remain where you are, if feasible, until contacted by an officer. **Do not** hang up until you are released by the 911 operator or Public Safety Officer.
 - b) If safe to do so, attempt to obtain a good description of the perpetrator(s). Note height, weight, gender, age, clothing, vehicle type and color, vehicle license number, direction of travel and other details.
 - c) Consider ramifications and risks of interference with the act in progress before attempting additional actions. Remain in the general area, away from danger, until help arrives from 911 or Public Safety. Remain physically and mentally alert.
 - d) Public Safety will take actions appropriate to the situation, including proper notification and incident reports.
 - e) What to do if taken Hostage:
 - (1) The initial 45 minutes is the most dangerous period. Follow instructions, be alert, and stay alive. Avoid drastic action.
 - (2) The captor is likely to be emotionally imbalanced or has been interrupted during the commission of a criminal act and will use the hostages as a means to gain freedom or other items.
 - (3) Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be agitated. Avoid appearing hostile.

- (4) Remain calm. Do not speculate. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- (5) Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- (6) Be prepared to answer the police on the phone. Be patient. Time is on your side. Attempt to establish rapport with the captor if the opportunity presents itself.

2) Educational Centers

- a) Proceed generally as for Metro campus sites above, realizing that Public Safety personnel may not always be on-site to assist.
- b) The first call should be made to 911 to advise of the situation and obtain help.
- c) Notify the Director of Campus Student Services and Public Safety at the nearest main Metro campus as soon as practical.

D. Fire

1.) Main Campuses

- a). Pull the nearest fire alarm to evacuate the building. If there is no fire alarm, alert others of the emergency.
- b). Call 911 from a safe location and advise the operator of the fire. Speak calmly and clearly. Give your name, location and telephone number. *Do not* hang up until you are released by the 911 operator.
- c). Notify Public Safety at the MCC location of the fire. Public Safety will direct fire department personnel to the location of the fire. If Public Safety is not at your facility, instruct someone to meet and direct the fire department to the scene.
- d). *Do not* use elevators. Know the exit routes and keep them open and unobstructed.
- e). Regarding the use of a fire extinguisher, if you do not feel your personal safety is threatened and you have been trained in the use of the device, attempt to extinguish the fire.
- f). Assemble at a safe distance away from the building. Try to stay out of any smoke. *Do not* re-enter the building until the fire department or Public Safety has declared the building safe.

2) Educational Centers

- a) Proceed generally as for Metro campus sites above, realizing that Public Safety personnel may not always be on-site to assist.
- b) The first call should be made to 911 to advise of the situation and obtain help.
- c) Report a fire to the nearest main campus after the call to 911 is made.
- d) Report a fire to any other building authorities relevant to the site (i.e., other shopping center or building occupants).

E. Physical Plant Outages and Emergencies (Power Loss, Major Water Leak)

1) Main Campuses

- a) Call Public Safety and Facilities Management to report the physical plant outage or emergency. Public Safety will contact the proper officials and determine if the facility should be evacuated.
- b) Respond to directions from Public Safety. Do not place yourself or others in jeopardy as a result of the emergency.
- c) Public Safety will take actions appropriate to the situation, including proper notification procedures and reports.

2) Educational Centers

- a) Proceed generally as for Metro campus sites above, realizing that Public Safety and/or Operations and Maintenance personnel may not always be on-site to assist.
- b) Call local on-site building manager authorities as appropriate.
- b) Report the outage/emergency situation to nearest main campus.

F. Bomb Threat

1) Main Campuses

- a) The person receiving the bomb threat via telephone or other means should remain calm and attempt to obtain as much information as possible regarding the caller and details about the location and expected detonation of the bomb.
- b) Call 911 and/or Public Safety as judgment dictates, giving your name, location, and telephone number. **Do not** use any electronic device that emits a signal (i.e., cell phone or two-way radio). Provide any information you may have in regard to the location of the bomb, the

stated time given for explosion, and when the threat was received. **Do not** hang up until released by the 911 operator or Public Safety Officer.

- c) Respond to direction from the 911 officer and/or Public Safety . If instructed to evacuate, move a safe distance from the building (a minimum of 100 yards). Do not reenter the building until instructed that it is safe to do so.
- d) If you should note a suspicious-looking object or package, include this information in your report, but do not attempt to touch or tamper with the object.
- e) Public Safety will take actions appropriate to the situation, including proper internal notification procedures and reports.

2) Educational Centers

- a) Proceed generally as for Metro campus sites above, realizing that Public Safety personnel will not normally be on-site to assist.
- b) The first call should be made to 911 to advise of the situation and obtain help.
- c) Report a bomb threat to local on-site building authorities, as appropriate.
- d) Report a bomb threat to the nearest main Metro campus.

G. Unusual Student or Staff Member Conduct Including Possible Drug and/or Alcohol Use

1) Main Campuses

- a) Notify Public Safety providing details as to location, individuals involved, and type of activities and behavior.
- b) Consider waiting for the arrival of a Public Safety officer in the area before taking additional actions, as good judgment dictates.
- c) Alert others in the vicinity, as good judgment dictates.
- d) Public Safety will take actions appropriate to the situation, including proper notification and reports.

2) Educational Centers

- a) Notify the Director of Campus Student Services and the Public Safety office at nearest main Metro campus of location, individuals involved, type of activities and behavior.
- b) Seek direction from the Director of Campus Student Services before taking additional actions, as good judgment dictates.
- c) Alert others in the vicinity, as good judgment dictates.
- d) The Director of Campus Student Services will take actions appropriate to the situation, including direction, proper notification, and incident reports.

H. Hostile Intruder or Active Shooter

- 1.) When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, we recommend the following procedures be implemented.

While the guide refers primarily to academic buildings, it should be stated that these procedures are also relevant to administrative buildings and other common buildings on the campus:

- a) Faculty should immediately lock the students and themselves in the classroom if possible. Cover any windows or openings that have a direct line of sight into the hallway.
- b) If communication is available, call 911 and Public Safety at 457-2222.
- c) **Do not** sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
- d) Lock the windows and close blinds or curtains.
- e) Stay away from the windows.
- f) Turn off lights and all audio equipment and silence cell phones.
- g) Try to remain as calm as possible and stay together.
- h) Keep classrooms secure until police arrive and give you directions.
- i) If you are not in a classroom, try to get to a classroom or an office.

- j) Stay out of open areas and be as quiet as possible.
- k) If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
- l) Once the police arrive, obey all commands. This may involve your being handcuffed, or keeping your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

2.) An active shooter is a suspect that causes death and/or serious bodily injury through the use of a firearm or other deadly weapon. It is a dynamic situation that usually evolves rapidly, and demands immediate deployment of law enforcement resources to terminate a life-threatening situation. Immediate deployment will involve the first officers on the scene taking aggressive action to find and stop the killing. The goal is to contain and isolate the individual with the gun, and to facilitate the safe release of any hostages or threatened persons.

a) Follow the steps below:

- (1) As a general rule, DO NOT approach the person with the weapon
- (2) Move immediately out the area to a safe location if you can
- (3) Notify others of the danger as you leave the area
- (4) Call 911 and inform them of the situation
- (5) Do not re-enter the area, and take steps to prevent others from doing so until authorities arrive
- (6) Once you are in a safe area, do not leave unless a police officer escorts you out
- (7) Remain as calm and as quiet as you can
- (8) Do not attempt to rescue others unless you have been trained, or can reach them in a safe manner
- (9) Above all, do not endanger yourself.

- b) Once notified of an active shooter, Public Safety or local police will likely be one of the first responders on the scene. Police are trained to respond to an active shooting incident by proceeding to the origin of audible gunfire. This may be in an open area such as a Parking Lot or inside a building. The police will move quickly into the affected area until the shooter is located and stopped or no longer a threat to life or safety. If you are wounded or with someone who may be wounded, expect the officers to bypass you in their search as they must find the shooter and eliminate the threat.
- c) To assist police, please remain calm and patient during this time, to prevent any interference with police operations. If you know where the suspect is, have his description, tell the police. Rescue teams will follow shortly to aid you and others.

3.) If the shooter enters a class or office:

- a) There is no set procedure in this situation. If possible call 911. If you cannot speak, leave the line open so police can hear what is going on.
- b) Use common sense. If you are hiding and flight is impossible, attempts to negotiate with the individual may be successful.
- c) Attempting to overcome the individual with force is a last resort that should only be initiated in extreme circumstances.
- d) If the shooter exits your area and you are able to escape, leave the area immediately or barricade your self inside using desks, chairs or other heavy objects.
- e) Do not count on walls or doors to be sufficient protection from bullets.

I. Hazardous Materials

If you notice a leaking or spilled chemical or escaping gas from a cylinder or container, the following steps are to be taken immediately:

- 1.) Recognize the emergency immediately and isolate the area.
- 2.) If the leaking material is hazardous and presents a potential fire or explosion hazard, evacuate the immediate area or, if necessary, the entire building. This can be done by either direct communication or the use of the building fire alarm system. Make sure those evacuating *do not* use routes near the incident scene.

- 3.) Call 911 and/or Public Safety. Give your name, location and the nature of the emergency. If you know what hazardous material is involved, this will help in the proper emergency response. *Do not* hang up until you are released by the 911 operator or Public Safety officer.
- 4.) If told to evacuate, move to a safe area at a distance of at least 500 feet (approximately two football fields). This safe area should be upwind and uphill from the incident area.
- 5.) *Do not* return to the area until directed to do so.
- 6.) If injuries result from the hazardous materials emergency, use caution when giving first aid. If safe to do so, immediately remove any victims to a safe environment before starting first aid and emergency care. Remember, the hazard that caused the victim's injuries may still be present on his/her clothing and in the surrounding environment. Immediately refer to the procedure outlined earlier in this Procedures Memorandum for medical emergencies.
- 7.) Most chemical spills and gas leaks you encounter will involve products you work with or are around daily. This familiarity makes you a valuable resource to personnel responding to the suspected hazard. Your knowledge of the chemicals and gases and the location of their respective Material Safety Data Sheets (MSDS) can minimize the fire, health, safety and environmental concerns for responders.

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