

 **Frederick Community College**
The Monroe Center, 200 Monroe Avenue
Emergency Numbers and Response Guidebook

Emergency Numbers

Monroe Security Cell
301.606.7721

(From Campus Help Phone Dial 9-911)

Security Main Campus
301.846.2453

Frederick County Dispatch Center
911 (Fire, Ambulance, Police, Haz Mat)

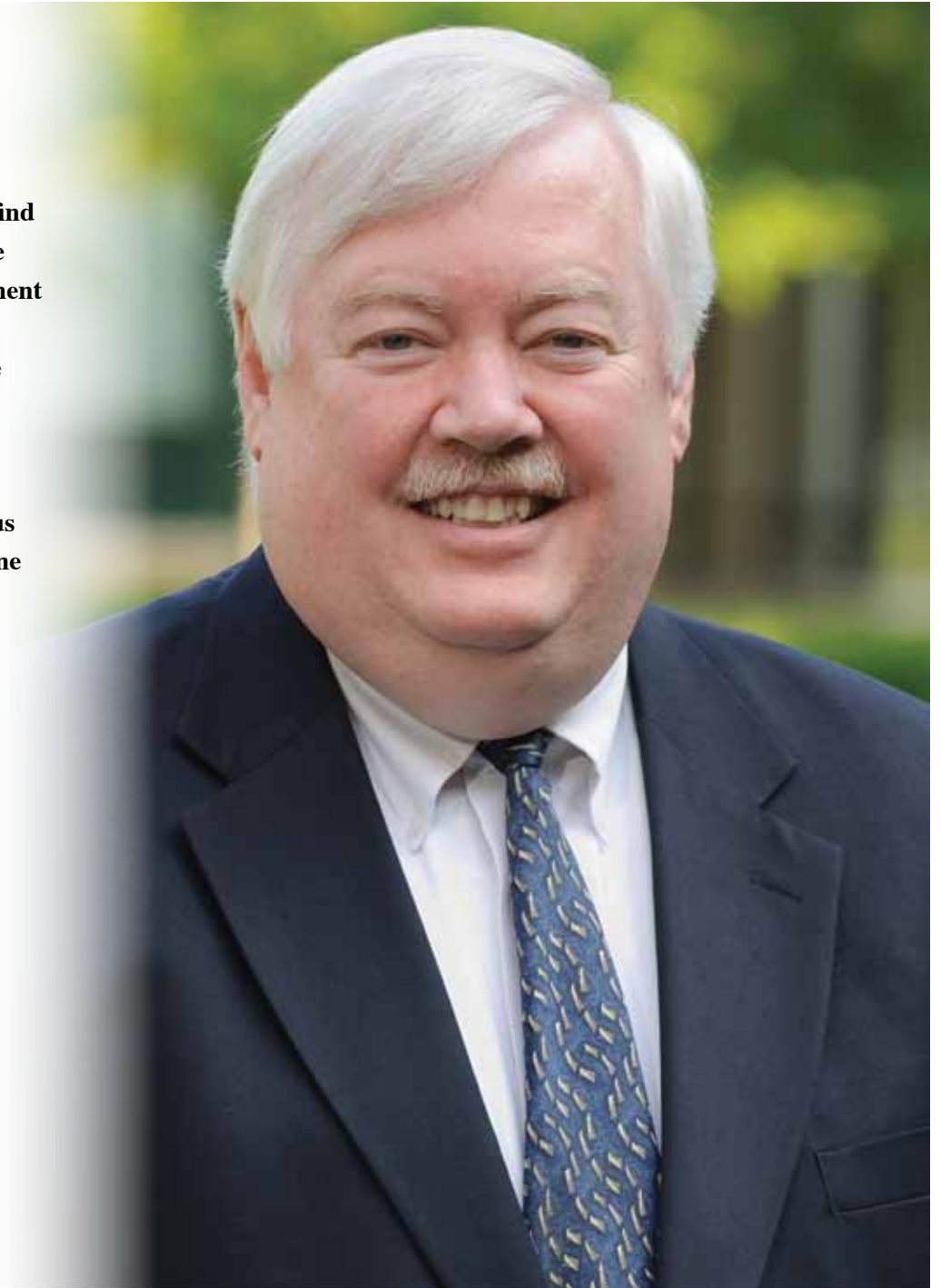
Maryland Poison Control Center
800.492.2414



President's Welcome

Welcome to our campus and I hope you find this emergency response guide useful. We pride ourselves in having a safe environment for our students and employees. Our Crisis Management Team prepared these procedures to help you in the event of a crisis, whether it's a natural disaster, an accident, or a crime-related emergency. There isn't anything more important to us than your safety. Please talk with someone on our security staff if you have any questions or concerns.

**Thank you,
Douglas Browning, President**



Frederick Community College Emergency Response Guidebook

This campus emergency guide is designed to supply readily-accessible information for use in various emergency situations. These can range from high risk emergency situations resulting from natural disaster or an intruder, to everyday accidents, injuries or property crimes. The information included in the guide provides “best practice” responses to situations that may be encountered by members of the campus community. The information will be most helpful if you take the time to review it prior to an actual emergency. It is recommended that you take this guide with you during an emergency and use the relevant information to the advantage of students or other individuals with whom you may find yourself.

Please remember that each emergency situation is unique and, as such, the “best practices” in this guidebook may not be ideally suited to the emergency that confronts you. Your immediate safety is your first priority.

The campus has active Risk Management, Security, and Safety programs designed to prevent emergency situations, however, we acknowledge that such situations will occasionally occur. For this reason, we have developed procedures to mitigate the negative effects of such incidents on your health, education, or employment status. Procedures are also in place to ensure that the campus environment returns to normal as quickly as possible after an incident.

Each individual on campus is a critical component in the overall safety program. Your conduct can eliminate opportunities for crime or significantly increase the likelihood that perpetrators will be apprehended. Your attention to detail and willingness to report unusual situations can prevent accidents, injuries or criminal activities on campus. This guide provides the phone numbers and other information you will need to help make this campus as safe as possible.

Emergency Numbers

Monroe Security 301-606-7721

Main Campus 301-846-2453

- From any office phone: 2453 or 4444
- Off-campus or cell phone: 301-846-2453
(To ensure quick availability, please enter this number into your cell phone directory.)
- Frederick County Dispatch Center:
911 (Fire, Ambulance, Police, Haz Mat)
- Maryland Poison Control Center: 800-492-2414

President's Welcome • Emergency Response Guidebook

Medical Emergencies

Frederick Community College is fortunate to have a team of trained First Responders on staff that can provide quick medical attention in the event of an emergency.

When you observe an individual who appears to be ill or injured, make sure the scene is safe before you approach. Call for assistance from a safe location and await it's arrival. If you judge the scene to be safe, you may approach the individual.

Call for assistance:

If a student or staff member is unconscious or appears to need immediate medical attention, call 911. As soon as possible thereafter, call 301-606-7721, and then main campus 301-846-2453. If you activate voice mail, dial "0" to reach the main security cell phone.

When calling for assistance it is requested that you provide:

Your name

Name of the injured or ill party if known

Location

An accurate description of the situation

Other information as requested

Render Assistance:

Do not move injured person unless there is a danger of further harm.

Remain with the injured person until medical assistance arrives. Initiate lifesaving measures if needed and if you are appropriately trained.

Reporting Crime

If you are a victim of or witness to criminal behavior, call campus security immediately. This can be accomplished in a number of ways. Call Monroe cell phone 301-606-7721, and then main campus 301-846-2453. If you activate voice mail, dial "0" to reach the main security cell phone.

- Do not approach or attempt to apprehend the person(s) involved. Only take actions that are necessary for self-defense. If you are safe, stay where you are until police arrive. Otherwise, try to move to a safe location.
- Make an effort to obtain an accurate description of the offender(s), to include weapon, method of flight, direction, vehicle registration, etc.
- Crime Scene: Make note of the presence of items associated with the crime. Do not handle any of the items. The exact location of physical evidence at a crime scene may be as important as DNA and fingerprints when providing evidence against an offender. To the extent possible, the crime scene must remain undisturbed.

Help Phones

FCC has installed cream-colored Help Phones at various locations on site. These phones are capable of connecting to other phones. In order to call out on these phones you must dial the complete number.

Weather Emergencies

In cases of severe thunderstorms or tornadoes, FCC will monitor the National Weather Service for emergency broadcasts. When necessary, college staff and students will be provided with pertinent information through the public address system, media outlets, e-mail, classroom announcements and phone calls.

Thunderstorm

Thunderstorms are a frequent occurrence in Maryland, often accompanied by lightning, damaging winds in excess of 50 mph, and hail. The best course of action is to get indoors and stay clear of windows. Students and staff should refrain from exiting buildings until the weather clears.

Tornado

Tornadoes are local storms with whirling winds that can exceed 100 mph. The weather service provides two types of advance notice:

- **Tornado Watch:** Conditions are favorable for tornado or severe weather.
- **Tornado Warning:** A tornado has been sighted. Immediately seek shelter when a tornado warning is issued for the Frederick County area.
- If you spot a tornado contact call Monroe security cell phone 301-606-7721 and then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone.

Weather Emergency Sheltering Areas: When a weather alert is issued for the Frederick Campus, students and staff should go to sheltering areas as listed:

Monroe - Hallway 141/144

Final precautions: Kneel down and cover head.

Close classroom and office doors after you exit an area. You will be advised via public address system when it is safe to exit the building, or in the event of system failure, personally by security.

Gas Leak:

If you smell gas, notify security; call Monroe cell phone 301-606-7721, and then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone. If you believe it is an imminently dangerous situation, move quickly from the area of concentrated fumes, contact 911, and follow-up with a call to security. Remember, electrical sparks from light switches and phones can ignite gas, so do not turn off lights. If you are in a lab, turn off main gas supply. The valves are clearly marked in each lab. Leave everything else untouched.

Hazardous Materials

Hazardous Materials:

Hazardous materials incidents include chemical spills in laboratories or storage rooms, transportation accidents or intentional acts. Call Monroe security cell phone 301-606-7721 and then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone. The following information should be provided:

- Type of chemical, if known
- Location of spill
- Source of leak(s)
- If leak is headed toward a drain or water source

Fire Safety

If you discover a fire or see smoke, immediately locate and activate one of the fire alarms. In the process of leaving the building, call Monroe cell phone 301-606-7721, and then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone. When reporting a fire, the following information should be given:

- Your name
- Nature and location of the fire
- Whether or not the alarm has been activated
- If people are evacuating the building
- Any injuries
- Other pertinent information as requested

Building Evacuation – General

Everyone must exit the building if the alarm has been activated. Be sure to shut off open flame devices in laboratories. The fire alarm will sound until the building is evacuated.

- **DO NOT USE ELEVATORS**
- Exit in an orderly manner. Close interior doors. Do not run.
- If able, help others who have impairments.
- If smoke has filled the hallways, crawl on your hands and knees.
- Once outside, move away from building to a designated evacuation area.
- If you have actually seen the fire, meet with responding officials and provide direction.
- Staff must check (if possible) to determine if all students are evacuated the building.
- Whenever practical, faculty should take class rolls and this guide with them.

Building Evacuation – Active Fire

If you are in an actively-burning building, there are additional evacuation procedures to follow:

- **REMAIN CALM:** Feel doors for heat, using the back of your hand, before opening them.
- **IF HOT:** Do not open

Seal cracks around door with any material available. If you have access to water, wet the materials. Hang objects out of the window or take any steps necessary to attract attention.

- **IF NOT HOT:** Brace yourself against door and open it slowly. If significant hot air or fire rushes in, close door and seal room as noted above.
- If you are able to leave, close all doors behind you and proceed to the nearest safe exit.
- Evacuate to a safe distance. Do not return to a burning building for any reason. (See EVACUATION section of this guidebook)

Building Precautions

All exit doors, stairs, and fire escapes should be kept free from obstructions. Chains are not permitted on doors. If you notice an exit is blocked, please report it to the security department.

Instructors must make plans to provide for the safety of students with impairments and inform those students of the location of an Area of Rescue Assistance (above; also see EVACUATION).

Extinguishing Fires

If you observe a small localized fire, consider whether you can put it out using one of the campus fire extinguishers available in all hallways. The extinguishers can be used safely for all types of fires.

Disruptive Individuals

If you witness a disruptive individual on campus at any time, immediately contact security.

Who is a disruptive individual?

- An individual who makes threats of physical harm to you, others, or him/herself.
- An individual who has a weapon. (Refer to Armed Intruder.)
- An individual who behaves in a bizarre manner or exhibits unstable behavior.

Call for Assistance

- If the disruptive individual presents an immediate danger, call 911. Call Monroe cell phone 301-606-7721, and then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone.
- When calling for assistance it is requested that you provide:
 - Your name
 - Name of the individual, if known
 - Location
 - An accurate description of the situation
 - Additional information requested

How to react

Stay with the subject if you can safely do so. The following mannerisms are suggested “best practices.”

- Sit or stand erect
- Square your shoulders
- Smile and make eye contact
- Speak clearly and distinctly. Maintain a constant voice volume—speak lower and slower than the agitated subject

Cues to avoid

- Observe the individual’s personal space—do not stand too close
- Do not touch the person
- Do not slouch, glare, or sigh at the individual

Anger Management Tactics

- Get the individual’s attention; Use his/her name. Ask him/her to sit down.
- Acknowledge his/her feelings; paraphrase what the individual says so he/she knows you are listening.
- Get him/her moving; Offer a chair, move him/her to a private area if possible.
- Offer assistance Use the word “we” to include him/her in the solution process.
- Tell him/her exactly what you can do for them and when.
- Offer an alternative if appropriate
- Advise co-workers of the potential problem if possible
- Call for aid immediately if you sense the situation is getting out of hand

Fire Safety • Disruptive Individuals

Armed Intruder

If you witness an armed individual on campus in what appears to be an imminently dangerous situation, immediately contact 911. Alert security as soon as possible so a campus-wide response can be initiated. Call Monroe cell phone 301-606-7721, then main campus 301-846-2453. If you activate voice mail, dial “0” to reach the main security cell phone.

In an active shooting situation, do not attempt to leave campus in a motor vehicle. The bottleneck created at the campus exits will increase your vulnerability. An armed intruder approaching your vehicle on foot may not be a readily-identifiable threat.

If your best option is to shelter in place:

- Turn off all the lights. Close and lock all windows and doors.
- If you can do so safely, get all students on the floor and out of the line of fire.
- Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by an authorized voice.
- If you do not recognize the voice that is giving instruction, do not change status. When this situation is actually resolved, it will eventually become clear to those sheltering that it is safe to come out.

If your best option is to evacuate:

- Leave on foot as quickly and quietly as possible and move to a designated evacuation area. Consider removing shoes with hard heels to reduce noise that could lead to your detection. Carry shoes until you reach a place of safety.
- Try to seek a position that provides cover while still allowing you to view campus.
- Plan an escape route in case your location is threatened.
- Contact security or 911 if the intruder becomes visible. Evacuate further if necessary.
- If fleeing with a group, make note of those with you. Utilize the blank roster form at the back of this guidebook. Present the roster to a member of the campus administration or security.
- Wait for the “all clear” instruction.

If the armed subject comes into your class or office:

There is no one procedure that authorities can recommend in this situation.

- Attempt to get the word out if possible. An open phone line to 911, with the phone speaker muted, is one suggestion to consider. Keep in mind that any action you take could result in a violent reprisal by the intruder. Your first priority is your personal safety and the safety of those with you.
- If the intruder seems interested in keeping hostages, consider this a favorable development. This slows the progression of the incident and creates time to stage law enforcement resources and negotiate a settlement.
- Use common sense. Utilize techniques described in the **DISRUPTIVE INDIVIDUALS** section of this guide.

Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstances. Remember, there may be more than one armed subject.

Be careful not to make any changes to the scene of the incident since law enforcement authorities will be processing the scene for evidence after the incident is resolved.

For additional information review the Guidebook sections titled: **EVACUATION** and **SHELTER IN PLACE**.

Bomb Threat Call Checklist

If you receive a bomb threat by phone, get as much information from the caller as possible. The Bomb Threat Checklist can be accessed by clicking on the desktop icon on your computer. (see below).

Pay attention to background noises (children playing, a television on, etc.) Write down the exact time of the phone call and keep the line open - do not hang up. Take down the entire message using the exact language the caller uses.

Attempt to obtain the following information from the caller:

1. When is the bomb going to detonate?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What will cause the bomb to explode?
5. What does the bomb look like?
6. Did you place the bomb?
7. Why did you place the bomb?
8. What is your name?
9. Where do you live?
10. Note additional comments with respect to race, religion or nationality

Note observations about the caller's voice:

calm angry slow rapid soft loud
laughter crying normal slurred nasal stutter
lisp raspy clearing throat deep breathing

Note any background sounds:

street noises kitchen noise PA system
music motor office machinery
factory machinery clear static
local booth house noise
animal noises

Note the language style used by the caller:

well spoken (educated) irrational
incoherent taped message
sounded as if it were being read

Sex of caller:

Estimated age of caller:

Number at which call was received:

Length of call:

Time:

Date:

Evacuation

During an evacuation emergency, designated staff will check these areas and provide assistance to impaired individuals.

Don't Argue: In some emergency scenarios, an announcement via PA might result in an increased level of danger for members of the campus community. In those instances, various other means will be utilized, to include personal notification from a member of the campus staff. If a member of the campus staff displaying I.D. should notify you to evacuate, please do so immediately. This is not the time to debate. Ideally, the person making the notification will be able to provide information as to the nature of the threat that will guide your efforts to evacuate. Refer to the Emergency Evacuation Guide posted in classrooms and offices and attempt to proceed to the recommended location. *Take this Emergency Response Guide Book with you.*

Evacuate in Silence: Under all circumstances, the more quietly an evacuation occurs, the greater the likelihood for success. General silence will help ensure that instructions and emergency calls for help can be heard. In some instances, the silence will ensure that the evacuation proceeds undetected. If you are attempting to elude an intruder and are wearing leather-soled, wooden-heeled shoes, it may be beneficial to remove your shoes while proceeding through hallways. Carry your shoes with you for use outdoors or when you reach a place of safety.

If you are evacuating a classroom, stay together. Designated evacuation areas are indicated on the yellow card stock posted in each room on campus. *As soon as possible after reaching a safe location, fill out the blank roster sheet at the back of this guide.* Enter the names of everyone you can remember being in class. Have them initial the entry. If you cannot locate them at your evacuation location, note this next to their name. This information can become critical as we attempt to account for our students after the emergency. Every effort should be made to encourage students to remain in a group at the safe evacuation site until identified and debriefed by law enforcement officers. Never return to the building until officially informed that it is safe to do so. This notification will be made by campus PA or directly by law enforcement, campus security, or campus administration.

There is no single course of action that you can depend on for every evacuation scenario. You must use your best judgment when deciding whether to change or discontinue efforts to evacuate.

Campus security and law enforcement officers will make every effort to provide further instruction as the situation evolves.

Shelter in Place

Under some circumstances it is safer to remain in a building or classroom as opposed to evacuating. “Shelter in Place” is one of the basic instructions you may receive from public safety officials during incidents involving chemical spills, an armed intruder, weather emergencies, or other situations when it could be dangerous to be moving around on campus. There are safety techniques that are specific to the incident type that precipitated the order to shelter in place. In any event, your first response should be to take steps to comply with that order.

Armed Intruder: If you are notified of an intruder and instructed to shelter in place, immediately secure your office, classroom or other place of refuge if possible. Turn off all lights, stay away from windows and remain silent. The goal is to have your location appear unoccupied. If you can do so safely, get all students on the floor and out of sight. Remain quietly in place until an “all clear” instruction is given by an authorized known voice. If you are unsure of an “all clear” message you should remain in place until it becomes obvious to you that it is safe to leave your place of shelter.

Fire: The goal is to seal the entry way against smoke to the extent possible, and call attention to yourself. You should use wet clothing, tape, or any other available material to seal an entry way against smoke. Get to a window, and attract attention.

Roster:

Your cooperation at this time is of critical importance. Authorities must quickly account for all persons who are present during a crisis situation. Previous experience shows the enormous benefits that accompany the ability to advise families that loved ones have been accounted for after an emergency. This ability reduces hysterical disruptions that impede efforts to provide emergency relief to others. If you have participated in a Shelter in Place or an Evacuation, please print your name on this roster and initial the entry.

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

Name _____ Initials _____

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Name _____ Initials _____

Name _____ Initials _____

Evacuation • Shelter in Place