



# Emergency Response Guide

**EMERGENCY:  
CALL 911 IMMEDIATELY**

**Non-emergencies:**

**Public Safety 502-2900 (or ext. 2900)**

**Facilities 502-2800 (or ext. 2800)**

**ITSS 502-4800 (or ext. 4800)**

**SCRC 502-4782 (or ext. 4782)**

# Abduction

- Call 911 **IMMEDIATELY**.
- Provide as much information as possible to the dispatcher, including:
  - ▶ Description of the victim:
    - Name, Age, Sex, Race
    - Height, Weight, Hair color, Identifying marks such as tattoos or scars
    - Clothing (jacket and/or shirt, pants, shorts, skirt, shoes, etc.)
  - ▶ Suspect description:
    - Name and Age (if known), Sex, Race
    - Height, Weight, Hair color, Identifying marks such as tattoos or scars
    - Clothing (jacket and/or shirt, pants, shorts, skirt, shoes, etc.)
  - ▶ Suspect vehicle description:
    - Make, Model, Color
    - License plate (state and number)
  - ▶ Time and location of abduction.
- **DO NOT** attempt to detain the suspect.
- Ask any witnesses to remain until a Campus Police Officer arrives.

**ABDUCTION**

# Active Shooter

**Call 911 IMMEDIATELY**

- **Run** – Escape if possible and safe to do so, and move away from the shooter's location.
- **Hide (Lockdown):**
  - **Lock** doors and barricade them if possible.
  - **Turn off lights** and close blinds.
  - **Turn off** computer monitors, radios, and silence all cell phones.
  - **Stay calm**, quiet, and out of sight.
- **Fight** – Only as a last resort, try to disrupt and/or incapacitate the shooter.
- Follow all police and emergency responder instructions.
- **Keep your hands empty and in plain view at all times for police officers.**
- Police officers **will not stop** to aid the wounded until the threat has been contained.

**ACTIVE SHOOTER**

## Assault/Rape

- Call 911 **IMMEDIATELY**.
- Provide as much information as possible to the dispatcher, including:
  - ▶ Suspect description:
    - Name and Age (if known), Sex, Race
    - Height, Weight, Hair color, Identifying marks such as tattoos or scars
    - Clothing (jacket and/or shirt, pants, shorts, skirt, shoes, etc.)
  - ▶ Suspect vehicle description:
    - Make, Model, Color
    - License plate (state and number)
- Do **NOT** attempt to detain the suspected person(s).
- Take the victim to a quiet area and ask him/her to remain until a Campus Police officer arrives.
- Assign a staff member to stay with the victim.
- To preserve evidence, calmly attempt to keep the victim from showering or cleaning up before a police officer makes contact.

**ASSAULT/RAPE**

# Behavioral Problem

- Call 911 **IMMEDIATELY**.
- Provide as much information as possible to the dispatcher, including:
  - ▶ Description of the person:
    - Name, Age, Sex, Race
    - Height, Weight, Hair color, Identifying marks such as tattoos or scars
    - Clothing (jacket and/or shirt, pants, shorts, skirt, shoes, etc.)
  - ▶ Person's vehicle description (if applicable):
    - Make, Model, Color
    - License plate state and number
  - ▶ Time, location, and description of activity or behavior.
- **DO NOT** attempt to detain the person.
- Ask any witnesses to remain until a Campus Police Officer arrives.

**BEHAVIORAL PROBLEM**

# Bomb Threat

Any evacuation ordered by Campus Police is MANDATORY.

## BOMB THREAT VIA TELEPHONE:

- Gather as much information as possible, including:
  - “Caller ID” information and time from phone display: \_\_\_\_\_
  - Exact words of the caller: \_\_\_\_\_
  - Describe the caller’s voice (e.g., calm, angry, accent, deep/high, male/female): \_\_\_\_\_
  - Describe any background noise (e.g., kids, traffic, TV, etc.): \_\_\_\_\_
- Enter information into the Bomb Threat Reporting Checklist.
- Call **911 IMMEDIATELY** to report the threat.

## BOMB THREAT VIA SOCIAL MEDIA:

- Call **911 IMMEDIATELY** to report the threat.
- Read bomb threat message to the dispatcher exactly as written.
- Report the identity of the sender, the date and time the e-mail was received, who the message is intended for, who received carbon copies, and the subject line from the e-mail message.
- Do not respond to the sender.
- Do not delete the bomb threat message.
- Print a copy of the bomb threat message, if possible.

## EVACUATION:

- Students will take all personal property with them.
- Staff and faculty will inspect for, **but not disturb**, unusual objects as they evacuate.
- Notify Campus Police of any suspicious or unusual object.
- Do **NOT** touch, move, or tamper with any suspicious item.
- Students, staff, and faculty will assemble at least 500 feet from the building, or as directed by Campus Police.
- Do **NOT** use cell phones or portable 2-way radios within 300 feet of a building suspected of containing an explosive device.
- Do **NOT** re-enter the building until notified by emergency personnel.
- If a sweep for evidence/devices is necessary, employees may be asked to assist law enforcement personnel in areas where they are most qualified to identify items that do not belong.

**BOMB THREAT**

# Evacuation Procedures

(See also "*Evacuation Procedures for Individuals with Disabilities*")

**IF THE FIRE ALARM SOUNDS, EVACUATE THE BUILDING  
No one is to remain in the building for any reason.**

Fire alarms will be treated as actual emergencies until Campus Police/Public Safety determines otherwise.

## **EVACUATION:**

- Stay calm.
- Quickly gather personal belongings.
- Move quickly, but in an orderly fashion, to the nearest exit.
- Move 150 feet from the building.
- Do NOT use the elevators!
- If there is no one behind you, close doors as you leave.
- Listen for instructions from Campus Police and emergency response personnel.
- Keep clear of emergency vehicles.
- Stay with the group from your area.
- Do NOT re-enter the building until directed to do so by Campus Police or fire department personnel.

## **REVERSE EVACUATION:**

- A reverse evacuation moves people into a PPCC campus building from the outside.
- Reverse evacuation may be ordered for a threat such as severe weather or a hazardous materials spill.
- Remain calm and move quickly into the nearest building.
- Follow directions of Campus Police or other emergency personnel.

## **CAMPUS EVACUATION:**

- Stay calm.
- Drive with caution, be courteous, and follow directions from emergency personnel.
- Do not block routes for emergency vehicles.

**EVACUATION PROCEDURES**

# Evacuation Procedures for People with Disabilities

**People with disabilities must prepare for emergencies ahead of time.**

People with disabilities should discuss their abilities and needs with the Office of Accommodative Services and Instructional Support (OASIS), faculty, and campus employers.

People with disabilities should plan in advance for emergencies by:

- Identifying primary and secondary evacuation routes to handicap-accessible exits.
- Coordinating with staff and/or fellow students to provide assistance if needed during an evacuation.
- Practicing with one or more "buddies" if using the "buddy system" to assist in evacuation.

To assist people with disabilities during an emergency:

- Ask the person how you can help before attempting any rescue technique or giving assistance.
- Listen to the answer; the person is the best authority on his or her own disability.
- Keep service animals with their human partners.
- Do not attempt to carry an electric wheelchair if it cannot be driven out of the building.

## **EVACUATION CHAIRS:**

Three collapsible emergency evacuation chairs are installed at Centennial Campus to assist with evacuation of people with disabilities. Although emergency evacuation chairs are designed to be guided by one person, seek assistance from others in the event that individuals will need to take turns as necessary to guide the chair downstairs.

**EVACUATION PROCEDURES FOR PEOPLE WITH DISABILITIES**

# Fire

Any time the fire alarm system is activated, evacuate the building **IMMEDIATELY**.  
(See "*Evacuation Procedures*").

## IF YOU DISCOVER A FIRE OR SMELL SMOKE:

- Sound the alarm by activating a fire alarm pull station and evacuate the building.
- Call **911** as soon as you can, and when it is safe to do so.
- **Do NOT** use elevators to evacuate.
- If the fire is small and you are comfortable doing so, use a fire extinguisher to put it out.
- **Do NOT go back into the building** for any reason until the fire department or Campus Police declare it safe to do so.
- If your clothes catch fire: **Stop, Drop, and Roll.**

## IF YOU ENCOUNTER SMOKE:

- Find another exit if possible.
- Stay low under the smoke, and keep your nose and mouth covered.
- Do not open doors that are hot to the touch.

## IF YOU CANNOT EVACUATE:

- Close doors between you and the fire and/or smoke.
- Seal door cracks and cover vents to keep out smoke.
- Call 911. Tell the dispatcher the location where you are trapped.
- Signal firefighters from a window if possible.

## USING A FIRE EXTINGUISHER:

If the fire is no larger than a trash can, there is an extinguisher nearby, **AND** you feel confident about putting the fire out:

- **P**ull the metal ring from the fire extinguisher handle, breaking the plastic tab.
- **A**im the nozzle of the extinguisher toward the **BASE** of the fire.
- **S**queeze the handle to discharge the dry chemical inside the extinguisher.
- **S**weep the nozzle back and forth across the **BASE** of the fire.

Use the entire contents of the extinguisher or stop when the fire is out. If the fire continues after emptying the extinguisher, evacuate **IMMEDIATELY**.

**FIRE**

# Hazardous Materials

A hazardous material incident may occur at any time. The incident may be on campus or nearby, such as a transportation accident involving railroad, highway, or airway, or an industrial accident at a nearby business.

## ACTIONS:

- Call 911 IMMEDIATELY.
- Provide as much information as possible, including:
  - Location of the incident
  - Material involved (if known), or identifying placards or shipping labels
  - Amount of hazardous material involved
  - How many people may have been affected
  - Whether the area has been evacuated

Depending on the nature and extent of the incident, students, staff, and faculty may be directed to:

- Evacuate the building;
- Relocate to another location within the building, or to another building;
- Remain inside the building until the situation is stabilized; or
- Evacuate the campus.

## EVACUATION:

- Remain upwind of the incident, and monitor shifts in wind direction.
- Do not enter the hazardous or contaminated area for ANY reason, including rescue.
- Secure the scene if you can safely do so to keep others out of the hazardous area.
- Avoid contact with spilled hazardous materials or empty containers.
- Avoid inhalation of fumes, smoke, and/or vapors, even if no dangerous materials are known to be involved, or gases or vapors appear harmless.
- Assist people with disabilities and functional impairments.

**HAZARDOUS MATERIALS**

# Lockdown

Campus Police may order a lockdown of the building in the event of an active shooter or other threat.

**NOTE:** If you hear gunshots, **do not wait for a lockdown order. Begin lockdown procedures immediately and call 911.**

## LOCKDOWN ACTIONS:

- Stay calm.
- Lock all doors and barricade them if possible using furniture.
  - Once doors are locked, **do not** let anyone in.
- Close all blinds.
- Turn off the lights.
- Turn off computer monitors, radios, electronic devices, etc.
- Silence all cell phones.
- Hide out of sight and remain quiet.
- Follow the direction of Campus Police.
- Do not come out until ordered to do so by Campus Police.

**LOCKDOWN**

# Medical Emergencies

**CALL 911 IMMEDIATELY**

Remain calm and tell the dispatcher:

- Your name and telephone number
- Exact location of the emergency
- Nature of illness or injury →
- Whether victim is conscious or unconscious
- Whether victim is breathing

## Examples:

Heart Attack	Broken Bones
Seizure	Fall (e.g., stairs, ladder)
Vomiting	Severe Bleeding

- **DO NOT** attempt to transport the patient to a medical facility. Wait for emergency responders to arrive.
- Keep the victim still and **DO NOT** move him/her.
- If the person appears to be having a seizure, **DO NOT** attempt to restrain him/her.
- Keep the victim warm if the illness is not heat-related.
- Attempt to control bleeding by applying direct pressure using the victim's hand if possible, or a clean cloth.
- Assign a person to stay with the injured/ill person and tell bystanders to move away.
- If possible, locate someone who is medically trained in First Aid and/or CPR.

## AUTOMATED EXTERNAL DEFIBRILLATORS (AED):

An automated external defibrillator (AED) is an electronic device that analyzes a person's heart rhythm and, if necessary, delivers an electric shock to restart the heart of a patient in cardiac arrest.

- If a person is unconscious and unresponsive to shaking or shouting, send someone to call 911 and to retrieve one of the AEDs located throughout each PPCC campus.
- Check the patient for respirations and pulse. If the patient is not breathing and has no pulse, begin cardiopulmonary resuscitation (CPR).
- Open the lid of the AED to activate the verbal instructions. Stay calm and follow the instructions until emergency medical personnel arrive.

**MEDICAL EMERGENCIES**

# Robbery

## STAY CALM!

- Call 911 **IMMEDIATELY** or soon as it is safe to do so.
- Discreetly activate the panic alarm if one is available.
- Do as the robber tells you. Give him/her what he/she requests.
- Try to get the best possible physical description of the robber:
  - Name and Age (if known), Sex, Race
  - Height, Weight, Hair color, Identifying marks such as tattoos or scars
  - Clothing (jacket and/or shirt, pants, shorts, skirt, shoes, etc.)
- Try to obtain a description of the suspect's vehicle:
  - Make, Model, Color
  - License plate (state and number)

**ROBBERY**

# Severe Weather

Severe weather includes high winds, thunderstorms, lightning, hail, floods, extreme heat or cold, blizzards, and other weather events that can create safety hazards or cause property damage.

The PPCC Department of Public Safety monitors weather conditions and will issue advisories as appropriate. However, weather conditions can deteriorate rapidly. Students, staff, and faculty are encouraged to personally monitor weather conditions and take precautions when necessary.

## **THUNDERSTORM/LIGHTNING/HAIL:**

- Close blinds on exterior windows.
- Move away from windows.
- Remain indoors until the storm passes.
- Refrain from using in-house telephones while severe lightning is occurring.

## **FLOOD:**

- Notify Campus Police at (719) 502-2900, extension 2900 from an in-house phone, or via a campus emergency red or blue phone.
- Relocate to an upper floor and await instruction from Campus Police.
- Assist people with functional impairments who may need assistance.
- If time allows, move records and equipment up off the floor onto shelves and tables to prevent damage from minor flooding.
- If the building is evacuated, do not return to the building until notified to do so by Campus Police/Public Safety.
- When leaving campus, do NOT drive through flooded areas. Use an alternate route.

# Shelter in Place

Shelter-in-place orders may be issued in the event of severe weather or other threat such as a hazardous materials incident.

If directed to shelter in place for severe weather:

- If safe to do so, close blinds and curtains on exterior windows.
- Move away from exterior windows.
- If possible, seek shelter in a lower-level interior hallway, restroom, or a Designated Shelter Area.

For incidents involving hazardous materials outside the building:

- Close doors and windows.
- Seal doors and windows with tape if available.

In all instances:

- Be prepared to evacuate the building or relocate to another area within the building.
- Listen for instructions via public address systems.
- Follow the direction of Campus Police/Public Safety personnel.

**SHELTER IN PLACE**

# Tornado

**DO NOT LEAVE THE BUILDING!**

PPCC Public Safety personnel monitor National Weather Service (NWS) reports for tornado watches and warnings. Students, staff, and faculty are also encouraged to personally monitor weather conditions, NWS reports, and to sign up for weather alerts from commercial media outlets.

## **TORNADO WATCH:**

The National Weather Service issues a **tornado watch** when weather conditions are favorable for possible formation of tornadoes.

- Remain alert for approaching storms and monitor radio and television for current weather information.
- Anyone located in a temporary or modular building on campus should consider moving into a permanent structure until the threat has passed.

## **TORNADO WARNING:**

The National Weather Service issues a **tornado warning** when a tornado has been sighted in the area or indicated by weather radar. **Take shelter immediately.**

- PPCC Public Safety will direct campus occupants to take shelter via building Public Address systems and the Emergency Notification System.
- Do not leave a permanent structure. If you are in a modular, prefabricated, or temporary structure, immediately get to the closest permanent structure.
- Move away from windows, doors, exterior walls, hallways, and open areas. Take cover in a Designated Shelter Area if available.
- Evacuate upper levels and lobby areas.
- Stay away from lobbies, walkways, atriums and other large glassed-in areas, and large open areas with a long roof span such as auditoriums and gymnasiums.
- If a Designated Shelter Area is not available, move to an interior room or hallway on the lowest level of the building. If possible, get under a sturdy piece of furniture.
- Provide assistance to people with functional impairments or disabilities.
- Close fire doors in hallways.
- Remain in place for at least 15 minutes until the threat has passed.

### **If you are outside of the building and a tornado is approaching:**

- Get out of your vehicle. Do NOT stay in your vehicle, and NEVER try to outrun a tornado.
- Move into a permanent building if there is time to do so safely.
- If you can't make it to a building, lie flat in a nearby ditch or depression until the tornado has passed.

## **AFTER A TORNADO:**

- If the building has suffered structural damage, evacuate immediately. If you cannot evacuate or are trapped, call 911.
- Follow directions of Campus Police/Public Safety and emergency responders.
- Stay clear of damaged areas.
- Beware of fallen debris, exposed electrical lines, downed power lines, and gas leaks.
- Stay with your group and account for everyone.
- Administer first aid to the injured.

**TORNADO**