

How to Respond TO A BOMB THREAT

- If you receive a phone call bomb threat, listen carefully and write down everything that is said, starting with the exact time of the call.
- Keep the caller talking as long as possible and ask questions such as where the bomb is located, when it will go off and what type of bomb it is.
- Determine caller characteristics, such as age, gender and whether the person has an accent.
- Listen for background noises: other voices, traffic, airplanes, trains, machinery, music, etc.
- Call Police dispatch at extension 4325 immediately after finishing the call.
- Do not use cell phones for any reason.

How to Respond IF YOU ENCOUNTER A SUSPICIOUS PACKAGE

- Remain calm.
- Stay away from the package.
- DO NOT allow anyone to handle or go near the package.
- If a suspicious package is discovered while handling, avoid dropping, throwing, or any other abrupt movement; gently set the package down in a secluded area that has been evacuated.
- DO NOT use any mobile telephones, radios, or other wireless devices around the package.

Call Campus Police at extension 4325

- State the location of the package and provide a description.
- Stay on the phone until released by the dispatcher.
- If you touched the package, immediately wash your hands, arms, etc. with soap and water for 15 minutes.

What to Do in Case of Fire or Emergency Evacuation

When the fire alarm sounds or when told to do so, all persons must clear out of the building using the following steps:

1. Turn off equipment (or follow specific written instructions for your area)
2. Act promptly and do not delay for belongings or friends
3. Exit calmly along your assigned route or to the nearest exit
4. Walk away from the building and proceed to a safe area or your predetermined gathering area
5. Stay away from building utility areas and all fire-fighting equipment and hydrants
6. Leave all vehicles – do not move them unless directed to do so
7. Remain in a designated safe area or your predetermined gathering area. DO NOT re-enter the building.

Stay in one gathering place so it will be easier to verify your safety or find you if you are needed.

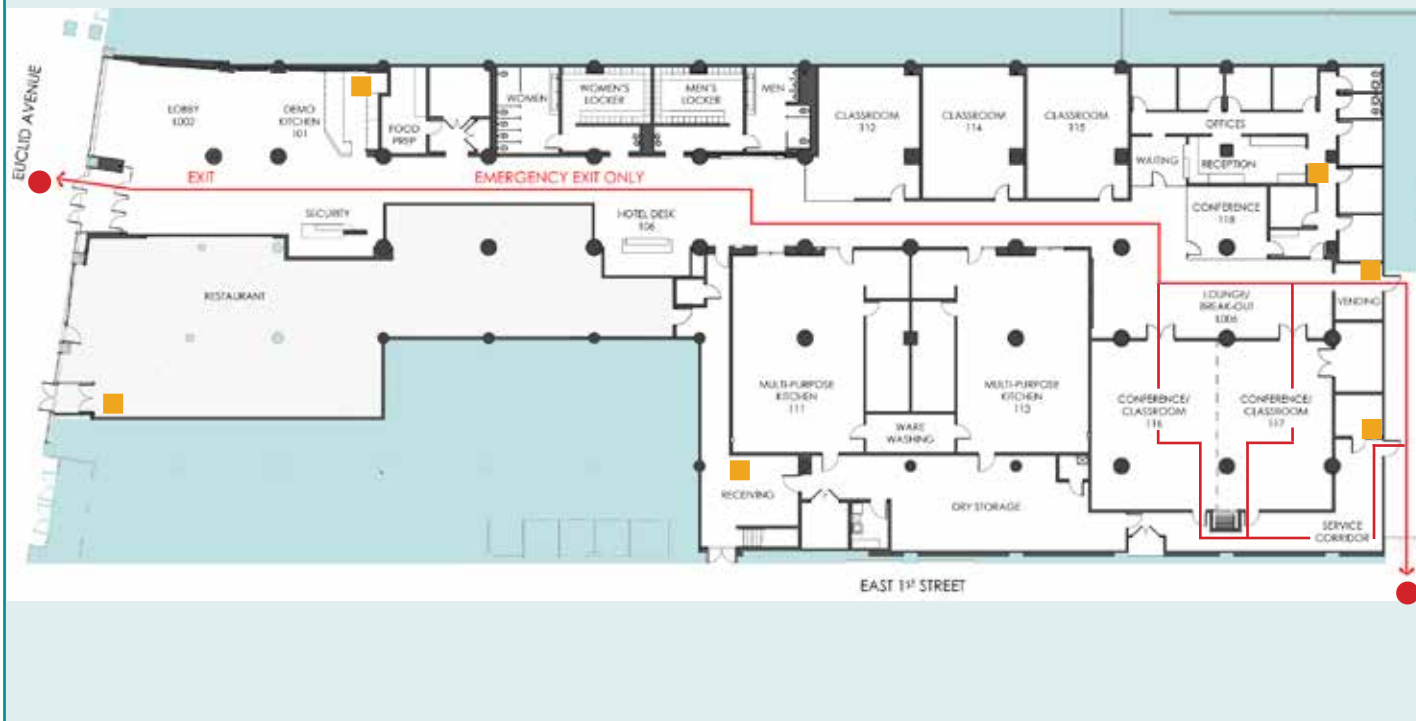
Procedure for Disabled or Injured Persons

During a fire or an emergency, disabled or injured persons should enter the nearest stairwell and wait for help. Firefighters and emergency safety personnel will check stairwells and evacuate the injured and the disabled persons. Only under conditions of immediate danger should others attempt rescue of disabled or injured individuals.

Designated Evacuation Areas

Cuyahoga Community College
Hospitality Management Center at Public Square
180 Euclid Ave., Cleveland, OH 44115

- = Designated congregation points outside each campus building.
- = Fire Extinguishers



IN THE EVENT OF AN EMERGENCY

To report **emergency situations**, to receive immediate response to emergencies or to simply speak with Campus Police:

Dial 4325

To report **medical emergencies** and receive immediate response from Campus Police and local EMS rescue teams:

Dial 4911

For fires that do not allow time to call Campus Police, use fire alarm boxes located throughout the building.

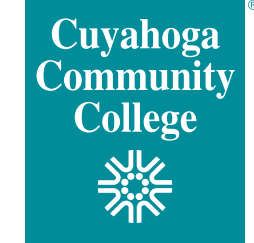


Staff: Working with the Media Regarding an Emergency

Communicating with media and other external as well as internal audiences is the responsibility of the College Marketing & Communications (M&C) Department. M&C staff members are trained to work with the media in emergency situations.

Employees contacted by reporters during an emergency must refer inquiries to one of the following:

- M&C person on-site during an emergency
- Your M&C manager at extension 4754
- M&C at extension 4436 or 4322



**HOSPITALITY
MANAGEMENT
CENTER at
PUBLIC SQUARE**

EMERGENCY PROCEDURE GUIDE

FOR FACULTY, STAFF
AND STUDENTS



Tri-C® Campus Police is well prepared for emergency situations. However, it is imperative for faculty, staff and students to be aware of what to do in the event of an emergency at the College. This *Emergency Procedure Guide* provides faculty, staff and students at the Hospitality Management Center at Public Square with detailed information regarding emergency protocol.

Reporting an Emergency

Please note: All calling instructions in this guide are written for use with campus phones unless otherwise noted.

Safety services help best when given vital information quickly and clearly. When reporting an emergency you should:

1. **State your name**
2. **Give the extension from which you are calling**
Look on the label by the handset cradle or on the digital display screen for the extension
3. **State the type of emergency**
4. **Give the location of the emergency**
Start with the campus you are on, then provide the building and room number
5. **Provide assessment of services needed**
Share if you think the situation calls for an ambulance, the fire department, the police, etc.
6. **Unless you must leave, stay on the phone to allow further direct communication**

Campus Police's Role: What Happens When an Emergency Number is Dialed

When reporting an emergency on a campus phone, you will be connected to a College Campus Police dispatcher. Campus Police will then take command of the situation – sending needed safety services (fire, police, ambulance, etc.) and controlling traffic in and around the area of the emergency. Emergency numbers (extensions 4911 and 4325) are operated 24 hours a day, 365 days of the year. Calls are recorded so they can be replayed to clarify information as needed.

How Emergency Drills are Conducted

Announced and unannounced drills are conducted as an essential part of emergency planning. They provide a real-life test of student, faculty and staff awareness of evacuation routes, procedures and site team response effectiveness. In the event of an audible alarm or evacuation notice, you must leave buildings at the closest available exit and go to a safe area outside in an orderly manner (see Designated Parking Lot Evacuation Areas map on reverse side). All drills are performed under the direction of the site emergency response team, Plant Operations, and Environmental Health and Safety.

How to Respond

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. EVACUATE

- Prevent individuals from entering an area where the active shooter may be
- Have an escape route and plan in mind
- Leave your belongings behind

2. HIDE OUT

- Hide in an area out of the shooter's view
- Lock doors to your hiding place and/or blockade door with heavy furniture
- Silence your cell phone and/or pager

3. TAKE ACTION

- Swarm the attacker and attempt to control their limbs
- Act aggressively as possible against him/her
- Interfere with their ability to harm you

Call 911 when it is safe to do so.

How to Respond

WHEN LAW ENFORCEMENT ARRIVES

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information

YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

For information on campus closures call 866-989-2578. College closings will also be listed on www.tri-c.edu or *my Tri-C space*.

TRI-C ALERT is a mass notification system that will automatically send a message to the Alert phone number you provide. Students and employees will be reminded to enter updated contact information for an Alert phone number when they sign on to *my Tri-C space*. Follow the prompts to enter current contact information.

Circumstances may require the College to close one or more of the campuses, sites or the entire district. Emergency closing announcements will be broadcast over local electronic media, including television and radio stations. Messages will be sent to students, faculty and staff via the Tri-C Alert emergency notification system. **STUDENTS:** When you register for classes, please remember to update your "Alert" information through *my Tri-C space*.

Procedures for Various Types of Emergencies

FIRE

In the event of a fire large enough to activate the sprinkler systems, the alarms will automatically sound. All alarms are linked to a main notification system in the Campus Police Office. Fire alarms are building-specific. If you hear an alarm, you must evacuate (see evacuation procedure map on reverse side).

Individuals who discover a fire should immediately:

- Dial extension 4325 to report the fire
- Extinguish the fire if trained in the use of fire extinguishers. The fire must be small and personal safety must not be jeopardized before using a fire extinguisher
- Otherwise, proceed to the nearest exit and pull the fire alarm while evacuating if the alarm has not already sounded

CHEMICAL SPILLS

If a toxic or corrosive substance spill occurs:

- Dial extension 4325 to report the spill
- Stay at the spill site unless this jeopardizes your personal safety, roping off or placing warning signs from all entrance points indicating no entry. If possible, have others block entry points as an added safety measure.

Depending on the hazard of the chemical(s) involved, evacuation of the area may be necessary. If evacuation is deemed necessary:

- Follow directions given by Campus Police
- Evacuate in a direction away from the source of the spill

If a major spill requires evacuation of the entire building, the Campus Police will notify those in the affected area and provide direction on specific evacuation procedures. Notification will then be made the Campus Police or an authorized representative when conditions are safe to

re-enter the building. Do not re-enter evacuated areas until given permission to do so.

If skin/eye contact is made with a toxic or corrosive substance, immediately:

- Dial extension 4325 to report the situation.
- Flush the affected area with water for at least 15 minutes
- Consult with responding personnel to determine if further medical attention is deemed necessary

ATTENTION LABORATORY STUDENTS:

At the beginning of each semester, all laboratory students should familiarize themselves with all laboratory safety rules, equipment and procedures.

MEDICAL

In the event of injury or illness:

- Dial extension 4911 to report the injury or illness
- Follow steps in this guide on Reporting an Emergency

Campus Police and appropriate response personnel will provide immediate support.

ACTS OF VIOLENCE

Violence is any act of physical, verbal or psychological threat or abuse committed against an individual that results in physical and/or psychological damage.

In the event of violence:

- Dial extension 4325 to report the act of violence
- Follow directions given by Campus Police

SNOW STORM

In severe weather, the College will announce closures as appropriate for each site. You will be notified through Tri-C Alert. Closures will also be announced over local radio, TV stations, www.tri-c.edu and *my Tri-C space*. The College will provide opportunities at a later date to make-up missed classes and other activities.

All employees (except faculty) are to report to work unless notified by their immediate supervisor or designated individual.

POWER FAILURE

In the event of an electrical power failure:

- Stay still and calm if you are in a darkened room – do not panic. It may take up to 15 seconds for emergency generators to provide adequate lighting for evacuation or temporary operations.
- Follow direction as provided regarding further activity

Necessary checks will be made to determine the nature of the problem, to provide an estimate of time until restoration of full power, and to advise management of any action that students, faculty and staff should take. The Campus Police or an authorized representative will provide appropriate direction as determined.

SEVERE WEATHER CONDITIONS, EARTHQUAKE AND TORNADES

Campus Police continually monitors weather conditions. When weather conditions are a danger, Campus Police will notify faculty, staff and students of what action to take.

In the event of an earthquake:

- Take shelter under a table or similar shielding structure
- Avoid windows, storage or equipment racks, shelves and dangerous chemicals and equipment
- Follow campus response team directions once the quake has ended

In the event of a tornado warning:

- Avoid windows, storage or equipment racks, shelves and dangerous chemicals and equipment
- Listen and respond to the announcement made by Campus Police to proceed to a protected area in the lower level of the building
- Once conditions are safe, turn off equipment and await further directions

Note: Storms that create tornadoes generally allow enough time for the following:

Alert Storms with tornadoes are possible

Watch Storms that may produce tornadoes are in the area

Warning A tornado has been spotted or indicated on radar – take immediate shelter

Severe rain/hail storms typically follow a tornado, so evacuation may not be advised. Communications will be established between Campus Police and local emergency management officials. Information on storm damage (closed roads, downed power lines, fires, etc.) and communication with family members will be most effectively obtained from within the facility. However, minimize phone calls following a tornado or any emergency to help keep phone lines open for emergency use.

A 911 call made from your cell phone – even if you are on campus – goes to an off-campus police dispatcher. That dispatcher has limited knowledge of campus buildings and College response capabilities which may postpone response times.

IF YOU MUST USE YOUR CELL PHONE TO REPORT AN EMERGENCY, DIAL

216-987-4325.

