

# HOSPITALITY MANAGEMENT CENTER

For information on **CAMPUS CLOSURES**, call 866-989-2578.  
College closings will also be listed at [tri-c.edu](http://tri-c.edu) and in *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.

Individuals who discover a fire should immediately:

- Dial ext. 4911 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 ext. 4911 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, Campus Police will notify those in the affected area and provide direction on specific evacuation procedures. Notification will then be made by 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 ext. 4911 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 necessary.

### MEDICAL

In the event of injury or illness:

- Dial ext. 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 ext. 4911 to report the act of violence.
- Follow directions given by Campus Police.

### SNOWSTORM

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 via local radio, TV stations, [tri-c.edu](http://tri-c.edu) and *my Tri-C space*. The College will provide opportunities to make up missed classes and other activities at a later date.

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 response team will provide appropriate direction as determined.

### SEVERE WEATHER CONDITIONS, EARTHQUAKES AND TORNADOES

Campus Police continually monitor 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:

DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.

- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

### 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 the building safety team to proceed to a protected area.
- Once conditions are safe, turn off equipment and await further directions.

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

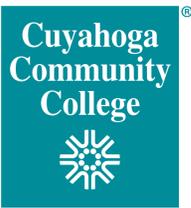
**Alert** Storms with tornadoes are possible

**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 the building safety team 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.



# EMERGENCY PROCEDURE GUIDE

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 with detailed information regarding emergency protocol.

## IN THE EVENT OF AN EMERGENCY

Dial **216-987-4911** (ext. 4911)

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



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

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

## IN CASE OF FIRE OR EMERGENCY EVACUATION

1. Immediately evacuate the building per the evacuation map below
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.*

## DESIGNATED PARKING LOT EVACUATION AREAS

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



● Designated congregation points outside each campus building

**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 College. 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*.

### 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's Integrated Communications department (ICD). ICD staff 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:

- ICD person on-site during an emergency
- ICD at ext. 3068 or 4854

## CAMPUS POLICE'S ROLE: WHAT HAPPENS WHEN AN EMERGENCY NUMBER IS DIALED

When reporting an emergency on a College phone, you will be connected to a Campus Police dispatcher. Campus Police will then take command of the situation by sending needed safety services (fire, police, ambulance, etc.) and controlling traffic in and around the area of the emergency. Emergency number (ext. 4911) is operated 24 hours a day, 365 days a 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 staff awareness regarding evacuation routes and procedures, as well as 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. 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 cellphone and/or pager

### 3. TAKE ACTION

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

## 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

## HOW TO RESPOND TO A BOMB THREAT

- If you receive a bomb threat via phone, 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 Campus Police at ext. 4911 immediately after finishing the call
- Do not use cellphones.

## 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 EXT. 4911

- 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

## HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

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

## CALL 911 WHEN IT IS SAFE TO DO SO

### 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 phone number or extension from which you are calling**  
Look on a campus phone 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**



A 911 call made from your cellphone – 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 affect response times.

**IF YOU MUST USE YOUR CELLPHONE TO REPORT AN EMERGENCY, DIAL 216-987-4911.**