



North County Center

EMERGENCY GUIDE

REPORTING EMERGENCIES/CONTACT INFORMATION

IN THE EVENT OF A MEDICAL EMERGENCY, CALL 911 IMMEDIATELY.

If medical transport is necessary, Jamestown Community College is NOT responsible for payment of these services.

Campus Safety: ext. 1015 or 716.490.0115

Health Center: ext. 1013 or 1077

Poison Control: 1.800.222.1222

State Police: 716.679.1521

Buildings & Grounds: ext. 6500

716.490.0477 or 716.490.0703

Dunkirk Police: 911 or 716.366.2266

Fire Department: 911 or 716.366.2211

Sheriff's Department: 716.753.2131

REPORTING EMERGENCIES/CONTACT INFORMATION

FIRE

IN ALL CASES OF FIRE, PULL THE FIRE ALARM AND/OR CALL 911 IMMEDIATELY.

- Quickly evacuate all rooms, closing but not locking doors.
- Follow evacuation procedure.
- If you become trapped in a building during a fire and a window is available, hang an article of clothing outside the window as a marker, being sure to close the window. If there is no window, stay near the floor, shouting at regular intervals to alert emergency crews of your location. DO NOT PANIC.

FIRE

EVACUATION

All buildings are to be evacuated when alarm sounds or upon notification by appropriate personnel.

- Take all personal belongings with you (coats, purses, keys, etc.).
- Leave building by the nearest marked exit and alert others to do the same.
- If you are on the upper floors and see someone who cannot use the stairs, escort them to the nearest area of rescue assistance (identified with signs on 2nd and 3rd floors in all buildings) and continue to exit building. Alert emergency personnel of the person's location. Use the call box, if available.
- Once outside, proceed to the nearest evacuation area away from buildings.
- Remain outside until "All Clear" signal is given.

EVACUATION

TORNADO/EARTHQUAKE

Stay away from exterior walls and windows, stay inside if you are inside and outside if you are outside. Remain calm and quickly follow these steps:

- IF INDOORS, seek refuge in a basement, doorway or under a desk or table. Stay away from glass windows, shelves, and heavy objects.
- IF OUTDOORS, quickly move away from buildings, utility poles, and other structures. **CAUTION:** always avoid power or utility lines as they may be energized. Know your assembly areas. FOR TORNADOES, lie flat, with head covered in a low lying area.
- After the initial shock of an earthquake, evaluate the situation and if emergency help is necessary dial 911. Protect yourself at all times and be prepared for aftershocks.
- Damaged facilities should be reported to the director of buildings and grounds at ext. 1002 or 1280 or you may reach them via the following cell phone numbers at any time: 716.490.0415, 716.490.0703, or 716.490.0408. NOTE: gas leaks and power failures create special hazards. Please refer to the section on utility failures.
- If an emergency requiring immediate evacuation exists activate the fire alarms walk quickly to the nearest marked exit and alert others to do the same.

TORNADO/EARTHQUAKE

HAZARDOUS MATERIAL SPILL/SDS SHEETS

- Notify buildings and grounds, the executive director of human resources & college-wide safety, the director of college health services, or laboratory technician as appropriate of any spills.
- Authorities (HAZ-MAT, fire department, county health department, etc.) and medical personnel shall be notified as deemed necessary by appropriate campus personnel.
- Vacate the affected area at once and block it off to prevent further contamination of other areas.
- Anyone who may be contaminated by a spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to appropriate personnel. Required first aid and cleanup by specialized authorities should be started at once.
- If an emergency requiring immediate evacuation exists, activate the building alarm and follow evacuation procedure. If requested, assist emergency crews as necessary.
- If needed, an Incident Command Center will be set up. Keep clear of this area unless you have official business.
- Immediately take cover under objects that will provide protection against falling glass or debris (table, desk).
- SDS sheets can be found on www.msdsonline.com. Log in directions can be found on the emergency phone sheet hanging next to this booklet.
- As soon as possible, call 911 and notify buildings and grounds (ext. 1002 or 1280; 716.490.0415, 716.490.0703, or 716.490.0408), Give your name and description of location/nature of emergency.
- If necessary or instructed to do so, activate the building fire alarm, and follow evacuation procedure.

HAZARDOUS MATERIAL SPILL/SDS SHEETS

UTILITY FAILURES

**Immediately notify buildings and grounds of any major utility failure
ext. 6500; 716.490.0477 or 716.490.0703.**

If there is potential for danger, call 911 and/or activate the fire alarm and follow evacuation procedure.

- **Electrical failure**: generators will provide emergency lighting.
- **Elevator failure**: if trapped in an elevator, push the emergency alarm and use the emergency telephone provided
- **Downed power lines**: maintain a distance of at least 10 feet from downed line or anything they are in contact with.
- **Plumbing/flooding failure**: cease use of electrical equipment. Vacate area, if necessary.
- **Gas leak**: **DO NOT** turn on lights, use telephones, or any other electrical equipment. **DO NOT PULL FIRE ALARM**. Evacuation must occur by word of mouth. After vacating area, notify buildings and grounds.
- **Steam line failure**: contact buildings and grounds immediately!
- **Ventilation problem**: if smoke odors come in through ventilation system, immediately contact buildings and grounds and if necessary, vacate the area.
- During a **water outage**, hand sanitizer and bottled water for hand washing purposes will be made available.

UTILITY FAILURES

SHELTER IN PLACE

Shelter in place means to seek immediate shelter and remain there during an emergency rather than evacuate the area. **It is always preferred to evacuate but when not safe, shelter in place should be used.**

- Preferred location is an interior room, hallway or stairwell with limited or no windows.
- Preferred location would have access to restrooms and drinking water.
- Storm cellars or basements provide the best protection.
- If underground shelter isn't an option, go into an interior room or hallway on lowest floor.
- In a high rise building, go into an interior stairwell, small interior room, or hallway on lowest floor.
- Stay away from windows, doors, and outside walls. Go to the center of the room.

Weather-related shelter in place recommendations:

- At times it may be best to remain indoors, for example a tornado, earthquake, or chemical accident.
- Determine where to take shelter if instructed to do so.
- *If indoors:* DROP to ground and take COVER under furniture. HOLD ON until shaking stops.
Stay away from glass, windows, outside doors and walls.
Stay inside until safe to go outside. Do not use elevators.

Violent Person shelter in place recommendations:

- If you have determined it is unsafe to get out, hide out in a location where the door can be secured/locked.
- Remain calm, silence cell phones and follow directions listed on the Active Shooter page of this booklet.

SHELTER IN PLACE

ACTIVE SHOOTER/HOSTAGE SITUATION

AN ACTIVE SHOOTER IS A PERSON WHO MAY HAVE A WEAPON AND IS AN IMMEDIATE THREAT TO THE CAMPUS AT LARGE.

Should an **active shooter** enter campus:

1. **Figure out** the safest plan of action (shelter in place or get out).
 2. **Get out** if the shooter is not nearby and if it is safe to do so.
 3. **Call out** for help once you are safely away from the situation; call 911.
 4. **Hide out** (shelter in place) if you cannot get out safely.
 5. **Keep the shooter out** by blocking all doors/entrances.
 6. If confronted, **take out** the shooter.
- * **If the shooter has fired on victims and you are faced with a life or death situation; only you can determine your next course of action.**

Should a **hostage situation** occur at any time:

1. Remain calm, time is on your side. Avoid a drastic action.
2. Follow instructions and be alert. Be observant as you may be released or escape. The safety of others may depend on your memory.
3. Be prepared to answer the police on the phone. Be patient. Wait.
4. Don't speak unless spoken to and only when necessary. Maintain eye contact but do not stare.
5. Try to relax and comply with all requests, when possible.

ACTIVE SHOOTER/HOSTAGE SITUATION

SUSPICIOUS PACKAGE/BOMB THREAT

A package may be considered suspicious if:

- It has a powdery substance on the outside.
- It is unexpected or from an unfamiliar individual or has no return address.
- It has excessive postage, incorrect titles or no names, or misspellings of common words.
- It has an unusual amount of tape or is marked “Personal” or “Confidential”.

SUSPICIOUS PACKAGE ON CAMPUS:

- If you observe a suspicious package or potential bomb, DO NOT HANDLE, MOVE, OR TAMPER WITH THE OBJECT!
- Clear the area immediately and call 911 and Buildings and Grounds at ext. 6500, 716.490.0477, or 716.490.0703.
- DO NOT USE A CELL PHONE WITHIN 300 FEET OF A SUSPICIOUS PACKAGE.

BOMB THREAT BY PHONE:

- Any person receiving a telephone bomb threat should keep the conversation going for as long as possible. Avoid hanging up (use another phone or get someone to call the authorities).
- Use a calm voice to engage the caller, and note the conversation using the form attached.
- If an emergency requiring immediate evacuation exists, activate the fire alarm, walk quickly to the nearest marked exit, and alert others to do the same. Follow the building evacuation steps.

SUSPICIOUS PACKAGE/BOMB THREAT

WHAT TO DO IF YOU RECEIVE A BOMB THREAT OVER THE PHONE

QUESTIONS TO ASK:

1. When is the bomb going to explode? _____ 2. Where is it now? _____ 3. What does it look like? _____
4. What kind of bomb is it? _____ 5. What will cause it to explode? _____ 6. Who put it there? _____
7. Why? _____ 8. What is your name? _____ 9. What is your address? _____

WRITE DOWN THE EXACT WORDING OF THE THREAT:

Sex of caller _____ Race _____ Age _____
Length of call _____ Phone line call received on _____
Time call received _____ a.m./p.m. Date _____

CALLER'S VOICE:

___ Familiar: If voice is familiar, what did it sound like? _____

___ Calm	___ Nasal	___ Slurred	___ Angry	___ Stutter
___ Excited	___ Lisp	___ Slow	___ Raspy	___ Rapid
___ Deep	___ Soft	___ Ragged	___ Loud	___ Laughter
___ Deep breathing	___ Crying	___ Cracking voice	___ Normal	___ Disguised
___ Distinct	___ Accent			

BACKGROUND SOUNDS:

___ Street noises	___ Factory machinery	___ Crockery	___ Animal noises	___ Voices
___ Clear	___ PA system	___ Static	___ Music	___ Local
___ House noises	___ Motor	___ Booth	___ Office machinery	
___ Other: _____				

THREAT LANGUAGE:

___ Well-spoken (intelligent) ___ Incoherent ___ Foul ___ Taped (recorded) ___ Irrational
___ Message read by threat maker

REPORT ALL CALLS TO EXT. 1015, 716.490.0115, AND 911