



**HIGHLAND  
COMMUNITY  
COLLEGE**

**STAFF, FACULTY AND STUDENTS**

**EMERGENCY GUIDE**

**Last Updated August 2014**

# EMERGENCY CONTACTS

<b>From an off-campus phone:</b>	<b>On campus, using a cell phone</b>
Police/Fire/Rescue #1	911
Police/Fire/Rescue #2 (campus security will contact 911)	1-815-599-3451
Police/Fire/Rescue #3 (campus switchboard will call 911)	1-815-235-6121
Police Non-Emergency	1-815-599-3451
Behavioral Intervention Team	1-815-599-3531, 3455, 3402, 3652, 3654, 3429
Employee Assistance Program	1-815-599-3402

<b>From on on-campus phone:</b>	<b>Located in campus offices</b>
Police/Fire/Rescue #1 (8 establishes outside phone line)	8 911
Police/Fire/Rescue #2 (campus security will contact 911)	3451
Police/Fire/Rescue #3 (campus switchboard will call 911)	0 (zero)
Police Non-Emergency	3451
Behavioral Intervention Team	3531, 3455, 3402, 3652, 3654, 3429
Employee Assistance Program	3402

## Fire

The **fire alarm** has a steady horn sound and flashing strobes. In the event of a fire:

1. Pull alarm station unless alarm has already sounded
2. **Evacuate building** (use elevators only when authorized by a fire or police officer or to assist individuals with physical disabilities).
3. Individuals with physical disabilities should proceed to areas of rescue assistance (at the top stairwell landing at the following locations: the second floor of the north and south stairs of the Marvin-Burt Liberal Arts Center and the north stairwell of the Student/Conference Center) and press the red button to activate alarm.
4. **Do not** reenter buildings until the “all clear” announcement has been given.

## Severe Weather Warning

A **severe weather warning** will be a plain English announcement given via the HCC Emergency Intercom System. At the time a severe weather warning is given, **evacuate to a shelter area** such as:

- The first floor or basement.
- Avoid rooms with large windows.
- Stay near the center of the building.
- Avoid the theater in the Ferguson Fine Arts Center and the basketball and handball courts in the Sports Center.

Severe weather shelter locations are designated by a yellow sign that designates the shelter area or the direction of travel to a shelter area.

**Do not** leave the shelter area until the “all clear” announcement has been given.

## Emergency Call Box – Sequence of Events

When an emergency situation is recognized, go to an emergency call box and **press the red button**.

- You will first see the call box **light up** and then hear an **escalating tone**.
  - The lights and the tone are indicators that the call box has recognized you pushing the button and is powering up.
- Then you will hear an **alarm sound**, similar to a telephone ringing.
  - That is the call box sending out an alert tone to all 2-way radios held by switchboard, security, custodians, and maintenance.
- You will hear a **pre-recorded voice message** stating the **room number** that you are calling from and the name of the area.
- Next you will hear instructions to **push and hold the red button to talk, and release the red button to listen** to the person responding to your call.
- Give the responding person information verifying **where you are** and what the **nature of your emergency** is.
- **The responding person will call 911** and alert others to assist emergency personnel.

## Menacing Behavior

**If an individual is displaying behavior that is aggressive or abusive, but the behavior has not escalated and/or the individual has not committed a violent act:**

- Stay calm and unhurried in your response to the individual.
- Be empathetic and show your concern.
- Try to sit down with the person, as sitting is a less aggressive posture.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, “We can get this straightened out” or “I’m glad you’re telling me how you feel about this.”
- Stay out of arm’s reach.
- Limit eye contact.
- Do not argue, yell, or joke.
- Do not touch the individual.

**If the individual’s level of aggressiveness or agitation increases and/or you feel the individual may commit a violent act:**

- **Leave the scene.**
- Go to a secure location, such as a locked room.
- **Activate an emergency call box** or using a campus phone, call campus security at 3451.
- Using an off-campus phone, call campus security at 1-815-599-3451.
- Alert co-workers using an agreed-upon code word to indicate trouble.
- Even if immediate danger passes, alert campus security and co-workers to such behavior.

## Crime

**(Such as robbery, assault, drug abuse, rape, weapon possession, and other emergencies.)**

- If **crime is in progress**, leave scene immediately if possible.
- **Activate an emergency call box.**
- **Or, Call 911.**
  
- If **crime is not currently in progress**, call Security at 1-815-599-3451 from off-campus phone or at 3451 from an on-campus phone.
- Maintenance or Security will assist victim in completing Incident Report and/or contact law enforcement agency.

## Medical Emergency/Ambulance Needed

When someone is ill or injured and needs an ambulance, do not attempt to move the victim, unless he or she is in danger of additional injury.

- **Activate an emergency call box immediately.** Responder will ask for your location and then they will call 911.
- **Or, Call 911** and give them the location of the victim and nature of emergency
- Using a campus phone, call campus security at 3451.
- Using an off-campus phone call campus security at 815- 599-3451.
  - Give campus security the location of the victim and the nature of the emergency so they can assist emergency personnel.

## Mental Health Emergency

In the event of overtly threatening behavior constituting an **immediate threat** to self or others:

- **Activate an emergency call box.**
- **Or, Call 911.**
- Using a campus phone, call campus security at 3451.
- Using an off-campus phone, call campus security at 815-599-3451.

In the event of **non-emergency situations**, refer individuals to the Behavioral Intervention Team at 1-815-599-3531, 3455, 3402, 3652 or 3654. If the individual is an employee, refer him/her to the Employee Assistance Program, available through Human Resources at 3402.

- Express your concerns directly to the individual.
- Watch for changes in behavior
  - Significant changes in academic or work performance;
  - Changes in hygiene, speech, attentiveness, or social interaction;
  - Excessive drinking or drug use;
  - Severe loss of emotional control;
  - High levels of irritability;
  - Impaired speech or garbled/disjointed thoughts;
  - Excessively morbid, violent, or depressing themes in assignments;
  - Verbal expression of suicidal or violent thoughts.

## Active Shooter or Hostage/Barricade Situation

An incident involving an Active Shooter or Hostage/Barricaded situation is a violent criminal offense involving the infliction of great bodily harm, or the holding of an individual hostage by use of force or threat of force or by other violent behavior/verbal actions.

### Plan of Action:

1. **Verify the situation.** Gather as many facts as quickly as possible.
2. **If possible, exit from the immediate threat,** assist students and others present in evacuating the area. Notify others as you exit the area. Students who are outside of the area should be escorted to a safe area away from the threat.
3. **If exit is not possible or not immediately possible to determine,** go to a safe location that can be locked.
  - a. Offices without windows in the door are safest.
  - b. Turn off the lights and instruct individuals to stay away from windows. Barricade doors if possible.
  - c. All doors should remain locked and barricaded.
  - d. Students and staff should take cover and remain quiet until an all-clear signal has been given or other instructions are provided.
  - e. Follow instructions given by Law Enforcement Officers on-scene.
4. **Activate an emergency call box.** Provide responder with the following information: location of incident, type of incident, number of injured, number and location of offenders, description of offender and any weapons.
5. **Or, Dial 911.** Stay on the phone, if possible and provide the following information:  
location of incident, type of incident, number of injured, number and location of offenders, description of offender and any weapons.
6. **Or, Contact Highland security** at 1-815-599-3451 if using cell phone. Dial 3451 if using campus phone.
7. **Assist** Law Enforcement Officers as directed by them.

## Bomb Threat

If you receive a **bomb threat phone call**:

- **DO NOT** hang up the phone,
- leave the phone off the hook and proceed to another phone immediately, **DO NOT use emergency call boxes, cell phone or other radio devices as they could trigger an explosive device.**
- **call the Communications Operator at 0 (zero)**
- or, call Physical Plant at 3502
- attempt to obtain the information included in the bomb threat form, next page.

If a device is **physically found**:

- move away from the device to a safe location,
- **DO NOT use emergency call boxes, cell phone or other radio devices as they could trigger an explosive device.**
- **call the Communications Operator at 0 (zero)**
- or, call Physical Plant at 3502



**BOMB THREAT FORM (Telephone Procedures)**

Be calm, courteous, listen intently, and DO NOT INTERRUPT the caller. Notify others by pre-arranged signal regarding the call.

CALL RECEIVER: \_\_\_\_\_ TIME AND DATE RECEIVED \_\_\_\_\_  
 TIME CALL COMPLETED \_\_\_\_\_

Is the voice familiar? \_\_\_\_\_ If so, who did it sound like? \_\_\_\_\_

Exact Words of Caller: \_\_\_\_\_

**INITIAL QUESTIONS TO ASK:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb now? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Why did you plant the bomb? \_\_\_\_\_
6. What makes the bomb go off? \_\_\_\_\_
7. How can it be stopped? \_\_\_\_\_

**If the caller seems agreeable to further conversation, try to ascertain the caller's name, address, and present location.**

**CALLER'S VOICE DESCRIPTION**

MALE \_\_\_\_\_ FEMALE \_\_\_\_\_ ADULT \_\_\_\_\_ JUVENILE \_\_\_\_\_ APPROXIMATE AGE \_\_\_\_\_

VOICE		SPEECH		LANGUAGE		ACCENT		MANNER		BACKGROUND NOISES	
Loud	_____	Fast	_____	Excellent	_____	Local	_____	Calm	_____	Office Machines	_____
High Pitch	_____	Distinct	_____	Fair	_____	Not Local	_____	Rational	_____	Factory Machine	_____
Raspy	_____	Stutter	_____	Foul	_____	Foreign	_____	Coherent	_____	Bedlam	_____
Intoxicated	_____	Slurred	_____	Good	_____	Race	_____	Deliberate	_____	Animals	_____
Soft	_____	Slow	_____	Poor	_____	Other	_____	Righteous	_____	Quiet	_____
Deep	_____	Distorted	_____	Other	_____		_____	Angry	_____	Mixed	_____
Pleasant	_____	Nasal	_____		_____		_____	Irrational	_____	Street Traffic	_____
Other	_____	Other	_____		_____		_____	Incoherent	_____	Airplanes	_____
_____	_____	_____	_____	_____	_____	_____	_____	Emotional	_____	Party Atmosphere	_____
_____	_____	_____	_____	_____	_____	_____	_____	Laughing	_____	Trains	_____
_____	_____	_____	_____	_____	_____	_____	_____	Other	_____	Music	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	Voices	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	Other	_____

# EMERGENCY COMMUNICATIONS

Highland Web site	<a href="http://www.highland.edu">www.highland.edu</a>
Broadcast email	Campus email system-all students, faculty, and staff have email addresses.
Broadcast telephone	Campus automated phone system. All employees and students are subscribed. Contact info is primary info given by employees to Payroll and by students to Admissions.
Emergency sirens	Fire alarm- steady horn and flashing strobes.
Campus public address system	Campus wide emergency intercom system for- <ul style="list-style-type: none"> <li>-Lock down</li> <li>-Evacuate</li> <li>-Danger in Community</li> <li>-Tornado Warning</li> <li>-All Clear</li> </ul> Campus telephones.