

EMERGENCY PROCEDURES

**COMMUNITY COLLEGES
OF SPOKANE**



**Environmental Health & Safety Office
533-8623 or 533-8630**



Emergency: call 911 first.

If your call does not go through, hang up and dial 9-911

Campus Security Assistance:

SCC 475-7035

SFCC 475-7040

Campus Security Operations is available

24 hours a day, seven days a week.

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Introduction

This manual is designed to give general guidance in case of an emergency. The appropriate response to an emergency situation will need to be evaluated on a case-by-case basis.

Procedures as outlined here are not intended to be all-inclusive and individuals should use their best judgment for existing circumstances.

Emergency details for off-campus sites and facilities may vary. Managers at these sites may need to write appropriate emergency information, such as phone numbers, for their specific location. Additional information is available on the CCS Intranet: <http://inet.ccs.spokane.edu/security/empdefault>

ALWAYS ERR ON THE SIDE OF SAFETY. WHEN IN DOUBT, CALL 911 for ambulance, fire department, police.

All media contacts regarding emergencies will be through the Chancellor/CEO (434-5006) or the Marketing and Public Relations Office (434-5107).

Medical Emergencies

First aid kits are located in each building. Familiarize yourself with the location(s) so that you can access it without delay.

There are Automatic External Defibrillators (AED) located on each campus. AED's have proven very effective when used in response to heart attacks. If a heart attack is suspected, promptly call 911, then Campus Security so that they can respond quickly.

Life Threatening

1. **Call 911.** Follow instructions.
Be specific about the location, including which campus.
2. **Call Campus Security.**
SCC 475-7035 SFCC 475-7040
3. State the medical aid needed.
4. Provide the location of the emergency
 - Building number / name
 - Room number
5. Describe the type of injury or illness.
6. Do not move the injured or ill, unless it is necessary to prevent further injury.
7. Have someone meet the emergency personnel to direct them to the emergency location.

Non-Life Threatening

1. Apply emergency first aid if necessary.
2. For assistance, call Campus Security.
SCC 475-7035 SFCC 475-7040
3. Notify your supervisor of the emergency situation.
4. Complete and route a Medical Emergency Report Form.
This form can be found on-line on the CCS Intranet:
<http://ccsi.spokane.cc.wa.us/forms/District/ccs1220.pdf>

Hazardous Condition/Activity

FACILITY OR SITE

Should you observe a facility or site condition which you believe to be imminently threatening to life safety, call:

- **Facilities/Environmental Health and Safety:**
533-8623 or 533-8630.

HAZARDOUS ACTIVITY

Should you observe an activity in progress which you believe to be hazardous, express your concern to the individual(s) involved. If the activity continues, notify your supervisor.

CHEMICAL SPILL

Community Colleges of Spokane uses and stores minimum amounts of hazardous materials. However natural gas lines serve the campuses, and many CCS locations are near highways and public streets. CCS needs to respond appropriately in the event of a hazardous materials release. If you detect unknown odors or suspect a chemical exposure, follow the steps below immediately:

1. **Notify Campus Security.**
SCC 475-7035
SFCC 475-7040
2. Identify the source of the odor, if known.
If unknown, describe the odor.
3. If it is a natural gas odor, open doors and windows and evacuate the building.
4. If odor is irritating or you feel symptoms of dizziness, nausea, burning or stinging, alert someone to your symptoms and ask for assistance in evacuating.
5. Follow instructions of security officers or responding Facilities personnel.



Bomb Threat Procedures

TELEPHONE BOMB THREAT CHECKLIST

Date and time of call: _____
Phone number where call was received: _____
Phone number of caller: _____
Person taking call: _____
Dept: _____
What exactly did the caller say? _____

(attach additional sheet if necessary)

Questions you should ask if possible:

Where is the bomb(s)? _____
When is the bomb(s) set to detonate? _____
What will cause the bomb to detonate? _____
What kind of bomb is it? _____
What is your name? _____
Where are you? _____
Why did you place the bomb? _____

Caller identifiers (circle):

Male/Female Nervous /calm Accent Angry/Stressed

Voice Characteristics (circle):

Nasal Lisp Slurred Crying Normal
Sincere Broken Muffled/Fake Squeaky/Hoarse
Other: _____

Did the voice sound familiar? Yes/No

Who did it sound like? _____

Background Noises (circle):

Airport Traffic Trains Water Intercom voices
Machinery Music Bar noises Children Television
Other: _____

Avoid placing caller on hold or transferring if possible.

Call Campus Security to report the bomb threat as soon as possible
(or signal to co-worker to alert Campus Security).

Remember:

1. Always take bomb threats seriously.
2. Remain calm and courteous.
3. Do not search for a bomb or touch any suspicious objects.
4. **Do not use radios or cell phones to communicate.** A radio or cell phone transmission can activate some types of bombs.
5. In the event of evacuation, wait for the Security Officers, Fire, Police or other college authority to give the "All Clear" before re-entering the site.

If you receive a handwritten/typewritten bomb threat, handle it minimally to preserve evidence.

HOW TO REPORT A BOMB THREAT

Any threat or incident of a suspected explosive device shall be considered valid until all reasonable precautions for public safety have been taken and staff have been advised that the situation is no longer considered threatening.

Any CCS employee who receives a bomb threat is to immediately notify the appropriate administrator (or designee), as listed below:

SCC: College President, 533-7042

SFCC: College President, 533-3535

IEL: Executive Vice President, 279-6040

District Building: Chief Executive Officer, 434-5006

**If unable to reach appropriate individual,
call Campus Security:**

SCC 475-7035

SFCC 475-7040

Evacuation of a bomb-threatened CCS building or college campus may be directed only by the above individuals (or designees).

If a facility is to be evacuated, it will be accomplished by sounding the fire alarm for the affected building. Occupants are to evacuate and move to the designated assembly point.

Bomb Threat Procedures

Suspicious Criminal Activity

MAINTAINING SECURITY

Remain alert and aware of your environment at all times. Trust your instincts; when something appears to be amiss, it often is. Prevention is essential.

Building and Equipment Security

- Do not loan out your keys.
- If a key is lost or misplaced, report it immediately.
- Areas/rooms of a facility which do not require open access should be kept locked.
- Keep costly equipment items secure at all times; limit access.
- Periodically review the inventory of equipment assigned to your area.
- Require written proof of authorization for off-site equipment repairs.

After-Hours Use of College Facilities/Equipment

- Staff: requires supervisor approval.
- Students: requires employee and/or faculty supervision or written approval.
- Maintain the security of locked doors; do not prop them open.



If you observe any of these activities:

- Suspected theft or robbery in progress (e.g., vehicle break-in; removal of equipment from a facility, etc.)
 - Suspected vandalism in progress.
 - Physical violence or assault in progress.
1. **CALL 911 (Police)**
 2. **Notify Campus Security**
SCC 475-7035
SFCC 475-7040
 3. Take further action only when safe to do so and if appropriate to the circumstances.

REPORTING MISSING OR STOLEN EQUIPMENT

- Report all missing and stolen items, whether personal or state-owned:
- To your immediate supervisor
- On the CCS Security Incident Report Form

To Spokane Crime Reporting Center, 532-9266

- Complete Equipment Disposal Form

Student Property

- Notify student services office
- Student responsibility to call **Spokane Crime Reporting Center, 532-9266**



Suspicious Criminal Activity

Motor Vehicles

MOTOR VEHICLE ACCIDENTS

If emergency medical help is needed:

CALL 911 EMERGENCY SERVICES

If damage to any vehicle or property is estimated to be over \$500:

- Avoid moving vehicle(s), if at all possible.
- Notify police.
- Complete and submit to police within 24 hours the State of Washington Motor Vehicle Collision Report Form (available only at Washington State Patrol departments).

If accident involves a state vehicle:

Complete State of Washington Vehicle Accident Report form SF137; submit to CCS Facilities, MS 1016 (phone: (509) 533-8630).

STATE VEHICLE BREAKDOWN

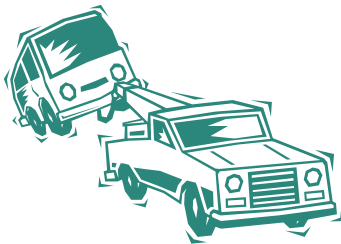
Contact Facilities, (509) 533-8630 during normal office hours (after office hours call (509) 475-7042). If outside Spokane area, contact facility that accepts Voyager Credit Card (provided in vehicle packet).

VEHICLE ASSISTANCE

SCC (509) 869-0468

SFCC (509) 869-9590

After hours: (509) 475-7042



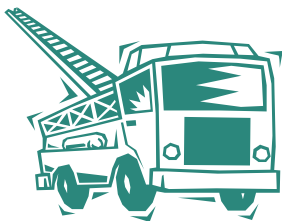
Motor Vehicles

Fire Emergencies

1. **Evacuate** the immediate area, closing door as you leave.
2. **Sound the pull station alarm** as you evacuate the building.
3. **Evacuate at least 300 feet from the building.**
Do not use elevators.
4. **Call the fire department: 911**
5. **Notify Campus Security**
SCC 475-7035
SFCC 475-7040
6. **Notify your supervisor.**
7. **Await further direction from Security officers, an administrator or fire department.**

Advance planning:

- Determine two exit routes from your work area.
- Know the designated emergency assembly point for your building.
- Know the location of facility fire alarm pull stations.
- Know the location of the closest fire extinguisher, how to use it, and the type(s) of fires for which it is intended.
- Have in place your plan for providing assistance to people of disability (for guidelines, call 533-8623).



Fire Emergencies

Physical Violence or Threat

Maintaining personal security: Prevention is your best protection!

Trust your instincts; stay alert; avoid dangerous situations.

- **Walking:** Avoid isolated, unlit areas; carry valuables close to your body; demonstrate confidence; walk purposefully; make eye contact. If being followed, change directions; quickly seek a public place. If attacked, your goals are escape and survival; take action as appropriate. If on campus, call campus security for escort service.

- **Working alone:** Limit access to your work area; lock all immediate access doors; keep area well lit; stay alert; call 911 and Campus Security:

SCC 475-7035

SFCC 475-7040

for Security Assistance. If on campus, alert campus security that you are working alone.

Be alert to interactions of your co-workers with clients and visitors. Be ready to provide or call for assistance; e.g., supervisor; Campus Security office, or 911, as appropriate to the specific circumstances.

SCC Campus Security: 475-7035

SFCC Campus Security: 475-7040

LIFE THREATENING: Whenever a situation involves a physically threatening person, particularly if a weapon is involved, or if you are a witness to an in-progress physical assault of any kind between individuals:

- 1. CALL 911.**

- 2. Campus Security:**

SCC 475-7035

SFCC 475-7040

- 3. Student incident:** notify VP of student services.

- 4. Take other action only when safe to do so and as appropriate to the specific circumstances.**

Continued on next page

Physical Violence or Threat

AVOIDING VIOLENCE IN THE WORKPLACE

Recognize early warning signs of potentially violent persons or situations. Always report any acts of violence, threats, evidence of a real or imagined grudge on the part of a student or employee to your supervisor, administrator, student services vice president, or human resources office.

Crisis avoidance/intervention techniques

(suggestions for dealing with individuals who appear confused, fearful, or frustrated):

- Remain calm, relaxed, professional, and in control; avoid power struggles.
- Control your emotions; watch your biases; remain nonjudgmental.
- Project self-confidence; be aware of your nonverbal communication.
- Manage your reactions; don't personalize the behavior of others.
- Show acceptance, compassion, empathy, respect; be positive and open.
- Isolate the crisis; deter unnecessary observers; call person by first name.
- Try the 1-minute drill: "Take just one minute to tell me what happened."
- Focus on the problem and getting factual, unemotional information.
- Seek to have them reason out rather than dwell on the problem situation.
- Really listen (beyond the words); don't patronize; silences are "okay."
- Use reflection; paraphrase; open-ended questions; clarify; summarize.
- Use verbal reinforcers ("Yes; I see"); use clear, understandable words.
- Don't use "why" questions, give advice, preach, placate, blame, demand.
- Acknowledge/interpret their anger; respond factually.
- Any limits set must be reasonable, enforceable, and clearly, simply stated.
- Use confrontation as last resort, and only as appropriate.

Signs of possible impending violence

- Frequent changes in sitting position; facial grimacing; nervous or upset
- Agitated pacing; clenching/releasing of fists; tight jaw; reddened face
- Visible change in body posture, mood, intensity of disposition
- Indication of extreme distrust or disorientation; a paranoid, unblinking stare
- Speech that is angry, loud, forceful; statements of frustration and conflict
- Statements of prior violence or desire to commit violence

High risk behavior; judgment call response: With an angry, explosive person (may shout, scream, pound fists, point fingers), utilize venting techniques; do not offer solutions or argue with comments made; do not give the impression of fear. Make no gestures of physical contact; limit voice inflection, dropping to a monotone if possible. Prepare to isolate, disengage, and/or evacuate, as appropriate. When an individual is physically and actively hostile (actions or threats which appear to be imminent; acts of physical harm or property damage; outrageous, out-of-control behavior):

- 1. Disengage and evacuate**
- 2. Attempt to isolate person if this can be done safely**
- 3. Contact 911**
- 4. Call Campus Security**
SCC 475-7035
SFCC 475-7040

Civil or Natural Disasters

Emergency response to major civil or natural disasters (e.g., earthquake, volcanic eruption, firestorm) **are directed and coordinated by local law enforcement personnel.** Should a civil or natural disaster occur in the Spokane area, your administrator or supervisor will keep you informed and provide you with guidance, according to law enforcement directives.

Earthquake

- Keep calm.
- If indoors, stay indoors, taking shelter under a heavy table or desk. If no protective furniture, crouch and brace yourself against an inside doorway or corner. Stay away from windows, glass walls, and outside doors. Do not attempt to leave until advised it is safe to do so.
- If you are outdoors, stay outdoors, away from trees, buildings, utility poles and lines, or signs. Don't approach downed utility lines or any object in contact with them.
- Do not attempt to enter a building until you are advised it is safe to do so; avoid severely damaged buildings. Be alert to falling objects and anything that may shake loose and fall.
- Be prepared for additional "after shocks" following the initial earthquake. Although lesser in intensity, they may cause further and extensive damage due to structures weakened by the quake.
- After the earthquake, use extreme caution when entering a building; do not use lanterns, torches, or matches until advised it is safe to do so; avoid fallen or damaged electric wires; stay away from windows which may have been loosened.

Lightning

- Avoid being the highest object in any area; stay away from hilltops, lone trees, or telephone poles (thick growth of small trees is acceptable).
- Do not enter a small structure in an open area.
- Abandon metal equipment (e.g., bicycles, golf carts, shoes, clubs).
- When suitable shelter is unavailable, seek a ravine or valley; drop to ground on hands and knees in a crouched position; do not lie flat.

Flash floods

- Seek high ground immediately; seconds count.
- Avoid driving through already flooded areas.
- Do not attempt to cross a flowing stream (water above knees) on foot.

Winter storms

When weather conditions are questionable, the decision regarding cancellation of classes and/or suspension of operations is posted on the 24-hour Operations Hotline, 533-3303. In general, even when classes are cancelled (as announced via local radio/TV), other services remain open and available. All faculty, staff and administrators are expected to report to work unless the Chancellor/CEO announces (via the Operations Hotline) that all operations have been suspended.