



HARFORD
COMMUNITY
COLLEGE

EMERGENCY OPERATIONS GUIDEBOOK

EMERGENCY OPERATIONS GUIDEBOOK

**HARFORD
COMMUNITY
COLLEGE**

401 Thomas Run Road
Bel Air, MD 21015-1698
443-412-2000

www.harford.edu

TABLE OF CONTENTS

I. Plan Basics

- Background
- Definitions and Concept of Emergency Operations
- College Employee Guidelines

II. Emergency Notification System – HCC Alert ME

III. Shelter-In-Place

- Active Shooter
- Non-Active Shooter

IV. Response – Emergency Protocols Event- Specific Protocols

- Active Shooter
- Bomb Threat
- Computer Security Incidents
- Criminal Activity
- Demonstration/Riot/Civil Disturbance
- Discreet Notification – “Dr. Thomas”
- Distressed Individual (Recognizing and Helping)
- Electrical Power Outage/Elevator Failures
- Fire/ Explosion
- Hate/Bias Incident

- Hazardous Material Release Incidental/Emergency
- Hostile Intruder/Weapons Possession
- Medical Emergencies
- Natural Gas Leak
- Sexual Assault
- Weather Emergencies

General Protocols

- Building Evacuation and Outside Assembly
- Assistance To Persons with Disabilities

V. Appendices

- Emergency Numbers – Public
- Severe Weather Shelter Areas
- Campus Map
- Building Emergency Evacuation Plan

PLAN BASICS

A. Background

It is the goal of Harford Community College to provide the safest environment possible, by complying with all Federal, State, and County safety and health regulations, as well as various College guidelines and protocols, including provisions contained within:

- ◇ Title 29 of the Code of Federal Regulations, Section 1910
- ◇ Title 09 of the Code of Maryland Regulations, Subtitle 12
- ◇ National Fire Protection Association, Life Safety Code 101

Harford Community College maintains two written emergency response products that effectively prepare College employees to respond to the major and identifiable emergencies at varying levels:

The Emergency Operations Plan provides an organizational and procedural framework for managing emergencies, with emphasis on preparedness and response. It provides a more comprehensive guidance for preparing for and responding to emergencies at an administrative level.

An abbreviated version of this plan, called the Emergency Operations Guide, provides guidance for responding to emergencies at the division/department/unit level.

The Emergency Operations Plan provides for the coordination between Harford Community College, the local government, and other public agencies for the protection of Harford Community College employees and property, as well as that of the surrounding community and environment. All emergencies cannot be avoided, but with the proper planning, orientation, and training, the probability of a safe and desired outcome can be enhanced.

B. Definitions and Concept of Emergency Operations

1. Definitions of Emergency-Related Terms
 - a. **Emergency:** An emergency is any incident, potential or actual, which affects an entire building or buildings. Outside emergency services will probably be required, as well as major efforts from campus support services.
 - b. **Senior College Officials:** Senior College officials are the President and Vice Presidents or those designated to act on behalf of the President and Vice Presidents.
 - c. **Public Emergency Response Personnel:** Public emergency response personnel are employees of government agencies who respond to an emergency following a 911 call. In most cases, the responding agencies will be the Bel Air Volunteer Fire Company, Harford County Sheriff's Office, Harford County Hazardous Material Response Team, and Maryland State Police. The 911 system is managed by the Harford County Emergency Operations Center, through the 911 dispatcher who will alert the other agencies as needed.
 - d. **Incident Command:** Incident command is a system used by public emergency response personnel for coordinating response activities using a clear chain of command. The primary emergency will typically dictate the selection of the incident commander. For example, in the case of a fire, the senior fire company officer will assume the role of incident commander, and other agencies and personnel (including police) will assume subordinate roles in a tiered-command system. Conversely, in the case of an institutional violence incident, law enforcement will assume the role of

incident commander, even if fire company personnel are present.

e. **Building Managers:** Building Managers, for the purposes of this plan, consist of all contract administrators, division deans, and directors and others as designated. The Building Managers within or near a building where an emergency occurs have the leadership role in carrying out the responsibilities in the Emergency-Specific Protocols contained in this plan. The Emergency-Specific Protocols will, in turn, prompt actions to be taken by other senior College officials and public emergency response personnel.

f. **Emergency Response Protocols:** Emergency Response Protocols are the initial emergency response activities to be carried out by College personnel upon becoming aware of an emergency or potential emergency. The Emergency-Specific Protocols are for use by all College employees, although the Building Managers have the leadership role in carrying out the initial activities listed in the Emergency-Specific Protocols.

g. **Emergency Operations Center:** The Emergency Operations Center is a predetermined room on campus that will serve as the centralized management center for emergency response activities by College personnel. These Centers are in the Boardroom at the Chesapeake Center and the Conference Room at the Conowingo Building. Public Safety will respond with emergency response bags equipped with supplies needed.

h. **Emergency Control Group:** The Emergency Control Group is a predetermined set of College personnel, (The group is further defined in the Emergency Operations Plan), with the authority to manage the College's

emergency response activities. They receive the training necessary to support College emergency response activities at a management level.

2. Concept of Emergency Operations

Response to minor incidents should be handled at the division/department/unit level whenever possible. If an incident appears to be localized and does not appear to have the potential to become an emergency, division/department/unit personnel in the area of the incident have the responsibility for handling the situation. However, if the incident escalates or has the potential to escalate, then emergency protocols must be initiated and followed.

When a College employee encounters an emergency that cannot be handled without assistance outside of the division/department/unit, then the Emergency-Specific Protocols listed in this plan should be followed. The Emergency-Specific Protocols will, in turn, prompt notification of the appropriate College and/or public emergency response personnel.

Depending on the nature, severity, magnitude, and duration of the emergency, a predetermined Emergency Operations Center on campus may be activated for central control of all activities necessary to support emergency operations. The Emergency Operations Center will be managed by predetermined authorized personnel.

The public emergency response agencies in most cases will be the Bel Air Volunteer Fire Company, Harford County Sheriff's Office, Harford County Hazardous Response Team, and/or Maryland State Police. Once personnel from one or more of these agencies arrive, they will assume control of all emergency response activities as the incident commander.

C. College Employee Guidelines

1. Building Manager Guidelines

The Emergency-Specific Protocols are for use by

all College employees, although the Building Managers have the leadership role in carrying out the initial activities listed in the Emergency-Specific Protocols. Therefore, the Emergency-Specific Protocols provided in Section II serve as the primary guidelines for Building Managers.

2. Instructor Guidelines

Faculty members/instructors have a unique role in emergency situations, in that they may be the first to recognize an emergency (such as physical confrontation, weapons possession, etc.). They will also be the campus personnel in direct contact with students in the event of other types of emergencies. Therefore, guidelines for faculty members/instructors follow.

- ◇ Maintain order.
- ◇ Notify a Building Manager of the nature of the emergency. If unable or a Building Manager is not available, initiate the procedures listed in the Emergency-Specific Protocols.
- ◇ Provide clear instructions for the students and visitors.
- ◇ Evacuate the building when necessary. Assist any individuals with a disability out of the building or otherwise to a safe refuge area.
- ◇ If the building is evacuated, report any disabled or other individuals left in the building.
- ◇ Follow instructions from the Public Safety officer, senior College official or senior emergency response person at the scene regarding assembly, relocation to another area, safety precautions, College closing, etc.
- ◇ Observe and report any missing students or visitors.

3. Public Safety Guidelines

Public Safety personnel work under the direction of the Director of Public Safety. Although not comprehensive, the following are representative of actions to be taken or

considered, depending on the emergency:

- ◇ Call 911 if necessary. Provide details regarding the nature of the emergency and type of assistance needed.
- ◇ Call Campus Operations, if necessary.
- ◇ Notify a senior College official of the emergency.
- ◇ Assist the Building Managers with evacuation, if needed.
- ◇ Provide rescue and first-aid, if needed.
- ◇ Provide traffic control, access control, perimeter and internal security patrols as necessary.
- ◇ Take other immediate and appropriate action as necessary to protect personnel, students, and property.
- ◇ Direct the emergency response personnel to the area of the emergency, and apprise them of actions taken so far.
- ◇ Implement any instructions given by the public emergency response personnel in charge after their evaluation of the situation.
- ◇ After the emergency, review and update, if necessary, Public Safety's emergency response procedures and training.

4. Campus Operations Guidelines

Campus Operations personnel work under the direction of the Associate V.P. of Campus Operations. Although not comprehensive, the following are representative of actions to be taken or considered, depending on the emergency:

- ◇ Provide assistance to Building Managers as needed.
- ◇ Seek out and assist with the evacuation of disabled personnel in safe refuge areas, if necessary.
- ◇ Provide equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage

assessment, debris clearance, emergency repairs, or equipment protection.

- ◇ Turn off natural gas, electricity, or other utilities, if necessary, as dictated by the emergency.
- ◇ Notify the utility service when an outage occurs, such as electricity, communications, etc.
- ◇ Activate stand-by emergency power generator(s), if needed.
- ◇ Secure equipment from damage, such as elevators, motors, pumps, etc.
- ◇ Provide for the proper containment and/or cleanup of hazardous materials.
- ◇ Provide the necessary information to the public emergency response personnel regarding present conditions in the building, utility shut down, floor plan layout, hazardous materials storage, etc.
- ◇ Provide vehicles, equipment, and operators for movement of personnel and supplies. Assign vehicles to emergency response personnel when requested for emergency use.
- ◇ Assess damages and begin cleanup and restoration.

5. Senior College Official Guidelines:

Senior College officials are the President and Vice Presidents and other designees who may act on behalf of the President and Vice Presidents in their absence. Although not comprehensive, the following are representative of actions to be taken or considered, depending on the emergency:

- ◇ Direct the College's emergency response activities. Activate and operate from the Emergency Operations Center when necessary.
- ◇ Determine other appropriate courses of action as dictated by the circumstances to protect students, personnel, and property, such as building evacuation, campus-wide evacuation, etc.
- ◇ Prior to the arrival of public emergency response personnel, keep the 911 dispatcher

apprised of the emergency services needed, such as fire, medical, hazardous material response, security, traffic control, etc.

- ◇ After the arrival of public emergency response personnel, coordinate the College's emergency response activities with the incident commander.
- ◇ Provide guidance to affected students and personnel regarding the duration of the emergency, early closings, and other actions to be taken.
- ◇ Establish a communication capability to allow affected students and personnel to notify relatives/friends of their whereabouts and status.
- ◇ Establish liaison with the news media for dissemination of information, and prepare news releases for approval and release.
- ◇ For severe weather alerts, notify all campus personnel by campus telephone broadcast and campus-wide email.
- ◇ After the emergency, review and update, if necessary, the College's emergency response procedures and training.

EMERGENCY NOTIFICATION SYSTEM

Harford Community College uses the HCC ALERT ME Emergency Notification System to provide urgent information to students and employees in the event of a nonscheduled College closing or emergency. Recipients will be notified via phone, email and/or text messaging.

Other forms of communication used during an emergency include:

- ◇ Email and/or telephone alerts (Students and employees must keep their contact information updated through OwINet.)
- ◇ Emergency Notification Line (443-412-2322)
- ◇ HCC website
- ◇ Building notices
- ◇ WHFC91.1 FM
- ◇ Emergency broadcast to all classroom phones
- ◇ Route 22 electronic sign
- ◇ Computer message (for all users logged into campus network)
- ◇ Campus voicemail (employees only)
- ◇ Public address broadcast – Carillon system
- ◇ Emergency Closing Information

When severe weather conditions or other issues require the College to alter its operating schedule, the following radio and television stations will broadcast College announcements:

FM Radio Stations

- ◇ WIYY Baltimore (FM 97.9)
- ◇ WRBS Baltimore (FM 95.1)
- ◇ WEAA Baltimore (FM 88.9)
- ◇ WRNR Baltimore (FM 103.1)
- ◇ WERQ Baltimore (FM 92.3)
- ◇ WCHH Baltimore (FM 104.3)
- ◇ WHFC HCC (FM 91.1)
- ◇ WWIN Baltimore (FM 95.9)
- ◇ WLIF Baltimore (FM 101.9)
- ◇ WWMX Baltimore (FM 106.5)
- ◇ WPOC Baltimore (FM 93.1)
- ◇ WXCY Havre de Grace (FM 103.7)
- ◇ WQSR (JACK) Baltimore (FM 102.7)
- ◇ WZBA Baltimore (FM 100.7)

Television Stations

- ◇ WBAL-TV Channel 11
- ◇ WJZ-TV Channel 13
- ◇ WBFF-TV Channel 45
- ◇ WMAR-TV Channel 2

You may also call 443-412-2322 or visit our website <http://www.harford.edu> for emergency closing announcements.

Closing of an off-campus location (APG, public schools, etc.) will result in automatic canceling of scheduled HCC classes at that particular location even if on-campus classes are not canceled.

Therefore, College personnel and students are not expected to attend these classes. Off - campus HCC classes and activities will also be canceled if the College announces that it has officially closed.

SHELTER-IN-PLACE

Sheltering in place, commonly known as “Lock Down,” means that individuals must seek immediate shelter in buildings and remain there until emergency management officials issue additional instructions or declare that emergency conditions have ended. It is understood that during a Shelter-in-Place not all doors and buildings may be secured. Notwithstanding, during emergencies that state to lock doors, lock the door in your immediate area if it is lockable. In the event of a criminal or violent act that has been committed at Harford Community College or in adjacent areas near the campus, it may become necessary to Shelter-In-Place within campus buildings.

Notifications

Ways you may be notified to shelter-in-place include, but are not limited to:

- ◇ HCCAlertMe
- ◇ Classroom Phones (Announcement will come through speaker; phone will not have to be answered for notification.)
- ◇ Emails
- ◇ The College’s Carillon System

Additional Actions

- ◇ All students, faculty, staff and visitors will immediately seek shelter in the nearest room with a door (locking door if possible). Faculty and staff, if safe to do so, are requested to provide direction and assistance to students and visitors by directing them to a location where they may seek shelter.
- ◇ Close and lock all windows and doors. If door has no lock, barricade with available items (desks, chairs, bookshelves etc.).
- ◇ If possible, cover all interior windows and door windows.

- ◇ Stay away from all doors and windows, move to interior walls and try to remain out of sight of potential threats.
- ◇ Turn off all lights.
- ◇ Remain quiet.
- ◇ Do not leave until instructed by law enforcement personnel.
- ◇ Cooperate with law enforcement personnel; show them that you are not a threat by keeping your hands empty and visible when interacting with them. If possible, “buddy up” with someone you know; this assists law enforcement personnel when they are searching the area.
- ◇ Monitor cell phones registered to receive emergency alert text messages.
- ◇ Report suspicious persons or activities to Public Safety at 443-412-2272.
- ◇ If you are in an open area such as a dining area, seek concealment behind a solid object such as a door, file cabinet or counter area. Remain quiet and wait for law enforcement to arrive and assist you.
- ◇ If outdoors, follow emergency alert messages or directions from law enforcement personnel; stay away from the affected area.

Response – Emergency Protocols

Event- Specific Protocols

- Active Shooter
- Bomb Threat
- Computer Security Incidents
- Criminal Activity
- Demonstration/Riot/Civil Disturbance
- Discreet Notification – “Dr. Thomas”
- Distressed Individual (Recognizing and Helping)
- Electrical Power Outage/Elevator Failures
- Fire/ Explosion
- Hate/Bias Incident
- Hazardous Material Release Incidental/Emergency
- Hostile Intruder/Weapons Possession
- Medical Emergencies
- Natural Gas Leak
- Sexual Assault
- Weather Emergencies

RESPONSE - EMERGENCY PROTOCOLS

ACTIVE SHOOTER

If you are involved in a situation where someone has entered the area and started shooting or you hear shooting, the following is a list of actions that are recommended. It should be noted that these types of incidents are unpredictable. The guidelines listed below are recommendations that are based on past experiences; you may have to alter some of these suggestions, depending on the situation.

- ◇ If safe to do so, exit the building immediately.
- ◇ Seek shelter in a safe location until specific instructions are given.
- ◇ Notify anyone you encounter to exit with you.
- ◇ Notify 911 and Public Safety at 443-412-2272.
- ◇ Provide law enforcement with the following information:
 - Your name, location, call back number;
 - Specific location of the incident (be as specific as possible);
 - Number of shooters (if known);
 - Identification or description of shooter(s);
 - Number of persons who may be involved;
 - Injuries that occurred.

If exiting the building is not safe, the following actions are recommended:

- ◇ Go to a safe room or office.
- ◇ Safely allow others to seek refuge with you.
- ◇ Close and lock the door. Barricade with desks, chairs, bookshelves, etc.
- ◇ Turn off all lights.
- ◇ Silence EVERYTHING to remain undetected. DO NOT answer the door. The officers should produce a yellow card (under door is

possible) identifying themselves. Follow all directions given by the officers at the scene.

- ◇ If in common or open area and cannot get behind closed doors, find some form of concealment such as a table, chair or other available item and get under it. If possible, “buddy up” with someone you know and stay together. If you find yourself in an imminent life threatening situation, use any means to disable, distract, or as a last resort, defeat the armed individual.

DO NOT remain a stationary target in the assailant’s view!

If sheltered in place, wait for Law Enforcement Officers to escort you out of the building.

ACTIVE SHOOTER LAW ENFORCEMENT RESPONSE

Law Enforcement Officers are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). Officers will move quickly and directly. Early in an incident, officers may not be able to rescue people because their main goal is to get to the shooter(s). Involved persons need to try to remain calm and patient during this time so as not to interfere with police operations. Cooperate with officers who may ask you for information concerning the incident. After the threat is removed, officers will search for injured parties and get everyone safely out of the building. The officers should produce a card (under door is possible) identifying themselves. Follow all directions given by the officers at the scene. This will take time.

BOMBTHREATS

Upon Receiving A Bomb Threat by Phone:

- ◇ Remain calm.
- ◇ Listen carefully.
- ◇ Do not interrupt the caller.
- ◇ Try to keep the caller talking.
- ◇ Take detailed notes during conversation.
- ◇ Keep the caller on the line as long as possible.
- ◇ Write down exactly what the caller says.
- ◇ Do not anger the caller.
- ◇ There is also a bomb threat icon on each computer for quick reporting.
- ◇ Obtain information necessary to complete Bomb Threat Questionnaire (see next page). These forms can be downloaded from the HCC Department of Public Safety website:

<http://www.harford.edu/PublicSafety/BombThreat/BombThreat.asp>

Try to determine:

- ◇ Time device is set to detonate
- ◇ Device location
- ◇ Description of device
- ◇ Type of explosive utilized
- ◇ What will cause the device to detonate
- ◇ If the caller is responsible for placing the device
- ◇ Why the device was placed
- ◇ Name, address, and phone number of caller
- ◇ Organization represented by the caller
- ◇ Exact wording of threat
- ◇ Time and length of call and number call was made to
- ◇ Age, gender, and voice characteristics of caller
- ◇ Background noises in the call
- ◇ Notify the Department of Public Safety at 443-412-2272.
- ◇ Do not erase threats if they are left on voicemail.
- ◇ Notify your supervisor.
- ◇ Meet and cooperate with responding Law Enforcement personnel.

Receiving a bomb threat by email:

Notify Public Safety, who will in turn notify Computing and Technology Services.

BOMB THREAT QUESTIONNAIRE

Your Name: _____

Your Number: _____

Callers Voice (Circle):

Loud	Nasal	Soft	Low Pitch	Distinct
High Pitch	Disguised	Fast	Stutter	Slow
Familiar	Crying	Lisp	Ragged	Laughing
Slurred	Clearing Throat	Squeaky	Angry	Excited
Accent	Raspy	Distant	Deep	Calm
Other:				

Complete all inquiries including the following:

Time _____ of _____ explosion: _____

Bomb _____ location: _____

Description: _____

What kind of bomb: _____

Background Noise (Circle):

Music	Traffic	Typing	Quiet
Machines	Cell Phone	Voices	Children
Animals	PA/Phone Booth	House Noises	Clear Static
Other:			

Cause _____ of _____ explosion: _____

Name _____ of _____ caller: _____

Caller's _____ phone #: _____

List caller's exact words: _____

COMPUTER SECURITY INCIDENTS

Physical incident: For the purpose of this plan, a physical incident is defined as theft, illegal building access, and property destruction. Physical security incidents are the responsibility of the Public Safety office.

- ◇ In the event of a theft or suspected theft, notify Public Safety immediately at 443-412-2272.

Computer systems incident: For the purpose of this plan, a computer systems incident is defined as suspected illegal system access (including account sharing), suspected computer break-in (both internal and external), possible cyber-crime, computer virus attacks, and other malicious disruptions or unauthorized entry to computer access or acts that interfere with normal computer usage.

- ◇ If you suspect a virus is in your computer, notify Computing and Technology Services (CTS) immediately at ext. 2477, option 3.
- ◇ Read and follow any guidelines given by CTS regarding security issues and potential virus threats.
- ◇ If you are unsure of any emails that you receive, do not open them.
- ◇ If you suspect someone has knowledge or used your password, notify CTS immediately.
- ◇ CTS will notify Public Safety when appropriate.

CRIMINAL ACTIVITY - VIOLENCE

In the event of a criminal or violent act that poses a threat to the safety of others on campus, remove yourself from the area of danger.

Contact Public Safety at 443-412-2272 giving a complete description of the act, location and the persons involved. **DO NOT INTERVENE.**

In the event you cannot remove yourself from danger, it might be necessary to shelter-in-place. When deemed necessary or when notified to shelter-in-place (See Shelter Tab) due to criminal activity, these procedures will be followed:

All students, faculty, staff and visitors will immediately seek shelter in the nearest room with a door (locking door, if possible). All employees trained or capable to do so are requested to provide direction and assistance to others by directing them to a location where they may seek shelter, if safe to do so.

- ◇ Close and lock all windows and doors. Barricade with available items (desks, chairs, bookshelves etc.). If possible, cover all interior windows and door windows.
- ◇ Stay away from all doors and windows, move to interior walls and try to remain out of sight of potential threats.
- ◇ Turn off all lights and noise making devices.
- ◇ Remain quiet.
- ◇ Turn cell phones to vibrate and monitor cell phones registered to receive emergency alert text messages.
- ◇ Do not leave until instructed by law enforcement personnel.
- ◇ Cooperate with law enforcement personnel; show them that you are not a threat by keeping your hands empty and visible when interacting with them.
- ◇ ALWAYS report suspicious persons or activities to HCC Department of Public Safety at 443-412-2272.
- ◇ If you are in an open area such as a dining area or gymnasium, seek concealment behind a solid object such as a door, file cabinet or counter area. Remain quiet and wait for law enforcement to arrive and assist you.
- ◇ If outdoors, follow emergency alert messages or directions from law enforcement personnel; stay away from the affected area.

DEMONSTRATION/RIOT/CIVIL DISTURBANCE

Protests, demonstrations, or civil disturbances that do not conform to laws and College directives must be reported to the Public Safety.

Actions to be taken by individuals observing and reporting protests, demonstrations, or civil disturbances include, but are not limited to:

- ◇ Remain calm
- ◇ DO NOT place yourself in the middle of any confrontation.
- ◇ Obtain information necessary and accurately report the incident to Public Safety at 443-412-2272.
- ◇ Do not obstruct or provoke protesters.
- ◇ Continue normal College activities so long as it is safe to do so.
- ◇ Alert all persons in the area to evacuate in opposing directions if protest/civil disturbance becomes threatening or potentially dangerous.
- ◇ If prudent, lock doors and windows and close blinds to protect the interior if danger is nearby outdoors.
- ◇ Evacuate the building in a safe direction as necessary.
- ◇ Inform Public Safety of your observations/role in the event for reporting purposes.

INFORMATION TO BE RECORDED

When time permits, record information that may be valuable to the public emergency response and/or College officials who investigate the incident:

- ◇ Nature of the incident
- ◇ Location of the incident
- ◇ Description of persons involved
- ◇ Description of property involved
- ◇ If any weapons are involved
- ◇ Injuries or damages caused by protest/riot

DISCREET NOTIFICATION – “DR. THOMAS”

- ◇ In the event that a situation occurs where you encounter a hostile or distressed person and need help immediately, you can discreetly contact Public Safety without alerting the individual.
- ◇ Tell the person that you will get “DR. THOMAS” to help.
- ◇ Then, dial Public Safety at 443-412-2272, ask for Dr. Thomas, and state your name and location.
- ◇ Public Safety will understand the code word and will immediately respond to your call.
- ◇ As a mnemonic to help remember Dr. Thomas, think of Thomas Run Road.

DISTRESSED INDIVIDUAL (RECOGNIZING AND HELPING)

ACTIONS TO BE TAKEN

ASSESS THE SITUATION: If the person is a threat to him/herself or others:

- ◇ Call 911 for Public Emergency Response Personnel.
- ◇ Call Public Safety at 443-412-2272; if campus phone service is interrupted, call Public Safety cell phone at 410-459-9517.
- ◇ In cases involving students during business hours, call priority line x2218 (443-412-2218).
- ◇ Complete a Report Form for Code of Conduct Violation/Concerning Behavior and submit through OwlNet. It is located under the WorkLife Tab Student Intervention Channel.
- ◇ Identify if the student has designated an emergency contact listed in Banner.

If the person is not a threat to him/herself or others:

- ◇ In cases involving students during work hours, Call priority line at x2218.
- ◇ In cases involving students after hours and those who are not students, contact HCC's Public Safety at 443-412-2272.
- ◇ Complete a Report Form for Code of Conduct Violation/Concerning Behavior and submit through OwlNet.

Priority Line Hours: M/TH until 7 PM, T/W until 5 PM, and F until 4:30 PM

CONSULT WITH COLLEAGUES AND/OR

SUPERVISOR: Speak with a colleague or consult with one of the staff members of the Student Intervention and Prevention Team. A faculty or staff member can make suggestions for approaches you can take with a distressed person. When needed, the faculty or staff member is available to assist with the referral process.

MAINTAIN CONFIDENTIALITY: It is important to remember that employees and students have a right to privacy and that, in some instances, they might wish to have information related to a crisis remain private. However, in situations where the person presents a danger to him/herself or others, it is legal and necessary to disclose information to those who have a need to know. In some cases the need to violate confidentiality is not clear and it is best to obtain permission before releasing pertinent information.

EXERCISE GOOD JUDGMENT: Individuals involved in dealing with a crisis situation must use their best judgment in deciding how to respond. The four questions to consider are:

- ◇ What immediate action is required?
- ◇ Who else is affected, and what support is available for him/her?
- ◇ Who should be notified?
- ◇ What additional action is required?

ELECTRICAL POWER OUTAGE

- ◇ Call Public Safety at 443-412-2272 who will, in turn, notify Campus Operations personnel.
- ◇ DO NOT touch or attempt to move fallen power line(s).
- ◇ Unless there is another related problem, such as a fire or other safety risk, remain in your designated work area until directed to do differently by a Public Safety officer, Campus Operations employee, or senior College official at the scene.
- ◇ Inform Public Safety and/or Campus Operations of any individuals trapped in an elevator, known equipment damage, and other significant events.
- ◇ Follow instructions from the Public Safety officer or Campus Operations personnel handling the outage.

ELEVATOR FAILURE - NO PERSONNEL IN ELEVATOR

- ◇ In the event that an elevator stops working and no one is in the elevator, contact Campus Operations at 443-412-2260.

PERSON STRAPPED IN ELEVATOR

- ◇ Persons in elevators should use the emergency telephone in the unit to communicate with response personnel if it stops working.
- ◇ Public Safety shall respond and attempt communication with persons in elevator. They will stay until elevator company/emergency response personnel arrive to extricate the trapped persons.
- ◇ Do not attempt to crawl through escape hatches or force elevator doors open.
- ◇ Only elevator technicians and fire/rescue personnel are permitted to conduct elevator rescues.
- ◇ At no time should College employees attempt to rescue personnel from an elevator that is stuck between floors.

FIRE EMERGENCIES

College buildings are to be immediately and completely evacuated when fire alarms are sounding.

- ◇ If you see or suspect a fire, remain calm, activate fire alarms and leave the building promptly.
- ◇ Call 911 and Public Safety at 443-412-2272.
- ◇ Give as much specific information as possible when emergency phone operators answer. Operators must be told the exact campus locations and what is burning, if known; provide the building name, floor, and room number or other specific location information. Do not hang up unless it is unsafe or the call is released by emergency operators.
- ◇ Report all fires, even if extinguished, or found subsequently to being extinguished, or if suspected as accidental or a false alarm.

If safe to do so, shut off all machinery and equipment in work areas.

EVACUATE:

Do not attempt to fight fires. Close doors and windows if time permits. Leave buildings at once using nearest exits or stairways. Do not use elevators. Close as many doors as possible between you and the fire. Use the backs of your hands to feel doors and doorknobs before opening doors. Do not open if the door or doorknob feels hot.

Use secondary exits if primary exits are blocked.

If you are trapped:

- ◇ Stuff the cracks around doors with towels, clothing, throw rugs, etc. to keep out as much heat and smoke as possible.
- ◇ Stay low to avoid smoke inhalation.
- ◇ Go to window and if there is no smoke or flames outside, open windows at the top. Signal for help by hanging a flag, (i.e., sheet, jacket, etc.), out of the windows.
- ◇ Use available telephones to notify 911 and Public Safety 443-412-2272 and let them know your exact location.
- ◇ Do not attempt to jump from multi-story buildings.
- ◇ Do not re-enter buildings for any reason until fire or police officials say it is safe to do so.
- ◇ Render reasonable assistance to disabled persons. (See Evacuation Procedures – Persons with Disabilities.)
- ◇ Gather at pre-designated assembly areas.
- ◇ Report missing or unaccounted for individuals to emergency responders.

Employees are not expected to remain inside buildings to inspect and move people to exits; however, it is requested that employees, once safely outside, assist by moving people out of exits and away from the building so others can exit safely. Do not congregate in parking lots where emergency vehicles will be responding.

HATE/BIAS INCIDENT

DEFINITIONS

Hate Crime: For the purposes of this plan, a hate crime is an act of violence, threat, or property damage that appears to be motivated, or is perceived by the victim to be motivated, all or in part by race, religion, ethnic background, sexual orientation (RRES), including disability. A person does not have to be a member of a protected class or group in order to be a victim of an RRES incident. These crimes may include but are not limited to:

- ◇ Threatening phone calls
- ◇ Threatening comments
- ◇ Hate mail
- ◇ Physical assaults
- ◇ Destruction of property

Bias Incident: For the purposes of this plan, a bias incident is an act of prejudice that does not violate civil or criminal hate crime statutes. It is not accompanied by violence, the threat of violence, property damage, or other illegal conduct, and is directed at any person or group because of perceived identity or affiliation with a racial, religious, ethnic, or sexual orientation and is done with the apparent intent to intimidate or create a bias conflict.

Reporting: Colleges and universities are required to report crimes that appear to be motivated by prejudice to the campus community and to the U.S. Department of Education. They are also required to report bias incidents on campus that violate campus disciplinary or harassment policies. Accordingly, ALL incidents of suspected hate crime or bias incidents should be reported to Public Safety 443-412-2272.

ACTIONS TO BE TAKEN

- ◇ Respond in a sensitive manner to the feelings and needs of the victim(s).
- ◇ Call Public Safety to report the incident.
- ◇ Do not erase phone messages or graffiti, and do not tamper with other possible crime scene evidence while awaiting Public Safety.

HAZARDOUS MATERIAL RELEASE – INCIDENTAL

Incidental Release: For the purposes of this plan, an incidental release is a small isolated spill, such as cleaning solvent, that does not present the potential to cause injury/illness or require evacuation other than from the immediate release area. In case of an incidental release, follow the procedures below. If in doubt about the severity of the incident, follow the subsequent procedures for an emergency hazardous material release.

- ◇ Notify Public Safety by dialing 443-412-2272; they will, in turn, notify the Coordinator for Campus Operations.
- ◇ Have people in the immediate area of the spill evacuate the area. Isolate the spill by closing doors, if possible.
- ◇ DO NOT leave the spill unattended. For example, if the spill is in a laboratory, leave the room and close the door, but remain outside the door to ensure that no one re-enters the room until the area is safe.
- ◇ A Public Safety officer or Campus Operations employee will alert appropriate personnel, including the appropriate public emergency response services, if necessary, for proper clean up, containment, and disposal of the chemical.

HAZARDOUS MATERIAL RELEASE – EMERGENCY

Emergency Release: For the purposes of this plan, an emergency release is an incident that involves a large quantity of one or more chemicals that has the potential to cause personal injury/illness, and/or has the potential to cause environmental damage.

- ◇ Isolate the spill by closing and if possible locking doors. Activate the fire alarm for immediate evacuation of the building.
- ◇ Notify Public Safety by dialing 443-412-2272; they will, in turn, call 911 for public emergency response services.
- ◇ A Public Safety officer or Campus Operations personnel will notify neighboring buildings of the chemical release.
- ◇ Assist persons with disabilities in evacuating the building using the nearest exit. If the exit is blocked by the chemical release, use an alternate exit.
- ◇ Close all other hallway doors if time permits.
- ◇ Assemble 100 yards from the hazardous material in an area that will not interfere with responders. Assemble in parking lot or grassy area outside of building until further instructed by the County official or Public Safety officer in charge of the incident.
- ◇ Provide the necessary information to County official or Public Safety officer in charge of the incident (i.e., location of the release, any known persons in building, etc.).
- ◇ DO NOT re-enter building under any circumstances until given clearance by the County or College official in charge of the incident.

HOSTILE INTRUDER/WEAPONS POSSESSION

For the purposes of this plan, a hostile intruder is defined as someone who enters an area by force or is displaying aggressive behavior upon entering area.

Do not confront or attempt to physically remove the trespasser/intruder.

- ◇ If the trespasser/intruder is armed and/or threatening in ANY way, call 911 for public emergency response services. Then call Public Safety at 443-412-2272 and inform them of the emergency and that 911 was already called.
- ◇ If necessary, follow the steps for the discrete call for help by calling Public Safety and asking for Dr. Thomas.
- ◇ Be prepared to provide the following information:
 - Nature of situation
 - Individual's description and location
 - Vehicle description
 - Last known direction of travel
 - Other information associated with the individual
 - Description of any weapons
- ◇ If the subject is inside, isolate the area and quietly arrange for evacuation of the building, if possible.
- ◇ If the subject is outside and nearby, barricade yourself safely inside.
- ◇ Assemble witnesses in order to provide information to the necessary public emergency response and/or College officials.
- ◇ Await final instructions from the senior College official at the scene before resuming classes, work, etc.

MEDICAL EMERGENCIES

Basic Medical Emergency Information

- ◇ Remain calm, act immediately: Call Public Safety at 443-412-2272, and 911, if needed.
- ◇ If certified to do so, check the victim for consciousness, breathing, pulse and severe bleeding. Assist victims and remove them from hazards if injuries are minor. Do not move seriously injured victims unless they are in danger of further injury.
- ◇ Notify persons in adjacent areas of potential hazards.
- ◇ Provide first aid to the level of your training. Otherwise:
 - Watch for changes in breathing and consciousness;
 - Help the victim rest comfortably;
 - Keep the victim from getting chilled or overheated; and,
 - Reassure the victim.
- ◇ Summon medical help as appropriate. Do not leave victims alone unless your safety is compromised.

For serious medical emergencies, notify 911; be sure to advise emergency operators if the victim:

- ◇ Is unconscious;
- ◇ Has trouble breathing;
- ◇ Has chest pain or pressure;
- ◇ Is bleeding severely;
- ◇ Has pressure or pain in the abdomen that does not go away;
- ◇ Is vomiting or passing blood;
- ◇ Has a seizure;
- ◇ Has a severe headache or slurred speech;
- ◇ Appears to have been poisoned;
- ◇ Has injuries to the head, neck, or back; or
- ◇ Has a possible broken bone(s).
- ◇ Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
- ◇ Do not transport seriously injured persons to the hospital, and do not hang up until the emergency operator hangs up.

NATURAL GAS LEAK

Building Notification:

- ◇ Notify Public Safety by dialing 443-412-2272; they will, in turn, call Campus Operations and 911 for public emergency response services, if necessary.
- ◇ A Public Safety officer or campus operations personnel will notify neighboring buildings of the gas leak, if necessary.
- ◇ Assist persons with disabilities in evacuating the building following the protocols in this plan for Assistance to Persons with Disabilities.
- ◇ Close all hallway doors if time permits.
- ◇ Assemble in parking lot upwind of building and until further instructed by the senior County or College official in charge of the incident.
- ◇ Provide the necessary information to County or College officials at the scene (i.e., location of the leak, any known persons in building, etc.).
- ◇ DO NOT re-enter building under any circumstances until given clearance by the senior County or College official in charge of the incident.

SEXUAL ASSAULT

- ◇ Complaints/incidents of sexual assault occurring at Harford Community College or off-campus during the course of College-sponsored activities must be reported to Public Safety at 443-412-2272.
- ◇ Treat the victim with dignity and care.
- ◇ Preserve the crime scene.
- ◇ Identify and separate witnesses.
- ◇ Public Safety will notify the Harford County Sheriff's Office to conduct criminal investigations of any charge of sexual assault as appropriate.
- ◇ With the permission of the victim, Public Safety officers will arrange for transportation to Upper Chesapeake Medical Center for medical treatment.
- ◇ A sexual assault forensic examination may be conducted by a trained medical professional.
- ◇ Victims of sexual assault are urged to seek medical evaluation and treatment as soon as possible after an assault. Victims are encouraged not to douche, bathe, smoke, eat, drink, or change clothes before they are examined.
- ◇ Student victims of sexual assault will be connected with a member of the College's Student Intervention and Prevention Team for support and assistance through the reporting process and referrals to community resources.

WEATHER EMERGENCIES: SHELTER-IN-PLACE

Tornadoes and severe storms present a substantial threat to our community, especially during the spring and summer seasons.

Tornadoes & Severe Thunderstorms:

- ◇ A tornado watch means that tornadoes could develop in the designated area.
- ◇ A tornado warning means that a tornado has actually been sighted in the area or is indicated by radar.
- ◇ A severe thunderstorm watch indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail, and heavy rain.
- ◇ A severe thunderstorm warning means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Everyone should pay attention to weather conditions, listen to the radio and television for inclement weather alert information, or if you receive an emergency weather alert from HCC, shelter-in-place immediately and/or evacuate as directed. Each building has designated severe weather shelter areas; look for this symbol:



Please become familiar with these locations in your buildings.

Occasionally, tornadoes develop so rapidly that advance warning is not possible.

If warnings are issued or if you receive an alert that says "Weather Emergency: Shelter In Place," or if you see threatening weather

approaching, seek shelter immediately.

If you are outdoors:

- ◇ Seek inside shelter immediately.
- ◇ Do not try to outrun tornadoes in vehicles, but seek indoor shelter or low spots off the side of roads.

Once inside:

- ◇ Move to safer areas, such as basements.
- ◇ Move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture.
- ◇ Stay away from windows.

All employees, if safe to do so, are requested to provide direction and assistance to others by directing them to a location where they may seek shelter.

GENERAL PROTOCOLS

BUILDING EVACUATION

- ◇ Do not use elevators in the event of a fire.
- ◇ Quickly check restrooms to ensure total evacuation, and close all hallway doors if time permits.
- ◇ Refer to the next section “Assistance to Persons with Disabilities” for guidance if persons with disabilities may be in the building.
- ◇ Assemble in safe assembly area until a College official gives the “all clear” to re-enter the building or be dismissed.
- ◇ Provide pertinent information to emergency response or College official in charge (i.e., location of the incident, any known persons in building, etc.).
- ◇ **DO NOT** re-enter building under any circumstances until given clearance by the public emergency response or College official in charge.

OUTSIDE ASSEMBLY

Determine a safe assembly area. As general guidance, the selection criteria are:

- ◇ Large grassy areas or parking lots **UPWIND** from the hazard
- ◇ Areas unlikely to be used for emergency response activities and vehicles

Follow instructions from College or emergency response officials. The instructions may include:

- ◇ If and when personnel may return to the evacuated building(s);
- ◇ If and when personnel may leave the campus in their personal vehicles;
- ◇ If and when personnel must sign a roster, complete an incident report, etc.

If there are any injured persons, call 911; have any **TRAINED** personnel administer first aid.

Do not give any information to the media, parents, or general public.

Direct all questions to the senior College or emergency response official at the scene.

ASSISTANCE TO PERSONS WITH DISABILITIES

EVACUATION OF MOBILITY IMPAIRED - WHEELCHAIR

Do not evacuate a person in a wheelchair via the stairway unless it is absolutely necessary; only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair down stairs is never safe. Assist the person to a safe refuge area (usually a stairwell) and ensure there is enough space as not to obstruct others evacuating, then alert College or public emergency response personnel of the presence of the non-ambulatory person in the building and his or her exact location. If the person with a disability is alone, he/she should phone emergency services 911 with their present location and the safe refuge area to which they are headed.

If circumstances dictate that a person in a wheelchair MUST be transported before College or public emergency response personnel arrive, attention must first be given to the person's unique needs:

- ◇ Consult the person in the chair regarding the best way to evacuate (manner of being moved, the number of people needed, ways to lift, etc.).
- ◇ If the person is unable to speak clearly, look for signs on the wheelchair with printed instructions.
- ◇ DO NOT take an electric chair up/down stairs. Abandon the chair and carry the person unless a manual, collapsible wheelchair is available.
- ◇ Prior to moving a non-ambulatory person, discuss and/or check for life-support equipment, catheter leg bags, braces, set cushions, pads, etc.
- ◇ Also discuss if he or she should be carried forward or backward on a flight of stairs.
- ◇ After assisting the non-ambulatory person out of the building, ask if further assistance is needed, including paramedic assistance.

EVACUATION OF MOBILITY IMPAIRED- NON WHEELCHAIR

Persons with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance.

- ◇ Do not interfere with the person's movement.
- ◇ Clear displaced and fallen obstacles from evacuation route.
- ◇ If stairs are crowded, you may act as a buffer.
- ◇ The person may decide to wait until the heavy traffic has cleared before attempting the steps.

EVACUATION OF VISUALLY-IMPAIRED PERSONS

Most visually-impaired persons will be familiar with their area. In the event of an emergency:

- ◇ Announce your presence when entering the person's area.
- ◇ Tell them the nature of the emergency and offer to guide them. Offer your elbow; do not grab their hand or arm. Communicate through the evacuation by describing in advance physical barriers or actions to be taken such as "Take two steps down."
- ◇ When you reach safety, orient them as to where they are. Ask if any further assistance is needed. Do not leave them alone unless absolutely necessary such as to assist another person.

EVACUATION OF HARD OF HEARING PERSONS

Persons with hearing impairments may not be cognizant of emergency alarms. Therefore, an alternate warning method may be required. Two such methods are:

- ◇ Write a note describing the emergency and the location of the nearest exit.
- ◇ Turn the light switch on and off to gain the person's attention, and then indicate what is happening through gesture or writing, and explain what to do.

APPENDICES

IMPORTANT PHONE NUMBERS

PHONE NUMBERS	ON- CAMPUS	OFF- CAMPUS
HARFORD COMMUNITY COLLEGE		
EMERGENCIES – PUBLIC SAFETY - 24/7	2272	443-412-2272
PUBLIC SAFETY– NON-EMERGENCY (until 5 PM)	2179	443-412-2179
	2153	443-412-2153
PRIORITY LINE-STUDENT INTERVENTION	2218	443-412-2218
Monday/Thursday Until 7 PM; Tuesday/Wednesday Until 5 PM; Friday Until 4:30 PM		
PHONE NUMBERS BELOW UNTIL 4 PM AFTER HOURS CALL 443-412-2272		
HEALTH AND SAFETY	2285	443-412-2285
CAMPUS OPERATIONS	2260	443-412-2260
ENVIRONMENTAL SERVICES	2117	443-412-2117
COMPUTER/TECH SERVICES	2390	443-412-2390
CAMPUS SWITCHBOARD	0	443-412-2000
HELP LINE (FOLLOW PROMPTS)	2477	443-412-2477

HARFORD COUNTY

EMERGENCIES-EMERGENCY RESPONSE PERSONNEL	911	911
FIRE/RESCUE DISPATCH	8-410-638-3400	410-638-3400
SHERIFF'S OFFICE NON-EMERGENCY	8-410-838-6600	410-638-3400
STATE POLICE NON-EMERGENCY	8-410-879-2101	410-879-2101

SEVERE WEATHER SHELTER AREAS

Building	Location
Aberdeen	First Floor Hallway (3-Story Addition Side), Main Stairwell off of Lobby, All Restrooms
Bel Air	Vending Area: Upper and Lower Level Back Hallways, All Restrooms
Belcamp	Interior Classroom, Bathrooms
Chesapeake	Office Kitchen Area, Lower Level Theatre: All Restrooms
Conowingo	Rear Hallway, Restrooms
Darlington Hall	Restrooms and Adjacent Hallways on all Floors, Main Stairwell (without glass) near Chesapeake Center
Edgewood Hall	Upper and Lower Hallways, Interior Stairwell, All Restrooms
Fallston Hall	Upper and Lower Hallway, Interior Stairwells, All Restrooms
Forest Hill	Main Hallway, Restrooms in Classrooms
Harford Sports Complex	Trainer's Room, Restrooms
Havre De Grace	Lower Level Hallway and Restrooms: Upper level Adjunct office and Restrooms
Hickory Center	Hallway outside the Men's Restroom
Joppa Hall	Hallway outside J21/J23, Front Hallway, All Restrooms
Library	Lower Lab Open Area/Behind Circulation Desk, South Stairwell, All Restrooms
Maryland Hall	Office Area Hallway, Restrooms
Observatory	HVAC Lab, Conference Room, Vestibule
University Center	Lower Level Hallway and Stairwell, All Restrooms
Student Center	Area Outside of Copy Center and Cashier, Rear Lower Hallway Behind Bookstore, Restrooms
Susquehanna Center/ APGFCU Arena	Hallway Outside of Main Locker Rooms, Locker Rooms and Lower Hallway Outside Lower Level Locker Rooms in Arena