

# **EMERGENCY OPERATIONS GUIDE**

## HARFORD COMMUNITY COLLEGE

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## TABLE OF CONTENTS

- I. Plan Basics
  - A. Background
  - B. Definitions and Concept of Emergency Operations
  - C. College Employee Guidelines
  
- II. Response – Emergency Protocols
  - Event- Specific Protocols
    - A. Medical Emergency
    - B. Fire/ Explosion
    - C. Electrical Power Outage
    - D. Natural Gas
    - E. Hazardous Material Release – Incidental
    - F. Hazardous Material Release – Emergency
    - G. Hurricane/Tornado/High Winds
    - H. Severe Electric Storm
    - I. Bomb Threats, Suspicious Mail and Packages
    - J. Physical Confrontation/Assault
    - K. Trespasser
    - L. Hostile Intruder/Weapons Possession
    - M. Active Shooter
    - N. Hostage Situation/Shooting
    - O. Demonstration/Riot/Civil Disturbance
    - P. Sexual Assault
    - Q. Hate/Bias Incident
    - R. Distresses Individual (Recognizing and Helping)
    - S. Computer Security Incidents
    - T. Discreet Notification – “Dr. Thomas”
  
  - General Protocols  
(Apply to many different incidents)
    - U. Building Evacuation and Outside Assembly
    - V. Assistance To Disabled
  
- III. Appendices
  - A. Emergency Numbers
  - B. Campus Map
  - C. Emergency Evacuation Plan

## I. 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 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 further 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, and which will disrupt the overall operations of the campus. Outside emergency services will probably be required, as well as major efforts from campus support services. Major potential considerations and decisions will usually be required from the campus administration during an

emergency.

- 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, the senior police officer 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. The room is equipped with emergency equipment and supplies needed to support College emergency response activities at a management level.
- h. **Emergency Control Group:** The Emergency Control Group is a predetermined set of College personnel 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, their senior emergency response official 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 a social emergency (such as physical confrontation, weapons possession, etc.). They also will 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 disabled individuals 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.
- Do not leave the scene nor permit students/visitors to leave until the Senior College official at the scene has provided final instructions. (cant force adults to remain)

### 3. Public Safety Guidelines

Public Safety personnel work under the direction the Chief 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 maintenance 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 out of 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 email by campus telephone broadcast and campus-wide email.
- For medical emergencies and/or fatalities, contact victims' families, and arrange

counseling for affected personnel who may have post-traumatic stress.

- After the emergency, review and update, if necessary, the College's emergency response procedures and training.

## II. RESPONSE - EMERGENCY PROTOCOLS

### EVENT-SPECIFIC PROTOCOLS

#### A. Medical Emergencies

The college coordinates responses to medical emergencies. Public Safety responds to all calls for medical emergencies on campus.

#### **Basic Medical Emergency Information**

- In the event of a medical emergency keep calm, act immediately, and reassure the victim.
- First, call 911, and then call Public Safety 2272.
- 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.
- Render appropriate first aid to accident victims only if trained to do so.
- Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.
- Remain calm, and provide comfort and assurance to the victim
- Clear the room of all unnecessary people.
- Stay with the victim until medical personnel arrive and assume care for the victim.
- Provide pertinent information to the medical personnel regarding the nature of the injury/illness and care given before leaving the scene.

## B. Fire/ Explosion

### **Activate the fire alarm for immediate evacuation of the building.**

- Report fires by phone from safe places outside buildings.
- Call 911.
- Give as much specific information as possible when emergency operators answer. Operators need to be told calls are for the Harford Community College, what is the nature of the emergency, what is burning – if known, the proper name, floor, and room number or other specific location information. Do not hang up unless it is unsafe or emergency operators release caller.
- Call the Public Safety at 443-412-2272 (ext. 2272 on campus).
- **Report all fires**, even if extinguished or found subsequent to being extinguished; and even if they are suspected to be false
- Leave buildings at once using nearest exits or stairways. Do not use elevators. Close doors and windows if time permits.
- Assist persons with disabilities in evacuating the building (see Section U) or to relocate to a safe refuge area, usually in fire protected stairwell.
- Feel doors before opening them. Do not open doors before feeling the doors and door handles. Use the back of your hands to feel door and door handles.
- If doors and door handles are cool to the touch, brace yourself against the door and open it slightly. Check the conditions of the hall. If the hall does not contain excessive heat and smoke, proceed to the nearest exit.
- If the handle and/or door are hot, or even warm to the touch, do not open the door – there is a good chance that the fire is in the hallway near your room and your probability of reaching an exit is very slim. Remain in your room and follow the instructions for being trapped.
- IF YOU BECOME TRAPPED:
  - If a window is available, place an article of clothing outside the window as a marker for rescue crews. Stay near the floor and shout at regular intervals.
  - If there is no window, stay near the floor and shout at regular intervals.

**Crawl if there is smoke.** If you encounter excessive smoke while evacuating the building, get as low as possible and crawl to the nearest exit. Heat and smoke rise, so the coolest, cleanest air will be near the floor. If possible, cover your mouth and nose with a wet cloth, etc. to cool and partially filter the air you breathe.

### **C. Electrical Power Outage**

- Call Public Safety on extension 2272 who will, in turn, notify the 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 maintenance employee, or senior College official at the scene.
- Inform Public Safety and/or campus maintenance 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.

## D. Natural Gas Leak

### Building Notification:

- For smaller buildings where word-of-mouth notification can be quickly accomplished, verbally inform building occupants to evacuate the building.
- For larger buildings where word-of-mouth notification cannot be accomplished quickly, activate the fire alarm for immediate evacuation of the building.
- [Note that fire alarm activation may cause electrical arcing (sparking) at the main fire alarm panel, but most panels are located in mechanical rooms where other electrical devices are arcing on a continuous basis anyway.]
- Notify Public Safety by dialing 2272 who will, in turn, call campus maintenance and 911 for public emergency response services if necessary.
- A Public Safety officer or maintenance 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.

## **E. 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 2272 who will, in turn, notify the Manager for Health and Safety.
- Have people in the immediate area of 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.

## **F. 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.

- Activate the fire alarm for immediate evacuation of the building.
- Notify Public Safety by dialing 2272 who 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 (see V, this section) 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.

## **G. Hurricane/ Tornado/ High Winds**

- In the event of a hurricane or similar event where advance weather advisories are available, the Vice President for Finance & Operations or designee will assemble a planning team to evaluate campus readiness and actions, and then notify the campus community of appropriate protocols.
- In the event of a tornado or other high wind event where little to no advance notice is given, the Vice President for Finance & Operations or designee will notify the campus community by any means available of the event. Upon notification the Building Managers and designees must take the initiative to notify building occupants by word of mouth to assemble in a severe weather shelter area, typically in interior portions of the building that do not have windows.
- Assist persons with disabilities into these severe weather shelter areas, following the protocols in this plan, Section V, Assistance to Persons with Disabilities
- Close all windows and shut down all computers if time permits. [Note that shutting the windows is appropriate for tornados, as well as the other high wind events.]
- DO NOT use telephones (during thunderstorm) for risk of severe shock.
- Instruct occupants to lie under (sturdy pieces of furniture) desks or tables if they are unable to reach a shelter area.
- DO NOT attempt to leave building until instructed by the senior College official at the scene.

## **H. Severe Electric Storm**

- Shut down all personal computers and sensitive electronic devices. Save work on the PCs first (if time permits).
- Do not go outside. If outside when the electric storm starts, go inside a building. Use automobiles as a shelter only as a last resort.
- Stay away from windows, particularly those near trees that can be struck by lightning.
- Do not use corded telephones, as the wires can conduct electricity. Cell phones are safe to use.
- Stay away from water sources, as metal plumbing fixtures can conduct electricity. If in a shower, leave immediately.
- After the electric storm has subsided, notify Public Safety (by dialing extension 2272) of any personal injuries, facilities damage, or suspected hazards that remain.

## I. Bomb Threats, Suspicious Mail and Packages

Bomb Threat (via telephone, email, letter, or in person)

INFORMATION TO BE COLLECTED (bomb threat questionnaire icon located on computer desktop)

- If received by telephone, remain calm and **NONCONFRONTATIONAL**. (Keep the caller talking)
- Ask the following questions and record the responses (using the icon or the following page in this document.)
  - When is the bomb going to explode?
  - Where is the exact location of the bomb?
  - What kind of bomb is it?
  - Why was it placed?
  - Who is speaking?
  - (What does it look like)
  - What will cause it to explode
  - Did you place the bomb? Why?
  - What is your phone number
- Notify Public Safety by dialing extension 2272 who will, in turn, call 911 for public emergency response services.(Dial \*57 on the line the call was received)

### ACTIONS TO BE TAKEN

- If the bomb is reported to be in your building, activate the fire alarm for immediate evacuation of the building
- (Do not turn lights on or off)
- Do not use two way radios or cell phones.
- Assist persons with disabilities in evacuating the building or relocating to a safe refuge area, usually in a fire-protected stairwell, following the protocols in this plan, Section V, Assistance to Persons with disabilities.
- Assist in assembling all evacuees at a large grassy area or parking lot 100' away from the building and unlikely to be used for emergency response activities.
- Seek out and provide pertinent information to the public and College emergency response personnel at the scene (i.e., caller, location of the bomb, known persons in building, etc.).
- Await further instructions by the senior College official at the scene before releasing any evacuees from the assembly area.
- **DO NOT** re-enter building under any circumstances until given clearance by the public emergency response official in charge.



## Bomb Threat Questionnaire

**Remember to remain calm, and NONCONFRONTATIONAL.**

**Please ask the following questions, and record the information as accurately as possible**

### Questions for caller:

When is the bomb supposed to explode?

Where is the bomb right now?

What does the bomb look like?

What kind of bomb is it?

What will cause it to explode?

What is your name?

What is your address?

What is your phone number?

What were the callers exact words:

### Impressions of Caller

Gender:  Male  Female

Accent:

Age:

Did the voice sound familiar?  Yes  No

If yes, who did it sound like?

Caller's Voice (Check all that apply):

- |  |                                    |  |   |
|--|------------------------------------|--|---|
| <input type="checkbox"/> Calm          | <input type="checkbox"/> Angry     | <input type="checkbox"/> Excited         | <input type="checkbox"/> Slow           |
| <input type="checkbox"/> Rapid         | <input type="checkbox"/> Soft      | <input type="checkbox"/> Loud            | <input type="checkbox"/> Laughter       |
| <input type="checkbox"/> Crying        | <input type="checkbox"/> Normal    | <input type="checkbox"/> Distant         | <input type="checkbox"/> Slurred        |
| <input type="checkbox"/> Nasal         | <input type="checkbox"/> Stutter   | <input type="checkbox"/> Lisp            | <input type="checkbox"/> Raspy          |
| <input type="checkbox"/> Cracked Voice | <input type="checkbox"/> Ragged    | <input type="checkbox"/> Accent          | <input type="checkbox"/> Familiar       |
| <input type="checkbox"/> Deep          | <input type="checkbox"/> Disguised | <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Deep Breathing |

### Background Sounds:

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Clear Static     | <input type="checkbox"/> Music          |
| <input type="checkbox"/> House Noises  | <input type="checkbox"/> Motor         | <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Factory Noises |
| <input type="checkbox"/> Voices        | <input type="checkbox"/> PA System     | <input type="checkbox"/> Local            | <input type="checkbox"/> Long Distance  |
| <input type="checkbox"/> Cell Phone    | <input type="checkbox"/> Phone Booth   | <input type="checkbox"/> Other            |   |
- Other Information?

### Your Information:

Your Name:

Your Phone Number:

Date of Call:

Time of Call:

Phone Number at which call was received:

## **J. Physical Confrontation / Assault**

Actions to be taken:

- DO NOT place yourself in the middle of any confrontation.
- Call Public Safety at 2272 who will respond. Public Safety will then determine if there is a need to call 911 for public emergency response services.
- If serious injury occurs, follow the protocols in this plan for Medical Emergencies.
- Carefully note the descriptions of persons involved.
- IN THE CASE OF RIOT OR CIVIL DISTURBANCE:
  - For most incidents, isolate the area and quietly arrange for evacuation of the building if possible.
  - A senior College official will provide further guidance, including for a campus-wide evacuation if necessary.

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 there are any weapons involved.

**K. Trespasser:** For the purposes of this plan, a trespasser is defined as someone who enters an area without permission.

- Do not confront or attempt to physically remove the trespasser/intruder unless the person is clearly non-hostile and simply needs directions and/or instructions.
- If the trespasser/intruder is unarmed and non-threatening but his or her intentions are in any way suspicious, call Public Safety on extension 2272 and inform them of the situation. They will respond to the matter. They will then call 911 if additional resources are necessary.
- Be prepared to provide the following information:
  - Nature of situation.
  - Individual's description and location.
  - Vehicle Description
  - Last known direction of travel
  - Other observations such as demeanor, backpack, presence or apparent absence of weapon, etc...

**L. 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 on extension 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.

## **M. 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 below guidelines are recommendations that are based on past experiences. No one suggestion encompasses all situations. Try to remain calm and make decisions using common sense and follow the guidelines below.

1. Exit the building immediately, (only if it is safe to do so).
2. Seek shelter in a safe location and await instructions from Public Safety, Police, or College officials
3. Notify anyone you may encounter to exit the building immediately.
4. Notify 911 immediately
5. Give the operator the following information:
  - Your name.
  - Location of the incident (be as specific as possible).
  - Number of shooters (if known).
  - Identification or description of shooter.
  - Number of persons who may be involved.
  - Your location.

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

1. Go to the nearest room or office.
2. If safe, allow others to seek refuge with you.
3. Close and lock the door. If the door has no lock, barricade it with items available (desks, chairs, bookshelves etc.).
4. Cover the door windows. Turn off lights.
5. Keep quiet and act as if no one is in the room. Silence cell phones.
6. DO NOT answer the door.
7. Call 911 and give the operator the following information:
  - Your name.
  - Your location (be as specific as possible).
  - Number of shooters (if known).
  - Identification or description of shooter.
  - Number of persons who may be involved.
8. Treat the injured. Remember basic first aid.

### **Police Response**

Police 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 information concerning the incident. Normally, a rescue team is formed shortly after the first responding officers enter the building. They will be the officers who will search for injured parties and get everyone safely out of the building. Follow all directions of officers at the scene or responding to the scene.

#### **N. Hostage Situation/ Shooting**

- Immediately seek refuge in a safe area
- When safe to do so, Call 911 for public emergency response services.
- Afterward, call Public Safety on extension 2272. Inform them of the emergency and that 911 have been called.
- In both instances, be prepared to provide the following information:
  - Nature of incident.
  - Suspect(s) description and specific location.
  - Special problems associated with the suspect.
  - Description of any weapons.
  - If injuries, number of victims, nature of injuries, and names if known.
  - Your location and phone number.
- If you cannot leave, secure the immediate area and lock the door if you can.
- If unable to exit the building lock/barricade the door behind you.
  
- Barricade the door using whatever is available (e.g. desks, file cabinets, books, other furniture, etc.)
  
- Position people out of sight and behind items that might offer additional protection (e.g. walls, desks, file cabinets)
  
- Close the blinds; block the windows, and make sure cell phones are on off so as not to make unnecessary noise.
  
- If the first responders are on the scene you may, place signs in exterior windows to identify the location of injured persons.
  
- Do not attempt to rescue people or un-secure the area if it poses a risk to the individuals inside. If you are in an unsecured area, find a safe area and seek protection.
  
- Stay calm and quietly reassure others that you and the police are working to protect them. Cooperate with law enforcement personnel and make sure that everyone follows their instructions.
  
- After the incident is resolved, obey final instructions from the (law enforcement) senior College official at the scene before resuming classes, work, etc.(debriefing, information gathering).

## O. **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 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; and
- 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

**P. 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 2272.
- Treat the victim with dignity and care
- Preserve the crime scene
- Identify and separate witnesses
- Public Safety, with the consent of the victim, may notify the Harford County Sheriff's Office to conduct criminal investigations of any charge of sexual assault as appropriate.
- At the request of the victim, Public Safety officers may arrange for transportation to Upper Chesapeake Medical Center for medical treatment, which is equipped with Maryland State Police Sexual Assault Evidence Collection Kits.
- 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 HCC Student Intervention and Prevention(SIP)Team for support and assistance through the reporting process and referrals to community resources.

## Q. **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 (2272).

### **Actions to be Taken**

1. Respond in a sensitive manner to the feelings and needs of the victim(s).
2. Call Public Safety (2272) to report the incident.
3. Do not erase phone messages or graffiti, and do not tamper with other possible crime scene evidence while awaiting Public Safety.

## R. 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 and Public Safety at 2272, if campus phone service is interrupted call Public Safety cell phone at 410-459-9517 then call priority line x 2218 (443-412-2218)
- Complete a Report form for Code of conduct violation and submit through OwlNet.
- Identify if the student has designated an emergency contact listed in Banner.

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

- During work hours, Call priority line at 2218
- After hours, contact HCC's Public Safety at 2272
- Complete a Report form to concerning Behavior and submit through OwlNet.

**CONSULT WITH COLLEAGUES AND/OR SUPERVISOR:** Speak with a colleague or consult with one of the staff members in the Advising, Career and Disability Services office. 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?

## S. **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 ext. 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 may receive do not open.
- If you suspect someone has knowledge or used your password notify CTS immediately.
- CTS will notify Public Safety when appropriate.

**T. 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 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.

## GENERAL PROTOCOLS (APPLY TO MANY DIFFERENT INCIDENTS)

### **U. Building Evacuation and Outside Assembly**

#### **BUILDING EVACUATION**

- Do not use elevators in case of fire, power outage, or potential power outage.
- Quickly check restrooms to ensure total evacuation, and close all hallway doors if time permits.
- Refer to “Assistance to Persons with Disabilities” checklist (see Section V, next page) 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, and attempt to comfort the victim(s).
- 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.

## **V. 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 him or her 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 they are headed to.

- 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 persons 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 persons 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 HEARING- IMPAIRED 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 persons attention, and then indicate what is happening through gesture or writing, and what to do.

<b>Phone Numbers</b>	<b><u>Off-Campus</u></b>	<b><u>On-Campus</u></b>
<b>HARFORD COMMUNITY COLLEGE</b>		
<b>EMERGENCIES– For Public Safety</b>	<b>443-412-2272</b>	<b>2272</b>
Public Safety supervisor (non -emergencies)	443-412-2179	2179
	443-412-2153	2153
Health & Safety office	443-412-2285	2285
Student Intervention	443-412-2218	2218
Facilities Maintenance office	443-412-2260	2260
Environmental Services office	443-412-2117	2117
Network & Computer Services office	443-412-2390	2390
Campus switchboard	443-412-2000	2000
College Help Desk(follow prompts)	443-412-2477	2477

**HARFORD COUNTY**

<b>EMERGENCIES– ForEmergencyResponse Personnel</b>	<b>911</b>	<b>911</b>
Fire/ Rescue dispatch (non emergencies)	410-638-3400	Dial 8 first
Sheriff’s office (non emergencies)	410-838-6600	Dial 8 first
State Police barrack (non emergencies)		
JFK Barrack	410-879-2101	Dial 8 first

OTHER TELEPHONE NUMBERS ARE AVAILABLE IN THE HCC PHONE  
 DIRECTORY AND THE VERIZON YELLOW PAGES FOR HARFORD COUNTY