

# Emergency



# Reference Guide

**This guide is designed as a tool** to prepare Community College of Vermont staff and faculty for emergencies, such as medical, fire, bomb threat, evacuation, or property damage.

**All staff and faculty should read this guide immediately** upon receipt, and review its procedures periodically. This guide is not meant to be an immediate response procedures manual. Staff and faculty need to be familiar with emergency procedures prior to an incident occurring.

In any emergency, the safety of staff, faculty, and students is the highest priority. No one should put themselves or others in danger by attempting to follow the procedures outlined in this guide.



If you discover any emergency situation,  
**please immediately take ALL of the following steps:**

1. Ensure the safety of yourself and others in the immediate vicinity.
2. If you need rescue, ambulance, police or fire services, **CALL 911 IMMEDIATELY.**  
**See center-specific information sheet for additional numbers.**
3. Assess whether a fire, hazardous material emergency, or other type of potentially life threatening environment exists. If so, evacuate the area. Pull the nearest alarm if smoke or a fire is detected or if people in the surrounding area need to be alerted immediately.
4. Notify the appointed CCV staff person (listed on the last page of this guide).  
The CCV staff person will notify appropriate parties.  
Report **ALL** emergencies and threatening situations, whether 911 was called or not.
5. Refer to the following pages of this guide for additional first-response instructions.

## **NOTIFICATION PROCEDURES**

In many cases of medical emergency, appropriate actions taken within the first few moments can help minimize further injury. **YOUR FAST ACTION IS MOST IMPORTANT AND MAY SAVE A LIFE.**

1. Identify the problem. Ask questions.
2. Secure the area.
3. Ensure the safety of the victim, but do not move them.
4. **Call 911** immediately to request emergency medical response.
5. Stay with the victim to provide comfort and safety.
6. Keep the victim warm.

## **MEDICAL EMERGENCY**

## **REMAIN CALM**

In a situation involving fire or risk of further building destruction, designated CCV staff and/or the landlord representative will coordinate with local utility companies to shut off gas, electricity, and other utilities. CCV staff will cooperate with all emergency response agencies, such as VEMA (Vermont Emergency Management Agency), Homeland Security, and others.

In the event of a disaster, CCV centers may be used as community shelters. Local emergency officials will notify the center staff to initiate a community shelter response ASAP. CCV staff will notify their Executive Director or the Dean of Administration.

**IF EVACUATION OF THE BUILDING IS ORDERED: see Evacuation Procedures page.**

# **COMMUNITY DISASTERS**

IF YOU BECOME AWARE OF DISRUPTIVE BEHAVIOR CALL CCV STAFF IF APPROPRIATE,  
OR **CALL 911** FOR ASSISTANCE.

### **PHYSICAL VIOLENCE**

1. Do not try to engage any violent person(s).
2. Isolate the area, call for CCV staff and the police for assistance.
3. Remain calm and calm others.
4. Observe reasonable requests but do not volunteer any information.

### **DISAGREEMENTS (MINIMAL DANGER)**

1. **Walk (DO NOT RUN)** in a controlled manner toward the individual(s) to minimize risk of panic.
2. Use a modulated, controlled tone to request individual to stop the disruptive behavior.
3. If appropriate, explain the CCV disruptive behavior policy.
4. If appropriate, ask the person(s) to leave the premises.

# **DISRUPTIVE BEHAVIOR**

## **IF EVACUATION OF BUILDING IS REQUIRED:**

1. **Walk (DO NOT RUN)** to the nearest exit.
2. Quickly check inside of the rooms adjacent to yours and coordinate assistance if necessary. Assist individuals with disabilities in exiting building and locating designated safe areas.
3. **DO NOT USE ELEVATORS!**
4. Use posted evacuation routes and move to designated evacuation areas (see site map).
5. Stay near the floor when smoke or toxic air is present, be alert for hazards, and move quickly and quietly.
6. Remain calm. Stay with your class or group until further instructions are received.
7. Designated person(s) will check bathrooms, elevators, basement, and any other common areas.

# **EVACUATION PROCEDURES**

**IF YOU WITNESS A POTENTIALLY HAZARDOUS MATERIAL SPILL  
OR YOU SMELL FUMES:**

1. Determine if a hazardous spill or exposure has occurred. Where unidentified substances or vapors are involved, assume they are toxic or hazardous until determined otherwise.
2. Secure and evacuate the affected area. Do not risk contact or further exposure to yourself.
3. If this is an emergency or if anyone is in danger, call 911.
4. Report the nature and location of the material to CCV staff and report any medical emergencies or concerns.

*For specific information refer to the Community College of Vermont Chemical Hygiene Plan in responding to chemical spills.*

**HAZARDOUS MATERIALS ACCIDENT**



## **POWER OUTAGE**

1. Remain calm. If your visibility is impaired by a low light situation, remain where you are and wait for direction from CCV staff or other designated persons. Emergency lights will come on automatically.
2. Report the outage and any related hazards to CCV staff, and prepare to evacuate the facility.
3. If an evacuation is ordered, and your visibility is impaired by low light, wait until someone with a flashlight arrives to direct you out of the building safely. Battery-operated emergency lights will stay on.
4. Provide extra assistance to individuals with disabilities during an evacuation. Be aware that elevators will not work during a power outage. Check elevators, bathrooms, classrooms, and hallways to ensure no one is without assistance or left behind.

### **IF YOU BECOME TRAPPED IN AN ELEVATOR:**

Elevators should automatically return to the first floor and doors should open. If you become trapped in an elevator, use the emergency phone to notify emergency personnel or 911. If the elevator phone is not working, signal for help by using the emergency alarm located on the elevator panel.

**IF EVACUATION OF THE BUILDING IS ORDERED: see Evacuation Procedures page.**

# **POWER OUTAGE RESPONSE**

In the event of a crisis at CCV, reporters may arrive at your center. All media communications should be referred to the President or another President's Council member, and Marketing and Communications.

### **DURING THE CRISIS**

1. Act in a way that will ensure the safety of yourself, students, instructors, and other staff members.
2. **Immediately call 911** to alert authorities of the event, as outlined in this guide.
3. As soon as possible, refer to the emergency contact information on the back cover and make contacts.
4. Cooperate with law enforcement and emergency personnel. Information that you provide to law enforcement could be very important to the safety of everyone. Expect and cooperate with police interviews.
5. Leave all media communications to the President or another President's Council member, and Marketing and Communications.

### **IMMEDIATELY AFTER CRISIS**

1. Ensure that everyone is accounted for and has received the assistance they need.
2. Gather and write down as much factual information as possible.
3. Write down who was present along with their contact information.
4. Communicate all information to your Executive Director.

# **CRISIS COMMUNICATION**

Lockdown Procedures have been established at each center based on the facilities at that location, and in conjunction with local emergency action agencies. These procedures may be initiated in the following situations:

### **HOSTILE THREAT FROM OUTSIDE**

Threat is from outside of the building with warning or notification of a bomb threat at a nearby location.

1. When notified by local authorities, for example, a designated person will announce, “Lockdown with warning,” and order procedures to begin. This announcement will be repeated a few times. To avoid confusion, be direct; don’t use code words or phrases.
2. Bring people inside.
3. Lock exterior doors.
4. Clear hallways, restrooms, and other rooms that can’t be secured.
5. Pull all shades, and keep everyone away from windows.
6. When notified by local authorities, a designated person will announce, “all clear.”

## **LOCKDOWN PROCEDURES**

**SMOKE IS THE GREATEST DANGER IN A FIRE. STAY LOW!  
ALWAYS STAY NEAR THE FLOOR WHERE THE AIR IS LESS TOXIC.**

**FIRST RESPONSIBILITIES:**

1. In the case of a fire, initiate evacuation procedures and activate alarm.
2. **Call 911** (see center information sheet for additional telephone numbers) and provide detailed information about the location and nature of the fire and/or explosion.
3. **Keep your class or group together.** If safe to do so, instructors should take a class roster and pen when evacuating.
4. **Be calm.** If in charge of students, stay with them at the evacuation area and await notification and further directions from a CCV staff member.
5. Instructors: At the designated evacuation area, take attendance and ascertain that all students in your care are present and accounted for. If a student is missing, question remaining students to help determine missing student's location. **DO NOT** go back into an evacuated building to search for missing persons.
6. If possible, contact a CCV staff member and report the above information. See last page for contact numbers.
7. Upon the arrival of fire officials, provide information regarding any person who may still be in the building or missing.
8. Provide the fire official in charge with any information you may have pertaining to the origin or cause of the fire.
9. Provide designated CCV staff member or emergency personnel with an oral report of the status of your students and/or staff.
  - Example: Building A, room 501, has one injured student (describe injury) and two students unaccounted for

**IF YOU BECOME TRAPPED:**

**DO NOT PANIC.** Stay near the floor and shout at regular intervals. If a window is available, place an article of clothing outside the window as a marker for rescue crews.

**ONGOING DUTIES:**

1. Reassure students in your care and lead by example.
2. Do not release any information about students or the emergency situation to the media, parents, or the general public. Direct all such inquiries to CCV staff.
3. Follow all directions provided by your CCV designated "person in charge" regarding release of students, relocation of assembly, reassignment responsibilities, return to buildings, etc.
4. If requested, assist emergency crews. Otherwise, **STAY CLEAR.**

## **FIRE OR EXPLOSION**

When a threat is identified, if possible, an announcement will be made over the intercom. Keep in mind that there is not a one-size-fits-all solution when it comes to hostile threats.

**RUN—** If you are able to safely get out of the building, then do so. If you see other people on your way out, take them with you. If they do not want to leave, don't stay behind. Once in a safe location, **call 911**. Do not assume someone else has already done so.

**HIDE—** If the threat is too close for escape or the location is unknown, hide. Lock doors, close windows and blinds, and turn off lights. Barricade the door if you can. **Keep quiet.**

**FIGHT—** If you have no other options, fight. Use whatever you can get your hands on. You can throw something to distract. **Do whatever you can to survive.**

\*Report suspicious behavior to CCV staff.

## **HOSTILE THREAT INSIDE THE BUILDING**

CCV location: \_\_\_\_\_

Fire: 911 ( \_\_\_\_\_ )

Police: 911 ( \_\_\_\_\_ )

Ambulance: 911 ( \_\_\_\_\_ )

**Include name & telephone number for each of the following at your location:**

Center Director: \_\_\_\_\_

Montpelier: (802) 828-2800

Building manager/owner: \_\_\_\_\_

CCV Operations: Linda Lawrence (802) 654-0650 Cell: (802) 864-0203

CCV Dean of Administration: Andy Pallito (802) 828-2898

Building maintenance: \_\_\_\_\_

Fuel oil: \_\_\_\_\_

Gas: \_\_\_\_\_

Water: \_\_\_\_\_

Electric: \_\_\_\_\_

Other: \_\_\_\_\_

First aid kit is located: \_\_\_\_\_

**SITE EMERGENCY INFORMATION**