

Holyoke Community College Police Department Emergency Guide



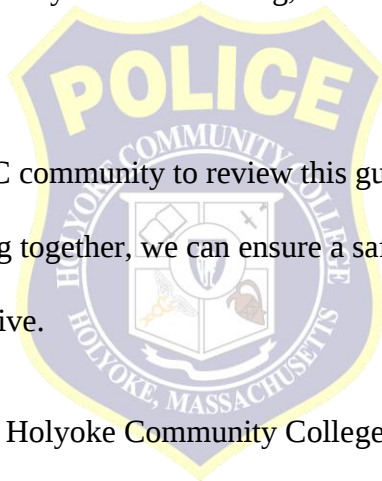
Introduction

The Holyoke Community College Police Department is committed to maintaining a safe and secure environment for all members of the campus community. Recognizing that emergencies may arise without notice, it is essential that students, faculty, staff, and visitors are prepared to respond effectively to a variety of potential situations.

This Emergency Guide has been developed to provide formal procedures and reference information to be utilized during critical incidents, including but not limited to medical emergencies, fire, severe weather, hazardous materials, and active threats. While it is not possible to anticipate every scenario, the guidance contained herein is intended to support timely decision-making, minimize risk, and protect the safety and well-being of the community.

We encourage every member of the HCC community to review this guide, keep it accessible, and familiarize themselves with the procedures. Working together, we can ensure a safe and resilient campus environment where learning and collaboration can thrive.

If you have questions, please contact the Holyoke Community College Police Department at (413) 552-2400.



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ALWAYS CALL CAMPUS POLICE FIRST!

Immediate EMERGENCY response

Campus Police: 2211

Local Law Enforcement: 911

Local Fire Department: 911

Emergency Medical Services: 911



NON-EMERGENCY response

Holyoke Community College Campus Police 413-552-2400

Holyoke Community College Facilities 413-552-2213

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Reporting an Emergency ON Campus

When you are on campus, dial 2211 on a campus landline or hallway wall phone. When notified of an emergency, the Campus Police will request the services of local law enforcement agencies, fire departments, and emergency medical services as necessary.

To report an emergency on campus to the Holyoke Community College Police Department with your cell phone, dial 413-552-2211.

When you are on campus, dialing 911 from your cell phone will direct your call to another area law enforcement agency — NOT the HCC Campus Police. This will delay the response time to your emergency.

Reporting an Emergency OFF Campus

When you are off campus, dialing 911 from any phone — cell or landline — will directly connect you to the local law enforcement agency with jurisdiction over the location of the emergency.

When Reporting an Incident to Emergency Personnel

When you need Campus Police Personnel, Police, Fire, or Emergency Medical Services:

- Remain calm – your actions influence others.
- Tell the dispatcher you are at Holyoke Community College and give:
 - The exact address – building/room, etc.
 - Your full name
 - The telephone number you are calling from
 - The nature of the emergency
- Remain calm and do not hang up
- If possible, have someone meet emergency personnel

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EMERGENCY PREPAREDNESS

Emergencies, accidents, and injuries can occur at any time and without warning. Holyoke Community College has established procedures for you to follow so that the effects of such situations can be minimized. Become familiar with your department's emergency plans and procedures. This will enhance your ability to protect yourself and others.

How to prepare at WORK?

What can I do to be better prepared at work?

- Make an emergency kit catered to your work environment.
- Know your building's floor plan — especially the locations of the stairwells, fire extinguishers, manual pull stations, Automatic External Defibrillators (AEDs), and alternate exits. Also be familiar with buildings that you visit often.
- If you work in an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door; in heavy smoke, exit signs may not be visible. Even in heavy smoke, you can count the number of doors you pass so you will know when you reach the exit door.

How to prepare at HOME?

What can I do to be better prepared at home?

- Know how to escape from your home, regularly check smoke detectors, and have fire extinguishers.
- Make an emergency kit that will last up to 72 hours.
- Prepare yourself and your family at home so they will know what to do, where to go, and how to cope in an emergency.

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Automobile Preparedness

What can I do to be better prepared while driving?

- Build a Car Emergency Preparedness Kit and store it in your vehicle.
- Secure valuables and always lock your car doors.
- Keep a spare key in a secure location and remember where it is.

Emergency Preparedness Kits

Everyone should have some basic supplies (a kit) on hand, ready to sustain them in an emergency.

Prepare a large, fully stocked kit for home and smaller portable kits for your workplace, your car, and other places where you ordinarily spend time.



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A basic kit usually consists of the following:

- Non-perishable and high-energy food items.
- Water in bottles or other sealed containers.
- Medications (must be properly safeguarded), first aid kit, and sunscreen.
- Warm clothes (like sweaters and coats) and comfortable shoes and socks.
- Flashlight and batteries.
- Battery-operated radio and batteries.
- Cash, about \$20.
- Extra charger for your current cell phone.
- Books, pack of cards, etc.

Contents can be kept in a backpack, plastic storage box, or a five-gallon pail. Check your kits at least once every six months to assure that everything is in good order. For further information, visit <http://www.fema.gov/>.

Contact Cards and I.C.E. (In Case of Emergency) Information

Complete a contact card to carry in a wallet, purse, or backpack. Be sure that the card addresses:

- Your name.
- Special health, diet, and medical needs. Include known allergies and current medications.
- An emergency contact (a friend or relative, ideally one nearby and one a safe distance away) to notify and relay emergency news about you. Be sure that these people know that you've listed them as emergency contacts.
- Post emergency contact numbers by the phone in your room. Store your emergency contact phone numbers in your cell phone under "I.C.E." (In Case of Emergency).

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- If you have children, also include the contact information for your child care provider with your emergency contacts.
- Special I.C.E. phone applications also exist. If you are unconscious or unable to call, responders may look for this information on your cell phone.

EMERGENCY NOTIFICATION

Holyoke Community College RAVE notification system is used to reach the campus community - students, faculty, and staff - during an emergency situation.

RAVE is a mass notification system that enables college students, faculty, and staff to receive alerts and updates as text messages on cell phones, emails and telephone calls. No advertisements or non-emergency alerts will be sent to the registered phones. Your information is not shared with or sold to third parties. You must sign up for the service in order to receive alerts.

MEDICAL EMERGENCIES

In the event of a serious illness or injury dial 2211 on a campus landline or use a campus emergency Wall phone or dial 413 552-2211 on your cell phone. If a serious injury or illness occurs on campus, immediately call the HCC Campus Police. Campus Police personnel are certified Emergency Medical Responders trained in First Aid/CPR/AED who can triage and stabilize medical emergencies. If further assistance is required, the Campus Police will request EMS and will escort EMS personnel to the scene.

Provide the following information to the dispatcher:

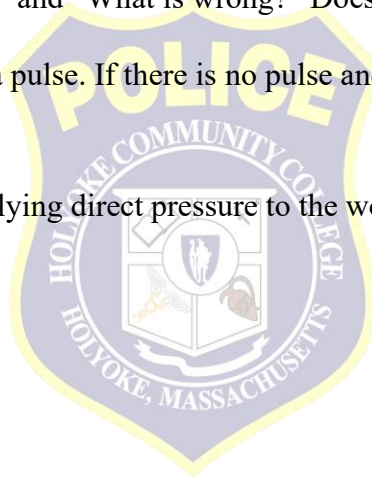
- Exact location of the victim.
- Call back information (your name and phone number) in case you are disconnected.
- Sex and approximate age of victim.

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- Nature of injury or illness.
- Pertinent medical history, if known.

What to do until help arrives

- Remain calm.
- If available, send someone to meet the officer.
- Keep victim still and comfortable. DO NOT move the victim unless he/she is in immediate danger.
- Ask the victim, “Are you okay?” and “What is wrong?” Does the victim respond?
- Check breathing and check for a pulse. If there is no pulse and you have been trained, perform CPR or use an AED.
- Control serious bleeding by applying direct pressure to the wound.



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In case of a minor injury or illness, provide First Aid care. Note the location of the First Aid kits and the names of First Aid/CPR trained personnel in your area. Individuals in each department or building are encouraged to obtain training in First Aid/CPR/AED.

First Aid Kits

Keep a well maintained First Aid Kit at your desk, in your car, and at home. Each kit should contain the following items at the very least:

- Adhesive bandages and roller bandages (ACE)
- 4"x 4" gauze pads
- 1" cloth tape
- Alcohol swabs
- Eye wash
- Hot/cold pack
- Medical shears & tweezers
- CPR mask & nitrile gloves
- Oral glucose (tube)
- Aspirin/ Tylenol/Ibuprofen
- Antacid and Pink Bismuth



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SECURE-IN-PLACE

When it is necessary to secure-in-place, you will be the safest by placing a locked door or other barricade between you and the associated violence or danger.

HOW DO I SECURE-IN-PLACE?

REMAIN CALM!

- If you are outside during a secure-in-place emergency you should seek cover in the nearest unlocked building.
- If the buildings in the immediate area have exterior doors that have been locked, continue to move away from the danger, seek cover, move to another building, or leave campus if it is safe to do so.
- Once inside, find an interior room and lock or barricade the doors.
- To minimize vulnerability, turn off lights, silence phones, close curtains and blinds, and move away from windows.
- Await further instruction from the RAVE Text Alerts and emergency personnel. DO NOT leave until an “All Clear” is received.

What if someone wants to enter a Secure Area?

If there is any doubt about the safety of the individuals inside the room or building, the area needs to remain secure. Allowing someone to enter a secure location may endanger you and others.

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USE GOOD JUDGMENT.

If there are individuals outside the secured door who wish to get in, several factors should be considered to determine if it is safe:

- Can you see the area outside the door to determine that someone is not lying-in wait? Is it a trap?
- If a physical description of the subject was given in the secure-in-place alert, consider similarities such as age, race, clothing description, height, weight, sex, and hair and eye color.

If the decision is made to let a person in, consider the following:

- Have the person leave anything he or she is carrying (a backpack, laptop case, package, etc.) on the ground, outside of the secure area.
- Have the subject lift up his or her shirt, coat, and/or jacket until the waistline is visible and rotate 360 degrees to see if he or she is concealing a weapon.

Remember, always use common sense. There are exceptions to all guidance and prescribed directions.

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SUSPICIOUS PERSONS AND/OR VEHICLES

If you are witness to violent acts or behavior, immediately move away from the incident and call the Campus Police, dial 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone. If you hear about an incident on campus, please stay away from that area.

SUSPICIOUS PERSON or PEOPLE

If you witness a person acting in an odd or unusual manner or if a person or situation makes you feel uneasy, trust your instincts and report it.

- Do not physically confront the person.
- Do not let anyone into a locked building or office.
- Do not block the person's access to an exit.

Call **CAMPUS POLICE** at 2211 or 413-552-2211. Provide as much information as possible about the person and his or her direction of travel. In your description of the person, include:

- age
- race
- clothing
- height
- weight
- sex
- hair
- eye color
- weapons • any other descriptors you noticed, i.e.: tattoos, piercings, backpack, footwear...

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If a suspicious person is standing at your car, or near a parking spot, just keep going. When it appears to be safe, return to your vehicle and look around and inside your vehicle before getting in. If unsure, call CAMPUS POLICE or have someone escort you to your vehicle.

Suspicious Vehicle(s)

Signs of suspicious vehicles include:

- Missing or forged license plates.
- Covered or taped windows.
- Any vehicle that appears overloaded or has any substance leaking from it.
- Any vehicle containing drums, barrels, or other bulk containers.
- Any vehicle with wires, batteries, unusual packages contained within it.
- Parked illegally, parked at an unusual location, or appears to be abandoned.

If you see a vehicle that appears to be suspicious, immediately call the Campus Police.

Give the dispatcher the following information:

- The exact location of the vehicle in question.
- A description of the vehicle, including license plate, vehicle color, vehicle make, model, and any other distinguishing features.
- Your full name and the telephone number from which you are calling, in case you are disconnected.
- Do not hang up as additional information may be needed. Follow directions provided by emergency personnel.

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PHYSICAL THREAT

Remember, if you are witness to a violent act or behavior, immediately move away from the incident, and call the Campus Police (dial 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone.) If you hear about an incident on campus, please stay away from that area.

Active Shooter or Assailant

An active shooter is considered to be a suspect or assailant whose activity is immediately causing serious injury or death. The incident can involve one or more shooters. It can be a close encounter or from a distance. It can be targeted at a student, faculty/staff, or a random victim. It might involve just one room or multiple locations. No two situations are alike. A shooting can occur anytime, anyplace, and involve anyone.

What to do if there is an Active Shooter or Assailant.

- Try to remain calm as your actions will influence others.
- Have a survival mindset because the consequences are potentially catastrophic.
- You need to take immediate responsibility for your personal safety and security.

Immediate Actions

- If possible, move away from the threat as fast as you can.
- If you cannot flee, lock and barricade doors.
- If there are no locks, barricade the door with furniture.
- Take adequate cover/protection behind solid objects that are as far away from the door as possible. Examples are concrete walls, thick desks, and filing cabinets.
- If the assailant enters your room and leaves, lock or barricade the door after he or she has left.
- If it is safe to do so, allow others to seek refuge with you.

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Protective Actions

- Close blinds and cover windows, and turn off lights.
- Turn off all computer monitors, radios, and other electronic equipment.
- Silence cell phones, before calling the Campus Police.
- If it is safe to do so, place signs in exterior windows to identify your location and the location of those that are injured.

If you are in an UNSECURED AREA

- If you find yourself in an open area, immediately seek protection.
- Put a barrier between you and the assailant.
- Consider trying to escape if you know the location of the assailant.
- If in doubt, find the safest area available and secure it the best way that you can.
- If the shooter confronts you and you cannot flee: You may choose to play dead, if other victims are around you. Your last option may be to fight back. This is dangerous, but depending on your situation, this could be your last option.

. Keeping the Area Secure

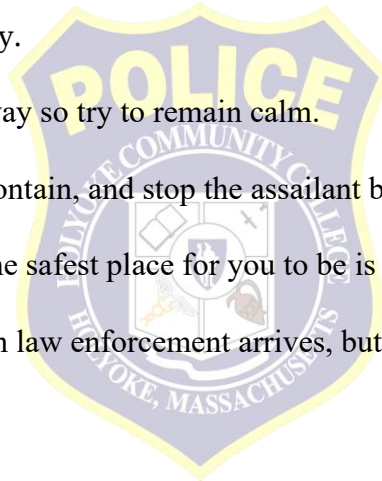
- The assailant may not stop until his or her objectives have been met or until engaged or neutralized by law enforcement.
- Always consider the risk of exposure by opening the door for any reason.
- Attempts to rescue people should only be made if it can be done without endangering yourself or others.

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- Be aware that the assailant may bang on the door, yell for help, or otherwise try to entice you to open the door of a secured area.
- If there is any doubt about the safety of the individuals inside the room, the area needs to remain secured.
- If you hear a fire alarm, stay inside your secure location unless you see or smell smoke.

Law Enforcement Response

- The Campus Police will immediately respond to the area, assisted by other local law enforcement agencies if necessary.
- Remember that help is on the way so try to remain calm.
- Law enforcement will locate, contain, and stop the assailant before providing care for victims.
- Remain inside a secure area. The safest place for you to be is in a secure room.
- The assailant may not flee when law enforcement arrives, but instead may target arriving officers.



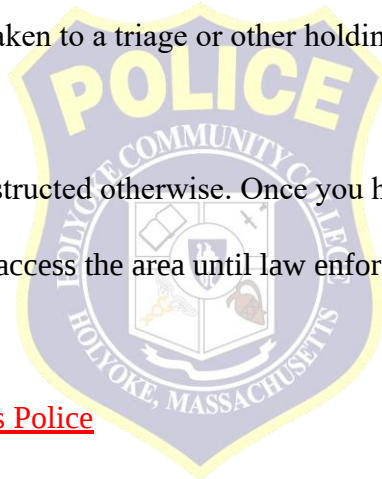
If there are Injured Persons around you.

- Initial responding officers will not treat the injured or begin evacuation until the threat is neutralized and the area is secure.
- Be prepared to explain this to others.
- Once the threat is neutralized, Campus Police, Police and Emergency Medical Services will begin treatment and evacuation.

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Evacuation

- Responding officers will establish safe corridors for persons to evacuate. This may be time consuming, so remain calm and be patient
- You may be searched, instructed to keep your hands on your head, or even placed in handcuffs. Do your best to cooperate.
- You may be escorted out of the building by law enforcement personnel; listen carefully and follow their directions.
- After evacuation, you may be taken to a triage or other holding area for medical care, interviewing, counseling, etc.
- Remain in secure areas until instructed otherwise. Once you have been evacuated you will not be permitted to retrieve items or access the area until law enforcement releases the crime scene.



Reporting an incident by calling Campus Police

When calling CAMPUS POLICE (dial 2211 on a campus landline or use a campus emergency hall phone or dial 413-552-2211 on your cell phone.) do not hang up! Be prepared to provide as much information as possible:

WHERE: Where is the incident taking place?

Where are you located?

Where is the assailant?

WHO: What does the assailant(s) look like?

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Do you know his/her name?

-WHAT: What is the assailant carrying?

-What type of weapon(s) did you see?

-A handgun, rifle, or explosive?

-Was he or she carrying a backpack, bag, or carrying case? What did it look like?

-What did you hear before, during, and after the confrontation? Explosions? Gunshots?

-HOW: How is the assailant communicating?

-What language is being used?

-What threats or commands are being said.



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VIOLENCE ON CAMPUS

If you are witness to a violent act or behavior, immediately move away from the incident and call the Campus Police (dial 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone). If you hear about an incident on campus, please stay away from that area.

Workplace Violence

The origin of the next threat cannot be predicted. Assaults in incidents across the nation have been students, employees, and visitors. In many cases there were no obvious specific targets and the victims were unaware that they were a target until attacked. Being aware of your surroundings, taking common sense precautions, and heeding any warning information can help protect you and others. Violent incidents like an act of terrorism, active shooter, assaults, or other forms of violence can occur on or near the College with little or no warning.

Some indicators of Potential Violence

If one or more of the following is present, then the risk for potential violence may become a little higher:

- Attempts to harm or kill self.
- Extreme or sudden changes in behavior.
- Unexplained increase in absenteeism.
- Resistance to change or reasonable limits.
- Over-reacts to changes in policies and procedures.
- Numerous conflicts with others.
- Alienates or isolates self from others.
- Displays paranoia or distrust.
- Difficulty learning from past behaviors or experiences.

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- Makes statements indicating approval of use of violence to resolve a problem.
- Identifies with or idolizes persons who have engaged in violence toward others.

Additional information on what you can do to minimize the risk of workplace violence and how to recognize the warning signs of potentially violent individuals can be downloaded from the United States

Department of Labor website at: <https://www.osha.gov/SLTC/workplaceviolence/>.



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HOLYOKE COMMUNITY COLLEGE CARE TEAM

The CARE Team at HCC exists to address concerning behavior exhibited by any member of the campus community. Examples of behavior typically reported to the CARE TEAM are: threats of violence to the campus or a member of the campus community, aberrant or strange behavior, violent or perceived violent behavior, and threats of suicide. The CARE TEAM investigates and evaluates incidents reported to the team and makes recommendations to the Dean of Student Affairs Office that are intended to maintain safety on campus. The CARE TEAM does not preempt any other college department in performing its duties in enforcing the law or managing potentially threatening situations. The primary goal of the CARE TEAM is to provide an effective method of reporting and addressing behaviors that impact the campus community, to initiate appropriate intervention, and to be a resource for HCC students, faculty, administrators and staff. The team consists of representatives from the different divisions of the college. It is the responsibility of the staff, faculty and students to immediately report any situation that could result in harm to anyone at the college. The reports may come directly to the Care TEAM depending on the nature of the concern. However, when there is an active or immediate risk of violence to self or others, contact Campus Police at (413) 552-2211.

Potential Reasons for reporting to the CARE TEAM:

1. Self-injurious behavior/ suicidal ideation or attempt, including talk or writing of suicide or suicidal action.
2. Erratic behavior that disrupts the normal proceedings of students, faculty, staff, or community.

These behaviors include, but are not limited to: threats of weapons on campus, significant inappropriate disruption to community, threats of violence against members of the campus community or the campus as a whole (including social media activities).

3. Suspected alcohol or illegal drug use.

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Understanding FERPA

The Family Educational Rights and Privacy Act, or FERPA, protects the privacy of students' education records. FERPA does not prohibit the CARE TEAM or in any way restrict a college employee from sharing what they personally observe. In other words, a college employee would not violate FERPA by advising the CARE TEAM of what he or she saw or heard when directly interacting with a student, when observing a student interact with others, or when otherwise observing a student's behavior or demeanor.

In addition, if an HCC faculty member notice disturbing content in a student's writing or artwork, the faculty member should refer this to the CARE TEAM. Although the student's writing or artwork would likely be an education record protected by FERPA, FERPA authorizes school officials such as faculty to disclose educational records to other school officials who have a legitimate educational interest in those records, without the student's consent. Since the CARE TEAM is responsible for identifying, responding to, and supporting at-risk HCC students while simultaneously attending to the needs of the college community, in these circumstances, the members of the CARE TEAM would have a legitimate educational interest in examining the student's writing or artwork.

Protecting student privacy is a high priority of the CARE TEAM. Records and proceedings of the CARE TEAM are kept confidential and shared only on a need-to-know basis in a manner that is consistent with college policy and the college's obligations under FERPA.

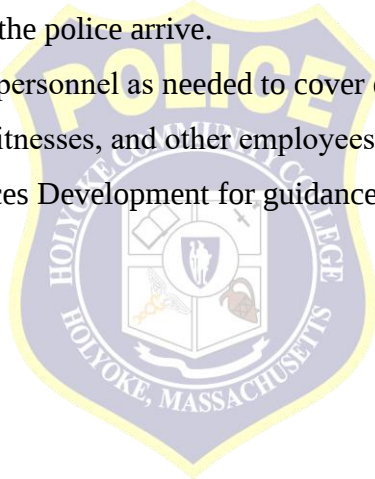
- Holyoke Community College Police Department at 413-552-2400 non-emergency line.
- Renee Tastad-Assistant Vice President, Student Affairs & Enrollment Management (413) 552-2703

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What to do if workplace violence occurs.

Follow these recommendations if you are a part of or witness acts of violence in the workplace:

- Secure yourself in a safe location.
- Call for medical assistance if necessary. Dial 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone.
- Report the incident to the Campus Police as soon as you can if they haven't already been contacted.
- Secure the area where the disturbance occurred. The area may be considered a crime scene, so leave everything untouched until the police arrive.
- If business must continue, shift personnel as needed to cover essential work functions.
- Be supportive. The victim(s), witnesses, and other employees may need access to counseling services. Contact Human Resources Development for guidance or assistance as needed.



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WEATHER EMERGENCIES

When severe weather occurs, the administration will determine if the college offices will be closed. Check the HCC web page, call the weather hotline, or listen to local TV and radio news broadcasts for this information. Remember, weather emergencies can pose a serious threat, so always stay calm and alert!

GENERAL ADVICE FOR SEVERE WEATHER RELATED EMERGENCIES

Follow these general recommendations if severe weather occurs:

- If weather conditions appear threatening, listen for a WATCH or WARNING through commercial radio, weather radio, and local television.
- Keep a small, battery-operated radio on hand to listen to. It is a good way to stay informed.
- Use telephones for emergency calls only.
- Stay away from downed power lines.
- DO NOT handle live electrical equipment in wet areas.
- Leave the area immediately if you smell gas or vapors from chemicals.
- Help injured persons if you can do so without putting yourself at risk of injury. Provide first aid if you are trained.
- Report injuries by calling 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone.
- DO NOT move injured persons unless they are in immediate danger.
- Report damage on campus to Facilities Services or Risk Management.

WHAT TO DO WHEN THERE IS A SEVERE FLOOD

Follow these recommendations if there is news of a flood in your area:

- Be prepared to shelter-in-place or to evacuate at a moment's notice.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly.
- Flash floods can occur in these areas with or without warning clouds or rain.
- Listen to area radio and television stations and a NOAA Weather Radio for possible flood warnings and reports of flooding in progress or other critical information from the National Weather Service.

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WHAT TO DO WHEN THERE IS A TORNADO

Follow these recommendations if there is news of a tornado in your area:

- If you hear about a tornado in your area, DO NOT wait until you see it to take cover.
- Seek indoor shelter in the lowest level possible.
- Crouch near the floor or under heavy, well supported objects. Cover your head.
- Avoid windows, corridors with windows, or large free-standing expanses (such as auditoriums and cafeterias).
- DO NOT use elevators during a tornado warning!
- If you are caught outside with no shelter, lie flat in a ditch or depression and cover your head.
- Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

WHAT TO DO WHEN THERE IS A HURRICANE

Follow these recommendations if there is news of a hurricane in your area:

- Follow the instructions of local emergency management personnel regarding evacuation.
- If hurricane conditions already exist outside your location, stay put!
- Find shelter as best you can and wait it out. The most violent conditions are likely to pass in 24 hours or less.
- Secure the space by shutting and locking all windows and doors.
- Try to locate supplies you may need — such as food, water, a radio, etc.

WHAT TO DO WHEN THERE IS AN EARTHQUAKE

Follow these recommendations if you experience an earthquake in your area:

- If indoors, drop to the ground and take cover by getting under a sturdy table or a piece of furniture.
- Hold on until the shaking stops and if there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from anything that could fall, such as lighting fixtures or heavy bookcases.
- Use a doorway for shelter only if it is nearby and if you know it is a strongly supported.
- Stay inside until the shaking stops and it is safe to move about. Injuries most often occur when people inside buildings attempt to move during the earthquake.
- Beware of aftershocks and if you are outdoors, stay there. Move away from buildings, street lights, and utility wires.

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EVACUATIONS

Before an Emergency requiring Evacuation

In advance, locate the nearest exit from your work location and determine the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

During an Evacuation

If time and conditions permit, secure your workplace and take with you important personal items that are easily accessible — such as car keys, purse, medication, and glasses. Read and understand the following steps:

- Follow instructions from emergency personnel.
- Check doors for heat before opening and if the door is hot, do not open it.
- Walk; DO NOT run, push, or crowd.
- Use handrails in stairwells and stay to the right.
- Keep noise to a minimum so you can hear emergency instructions.
- Assist people with disabilities.
- Watch for falling glass and other debris.
- Keep roadways and walkways clear for emergency vehicles.
- If you have relocated away from the building, DO NOT return until notified that it is safe.

Individuals with Disabilities at Holyoke Community College

HCC has an office in place to assist those with disabilities on campus. The Office of Disability Services can be reached at 413-552-2582.

Individuals with Mobility Limitations

If immediate evacuation is necessary, be aware of the following considerations:

- Wheelchairs have movable parts; some are not designed to withstand stress or lifting.
- Lifting a person with minimal ability to move may be dangerous to you or them.
- Wheelchairs should not be used to descend stairwells, if at all possible.
- Non-ambulatory persons may have respiratory complications. Remove them from smoke or fumes immediately and determine their needs and preferences. Those with electrical respirators should get priority assistance.

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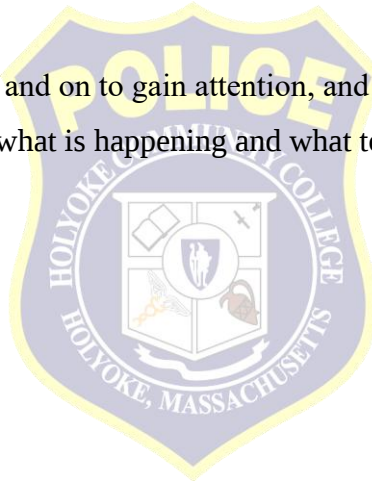
Visually Impaired Individuals

Most visually impaired individuals will be familiar with their immediate work area. In an emergency, describe the nature of the situation and offer to act as a “sighted guide” by offering your elbow and escorting him or her to a safe place. As you walk, describe where you are and advise the individual of any obstacles. When you have reached safety, orient the person as to where you are and ask if any further assistance is needed.

Hearing Impaired Individuals

Because persons with impaired hearing may not perceive emergency alarms, an alternative warning technique is required. Two possible methods of warning to consider are:

- Write a note describing the emergency and nearest evacuation route.
- Turn the light switch off and on to gain attention, and then indicate through gestures what is happening and what to do.



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FIRES

Most fires are preventable. If you know how to recognize and reduce potential fire hazards, you will increase your chances of protecting yourself and those around you.

When a Fire Alarm is activated:

- If a fire alarm activates in your building, you must exit the building immediately.
- Proceed to the nearest exit.
- Using the back of your hand, feel the top and bottom of the door for heat.
- Do not open the door if it is hot.
- If you feel heat, proceed to an alternate exit.
- Otherwise, open slowly.
- Stand behind the door and to one side; be prepared to close it quickly if fire is present.
- Exit the building in a calm manner using the stairs — NEVER use elevators. Remember to close the stairwell door behind you.
- Stay low when moving through smoke; walk down to the ground floor and exit.
- After you have left the building, go to your department's designated assembly point and remain there.
- If there is no designated assembly point, maintain a safe distance (a minimum of 50 feet) from the building to allow ample room for emergency personnel and equipment to access the building.
- Do not return to the area until instructed to do so by emergency personnel.

Be prepared in case a fire occurs.

Know the locations of alternate exits from your area. If your work station is located within an office, know exactly how many doors you will pass along your evacuation route before you reach the nearest exit door. In heavy smoke, exit signs may not be visible. Even in heavy smoke, you can count the number of doors you pass, so you will know when you reach the exit door.

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During a Fire

If there is a fire on your floor, follow these recommendations:

- If your building has a fire alarm system, activate it as you exit.
- Move quickly to an open area that is away from buildings, trees, power lines, and roadways. If your department has a designated assembly area, move to that location if it is safe to do so. Call 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone and report the location of the fire. Follow directions of emergency personnel.
- Use a fire extinguisher on small (wastebasket-size) fires; but ONLY if it is safe to do so.
- For larger fires, GET OUT; close doors as you leave to confine the fire as much as possible.
- If clothing catches fire, STOP...DROP...ROLL.

If caught in smoke.

If you are caught in smoke, follow these recommendations:

- Drop to hands and knees and crawl or crouch low with your head 30 to 36 inches above the floor, watching the base of the wall as you go.
- Hold your breath as much as possible.
- Breathe shallowly through your nose using a blouse or shirt as a filter.

If forced to advance through flames.

If you are forced to advance through flames, follow these recommendations:

- Hold your breath.
- Move quickly, covering your head and hair.
- Keep your head down and close your eyes as often as possible.

How to use a FIRE EXTINGUISHER

Use the “P-A-S-S” method below to use a fire extinguisher.

- Pull: Pull the safety pin from the handle.
- Aim: Aim the nozzle, cone, or horn at the base of the fire.
- Squeeze: Squeeze the trigger handle.
- Sweep: Sweep from side to side and beware of re-flash

HCCPD Emergency Guide

BOMB THREAT

Bomb threats are assumed to be real and considered a threat to the College and its operations. If an explosion occurs at any time, immediately report the explosion by dialing 2211 on a campus landline or use a campus emergency wall phones or dial 413-552-2211 on your cell phone.

What to do if you received a threat

Incident bomb threats are usually received by telephone, sometimes by note or letter. Most bomb threats are made by callers who want simply to create an atmosphere of anxiety and panic — but all calls must be taken seriously. If you receive a threat of any kind, immediately call the Campus Police. If possible, get a coworker to do this while you continue talking with the caller. Permit the caller to say as much as possible without interruption. THEN ask a lot of questions:

- Where is the bomb?
- When is the bomb going to go off?
- What kind of bomb is it?
- What does the bomb look like?
- What will cause the bomb to go off?

Record what you hear

Take notes on everything said and on your observations about background noise, voice characteristics, caller's emotional state, etc. Use the Bomb Threat Check List on the following page. Write down the caller's exact words. Also record the exact time that the call was received as well as the following information about the caller:

- The perceived sex, age, accent, and education of the caller.
- The location of the caller and any background noises that you hear.
- A description of the caller's attitude.
- A description of the caller's style of speech, speech impediments, or speech traits.
- Trained emergency personnel will advise you if evacuation is necessary. Follow instructions given by emergency personnel.

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What to do if you see a suspicious package

If there has been a threat, and you see a package or foreign object, DO NOT touch it. From a landline phone, immediately dial 2211 on a campus landline or use a campus emergency wall phones to report any unusual objects or items. Read the section in this booklet on Suspicious Packages to learn more about how to identify suspicious mail and what to do if you believe you have encountered such items.

Note: Building Evacuations will be based upon available information and the evaluation of responding Professional.



HCCPD Emergency Guide

BOMB THREAT CHECK LIST

Date: _____ Time Call Received: _____ Time Call Terminated: _____

Number where call was received: _____ Who received the call? _____

Exact Wording of the Threat: _____

WHEN POSSIBLE, ASK THE CALLER THE FOLLOWING QUESTIONS

“When is the bomb going to go off?” _____

“Where is the bomb right now?” _____

“What does it look like?” _____

“What kind of bomb is it?” _____

“What will cause it to explode?” _____

“What is your name?” _____

“Did you place the bomb?” _____

“Why?” _____

“What is your address?” _____

“Is there a special way to identify the bomb?” _____

Other: _____

Describe the caller's voice (check how he/she sounds)

___ Calm ___ Angry ___ Excited ___ Slow ___ Ragged/Raspy ___ Laughter ___ Crying

___ Normal ___ Distinct ___ Deep Breathing ___ Stutter ___ Lisp ___ Fast ___ Familiar

___ Clearing Throat ___ Nasal ___ Deep ___ Disguised ___ Accent ___ Cracked Voice

___ Soft ___ Slurred ___ Loud ___ Other

Describe the caller's language

___ Well Spoken ___ Incoherent ___ Irrational ___ Message Read by Threat Maker

___ Taped Message ___ Foul Language _____

Describe the background sounds (check the sounds you hear)

___ Street Noises ___ Animal Noises ___ Office Machinery ___ Voices ___ Music

___ Motor ___ House Noises ___ Factory Machinery ___ Clear _____

___ Static: PA System or Local? ___ Other

HCCPD Emergency Guide

EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions of incendiary devices. Signs of an explosion may be:

- A very loud noise, a series of noises, such as hissing, popping, and cracking.
- Vibrations.
- Heat from fire or smoke.
- Falling glass, debris, and building damage.

During and After an Explosion occurs

Follow these recommendations if an explosion occurs:

- Get out of the building as quickly and calmly as possible.
- Call 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211
- If your building has a fire alarm system, activate it as you exit; otherwise, follow the procedures outlined in your department's Emergency Operations Plan (EOP).
- If you are outside, you should stay outside.
- Move quickly to an open area away from buildings, trees, power lines, and roadways.
- If your department has a designated assembly area, move to that location if it is safe to do so.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- DO NOT use elevators. Use handrails in stairwells; stay to the right.
- Assist others in exiting the building and move to designated evacuation areas.
- Wait for and follow instructions from emergency personnel.
- Keep streets and walkways clear for emergency vehicles and crews.
- If you are trapped in debris, tap on a pipe or wall so rescuers can hear where you are.
- Untrained persons should not attempt to rescue people who are inside a collapsed building.

Wait for emergency personnel to arrive.

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SUSPICIOUS MAIL

The College and law enforcement authorities take postal threats very seriously. The College has adopted a “zero tolerance” policy and will aggressively investigate any such incidents. The following guidelines are intended to help identify suspicious packages and to provide procedures to follow in the event of receiving suspicious mail.

Suspicious Characteristics in a Letter or Package

If you receive or observe a suspicious letter or package that is unexpected or from an unknown exhibiting the following characteristics:

- Excessive postage.
- Misspellings of common words.
- Excessive weight.
- Foreign mail, airmail, or special delivery.
- Hand written or poorly typed address.
- Restrictive markings such as confidential, personal, etc.
- Excessive securing - material such as masking tape, string, etc.
- Incorrect titles or titles without names present.
- Oily stains or discoloration.
- Visual distractions.
- Lopsided or uneven.
- No return address.
- Protruding wires or tinfoil.

Suspicious Package PROCEDURE

Follow these recommendations if you believe you have encountered a suspicious package or envelope:

- From a safe location notify the police department immediately by calling 2211 on a campus landline or use a campus wall phone or dial 413-552-2400 on your cell phone.
- Move people away from the package and limit access to the area.
- DO NOT move or open the package.
- DO NOT investigate too closely.
- DO NOT cover, insulate or place the package into a cabinet or drawer.

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Written Threat

If a written threat warning of an explosive device (or other danger) is received, contact the Campus Police immediately by calling 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone. The threat should never be ignored. Save all materials, including any envelope or container. Once the message is recognized as a threat, unnecessary handling should be avoided. Every effort must be made to preserve evidence, such as fingerprints, handwriting or typewriting, paper, and postal marks. These are essential to tracing the threat and identifying the author.

Letter with powder inside

If a letter is opened and either a threatening note or a suspicious powder is found inside do not panic. There have been many threatening notes and hoax powder incidents ultimately determined not to be associated with any biological hazard. Furthermore, many commonly shipped items are dusted with a cornstarch powder by the shipper to prevent moisture, static electricity or keep items from sticking to the packaging. Many cases can be easily resolved with a simple call to the manufacturer or shipping company.

If there is a suspicious substance or a threat do not shake the letter or carry the suspected item away from the area. Place the suspect item inside a plastic bag or other container. Advise other people in the area to move away to limit the possibility of anyone else being exposed. Remove those exposed to another area and keep them together as a group. Isolate this group from other employees or students not exposed to reduce the number of possible decontamination subjects.

Keep calm but isolate yourself from other people. Anthrax is not contagious but spores can be spread through direct contact. Before you leave the area make sure you know where you are going and your supervisor or someone else is aware of your location.

The United States Postal Service poster inserted on the last page of this section provides examples of suspicious letters and parcels.



**UNITED STATES
POSTAL SERVICE**



SUSPICIOUS MAIL

THESE TIPS CAN HELP PROTECT YOU,
YOUR BUSINESS, AND YOUR MAILROOM

**IF YOU RECEIVE A
SUSPICIOUS LETTER
OR PACKAGE:**

- 1** Handle with care.
Don't shake or bump.
- 2** Isolate it
Immediately.
- 3** Don't open,
smell, touch, or taste.
- 4** Treat it as suspect.
Call local law
enforcement authorities.



No return address

Restrictive markings

Sealed with tape

Misspelled words
Addressed to title only
Incorrect title
Badly typed or written

PERSONAL!

CHIEF EXECUTIVE OFFICER
222 N. MARKET ST.
PHILADELPHIA

Operations Manager
1220 W. 1ST
Annapolis, MD

DO NOT X-RAY TAPE ENCLOSED

Operations Manager
5022 W 1ST
Annapolis, MD

Only stains,
discolorations,
or crystallization
on wrapper

Strange odor

Excessive tape

Rigid or bulky

Lopsided or uneven

IF YOU SUSPECT THE MAIL MAY CONTAIN:

A BOMB: Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit	A RADIOLOGICAL THREAT: Limit Exposure — Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit	A BIOLOGICAL OR CHEMICAL THREAT: Isolate — Don't Handle Evacuate Immediate Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit
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HCCPD Emergency Guide

HAZARDOUS MATERIALS

Hazardous materials are substances with dangerous ingredients –particularly chemicals that can hurt the environment, cause injury, or even death. When used with caution, they can be safely used in laboratory instruction, industry, agriculture, medicine, research, and even our homes. But if misused and released, they can be very harmful.

During a Small or Minor spill

Minor spills of hazardous chemicals that pose little or no threat to the safety and health of personnel can be cleaned by following the warnings and cautions on the container's label or the material safety data sheet (MSDS). If you need assistance with the cleanup of a spill, contact HCC Facilities at 413-552-2212 or the Campus Police at 413-552-2211.

During a Hazardous Materials Emergency

Procedures for laboratory personnel to handle chemical, biological, or radiological spills are provided in laboratory safety plans. Trained laboratory personnel are authorized to determine appropriate emergency responses for their areas. A hazardous materials emergency exists when cleanup of a hazardous material spill is beyond the level of staff knowledge, training, or ability and/or the situation is immediately dangerous to the life and health of persons in the spill area or facility.

If a hazardous materials emergency exists, follow these recommendations:

- Alert people in the immediate area of the spill and evacuate the room.
- Confine the hazard by closing doors as you leave the room.
- Use eyewash or safety showers as needed to rinse spilled chemicals off people.
- Evacuate any nearby rooms that may be affected. If the hazard will affect the entire building, evacuate the building.
- Notify the Campus Police of the type of chemical, location, and size of the spill by calling 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone.
- Always call from a safe location.

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Reporting a Hazardous Materials Emergency

Emergency contact information may be posted on the entry door to the lab or room. If a hazardous materials emergency occurs, report the following information:

- Location of the spill, name of the chemical, and quantity.
- Name and telephone number of the caller.
- Extent of injuries, if any.
- Environmental concerns, such as the location of storm drains and streams.

Chemical, Commercial Cleaning Products, and Solvent Spills

Any spill that could POTENTIALLY cause injury to a person or property must be reported to HCC Facilities at 413-552-2212. If an immediate hazard exists or medical assistance is required, 2211 on a campus landline or use a campus emergency wall phone or dial 413-552-2211 on your cell phone. For small spills or that pose no immediate danger to life or property:

- Confine the spill.
- Evacuate and secure the immediate area; only allow authorized personnel to access the contaminated area.

Toxic Fumes Release

Evacuate the area immediately if you smell gas or other toxic fumes, experience irritation, coughing, burning eyes, and/or difficulty breathing.

- If you smell gas in a dark room, do not turn on lights; this action could ignite gas.
- Do not touch, activate, or de-activate any power switches, fire alarms, lights, etc.
- Evacuate immediately and call 2211.
- Do not re-enter the area until advised to do so by emergency personnel.

Radioactive Leak or Spill

In the event of a radioactive leak or spill:

- Call 2211
- Notify others in the area that a spill has occurred. Keep untrained people out of the area.
- Call the HCC Facilities at 413-552-2212.
- If skin contamination has occurred:
 - Go to the nearest sink and wash the affected area with tepid water.

HCCPD Emergency Guide

Biological Release or Spill

In the event of a biological release or spill:

- Use personal protection and decontaminate the spill with appropriate disinfectant.
- For a large spill or release of highly infectious materials, notify everyone in the area, secure the area, and then call HCC Facilities at 413-552-2212.

If a blood borne pathogen exposure or needle stick injury has occurred:

- Go to the nearest sink and wash affected area with warm water and soap.
- Call HCC Facilities at 413-552-2212 and seek medical attention immediately.



HCCPD Emergency Guide

POWER OUTAGE

If a Power Outage occurs

Remember, if it is an emergency, call 2211 on a campus landline or use a campus wall phone or dial 413-552-2211 on your cell phone! Otherwise, follow the steps below:

- Notify HCC Facilities Services during regular business hours, between 8:00 AM and 5:00 PM.
- If it is after hours, notify the Campus Police. Remain calm!
- Wait a few minutes for emergency power to come on to provide emergency lighting.
- If evacuation of the building is required, assist any disabled persons and use the stairway to exit.
- DO NOT use elevators.
- Unplug all nonessential electrical equipment, televisions, and computers.
- Turn off light switches as a surge may blow out left-on lights and other equipment when power is restored.

A Power Outage in a Laboratory or Research Facility

Follow these recommendations if a power outage occurs in a laboratory or research lab:

- Laboratory personnel should secure experiments or activities that may present a danger when electrical power is off. Also consider what could happen if power is unexpectedly restored.
- Notify the lab supervisor immediately.
- Take actions to preserve human and animal safety as well as research.
- Keep essential research refrigerators and freezers closed throughout the outage to keep them cold.
- If it is after hours, notify the Campus Police.
- If a laboratory fume hood is non-operational, cap all open containers and close the sash.

IF YOU ARE TRAPPED IN AN ELEVATOR

If you are trapped in an elevator, push the “Call for Help” button. Speak with the dispatcher and identify the building, elevator number, and floor. Or use cell phone to call CAMPUS POLICE at 413-552-2211.

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IF OTHERS ARE TRAPPED IN AN ELEVATOR

If someone is trapped in an elevator because of a power outage, call the Campus Police.

- Give specific directions on how to get to the inoperative elevator.
- If emergency services are requested, have someone meet them outside of the building.
- Tell passengers to remain calm, help is coming.
- Talk to passengers until emergency personnel arrive.



HCCPD Emergency Guide

RETURNING TO NORMALCY

There are a variety of RESOURCES in place at HCC for both students and employees in case an emergency occurs in the community. These resources can help you return to a state of normalcy after an emergency.

COPING WITH EMOTIONS

You may be surprised at how you and others feel after a disaster. It can stir up a variety of unanticipated feelings, and they are as important to address as bodily injuries, damaged homes, and possessions. Children, senior citizens, people with disabilities and people for whom English is not their first language are especially at risk and may need extra attention. It is important to calmly let them know that they are safe and that help is available. Some basic steps you can take to meet emotional needs are:

- Try to return to as many of your normal routines as possible.
- Get rest and drink plenty of water.
- Limit your exposure to the sights and sounds of disaster, especially on television, the radio, and other media outlets.
- Focus on the positive.
- Recognize your own feelings.
- Reach out and accept help from others.
- Do something you enjoy.
- Seek comfort and support.
- Stay connected with your family or other supporters.
- Realize that recovery can take time.

If you have more questions or observe behavior in others that concerns you, contact a counselor or community services professional for additional information and help.

HCCPD Emergency Guide

IMMEDIATELY AFTER A DISASTER

If a disaster or emergency occurs, the following information could help in the immediate stages of recovery:

- Remain calm.
- Have injuries treated by a medical professional.
- Small wounds may be washed with soap and water and then bandaged to reduce the risk of infection.
- Replace bandages if they become soiled, damaged, or waterlogged.
- Pace yourself. You may find yourself in the position of taking care of other people.
- Listen carefully, and deal patiently with urgent situations first.
- Check with local authorities to learn if your residence is safe to enter.
- Doors or windows may be cordoned off with yellow tape to indicate damage. Do not cut or walk past the tape unless local authorities advise that it is safe to do so. If a structure bears a color-coded sign, do not enter it until you get official information about what the sign means and advice about the safety of entering.

Checking Your Residence

Check with local authorities to make sure your residence is safe to enter. Do not cut or walk past colored tape or a color-coded sign until you get more advice and instructions about what these signs mean and whether it is safe to enter. If you have children, leave them with a relative or friend while you conduct your first inspection of your damaged home. The site may be unsafe for children, and seeing the damage firsthand may upset them unnecessarily.

Replacing Vital Documents

Document Contact

DOCUMENT CONTACT FOR REPLACEMENT

Other School Records --Contact the issuing school

Government Issued ID-- Contact the issuing government agency

Driver's License-- Department of Motor Vehicles

Vehicle Registration-- Department of Motor Vehicles in issuing state

Insurance Policies-- Your insurance agent or company

Green Card-- File a Form I-90 with U.S. Immigration

Other U.S. Citizenship Papers-- U.S. Bureau of Citizenship and Immigration Services

Birth/Death/Marriage Certificates-- Bureau of Records for the state of issue

Social Security/Medicare Cards-- File a Form SS-5 with the U.S. Social Security Admin

Credit Cards-- Contact your card issuer as soon as possible

Titles to Deeds-- Records department where the property is located

Mortgage Papers Contact your lending institution

