

# EMERGENCY PROCEDURES GUIDE



## KEY PHONE NUMBERS

Emergency Police/Fire/Medical: 911

CCSU Police (24/7): 832-2375

Human Resources: 832-1756

Facilities Management: 832-2300

Public Information Officer: 832-1790

Student Affairs: 832-1601

Residence Life: 832-1660

**PLEASE POST**

## **DEALING WITH THE MEDIA:**

- All media requests should go to the University's Public Information Officer (PIO), which is the Associate Vice President for Marketing and Communications.
- During or after an emergency, no other individual should disseminate information to the media, unless authorized by the President.
- If you have information that you think is important, please share it with the Associate Vice President for Marketing & Communications.

### **News Media Personnel on Campus Grounds:**

- If any media personnel are observed on campus, notify CCSU Police immediately.

## **IN AN EMERGENCY, CONTACT:**

**POLICE/FIRE/MEDICAL - 911  
CCSU POLICE - 832-2375  
(OTHER KEY NUMBERS ON COVER)**

## **DEALING WITH THE MEDIA**

## IF THERE IS A UTILITY FAILURE/POWER OUTAGE:

- Remain calm.
- Notify Facilities Management immediately of the type of utility outage (electrical, heating, cooling, water, etc.).
- Provide assistance to others in your immediate area that may be unfamiliar with the building.
- If necessary, evacuate the area following the procedures outlined in this guide (see Evacuation tab).
- If you are in an elevator, stay calm. Use the emergency button or telephone to alert CCSU Police at 832-2375.

*Note: All employees are encouraged to contact Facilities Management at 832-2301 for the repair of unsafe conditions. When appropriate, you may also want to notify the University Fire Marshal at 832-2386.*

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**POLICE/FIRE/MEDICAL - 911**  
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**(OTHER KEY NUMBERS ON COVER)**

## UTILITY FAILURE/POWER OUTAGE

## **IF A HAZARDOUS MATERIALS INCIDENT OCCURS:**

- Immediately notify CCSU Police and/or Facilities Management of the situation.
- Evacuate the area.
- If possible, control access to the affected area by closing doors as you leave.
- Individuals who were in the area or involved in the incident should remain in a safe location at the scene until responding police officers arrive.
- Consult University Health Services, local EMS, or your own doctor to be checked for adverse medical symptoms (shortness of breath, fainting, etc.).
- If you notice anyone with adverse medical symptoms, call 911 or refer them to University Health Services.
- If you know what chemicals were involved, please advise CCSU Police, Facilities Management, or other responders. Obtain Material Safety Data Sheets (MSDS) if appropriate.

## **IN AN EMERGENCY, CONTACT:**

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**HAZARDOUS MATERIAL INCIDENT**

## **IF SOMEONE BECOMES ILL OR IS INJURED:**

- Call 911 to request medical assistance. If you are not sure if the situation is truly an emergency, call anyway!
- For situations where you or the people around you are NOT in imminent danger, contact CCSU Police at 832-2375.
- Do not attempt to move a person who is ill or injured unless they are in immediate danger of further injury.
- If you or the people around you are in danger of injury, evacuate the area.
- Unless certified to provide first aid, do not attempt to render any first aid before trained assistance arrives.
- Use personal protective equipment (gloves) when exposing yourself to bodily fluids (e.g., blood, vomit, etc.).
- Preserve the scene of the medical emergency in the event the incident will require an investigation by school or police officials.

## **AUTOMOBILE ACCIDENT:**

- Call Police - 911.
- Give the dispatcher your name and location.
- Advise the dispatcher of the extent of any injuries and the number of people involved.
- Have all persons and witnesses involved remain at the scene until the police arrive.
- Do not move the vehicle(s). Accident investigators want to see the scene as it was, so the cause of the accident can be determined.

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**MEDICAL EMERGENCY / AUTO ACCIDENT**

## **WEAPON ON CAMPUS:**

- Should someone observe a gun or other weapon, instruct them not to touch it.
- **NOTIFY CCSU POLICE IMMEDIATELY.**
- Secure the scene until the appropriate personnel arrive to retrieve the weapon.
- Move everyone to a safe location and away from the weapon or the person with the weapon.
- If the report is just a rumor, it still must be reported to CCSU Police for investigation.

## **CRIME IN PROGRESS:**

- If you notice a crime in progress, do NOT attempt to apprehend or interfere with the criminal(s) except in case of self-protection.
- Get a good description of the criminal(s): height, weight, age, sex, hair color, clothing, etc.
- If a vehicle is involved, obtain the license plate number, make, model, and color.
- Call 911 or CCSU Police at 832-2375.

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**WEAPON ON CAMPUS / CRIME IN PROGRESS**

## SUICIDE IDEATION OR ATTEMPT:

### **If a student/staff member expresses suicidal thoughts or attempts suicide:**

- Remain calm. Be supportive and refrain from making any judgmental or moralizing comments.
- Notify CCSU Police immediately.
  - Indicate whether medical attention is needed.
  - The individual requires supervision at all times.
  - Remain with the suicidal person until help arrives.
  - Stay engaged with the person through active listening.
  - If needed, enlist assistance from additional staff until CCSU Police arrive.
- If weapons, medication, or other items were used to attempt the suicide, secure them if safe to do so.
- If you hear that a student/faculty member has made suicidal threats, report the situation immediately to CCSU Police even if you are unsure of the seriousness of the threat. You are not responsible for conducting a threat assessment.

*\* Suicidal thoughts may be expressed directly or indirectly. They can include verbal statements, writings, and/or drawings.*

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## SUICIDE IDEATION OR ATTEMPT

## IF AN ASSAULT OCCURS:

- Find or remain in a safe position.
- If an assault is in process, try to call for assistance from CCSU Police.
- If the assault has already occurred and the victim requires medical attention, call 911.
- If you are uninjured and if safe to do so, move the victim to a private office/area. Ensure the victim is in a safe place, and assist in making them comfortable.
- Do not leave the victim alone.
- Report the assault to CCSU Police immediately.
- Be prepared to give as much of the following information as possible to CCSU Police:
  - Your name
  - Your location
  - What happened
  - Victim's name
  - Victim's age
  - Location of victim
  - Description of the assailant
  - Location of the assailant or direction of their escape

## THREATENING BEHAVIOR/OBSCENE TELEPHONE CALL:

- A "threat" is a communicated intent to inflict physical or other harm on another person.
- Threats can be communicated verbally or gesture, or a combination.
- If you believe you are being threatened, employees should contact the Human Resources Department; students should report the incident to Student Affairs.

*If you receive an obscene telephone call, follow these suggestions:*

- Hang up as soon as you hear an obscenity, improper question, or no response to your "hello."
- Record the time of the call, vocal characteristics of the caller and background noise.
- Note caller's phone number if you have caller ID.
- Call CCSU Police to report the incident.

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## ASSAULT/THREATENING BEHAVIOR



## HOSTILE INTRUDER:

- *Classroom/Office:* Faculty should immediately lock the students and themselves in the classroom/office, if possible. Cover any windows or openings that have a direct line-of-sight into the hallway.
- *Residence Hall:* Lock yourself in your room or join others in a room that can be locked. Do not stay in an open hall or lounge area.
- If communication is available, call 911 or CCSU Police.
- DO NOT sound the fire alarm.
- Barricade yourself using desks, beds, or items of furniture you can push against the door.
- Lock windows, close curtains/blinds, and stay away from windows.
- Turn off all lights and audio equipment
- Try to stay calm and be as quiet as possible.
- Remain in place until police arrive and provide directions.

## ACTIVE SHOOTER:

- As a general rule, DO NOT approach the person(s) with the weapon.
- Move immediately out of the area to a safe location, notifying others of the danger as you leave.
- Dial 911, use a campus emergency phone, or call CCSU Police. If you know where the suspect(s) are or have a description, tell the police.
- Once you are in a safe area, remain there until directed/escorted by police.
- Remain as calm and quiet as possible.
- Do not attempt to rescue others unless you have been trained or can reach them safely.
- If you are wounded or with someone who may be wounded, expect police officers to bypass you in their search to find the shooter(s). Rescue teams will follow to aid you and others.

*If a shooter enters your class or office:*

- If possible, call 911 or CCSU Police. If you cannot speak, leave the line open so police can hear what is happening.
- Use common sense in dealing with the shooter; negotiation may be successful in gaining time for police to respond. Attempts to overcome the individual with force should only be used as a last resort.
- If the shooter exits your area, leave the area immediately or barricade yourself inside using desks, chairs, or heavy objects.
- Do not count on walls or doors to be sufficient protection from bullets.

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# HOSTILE INTRUDER / ACTIVE SHOOTER

## IDENTITY THEFT:

- Occurs when someone gains access to a person's basic information, including name, address, and credit card or Social Security numbers, and uses that information to open new credit or bank accounts, order merchandise or borrow money, fraudulently use tolling phone calling cards, etc.

### *How Identity Theft Occurs:*

- Being in possession of a stolen credit card, the suspect may call the credit card issuer and ask to change the mailing address on the account. The victim doesn't receive the bills and the identity thief uses the stolen card.
- They may open up a bank account in the victim's name and write bad checks on that account.
- Using a stolen debit card, they may drain the victim's bank account.

### *Prevention of Identity Theft or Fraud - Reducing Access to Personal Data:*

- Minimize the number of credit cards and identification information you carry in your wallet or purse. Don't carry bank account numbers, PINs, or Social Security cards.
- Do not have your Social Security Number, assigned driver's license number, middle name, or telephone number pre-printed on your checks.
- Never provide personal information (Social Security Number, credit card number, address, etc.) over the telephone unless you initiate the call and are familiar or acquainted with the business.
- Always take credit card and ATM receipts with you. Never toss them in a public trash container.
- Do not use your Social Security Number as any kind of identifier such as ATM PIN numbers.
- Review your credit card bills, telephone bills, and checking account statements as soon as they are received to ensure that no fraudulent activity has taken place.

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## IDENTITY THEFT

## PERSONAL SAFETY

### *What is Personal Safety?*

Awareness does not necessarily mean that you must practice the martial arts and become proficient at physical self-defense. Self-defense is “mental” preparation as well as physical. Awareness through education is the easiest way to practice self-defense. Awareness fosters the practicing of good habits.

### *The Basics of Personal Safety:*

- Be aware of your surroundings.
- Concentrate at all times; do not appear oblivious to danger. Trust your “gut feelings” that something is wrong.
- Know what to do if you become a victim; know what and how to report an incident.
- Practice good habits; at home, at work, at school, shopping driving, walking/jogging, or socializing/dating, etc.

### *Safety at Work:*

- Working late – ask the Police to escort you to your vehicle. Call home and let someone know that you will be working late.
- Using an elevator – do not get into an elevator if someone inside makes you feel uncomfortable (trust your gut feeling). Step out of the elevator if someone enters that causes you to feel uncomfortable. Always stand near the control panel, this will allow you to push any or all buttons if you need to stop the elevator due to being targeted as victim while inside.
- Leave and walk in a group (in a group of two or more, the possibility of becoming a victim of a crime is reduced by 70 %)
- Accept rides from those employees you know.
- If you ever feel uncomfortable about a fellow employee or other individual, make your supervisor and a family member aware of your concern.

### *Parking:*

- Park in well-lit areas.
- Have your keys in your hand – a key can be a perfect weapon and limits the time you spend standing outside your vehicle.
- As you approach your vehicle look under it and in it – don’t approach your vehicle if there is a suspicious person near it.

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## PERSONAL SAFETY

## EVACUATION PROCEDURES:

- Remain calm.
- Evacuate using the nearest safe exit, ensuring others around you are aware of the need to evacuate.
- Assemble at least 100 feet from the building, remaining in your class/office group if possible.
- Consider individuals with disabilities that may need assistance evacuating.
- Evacuate the building immediately, in a calm orderly manner, using only the exit and directions provided.
- **DO NOT** take personal items with you.
- Close doors behind you while exiting.
- Walk, do not run.
- **DO NOT** go into the restrooms.
- **DO NOT** use the elevators.
- Keep clear of emergency vehicles.
- Leave sidewalks and roadways clear for emergency responders.
- Report to emergency responders any hazards, fires, and any individuals unable to evacuate.
- Remain at the designated evacuation assembly area until directed by CCSU Police.

## CAMPUS EVACUATION:

- If a campus evacuation is issued, exit according to CCSU Police or other emergency authority instructions.
- Do not put your vehicle in a position where it blocks the way for others.
- Some vehicles may be chosen for emergency transportation; if your vehicle is chosen, please cooperate.
- If you are unable to evacuate with your vehicle, evacuate by foot.

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# EVACUATION

## TELEPHONE THREAT

- Remain calm and don't hang up. Keep the caller on the line as long as possible, and listen carefully.
- Note the time of the call.

### Ask the caller the following questions:

- Where is the bomb?
- When will it explode?
- What does the bomb look like?
- What kind of bomb is it?
- What is the caller's name and motive for placing the bomb?
- Are you an employee?
- Are you a student?
  
- Write down any pertinent information such as background noises, gender of caller, and voice pitches and patterns.
- Notify CCSU Police immediately.

## WRITTEN THREAT/PACKAGE

- Remain calm.
- Don't touch or approach a bomb or suspicious device.
- Do not use your portable radio or cell phone within 100 ft. of the package.
- Notify CCSU Police immediately.
- Do not attempt to move or open the package.
- Keep anyone from handling it or going near it.
- Evacuate all persons out of the immediate area.
- Write down everything you remember about the letter or parcel.
- Save all packing materials.

## NOTIFICATION OF A BOMB THREAT:

- Remain calm and conduct a search of your area for any suspicious packages or unidentified/unusual objects. **Never touch any package that is suspicious!**
- If you see something suspicious, notify CCSU Police.
- Follow evacuation directions from CCSU Police. Do not self-evacuate!
- Avoid running and other movement, since this can detonate certain devices.
- Remember that explosives can be hidden in or fashioned to look like ordinary objects.

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**BOMB THREAT/SUSPICIOUS PACKAGE**

**IF YOU DISCOVER FIRE OR SMOKE:**

**RESPONSE TO AUDIBLE FIRE ALARMS:**

**CALL 911**

**Remember: R.A.C.E.**

- **R**escue: Remove anyone from immediate danger.
- **A**larm: Notify the CCSU Police of the fire situation and activate the nearest emergency pull station.
- **C**ontain: Close all doors to confine smoke and fire.
- **E**vacuate: Unless otherwise directed, use the nearest safe exit to evacuate. Remain with those around you until directed to return to the building.

- Remain calm.
- Evacuate the area, even if you think it is a drill or prank.
- Only return to the building when directed by CCSU Police.

**IF YOU CATCH ON FIRE:**

**EVACUATION REMINDERS:**

**DO NOT RUN!**

- **S**TOP where you are,
- **D**ROP to the ground, and
- **R**OLL over and over to smother flames.

- If leaving a room, feel the door with the back of your hand before opening it and do not open any door that feels hot.
- Do not return to your area for personal belongings.
- If smoke is present, stay low. The best quality of air is near the floor.
- Consider individuals with disabilities that may need assistance evacuating.

**IF YOU ARE TRAPPED IN YOUR OFFICE/CLASSROOM:**

- Wedge wet towels or cloth materials along the bottom of the door to keep out smoke.
- Try to close as many doors as possible between you and the fire.
- Dial 911 to report your problem and location.
- If you are trapped in an area and need fresh air, only break the window as a last resort. Use extreme caution when breaking the window.

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**FIRE**