Emergency Response Guide

A reference guide filled with information to help you respond quickly and effectively to a variety of emergency situations on campus.
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Introduction

Extensive plans directing Colby-Sawyer College’s emergency response to threats of severe weather, fire on campus, hazardous material incidents, bomb threat, violent crime or any other potential threats to the campus community have been developed. Should the need arise; the college is ready to respond. In the event of such situations, the college’s emergency communications system, **CSCAlert**, will notify the campus of the incident.

The Department of Campus Safety, as part of the campus’s “Incident Response Team” (IRT), has prepared this guide for students, faculty and staff to follow in various emergency situations. It is recommended that you become familiar with this information and keep this booklet conveniently located for quick reference. This material is meant to augment the Emergency Response Guides which can be found in most classrooms on campus.

Please report all on-campus suspicious activities or criminal offenses to the Department of Campus Safety at 526-3300, for emergencies dial 9-1-1. Any of the exterior blue light telephones or call boxes found at the entrance to most campus buildings may also be used for direct contact with the Department of Campus Safety.
Lockdown and Shelter-in-Place Procedures

There are a number of emergency situations during which building or facility evacuation is not the best solution and may not be advisable. In such cases, either a Shelter-in-Place or a Lockdown may be the best option.

Shelter-in-Place

Generally, Shelter-in-Place simply means staying indoors. If an incident occurs on campus, assume that you should shelter-in-place, or remain inside, unless you are directed to do otherwise or the building is unsafe. Examples of situations in which Shelter-in-Place might be used include: severe storms, such as tornados; extreme life-threatening temperatures (e.g., cold or heat); public disturbances, such as a demonstration that has escalated to a violent level; explosions, whether intentional or accidental; and chemical or biological contaminants released accidentally or intentionally into the air.

- BE AWARE: Notification to shelter-in-place can come from Campus Safety personnel, local authorities such as the New London Police or Fire Departments, Residential Education staff or other college employees.
- College community members may also be alerted to campus “Shelter-in-Place” status via text message, a scrolling message at the bottom of a college computer, e-mail, runners and/or other means available.
- PREPARE: Although it is unlikely that you will ever need to shelter-in-place, it is helpful to prepare for
such situations. A few simple items stored in the place you spend most of your time can make sheltering easier and more comfortable. The items include: extra prescription medicine, first aid supplies, non-perishable food and bottled water, a flashlight, a battery-operated radio, extra batteries and a telephone.

How to Shelter-in-Place:

- If you are inside, stay where you are. Collect any shelter-in-place supplies and a telephone to be used in case of emergency.
  - If your building is damaged take your personal belongings (CSC Smartcard, purse, wallet, keys) and follow the evacuation instructions from emergency personnel.
  - If you are outside proceed into the closest building quickly or follow the instructions from emergency personnel on the scene.
- Shelter-in-place in an interior room, above ground level, and with the fewest windows. If there is a large group of people inside a particular building, several rooms may be necessary.
- Shut and lock all windows (locking will form a tighter seal) and close exterior doors.
- Turn off air conditioners, heaters and fans. Close vents to the ventilation system as you are able. College staff will turn off the ventilation system as quickly as possible.
- Make a list of all the people with you and ask someone (Residential Education staff, faculty, or other
staff) to call the list in to Campus Safety so that they know where you are sheltering. If only students are present, one of the students should call in the list.

- Log onto the network with a college computer and look for e-mails and/or scrolling text providing situational updates. Turn on a radio and tune to 90.9 FM or 99.7 FM for further instructions. Check your registered mobile device for CSCAlert updates.
- Make yourself comfortable.
- Look after each other. You will get word when it is safe to come out.

**Lockdown**

Lockdown is a procedure whereby all community members, upon being alerted by college officials, lock themselves and their students in classrooms, work areas or residence halls. This is a temporary precautionary measure when there is a serious perceived threat to the personal safety of community members.

**Room, Building, or Campus Room Lockdown Response**

A Room Lockdown Response is used when it may be more dangerous to evacuate the building than to stay in the assigned rooms. Examples: Violent or potentially violent incident by a person or persons threatening with a gun or other deadly weapon; robbery in progress, etc. Community members will be alerted to a campus “Lockdown” status via text message, a scrolling message at the bottom of a college computer, e-mail, runner and/or other means available.
Room Lockdown Procedure

a. When a “Lockdown” alert is received immediately announce “Lockdown” to your group.
b. Remain calm and stay with your group of students, faculty, staff or visitors.
c. Receive students, faculty, staff and visitors from hallway (if possible).
d. Lock room doors and windows, barricade door if circumstances permit.
e. Close shades.
f. Move people away from doors and windows so they can't be seen.
g. Shut off lights.
h. Remain quiet (silence cell phones but do not shut them off).
i. Ignore Fire Alarm (contact 9-1-1 if you believe there is a fire danger).
j. Notify law enforcement (9-1-1) of the type of disturbance, its location, the number of people causing it, who is involved, any weapon presence, and your name. Provide as much information as possible.
k. If a gunshot is heard, keep people down near the floor and shielded under/behind room furniture as much as possible.
l. Maintain a calming influence over your group. Reassure students, faculty, staff and visitors that everything possible is being done to return the situation to normal.
m. Notify law enforcement (9-1-1) as soon as possible of any medical emergencies.
n. Remain in the secure room until released by law enforcement. If doubt exists about the safety of the individuals inside the room, the area should remain secured.
o. If gunshots are fired and fleeing is necessary, run away in a zigzag manner, not a straight line.

Building or Campus Lockdown Response

a. The decision to initiate a building or campus-wide Lockdown rests with Campus Safety and/or law enforcement.
b. A Lockdown consists of moving all students, faculty, staff and visitors off the grounds and into the buildings, securing all entrances, and denying access to any unauthorized persons.
c. Always begin the Lockdown procedure immediately following notification to do so.
d. Cancel all outdoor activities until approved otherwise by law enforcement or authorized college official.
e. No person should leave a building under a Lockdown order.
f. The building or campus Lockdown is to remain in effect until cancelled by law enforcement.
g. Ensure all instructions issued by law enforcement are followed immediately.

It is important to understand that there is a distinct difference between an active shooter situation and a hostage situation, which require different behavioral responses on the part of the victims.
Active Shooter

Introduction

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area. In most cases active shooters use firearms, and there is no discernible or obvious pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. College campuses are not immune to serious or violent crime. This document provides guidance to faculty, staff and students who may be caught in an active shooter situation, and describes what to expect from responding police officers.

Guidance to Faculty, Staff, and Students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

- If an active shooter is outside your building, you should immediately seek cover in an attempt to conceal and hide from the shooter. Proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 9-1-1, advise the dispatcher of what
is taking place, and inform him/her of your location; remain in place until the police give the “all clear.” Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer through a 9-1-1 operator.

- If an active shooter is in the same building you are, you should immediately seek cover in an attempt to conceal and hide from the shooter. Determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can’t be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.

- If an active shooter enters your office, classroom or residence, try to remain calm. Call 9-1-1 if possible, and alert police to the shooter’s location; if you can’t speak, leave the line open so the dispatcher can listen to what’s taking place. If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place, and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an
escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are, and notify authorities of their location as soon as possible. Proceed to a safe location, and do not leave campus until advised it is safe to do so by police.

What to Expect from Responding Police Officers

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams; they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns or handguns, and might also be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying, and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are
released, remain at whatever assembly point authorities designate.

**Hostage Situation**

**Introduction**
A hostage situation involves an armed and dangerous individual, who may or may not have already used deadly force. In most instances, his access will be restricted due to his own choosing or changing events, such as the arrival of law enforcement. A significant distinction in a hostage situation is the containment of the offender and victim. The motive of the hostage-takers can vary between substantive and expressive.

Hostage takers realize that only through keeping the hostages alive can they hope to achieve their goals. They understand that if they harm the hostages, they will change the incident dynamics and increase the likelihood the authorities will use force to resolve the incident. Therefore, it remains in the best interest of the hostage-takers to keep the hostages alive and avoid actions that might trigger a violent response from police.

**If You Hear or See a Hostage Situation**

- Immediately remove yourself from any danger.
- Call 9-1-1 as soon as you can do so safely.
- Be prepared to give Dispatch Center the following information:
  - Location and room number of incident
  - Number of possible hostage takers
  - Physical description and names of hostage takers, if possible
- Number of possible hostages
- Any weapons the hostage takers may have
- Your name, your location and phone number

If you are Taken Hostage

- Remain calm, be polite and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive, and obey your captors.
- Speak normally. Do not complain or act belligerently; comply with all orders and instructions.
- Do not draw attention to yourself with sudden body movements, comments or hostile looks.
- Observe the captors, and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present captors’ demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.
In a Rescue Situation

- Do not run. Drop to the floor, and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Do not be upset, resist or argue if a rescuer isn’t sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear.
- You will be taken to a safe area, where proper identification and status will be determined.
- Wait for instructions, and obey all instructions you are given.

Bomb Threats

If you receive a bomb threat by telephone, here are some helpful things to keep in mind:

- Remain calm. When the bomb threat is received, the person taking the call must stay calm and obtain as much information as possible.
  - Do not put the caller on hold.
  - Do not attempt to transfer the call.
- The person taking the call should immediately notify another staff member in the office, preferably while the caller is still on the line.
- Pay attention to the caller and his/her words and speech:
  - Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
Is the caller angry, excited, irrational or agitated?
Is the caller a man or woman, young, middle-aged or old?
If you have caller ID, note the phone number of the caller.

- Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc.).
- It is important to document all that you know and hear. This should include filling out the Bomb Threat Checklist.
- Call the Department of Campus Safety from a campus phone at 3300 or (603) 526-3300 from a cell phone.
- Do not evacuate until told to do so by the Department of Campus Safety.

**Bomb Threat Checklists**

**Stay calm and collect all the information you can:**

- Name of call taker
- Date and time received
- How the threat was reported (telephone, e-mail, in-person, by mail)?
- Location threatened
- Exact words used to make threat

**Questions to ask the person making the threat:**

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
• Who placed the bomb?
• Why was the bomb placed?
• Where are you calling from?

Description of caller’s voice:

• Young, old, middle-aged
• Accent
• Male, female
• Race
• Background noises
• Remarks, etc...
• Completed by: (your name and title) Your contact information (phone, e-mail, etc.)

Weather Emergencies

Severe Thunder Storms or Tornadoes

The college is prepared to notify the campus community via CSCAlert of severe weather emergencies.

The following terms are utilized by the National Weather Service:

• Watch: Conditions are right for a severe thunder storm or tornado to develop. Continue with normal activities, but continue to monitor the weather.
• Warning: Radar or weather spotters have identified a severe thunder storm or tornado.
If you are indoors:

- Know the location of the appropriate area(s) for your facility. This can be a basement or a ground floor hallway with no windows or a door frame.
- If you are unable to go to a room with no windows, get under a desk or a table.
- Remain in a protected area until the threat has ceased or the danger has passed.
- Call 9-1-1 from any campus phone to report injuries.

If you are outside:

- Try to seek shelter indoors.
- If you cannot, try to get to a protected or safe area away from buildings, windows and glass, telephone or light poles or any place where there could be falling debris.
- A low area such as a ditch or ravine or a depression works well.
- Lie face down and cover your head and face.
- Avoid any downed power lines.
- Call 9-1-1 from any campus phone to report injuries and damage.

Fire and Hazardous Materials Emergencies/Building Evacuation

In the event of a fire or hazardous materials emergency within a campus building, it is necessary and safest for occupants to evacuate. College policy is total evacuation of the building.
A fire or hazardous materials emergency exists whenever:

- A building fire evacuation alarm is sounding
- An uncontrolled fire or imminent fire hazard occurs in any building or area of campus
- There is the presence of smoke or the odor of burning
- There is an uncontrolled release of combustible or toxic gas or other hazardous material, or a flammable liquid spill

To Survive a Building Fire

Activate the building fire alarm if it is not already sounding.

- Pull a fire alarm station on the way out.
- If the building is not equipped with a fire alarm, knock on doors and shout on your way out.
- Leave the building by the nearest exit.
- Crawl if there is smoke. (Cleaner, cooler air will be near the floor.)

Feel doors before opening.

- Before opening any doors, feel the metal knob. If it is hot, do not open the door.
- If it is cool, brace yourself against the door, open it slightly, and if heat or heavy smoke are present, close the door and stay in the room.

Go to the nearest exit or stairway.

- If the nearest exit is blocked by fire, heat or smoke, go to another exit.
Always use an exit stairway, not an elevator. (Elevator shafts may fill with smoke or the power may fail, leaving you trapped. Stairway fire doors will keep out fire and smoke if they are closed and will protect you until you get outside.)

Close as many doors as possible as you leave. This helps to contain the fire.

Total and immediate evacuation is safest. Use a fire extinguisher only if the fire is very small and you have received training. Do not delay calling emergency responders or activating the building fire alarm. If you cannot put out the fire, leave immediately. Make sure public safety and the fire department are called even if you think the fire is out.

If you get trapped, keep the doors closed.

Place cloth material (wet if possible) around and under door to prevent smoke from entering.

Be prepared to signal your presence from a window. Do not break glass unless absolutely necessary, as outside smoke may be drawn inside.

Signal for help

Hang an object at the window (jacket, shirt) to attract the fire department’s attention.

If there is a phone in the room or you have a cellular phone, call 9-1-1 and report that you are trapped.

Be sure to give your room number and location.

If all exits from a floor are blocked, go back to your room, close the door, seal cracks, open the windows.
If safe, wave something out the window and shout or phone for help.

**Stop, Drop and Roll**

- If your clothes catch on fire, stop, drop and roll, wherever you are. (Rolling smothers the fire.)

**Obstacles**

- Storage of any items in the corridors to include: bicycles, chairs, desks and other items is prohibited in all exit ways, including stairwells.
- Blocked exits and obstacles impede evacuation, especially during dark and smoke conditions.

**Notify emergency responders from a safe distance away from the building.**

- Call 9-1-1 from a campus phone.
- Use blue light phones or call boxes located at the entrances of most campus buildings.
Guidelines for Suspicious Letters and/or Packages

How to Identify Suspicious Packages and Letters

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Hand-written or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Visual distractions
- Ticking sound
- Excessive security material such as masking tape, string, etc.
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

Actions to Take Once a Potential Suspicious Package Has Been Identified:

- Stay calm – do not panic.
- Do not move or handle a suspicious package.
- Call the Department of Campus Safety from a campus telephone at 3300 or your cell phone 526-3300.
• If there is reason to suspect that a package may contain an explosive device based on characteristics described above, do not handle the package. Leave the area and contact the Department of Campus Safety.

• If the suspicious letter or package is marked with a threatening message (such as “anthrax”) or if a suspicious powder or substance spills out of the package or envelope, follow these guidelines:
  o Do not clean up a suspicious powder.
  o Turn off local fans or ventilation units in the area if you suspect that a device has been activated and the fan/ventilation switches are quickly and easily accessible.
  o Leave the room and close the door, or section off the area to prevent others from entering. Call for help and keep others away from the area.
  o Wash your hands with soap and water to prevent spreading any powder to your face.
  o Remove heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. Give clothing bag to the emergency responders.
  o Shower with soap and water as soon as possible if contaminated. Do not use bleach or other disinfectant on your skin.
  o List all people who were in the area when the suspicious package was recognized.
  o Provide this list of people to responding law enforcement for follow-up investigations and to obtain advice from local public health
Emergency Preparedness and Response

Emergency responders from the New London Fire Department, New London Police and the State of New Hampshire will assess the situation. If the suspicious letter or package is marked with a threatening message, such as “anthrax” or if a suspicious powder or substance has spilled, they will follow certain guidelines.

Please Do the Following to Assist the Department of Campus Safety

- Turn off local fans or ventilation units in the area.
- Leave area immediately.
- Close the door, or section off the area to prevent others from entering.
- Shut down air handling system in the building, if possible. Call Facilities at 3699 from any campus phone for assistance with HVAC and other building issues.
- List all people who were in the room or area when this suspicious letter or package was recognized.
- Provide this list of people to New London Police and other authorized agencies for follow-up investigations.
Additional Resources:

Federal Bureau of Investigation Advisory:  
http://www.fbi.gov/pressrel/pressrel01/mail3.pdf

Centers for Disease Control Anthrax Information:  
http://www.bt.cdc.gov/agent/anthrax

United States Postal Service Anthrax Information:  

Information for this publication has been obtained from the Centers for Disease Control (CDC), the Federal Bureau of Investigation (FBI), the Department of Homeland Security, the United States Postal Service, Center for Personal Protection and Safety and the Ithaca College Office of Public Safety.