



# Dallas College Emergency Procedures Guidelines



**DALLAS COLLEGE**

## **Dallas College Emergency Procedures Guidelines\***

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### **Guide's Authority**

The Emergency Procedures Guidelines follows the Dallas College emergency operations plans (EOP), which are promulgated under the authority of college policy, NIMS Resolution (July 2007 Board), and the signatures of the chancellor and the chancellor's staff.

Failing to follow the lawful instructions of college and/or location personnel and first responders charged with Incident Command System responsibilities during an incident/drill or preventing another employee and/or student/visitor from following instructions is grounds for disciplinary actions (following college policy) up to and including termination.

See: Dallas College (057501) Term Contracts: Dismissal DMAA (Local) and Dallas College (057501) Termination of Employment: Noncontract Employment DMC (Regulation)

\* The College Emergency Procedures Guidelines provides guidelines that would be applicable at all College locations.

## **In All Emergencies**

If it is safe to do so, take your personal belongings (car keys, etc.) and put away sensitive material. You may not be allowed back into the building.

Position all items you will take with you so they are secure but quickly accessible.

## **Definitions**

- Incident Commander (IC): The one person in charge during an emergency. The Incident Commander will be the most qualified content expert present for the incident.
- College Emergency Response Team (CERT): College employees who have volunteered and received emergency management training. CERT members convey instructions from the IC and operate under the authority of the location's chief executive officer.
- Intruder Lockdown: Immediate threat at location. Person(s) at location intent on causing harm to others. If not at location, stay clear.
- Police Activity Lockdown: Potential threat near the location (example: robbery suspect being chased by police in area). If not at location, stay clear.
- Severe Weather Warning: Immediate threat of severe weather that requires taking immediate cover (example: tornado spotted in location's area).
- Shelter-in-Place: Immediate threat of a "noncriminal" nature (examples: hazardous spill outside; gas leak in area; chemical, biological and radiological).
- Emergency Evacuation: Incident requiring evacuation of the building (example: confirmed or suspected bomb in the building).
- Campus Closing: Location closing due to weather, power outage, water main break, etc.
- Inclement Weather: College and campuses closing due to weather.
- All Clear: This message is sent when the emergency condition is over. Threat or condition no longer exists.

## Emergency Alerts

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Dallas College Emergency Alerts is an email, text message and phone system that alerts you when icy weather cancels classes or in the event of an emergency.

Dallas College Emergency Alerts lets you know when there is an unscheduled evacuation or closure of a College location because of weather, utility outages, or police or other types of emergencies.

We send alerts by email to the address you provided to us when you registered for classes. You don't have to sign up for alerts; they are sent to the email address we have on file for all students of the College. So, to make sure you receive emergency alerts, update your email address if it has changed since you registered. It's easy to update your emergency alerts email address — or to request that, in addition to email, you also be alerted by phone call, text message or both. Updates and/or changes can be made on your eConnect account.



## Evacuations

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- Follow instructions from the College Emergency Response Team (CERT) members and/or first responders.
- Once outside the building, move at least 300 feet from the building following the Evacuation Line signage. Wait for instructions.
- After asking, assist those with mobility impairments who may need assistance.
- Keep in mind that you might have to evacuate on foot in certain emergency situations (example: tanker fire blocking a road).

### Evacuation at locations with multiple floors:

- Never use the elevators during a fire evacuation. Stairs are always the best choice during any evacuation if you do not have mobility issues.
  - For those with mobility impairments, it is recommended during a fire evacuation that you relocate to a stairwell landing.
  - From the stairwell landing call 972-860-4290 and tell the Dallas College police dispatcher your building location, floor, and stairwell location. A first responder will be sent to your location.
- If you see someone waiting in an stairwell landing, tell a first responder or call 972-860-4290 and tell the Dallas College police dispatcher the person's building location, floor, and stairwell location.

## Shelter-in-Place

- Follow instructions from the College Emergency Response Team (CERT) members and/or first responders.
- Remain calm. Do not exit the building.
- Notify people in your area to quickly get away from the perimeter of the building and exterior glass.
- Proceed to one of the marked "Safer" areas (based on NOAA guidelines) unless instructed otherwise by College Emergency Response Team (CERT) members and/or first responders.

## Fire

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- Remember – No personal property or location property is worth risking your safety or life.
- If it is safe to do so, take your personal belongings and put away sensitive material. Position all items you will take with you, so they are secure but quickly accessible.
- Secure sensitive areas. If you work in a sensitive area, such as the cashier office, secure these areas before leaving, if possible, to help prevent fire damage and/or theft.
- After asking, assist individuals with mobility impairments who may need assistance.
- Leave the area by means of the primary evacuation route. If this exit is blocked, use a secondary route.
- Once outside the building, move at least 300 feet from the building following the Evacuation Line signage. Wait for instructions.
- Do not reenter building until police, CERT members and/or the fire department advises it is safe to do so.

Remember R.A.C.E. if you discover a fire:

- RELOCATE — If it is safe to do so, relocate or rescue people in immediate danger. Instruct others to report to one of the gathering areas as you leave the building. Be aware of people who may need assistance.
- ALARM — Pull the building fire alarm to alert others. Move to a safe location. Call 972-860-4290 (College Police Dispatch) immediately using a cell phone.
- CONFINE — Close all doors, windows and other openings to confine the fire. Shut off fuel sources such as piped gases and compressed gas cylinders as you evacuate, if this can be done safely.
- EVACUATE — Evacuate building.



## Fire Extinguishers

- Use fire extinguishers only on small fires that are just starting to burn.
- Never turn your back to a fire. Always keep between you and the fire.
- Lift the extinguisher by the bottom handle with one hand. The bottom handle will not activate the extinguisher.
- Most extinguishers will have a plastic tab around the handle. Grasp the tab, pull and twist to break free. Discard tab.
- Follow the P.A.S.S. acronym:  
PULL — Pull the pin/ring after breaking plastic tie.  
AIM — Aim the nozzle at the base of the fire.  
SQUEEZE — Squeeze or press the handles together.  
SWEEP — Sweep the nozzle slowly from side to side, aiming at the base of the fire.
- Continue until the extinguisher is empty.
- Exit to a safe location.
- Any type of fire must be reported. Call 911 on a college phone or College Police Dispatch at 972-860-4290 on your cell phone.

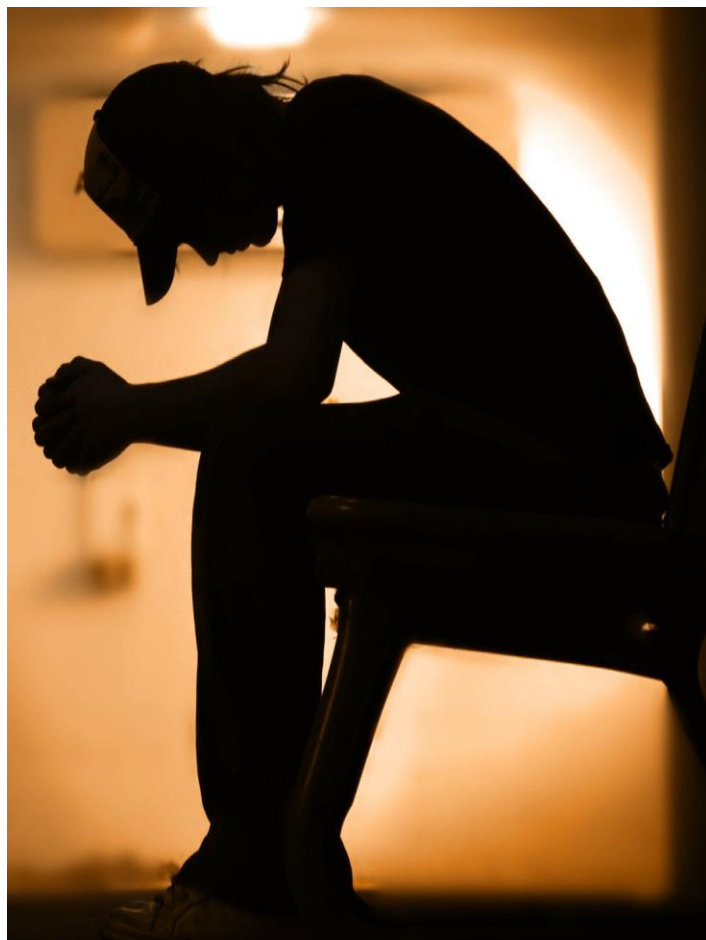
## Unauthorized and/or Suspicious People

Any person who is acting in a suspicious manner, is unfamiliar to you or does not appear to have any actual business at a college or service location should be reported by dialing 911 on a college phone. If a college phone is not available, use any available phone and dial College Police Dispatch at 972-860-4290. As the saying goes, “See Something – Say Something.”

## Emotional Health and Concerning Behavior

Like most people, you probably know of ways to cope with stress. But if you start feeling overwhelmed or anxious, seeing a college counselor can help you find practical solutions to personal or academic problems. Also, encourage people you know to check out the services if they sense they are getting stressed.

- At most colleges, counseling faculty or other professional counselors are available by appointment or on a walk-in basis.



- Counselors' offices are in either instructional divisions or in Advising and/or Counseling Centers.

- Employee services are provided through the college's Employee Assistance Program.

Finally, if you see someone exhibit concerning behavior (examples: angry outburst, threats of harming self or others, irrational conversation, or speech) or know of someone in the college community who is an immediate threat to their own safety or the safety of others, call 911 from any college phone or 972-860-4290 on any available phone.

### **Weapon at Location**

If you see someone with a weapon on college property or you are told someone has a weapon:

Dial 911 on a college phone. If a college phone is not available, use any available phone, dial College Police Dispatch at 972-860-4290 and give the dispatcher the following information:

- Location of the person with the weapon or where they were last seen
- The name of the person suspected to have the weapon (if known)
- A brief description of the person such as clothing, race, sex, etc.
- The weapon type (pistol, rifle, knife, shotgun, etc.)

Evacuate the area and advise others to do the same. Under no circumstance should you approach the person and inquire about the weapon.

### **Intruder Lockdowns and Violent Criminal Actions**

Dial 911 on a college phone. If a college phone is not available, use any available phone and dial College Police Dispatch at 972-860-4290.

All intervention in criminal activity is the responsibility and duty of college police officers and local law enforcement.

No uniform policy can make determinations for all circumstances that may arise. Evacuating may be the best decision in one set of circumstances, while getting behind a locked and/or barricaded door may be more effective in another set of circumstances.

- If immediate harm is not present, leave the area and advise others to leave the location as quickly as possible.

- If conditions present immediate harm, go to interior rooms and spaces that place as many walls and barriers between you and the event as possible. When you get into the room, turn out the lights and close any window blinds. Be sure to silence your cell phones. Even "vibrate mode" is too loud with many cell phones. Get low to the floor.

- In most situations, if an Intruder Lockdown is announced, everyone should place themselves behind locked doors and/or in barricaded rooms.

- As you enter a room, try bringing as many people as you can into the room.

- Once you and others are locked or barricaded in a room, do not open the door for anyone, even if they are begging. If you open the door, the suspect simply has more victims.

- Remain in safe areas until directed by police and/or fire personnel to evacuate. Do not open a door simply because someone shouts, they are a police officer or first responder.

During an Intruder Lockdown incident, the wait could be VERY LONG. Police will have to go room by room to ensure that there are no further threats to public safety.

- Restrooms — given that you will be unable to leave a room during an intruder lockdown it may be necessary to utilize the trash can in the room.

- In most cases, college police officers will be backed up by city or county police officers whose uniforms you might not recognize.

- Follow police officer'(s) instructions. Unless in-

structed otherwise, put your hands up and spread your fingers. Do not make sudden moves — like quickly reaching for your phone and/or belongings when they enter the room. Even the college police officers whom you speak to every day may not recognize you during an emergency. The officers will be focusing on your hands, not your face.

### **Options if you are caught out in the open:**

- Keep moving until you find an open room that you can lock or barricade.
- Keep moving until you find a good hiding place.
- Play dead. This only works after the shooting has started — the suspect knows where he/she has been in the building.
- Fight back. This is a personal decision and should only be used as a last resort.

### **Police Activity Lockdown**

For college locations without the ability to lock outside doors quickly, the following steps will be taken during a Police Activity Lockdown:



- Report to the nearest room and lock or barricade the door.
- Turn out the lights and close any window blinds.
- Silence your cell phones.
- Wait for an “all clear” message.

For college locations with the ability to lock outside doors quickly, the following steps will be taken during a Police Activity Lockdown:

- The exterior doors will be locked by police officers or assigned college employees.
- Message(s) will be sent out with information and/or instructions.
- Signs will be posted on exterior doors advising people outside of the lockdown with a number to call for the public.
- If you are outside the building, leave the area and wait for an “all clear” message.
- All students and employees will remain inside the building (no standing in the doorway or going in and out).
- Wait for an “all clear” message.
- Incident Commander (person in charge) has the authority to modify the Police Activity Lockdown instructions.



## Reporting a Crime

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The following should be reported by calling 911 on a college phone. If a college phone is not available, use any available phone and dial College Police Dispatch at 972-860-4290 if:

- An individual has something stolen from them personally or if college property is missing from an individual's work area. The item should be considered stolen if an extensive search and inquiries have been made regarding the item. The value or lack of value of an item should not be a factor in deciding whether it should be reported.

- A person is threatened and/or verbally abused.
- A person is involved in a hit-and-run vehicle accident.
- A person witnesses or has knowledge of the following:

Suspicious activity

Theft

Vandalism

Threats, arguments, verbal abuse

Assaults

Drugs

Traffic accidents

Traffic violation, speeding

## Severe Weather

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There are two types of severe weather alerts:

**WATCH:** A watch is a public notification that weather conditions exist that could lead to a warning.

**WARNING:** A warning is an alert by the National Weather Service confirming an actual event that is occurring, giving time, location, speed and direction of movement.

### If severe weather is imminent:

- Remain calm. Do not exit the building.
- Notify people in your area to quickly get away from the perimeter of the building and exterior glass.
- Proceed to one of the marked "Safer" areas (areas that most closely meet NOAA guidelines for severe weather) and close the door to prevent injury from flying debris.



## Wireless Emergency Alerts (WEA) Weather Warnings Sent to Your Smart Phone:

Students and employees who own the newer smart phones are set up to receive WEA messages (unless the person has changed the phone's settings).

These messages include severe and/or extreme weather alerts. Wireless Emergency Alerts (WEA) are emergency messages sent by government authorities through your mobile carrier.

The weather warnings come from the National Weather Service (NWS).

If you receive a weather message telling you to "take shelter," then do so and inform those near you.

Be aware that College Police Dispatch, police officers and emergency management personnel receive warnings from the NWS roughly the same time as you receive the WEA messages.

It will take a short period of time for the college to re-broadcast the message in its notification systems.

The college's notification systems also may be affected by power outages or system failures, so always follow the instructions from a reliable source such as WEA.

## Inclement Weather

In the event there is a question as to whether we will be closed due to inclement weather, the following options are available:

- College website
- College social media
- News stations
- Signing up for the college's notification services in your eConnect account

## Medical Emergencies

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Call 911 on a college phone.

If a college phone is not available, use any available phone, dial College Police Dispatch at 972-860-4290, and:

- Initiate lifesaving measures if required and you are trained to do so.
- Do not move an injured person unless there is a danger of further harm.
- Keep the injured person warm.
- Remain with the victim until medical assistance arrives.
- Have a designated person meet emergency personnel when they arrive and escort them to the location.
- Report the incident.

## Medical Transportation

- The college will not assume payment for ambulance transportation.
- Individuals refusing transportation by ambulance are solely responsible for the decision. *An individual's refusal to accept assistance does not prevent another individual from calling 911 if they believe medical assistance is needed.*
- Individuals refusing ambulance transportation to a medical facility will be responsible for their transportation to a medical facility: i.e., getting transportation from a family member or friend.

*Note: The college is not liable for accidents or injuries involving transporting a person in a privately owned vehicle.*

## **Reporting Safety Issues**

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Safety hazards including but not limited to the following should be reported to the location's Facilities' Help Desk at 972-860-5445:

- Trip and fall hazards
- Fire hazards
- Unsafe activities
- Lights not working
- Locks or doors not working
- Electrical hazards
- Parking lot hazards
- Unsafe situations

Any injury or exposure to a hazardous substance or body fluids should be reported to the Health Center and the Human Resources Office if the person involved is a college employee.

### **Power Outage**

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In the event of a power outage, emergency lighting will automatically be activated. Have one person in



your area contact the Facilities' Help Desk at:  
972-860-5445

## **Hazardous Spills**

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Do not attempt to remove and/or clean up a hazardous spill.

Hazardous materials can include but are not limited to:

- Cleaners
- Ammonia products
- Solvents
- Paint products
- Chemicals
- Blood/body fluids

Call the Facilities' Help Desk: 972-860-5445

### **Hazardous Spills Outside the Building**

Follow instructions from First Responders and/or College Emergency Response Team (CERT) members as to whether to evacuate or shelter-in-place. If you are instructed to remain in the building, proceed to one of the marked, designated Tornado Safer Zone areas.

## **Bomb Threats**

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### **If you receive a bomb threat by telephone:**

- Keep the caller on the phone as long as possible.
- Do not interrupt the caller.
- If the telephone has caller ID, note the telephone number.
- Use the Department of Homeland Security Bomb Threat Checklist (see p. 16)
- Perform a quick search of your area to identify suspicious or unfamiliar packages or items.
- Do not touch any suspected item.

If you receive a bomb threat through another method:

- If the bomb threat is handwritten, do not touch the object it was written on.
- If message is electronic in nature, do not delete. Do not forward unless instructed by authorities.
- Perform a quick search of your area to identify suspicious or unfamiliar packages or items.
- Do not touch any suspected item.

In all the above incidents, CALL 911 on a college phone.

If a college phone is not available, move away from area then use any available phone and dial College Police Dispatch at 972-860-4290.

## Finding a Suspected Bomb

- Do not pull a fire alarm.
- Do not touch the suspected bomb.
- Leave the immediate area and inform others in your area as you exit.
- If it is safe to do so, take your personal belongings. Position the items so they are secure but quickly accessible.
- Do not turn on or use a cell phone in the area of the suspected bomb.
- Call 911 away from the suspected bomb.

## “Suspicious” Mail

If you decide that a letter or package is “suspicious” after comparing it to the FBI Advisory Bulletin (see p. 17), take the following steps:

- Do not handle the mail piece or package suspected of contamination.
- Isolate the person or people who have been exposed to any suspicious substance.
- Make sure that the suspicious letter or package is isolated, and the immediate area is closed off.
- Call 911 by dialing 911 on a college phone if available. If no college phone is available, use any available phone and dial 972-860-4290.

If a person suddenly experiences respiratory problems and/or blistering of the skin, place them under an emergency shower (found in science labs) and/or a regular shower (using only cold water). Turn the shower on — and leave it on — until first responders arrive.





## **Chemical, Biological or Radiological Incident**

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In the case of a chemical, biological or radiological incident, follow the instruction of police officers, first responders and/or CERT members. In most cases, if the incident is outside - staying inside a building is your best protection unless instructed to do otherwise by authorities.

## **Earthquakes**

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### **If you are indoors when shaking starts:**

- **DROP, COVER AND HOLD ON.** If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.
- Do not try to run out of the structure during strong shaking.
- If you are in a downtown area, it is safer to remain inside a building after an earthquake unless there is a fire or gas leak. Glass from high-rise buildings does not always fall straight down; it can catch a wind current and travel great distances.
- Do not use elevators.
- If you use a wheelchair, lock the wheels, and cover your head.



### **If you are outdoors when shaking starts:**

- Move to a clear area if you can safely walk. Avoid power lines, buildings, and trees.
- If you're driving, pull to the side of the road and stop. Avoid stopping under overhead hazards.

### **Once the earthquake shaking stops:**

- Check the people around you for injuries; provide first aid. Do not move seriously injured people unless they are in immediate danger.
- Check around you for dangerous conditions, such as fires, downed power lines and structure damage.
- If you have fire extinguishers and are trained to use them, put out small fires immediately.
- Turn off the gas only if you smell gas.
- Check your phones to be sure they have not shaken off the hook and tied up lines.

### **If you are trapped in debris:**

- Move as little as possible so that you don't kick up dust. Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort.

DO NOT stand in a doorway: An enduring earthquake image of California is a collapsed adobe home with the door frame as the only standing part. From this came our belief that a doorway is the safest place to be during an earthquake. In modern houses, doorways are no stronger than any other part of the house, and the doorway does not protect you from falling or flying objects.

DO NOT get in the "triangle of life": Over the years, an email has circulated which describes an alternative to the long-established "Drop, Cover, and Hold On" advice. The so-called "triangle of life" and some of the other actions recommended in the email are potentially life threatening, and the credibility of the source of these recommendations has been broadly questioned.

# BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

## If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

## If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

## If a bomb threat is received by email:

- Call \_\_\_\_\_
- Do not delete the message.

## Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

## DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

## WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

# BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number Where Call Received:

## Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.) \_\_\_\_\_
- When will it go off? \_\_\_\_\_
- What does it look like? \_\_\_\_\_
- What kind of bomb is it? \_\_\_\_\_
- What will make it explode? \_\_\_\_\_
- Did you place the bomb? Yes No \_\_\_\_\_
- Why? \_\_\_\_\_
- What is your name? \_\_\_\_\_

## Exact Words of Threat:

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## Information About Caller:

- Where is the caller located? (Background and level of noise) \_\_\_\_\_
- Estimated age: \_\_\_\_\_
- Is voice familiar? If so, who does it sound like? \_\_\_\_\_
- Other points: \_\_\_\_\_

### Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Female
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Male
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

### Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

### Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

### Other Information:

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Homeland  
Security

# FBI Advisory

**If you receive a suspicious letter or package**

**What should you do?**

- 1 Handle with care  
Don't shake or bump**
- 2 Isolate and look  
for indicators**
- 3 Don't Open, Smell  
or Taste**
- 4 Treat it as Suspect!  
Call 911**



No Return Address  
Restrictive Markings

Possibly  
Mailed from a  
Foreign Country  
Excessive Postage

Misspelled Words  
Addressed to Title Only  
or Incorrect Title  
Badly typed or written

Protruding Wires

Lopsided or Uneven

Rigid or Bulky

Strange Odor

Wrong Title with Name

Oily Stains,  
Discolorations,  
or Crystalization on Wrapper

Excessive Tape or String

**If parcel is open and/or a threat is identified...**

**For a Bomb**

Evacuate Immediately  
Call 911 (Police)  
Contact local FBI

**For Radiological**

Limit Exposure - Don't Handle  
Distance (Evacuate area)  
Shield yourself from object  
Call 911 (Police)  
Contact local FBI

**For Biological or Chemical**

Isolate - Don't Handle  
Call 911 (Police)  
Wash your hands with soap and warm water  
Contact local FBI



Police Department \_\_\_\_\_

Fire Department \_\_\_\_\_

Local FBI Office \_\_\_\_\_

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)