

**Queensborough Community College
Emergency Procedures Quick-Guide**

Reporting Emergency Situations

To reach the Department of Public Safety:

- From a campus telephone, dial extension 6320.
- Otherwise, dial 718-631-6320.
- From Red Emergency Phones which automatically dial Public Safety dispatcher upon picking up the handset.

To reach a New York City Police Operator:

- From a campus telephone, dial 9-911.
- Otherwise, dial 9-1-1.

To report an emergency:

- Immediately call the Public Safety Dispatcher and the NYPD and say: **“This is an emergency.”**
- State the nature of emergency.
- Provide the number from which you are calling.
- Provide the location of the emergency.
- Unless there is an immediate threat to you, do not hang up until instructed to do so.

REMEMBER: Always be alert and aware of your surroundings and project a confident attitude.

Report all suspicious activity to the Department of Public Safety at Ext. 6320 or at (718) 631-6320.

Person(s) Trapped in Elevator

When trapped in an elevator:

- **PRESS** alarm button and remain calm.
- Press Red Call Button and speak clearly into intercom.
- Give the location of the elevator, i.e., building and floor. When known, give the number of people trapped. Report any injuries/medical conditions.
- Report any noises or occurrences that happened before the event.
- Do not attempt to exit the elevator if doors should open between floors.

When reporting person(s) trapped in elevator, call Public Safety at Ext. 6320 or 1-718 631-6320 and provide the information above.

Be prepared:

- For each elevator you ride, locate the **STOP** button and the emergency **Call** button.

Utility Failure/Water Leak

When reporting a power outage/water leak:

- Provide the location of the incident.
- Report any noises or occurrences that happened before the incident.

Be prepared:

- Keep a flashlight handy.
- Know how to locate the nearest exit.
- If a leak threatens your work area, move items off the floor.
- Never touch fallen electrical lines or exposed electrical wiring.
- If a hazard exists, evacuation may be the next step. After consultation with the Administration, announcements regarding any building closures will be made, as necessary.

Hurricane/Severe Weather Preparedness**Before leaving your office:**

- Turn off and unplug all electrical equipment.
- Where possible, move computers, fax machines, printers, etc., away from windows.
- Back up essential data files and documents.
- Clear desk surfaces.
- Secure or remove personal items.
- Cover your computer with plastic.
- Close window blinds and shades.
- Vacate offices, closing and locking all doors.

Remember: In any type of emergency, always assist others with disabilities.

For updates once you have left the campus:

- Listen to local television and/or radio stations.
- Call the QCC main number at 1-718-631-6262 and/or the Public Safety Office at 1-718-631-6320.
- Check your e-mail.
- Check your voice mail.
- Join and monitor emergency text updates from CUNYALERT
- Log on to the QCC and/or CUNY websites
www.qcc.cuny.edu; www.cuny.edu

Note: In the event that your work area sustains significant damage, you may be instructed to temporarily relocate to another area or to an auxiliary location.

Medical Emergencies**When reporting a medical emergency:**

- Call the Public Safety Dispatcher and state: **“This is a medical emergency”**.
- Be prepared to provide the following:
 - ~Location of the emergency;
 - ~ The number from which you are calling.
 - ~Type of medical emergency.

~Answers to the following questions:

- ✓ Is the victim conscious?
- ✓ Is the victim breathing?
- ✓ Is there severe bleeding?
- ✓ How many victims are involved?

REMEMBER:

- Do not hang up until instructed to do so by the Public Safety dispatcher.
- Do not move the victim unless he or she is in imminent danger.
- Assign someone to escort emergency personnel to the victim's location.
- Do not give the victim anything to eat or drink.
- Try to keep the victim calm and assure him or her that help is on the way.
- Comply with all instructions given by emergency response personnel.

Gas Leaks, Odors, Fumes

When reporting an unusual odor and/or fumes:

- Provide your name and telephone number and the location of the problem.
- Provide information on the location of any suspected source of the odor.

REMEMBER:

- **Under no circumstances should you should you enter a room or area from which a suspicious odor or vapor is being emitted. In fact, some dangerous gases are odorless, so do not let your safety be controlled only by your sense of smell.**
- **Should you need to evacuate an area DO NOT HESITATE using the nearest safe exit and avoid the elevator when possible. Remember to assist any disabled individuals in the area!**
- **Do not use cell phones, two-way radios or open flames – a spark can cause an ignition leading to an explosion.**
- **Do not pull fire alarms if you detect gas.**
- **It is imperative to act quickly. The more quickly that critical information is passed on to the Public Safety Dispatcher, the sooner the situation can be assessed and communicated to the appropriate internal and/or external emergency response personnel.**

Fire or Explosion

When reporting a fire or explosion:

- Provide your name, location and telephone number.
- Provide the location of the fire or explosion.
- Provide information on the number of persons trapped.
- Provide information on the number of persons injured.
- **When the fire alarm sounds, complete evacuation is required.**

Remember the following!

- If you or someone else is on fire – **Stop, Drop and Roll.**
- Follow instructions of Building and Floor Coordinators.
- **Evacuate using the NEAREST UNCONTAMINATED STAIRWAY and EXIT.**
- Close doors and windows as you leave, if possible.
- **Never** open a door without first checking for heat or smoke.
- Follow directions of Building or Floor Coordinators and/or Public Safety and other emergency response personnel.
- The most critical areas for immediate evacuation are the fire floor and floors immediately above.
- Do not use the elevator unless instructed to do so by emergency response personnel.
- If you find yourself in a smoke filled environment “**Stay Low & Go.**”
- **Assist disabled persons** to move to a safe area preferably on/or adjacent to the landing of the closest safe stairwell and notify person(s) in authority of their location for evacuation by emergency personnel.
- Use a fire extinguisher only on small fires that can be controlled by such extinguishers.
- Identify the correct type of fire extinguisher depending on the type of fire.
- Never let the fire come between you and the exit.

Be prepared:

- Note the location of fire alarms, red emergency phones, extinguishers and other emergency equipment.
- Familiarize yourself with evacuation routes and fire drill procedures.
- Note the location of landmarks which may aid your exit when visibility is reduced by smoke.
- Locate at least two emergency exits from your floor and make sure they are free from obstruction.

Hazardous Material Incident

When reporting a hazardous material incident:

- Provide your name, location, telephone number.
- Provide the location of the hazardous material.
Should you need to evacuate an area **DO NOT HESITATE** – and use the NEAREST EXIT, remembering to help those who may need assistance.
However, if you suspect contamination, do not leave the site until you are cleared by emergency response personnel.

REMEMBER:

- **NEVER** attempt to clean up a spill.
- Isolate the affected area by closing all means of access and egress.
- If you are the victim of a hazardous material incident, **seek immediate medical attention!**
- Do not hesitate to contact the Public Safety Dispatcher in the event that you come across any type of suspicious material or substance.
- Keep the telephone number to the **Environmental Health and Safety Officer** (Ext. 5148, 718-281-5148) readily available.

Bomb Threats**When reporting a bomb threat:**

- Provide your name, location and telephone number.
- Tell the Public Safety Dispatcher exactly what the caller said.

If you receive a bomb threat do the following:

- Keep the caller on the phone as long as possible.
- **Write down as much information as possible; do not rely solely on memory.**
- Ask: "When is the bomb going to explode?"
- Ask: "Where is the bomb located?"
- Ask: "What does the bomb look like?"
- Ask: "What will cause the bomb to explode?"
- Ask: "Did you place the bomb?"
- Ask: "How many bombs were placed?"
- Ask: "What is your address?"
- Ask: "What is your name?"

Be perceptive and take detailed notes. Listen for and try to detect:

- age of caller
- gender of caller
- race of caller
- any unusual voice or speech characteristics
- exact wording of threat
- background noises
- language ability of caller

If an **EVACUATION** is ordered, follow the directions of Public Safety and Police personnel. **STAY ALERT!**

Report any **suspicious or unusual items:**

Some bombers may leave explosive devices in the evacuation path.

Behavioral Concerns

When reporting a psychological crisis/suicide attempt, threat or any other behavioral concern:

- Provide your name, location and telephone number.
- Explain the situation in detail to the Public Safety Dispatcher.
- Indicate if the person is armed and, if so, describe the weapon.

REMEMBER:

- Try not to leave the person unattended – but only if you do not feel that you are in any danger.
- Take all references to suicide seriously. Doing otherwise might prove deadly.
- Do your best to make the person feel safe until trained personnel have arrived.
- Try not to act shocked.
- Keep your own safety in mind at all times.
- Keep the telephone number to the **Counseling Office** (Ext. 6370, 1-718 631-6370) readily available.

Physical Violence/Criminal Activity

When reporting any incident involving a confrontation, fight, physical violence or suspected criminal activity:

- Provide your name, location and telephone number.
- Explain the situation to the Public Safety Dispatcher.
- Provide information on any known injuries.

Pay close attention to details, and try to determine the answers to these questions:

- How many people are involved?
- Do you see any weapons?
- Do you know any of the participants?
- Is anyone running away from the scene?
In what direction?
Entering a vehicle?
- ✓ Color?
- ✓ Make/Model?
- ✓ License plate number?
- ✓ Are there any passengers in the vehicle?
- ✓ In which direction is the vehicle traveling?

Describe the participants by noting:

- Hair color
- Complexion
- Height, weight
- Gender
- General build
- Facial hair
- Markings, such as tattoos, piercings, scars
- Shirt color
- Pants color
- Shoes and hat description

Remember that weapons may be involved!

- If it can be accomplished safely, guide bystanders away from possible danger, but do not attempt to intervene or mediate with parties involved in an altercation or suspected criminal activity.

Active Shooter/Hostile Intruder

When reporting an incident involving a firearm or shots fired:

- Call Public Safety at Ext. 6320 (718) 631-6320 and/or **911** immediately.
- Provide your name, location and telephone number.
- Explain the situation in detail, including any known injuries.
- Describe shooter(s) to dispatchers.
- Provide last known location of shooter(s).

If shooter is inside and you cannot escape:

- Take shelter in a classroom or office, if possible; then close and lock your door.
- Close and lock windows and close blinds or curtains.
- Stay away from windows.
- Turn off lights and audio equipment.
- Stay out of open areas and out of view.
- Try to remain calm and be very quiet and listen.
- If you are caught in an open area such as a hallway or lounge you can try to hide.
- If you decide that you can safely escape the building by running, do not move in a straight line, but in a zigzag fashion attempting to keep objects such as desks, cabinets etc. between you and the hostile intruder.
- If you are unable to hide or run and if there are multiple victims you may choose to “Play Dead”.
- If you cannot hide or escape your last option might be to fight back. **This is dangerous**, but depending on your situation, might be your last alternative.

If outside:

- Run away from the threat if you can, as fast as you can.
- Do not run in a straight line.
- Use vehicles, bushes, trees and anything that could act as cover and block you from the view of the hostile person.

If possible, try to get a description of the shooter(s) including:

- Complexion
- Hair color
- Height and weight
- Gender
- General build
- Facial hair
- Markings, such as tattoos, piercings, scars
- Shirt color
- Pants color
- Hat
- Shoes

If possible, try to get a description of the weapon(s) and answer these questions:

- How many weapons do/did you see?
- What type of weapons do you see?
- How many shots did you hear?
- Is the shooter carrying ammunition?
- Has the shooter made any statements?

Lock Down/Shelter in Place

A Lock Down or Shelter in Place condition occurs when it has been officially determined that it is unsafe to enter the outside environment.

- All people on campus must remain inside and be prepared to stay inside until the area is cleared of the hazard and once again declared safe to inhabit.
- The HVAC system will be turned off and buildings will be sealed if a toxic environment exists outside.
- Even if you are uncomfortable, you must not open a door or window! Doing so may jeopardize your life and the lives of others.
- You will be alerted and provided with additional information by one or more of these methods:
 - Telephone/voicemail/e-mail messages
 - CUNY Alert text messaging system
 - Public Safety, Police or other emergency personnel
 - Emergency Response Team member
 - Building or Floor Coordinators

REMEMBER

- A lock down/shelter in place situation is usually newsworthy. Advise your family and friends on how to reach the college in case of emergency:
- The main QCC number is (718) 631-6262.
- The Department of Public Safety 24 hour number is 1-718- 631-6320.

- College officials will be in contact with news media and will keep campus personnel informed via CUNY Alert, e-mail, voicemail, college intercom, voice/siren alert system, word of mouth and any other available communications tool.

Faculty and staff – be prepared:

- If possible, keep non-perishable food and water in your office or workspace.
- Have additional prescription medications available. **Students** should also carry extra medication.
- Keep a battery-powered radio on hand.
- Keep a flashlight with fresh batteries near your desk.
- Keep a cell phone charger at work.
- Consult with your family to develop an Emergency Response Plan so everyone knows what to do in the event of a major crisis. This applies to students as well.

Evacuation Procedures

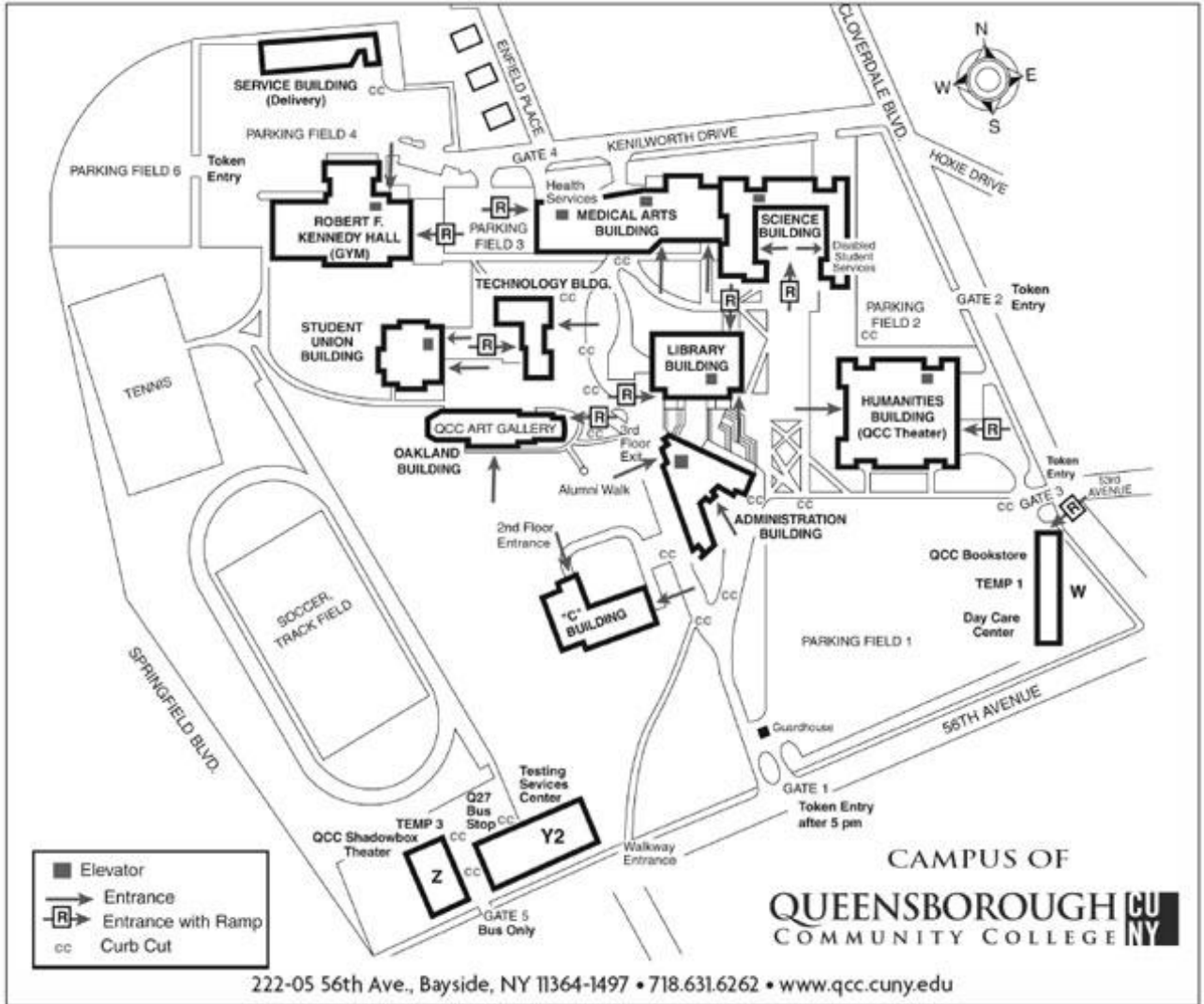
When evacuating the building or work area:

- Stay calm.
- Do not push or panic.
- Gather personal belongings if it is safe to do so. (Reminder: take prescription medications, keys, purse, glasses, etc. when possible since it may be hours before occupants are permitted back in the building).
- If safe, close the office door and window, but do not lock them.
- **Assist disabled persons** to move to a safe area preferably on/or adjacent to the landing of the closest safe stairwell and notify person(s) in authority of their location for evacuation by emergency personnel.
- **Do not** use the elevator unless told to do so by emergency personnel.
- Follow the instructions of Building and Floor Coordinators.
- Proceed to the designated evacuation meeting point.
- Re-enter the building only when advised to do so by police or emergency response personnel.

Remember:

- **You MUST evacuate an area or building when ordered to do so, whether the order comes by means of an audible/visible alarm or alert, and/or through verbal directions from Public Safety or other emergency response personnel.**
- Familiarize yourself with evacuation routes.
- Evacuation techniques are carefully selected keeping safety in mind. Unknown hazards may exist so always follow directions carefully.
- If you are given a specific route to take while evacuating, take that route in order to avoid contact with a toxic spill, fire or other dangerous situation.

Campus Map



Important College Phone Numbers:

Department of Public Safety	Ext. 6320	1-718- 631-6320
Health Services	Ext. 6375	1-718- 631-6375
Counseling Services	Ext. 6370	1-718- 631-6370
Environmental Health and Safety	Ext. 5148	1-718- 281-5148
Student Affairs	Ext. 6351	1-718- 631-6351
Judicial Affairs	Ext. 6314	1-718- 631-6314
Student Activities	Ext. 6233	1-718- 631-6233
Information Technology	Ext. 6348	1-718- 631- 6348

Emergency Equipment:

Emergency Call Box Locations:

- Exterior wall of Storage Building adjacent entrance to Parking Lot #6.
- Exterior wall of Temp. 3 Building adjacent to bus stop.

Red Security Phones with direct dial to Public Safety are installed in building corridors throughout campus for use in emergencies.

Emergency Notifications will be broadcast through the following:

- CUNYALERT text messaging and voicemail.
- Campus-wide email and phone messaging.
- Interior Public Address (PA) System.
- Campus Emergency Siren/Voice Alert System.
- Electronic Bulletin Board Signage System.

AED'S: Automatic External Defibrillators (AED'S) are strategically located in college buildings throughout campus and in Public Safety vehicles. In addition to Public Safety personnel, other key college employees have received training in their use.

First Aid/CPR Trained: Public Safety personnel are also trained in basic first aid, as well as in administering CPR.