



2025-26

**Emergency Preparedness Plan
Madrid Campus**

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INTRODUCTION

a. Purpose

The purpose of the Schiller International University Madrid Campus Emergency Preparedness Plan (EPP) is to identify and respond to conditions that pose a risk to personal safety, academic operations, and/or campus resources. This plan outlines systematic methods to identify risks, reduce risks to an acceptable level, prepare for unavoidable risks, manage incidents, and return to normal operations. The plan educates staff, faculty, students, and other key stakeholders on their roles and responsibilities to assess the seriousness of incidents and respond accordingly.

This plan and organization are developed from and consistent with guidelines produced by the Spanish and American governments for emergency preparedness by institutions of higher learning.

This plan provides parents and other members of the community with assurances that Schiller has established guidelines and procedures to respond to incidents in an effective way.

Developing, maintaining, and exercising the EPP increases Schiller's legal protection. Institutions without established incident management procedures have been found liable for their absence. While no set of policies rules out the potential for legal problems, establishing procedures and guidelines on the best professional practices provides a margin of protection against liability.

Applied deliberately and consistently, the activities in this plan will produce a safety culture within the campus community. This culture is not to avoid all risks, but to mitigate risks in a way that allows campus activities with minimal disruptions. Risk identification and response cannot be made with complete accuracy. It will be necessary to apply this plan wholly, in part, or with modification based upon first-hand knowledge, experience, and judgement to each specific incident. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen nor covered by the plan.

b. Scope

Schiller University provides educational services to its students. The students, faculty, staff, and stakeholders depend on the ongoing academic operation of the campus. This plan outlines the procedures to be used on campus in the event of an emergency. An emergency is the condition of a hazard or threat risking negative effects on:

- The health, safety, or wellbeing of campus community members.
- The academic operations, administration, or activities of the campus.
- The maintenance of campus facilities, materials, or resources.
- The timely and accurate communication of conditions, instructions, and information to all stakeholders.

All campus staff and faculty, especially those who are assigned to emergency teams, should become familiar with the contents of this plan. Key contact information should always be current and accessible to the emergency team members.

The document also serves as a foundation for training and preparation for many types of emergencies. Emergency preparations should be a regular agenda item at staff meetings including assessing risks, conducting response training, and evaluating this plan.

c. Responsibilities

All persons (students, faculty, staff, and guests) are responsible to recognize and sound the alarm for any emergency on or near campus.

The Campus Director is ultimately responsible for the preparation, response, and recovery from any campus emergency.

Staff may be assigned by the Campus Director with specific preparation, response, and recovery tasks.

Faculty are inherently responsible during emergencies to relay instructions to and maintain accountability of students in their classes.

Students are responsible to follow the instructions of staff, faculty, and emergency service personnel.

d. Distribution

Copies of this report are distributed to students, employees, prospective students, and prospective employees, according to the U.S Code of Federal Regulations and University Policy and Procedures. An electronic copy is accessible for faculty, staff, students, and the local community on the University's website, <https://www.schiller.edu/campus-safety-reports>.

Crime prevention information is available from the Campus Director. Schiller provides presentations and special workshops on personal safety and related safety topics are provided for all campus members and at student orientation.

e. Comments, Changes, and Updates

Suggestions for additional comments, changes, or updates to this plan must be submitted in writing or e-mail to the Madrid Campus Director at:

Schiller International University Paseo de Recoletos, 35
28004 Madrid

-or- Elisa.Alvarez@schiller.edu

Section 1: Concepts and Definitions Hazard

A hazard is a substance, event, or condition whose nature allows it to potentially cause damage to health, life, property, or any other interest of value. Examples of hazards are allergic reaction to food, fall in high winds, or electrical shock.

1. Threat

A threat is a communication or action by a human actor that causes another to fear for imminent harm to themselves, others, or their property. Examples of threats are physical assaulting, stalking, trespassing, or rioting.

2. Risk

A risk is the *probability* of a hazard or threat causing harm, combined with the *severity* of potential harm, in a specific condition or time.

3. Initial Risk

Initial risk is the potential for harm without efforts to reduce the probability and severity of that risk.

4. Mitigation

Mitigations are efforts to reduce the probability of a risk producing harm. Examples are drying floors to avoid slips, locking doors to prevent trespass, and prohibiting sources of fire.

5. Intervention

Interventions are efforts to reduce the severity of harm caused by a risk. Examples are extinguishing a fire, administering first aid, or evacuating the building.

6. Residual Risk

Residual risk is the resulting probability and severity of a risk causing harm assessed after mitigation and intervention measures are applied.

7. Acceptable Risk

Acceptable risk is an initial or a residual risk that is understood and tolerated because the cost or difficulty of implementing further mitigations or interventions exceeds the expectation of harm.

8. Incident

An incident is an unplanned situation necessitating a response wholly within the capability of the Schiller organization to fulfill. Incidents do not involve high risks of harm or prolonged response efforts. Examples include demonstrations near the campus, transportation strikes, and winter storm.

9. Emergency

An emergency is an unplanned situation that requires a response greater than the capability of the Schiller organization to fulfill. Emergencies may have high risks of harm, prolonged responses, or require specialized capabilities from outside sources. Any situation requiring an ambulance, fire/rescue, police, or evacuation response is an emergency.

10. Review

A review is a training and assessment activity where the Campus Director and staff critically evaluate this plan, in whole or in part. Reviews are not time constrained. A review of this plan should be completed annually. Reviews of emergency preparation should be included in plans for all extracurricular, public, and off-site campus events.

11. Drill

A drill is a dynamic, time constrained training and assessment activity where the Campus Director and staff practice a response procedure from this plan without warning. Drills may involve faculty, students, and guests present at the time of occurrence. An evacuation drill using the building fire alarm system should be conducted at least once per year.

External Assembly Area

The external assembly area is the designated location outside the building for evacuees to gather if the campus building is unsafe. This area must be outside the area of potential harm, easily recognizable, and large. The primary external assembly area is at P.º de Recoletos, 37, Centro, 28001 Madrid, in front of the "Estatua de Rana de la Fortuna" (Frog Statue).

12. Internal Assembly Area

The internal assembly area is a designated location inside the campus building to protect people from external hazard or threat. This area must be non-viewable and unbreachable from outside the building and offer protected escape routes. The primary internal assembly area is Classroom M001 on Floor 0.

13. Designated Rescue Point

In most evacuation scenarios the elevators will not be in service. In the event a person cannot be assisted up or down the stairs during an evacuation, they will remain at a designated rescue point. The designated rescue point for the upper floors is by the stairwell and can be recognized by the blue wheelchair signs on the floor.

Section 2: Organization

The Campus Director (CD) is responsible for the command and control of all emergency response efforts. The Campus Director will:

- Approve additions, deletions, changes, and updates to this plan.
- Assign personnel to positions and responsibilities specified in this plan.
- Preemptively activate this plan (declare an emergency) due to increased or imminent risk to personnel, operations, or property.
- Supervise the execution of this plan, modify the plan, and/or issue new instructions based on the circumstances of each emergency.
- Identify and coordinate the request of additional resources from other Schiller or GEDU staff.
- Assess the effectiveness of emergency preparedness training, exercises, and responses.
- Authorize expenditures for emergency preparedness equipment, supplies, training, and payroll.

Notifying Madrid Emergency Services for assistance

- Emergencies – Madrid (Spain)
- In case of any emergency (police, ambulance, or fire services), call 112. English speaking assistance is available.

Be prepared to meet and guide emergency service personnel

Establish written log of emergency

- Time/Date
- Description of situation
- Persons involved
- Actions taken
- Results

Notify and coordinate with Schiller Global Staff (see Schiller Global Staff roster)

Be prepared to provide “runners” to coordinate with ERT and EST

Be prepared to provide victim information (see Madrid Staff, Faculty, or Student rosters)

Administrative Responsibilities

The Office Manager will provide an updated Staff Contact Roster whenever changes are required.

The Associate Dean will provide an updated Faculty Contact Roster changes are required.

The Registrar will provide an updated Student Contact Roster on the first day of each term.

Section 3 – Risk Assessment Concept

The risk assessment process is a cycle of identifying hazards and threats, assessing the initial risk of harm, reducing the probability or severity of the risk, and assessing the residual risk until an acceptable level of risk is achieved.



The Campus Director is responsible for maintaining the plan and responsible for ensuring that any changes to improve the plan are documented and disseminated appropriately.

A campus-wide safety risk assessment will be conducted annually as part of the Campus Effectiveness Plan following the submission of the Annual Safety Report in October.

The Campus Director may initiate the risk assessment process when information or conditions warrant.

It is imperative to accept that the risk assessment process will not provide objectively accurate results. There are too many variables and unpredictable reactions to quantify the probability and severity of harm in the future. The Campus Director and staff must employ common sense, experience, and sound judgement to determine a risk is reduced to an acceptable level.

Section 4 – Procedures

1. Natural Disaster

Weather-related emergencies can occur at any time of the year. If there is a severe weather warning, Schiller University may close. Notice of closing or delayed opening will be communicated to all students, faculty and staff by local media outlets and campus email for faculty and staff.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

a. Pre-Emergency Planning Actions

- Alert all students, faculty and staff to where the Emergency Plan is located
- Designate an interior meeting area that is away from doors and windows.
- Utilize a floor plan to establish and post building exit routes.
- Ensure our campus has a first aid medical kit readily available.
- The Campus Administrator will maintain an Emergency Response binder

b. Weather Alert or Warning

- Determine when to close the campus.
 - Notify TV and Radio News, social media sources regarding campus closings.
- The Campus Director serves as the leader of the evacuation. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the leader of the evacuation.
- The Campus Director will make an announcement “This is a severe weather / tornado alert. Please safely and orderly make your way to the nearest interior designated meeting place.”
- Campus Leadership Team Members will direct occupants to the nearest designated interior meeting area and assist anyone needing help. Seek shelter inside the determined meeting area.
 - The designated meeting area must be in the core of the building away from doors and windows on the lowest floor possible. Reinforced rooms such as bathrooms, closets or other interior spaces are best.
 - Protect your head and make yourself as small a target as possible by crouching down.

Ensure those with special needs are provided with the assistance they need to get to the designated interior meeting area. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.

- Do not use elevators because the power may fail, leaving you trapped.
- **NEVER** seek shelter in a vehicle or under a bridge.

Once all occupants of the building reach the designated interior meeting area, they are to be seated on the floor with their backs against the wall. Occupants will remain in the designated meeting area until advised that severe weather / tornado event has passed, and it is safe to leave the area they are in.

Each functional leader should take attendance for their specific areas.

- Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus Director or primary backup

c. Approaching Thunderstorm

- Seek shelter inside the building away from doors and windows.
- Use telephones or cell phones only if there is an emergency.
- Monitor weather alert radio for worsening conditions.

d. Fast Developing Storms

- Unplug all unnecessary electrical equipment and appliances, especially sensitive items such as computers and lab equipment.
- Store equipment in a designated area away from windows and doors if possible.

e. After the Natural Disaster

- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be given to the Campus Director. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

2. Fire

Fires are uncommon but can occur. A fire situation could be in the form of actual fire or smoke, a reported fire, or a fire alarm. In all cases, this should be taken seriously, and the response should be quick and orderly.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

a. Pre-Emergency Planning Actions

- Designate a campus representative to walk through the building to ensure no fire hazards are present.
- Ensure all fire extinguishers are charged, on the hook and are visible to occupants. Maintenance will coordinate with the appropriate local monitoring and testing company for annual inspection, servicing, or replacement of fire extinguishers.
 - Ensure fire alarms are tested regularly and in accordance with fire system contractor or installer.
- Identify evacuation assembly areas or primary gathering points. The Campus Director must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well-lit and out of the way. Assembly points must be at least 50 feet from the building.
- Communicate with staff on what to do if a fire is detected.
- Maintenance is responsible for testing exit lighting biannually to ensure batteries are properly charged and lights function in the event of a power outage.
- Ensure that a set of master keys is maintained by the Campus Director and/or Campus Administrator.
- Ensure the campus has a first aid medical kit readily available.

b. If Fire Alarm Activates

- Assume the alarm is real.
- Immediately call 112 providing dispatcher with:
 - Your Name
 - Alarm type
 - Location of alarm if known

c. Evacuation

- The Campus Director is the leader of the evacuation. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the leader of the evacuation.
- When the alarm sounds, the Campus Director will make an announcement. "The fire alarm has been activated. Please safely and orderly make your way to the nearest exit and proceed to designated areas for further instructions. Do not leave the campus."
- Avoid elevators unless instructed to do otherwise by first responders. Use emergency exit stairwells.
- Close all doors once a room is evacuated to confine the fire.
- Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point.
- Ensure those with special needs are provided with the assistance they need to get to the designated primary gathering point. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.
- The leader of the evacuation is stationed nearest the entrance the fire trucks/ police units will use to meet the firemen / policemen.
- Once out of the building, inform first responders of the location and size of the fire if

known; if occupants remain in the building; and any other known information relating to the nature of the fire.

- The leader of the evacuation also has the master keys. All keys are taken and delivered to the fire department.
- No one should remain at the rear or front of the building. These locations are in designated fire lanes and will obstruct movement of fire and emergency equipment.
- Each faculty member should take attendance for their specific class.
 - Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area.
 - The Director, Dean or Manager on duty will receive a head count from each supervisor
- Do not return until the “all clear” is given.

d. If Fire or Smoke Is Detected

- Immediately call 112, providing dispatcher with:
 - Your Name
 - Exact address of campus
 - Exact location of fire
 - Type of fire if known
 - Any injuries or trapped people.
- Activate a fire alarm pull station located at all exits.
- Report fire to Campus Director’s office if possible.
- Follow evacuation procedures notated above.

e. If trained and it is Safe to Attempt – Use a Fire Extinguisher

- Identify a clear escape route – never place yourself in a position where the fire is between you and the exit.
- Attempt to extinguish or contain the fire using a portable fire extinguisher using the PASS technique
 - Pull the pin out in a twisting motion.
 - Aim the extinguisher nozzle at the BASE of the fire.
 - Squeeze the handle to release the chemical.
 - Sweep side to side to put out the fire.
- Attempt only small fires in a limited area.
- Never return used fire extinguisher to hook.

f. If you are trapped in a Room

- Close all doors.
- Place clothing or other material at the door threshold to help prevent smoke from entering the room.
- Call 911 – tell the dispatcher exactly where you are.
- Listen to instructions given and do precisely what you are told.
- Maintain a position near a window and await rescue.
- **DO NOT** attempt to go into the fire or smoke filled area.

g. After the Fire

- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be submitted to the Campus Director. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

3. Earthquakes/Severe Weather

a. Overview

- The actual movement of the ground in an earthquake is seldom the direct cause of injury or death. Most casualties result from falling objects and debris or collapsing structures. Injuries are commonly caused by:
 - Partial building collapse, such as falling masonry, collapsing walls, falling ceiling plaster, etc.
 - Flying glass from broken windows.
 - Overturned bookcases, filing cabinets, fixtures, furniture, office machines and appliances.
 - Fires, broken gas lines, these dangers may be aggravated by lack of water due to broken mains.
 - Fallen power lines, inappropriate actions resulting from panic.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

b. Pre-Emergency Planning Actions

- The Campus Director must be aware of individuals with training (CPR, First Aid, etc.).
- Ensure our campus has a first aid medical kit readily available.

c. Earthquake Procedures

If indoors:

- Remain Calm. Sound usually precedes earthquake motion by a split second.
- Stay there. Drop to the floor under a sturdy desk or table. Cover your head and face with your arms and hold on. While dropping under a sturdy desk or table, students and teachers look around at what is falling on them. Avoid these areas.
- Move to an inner wall or corridor. (A door frame or the structural frame or inner core of the building are its strongest points and least likely to collapse. They will also break the impact of any falling objects).
- If suitable furniture is not nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- Grab anything handy to shield your head and face from falling debris and splinting glass.
- Watch for falling objects - plaster, bricks, light fixtures.
- Stay clear of windows, bookcases, shelves, mirrors and sliding glass doors.
- Do not use elevators!
- Don't be alarmed if the fire alarm or sprinklers go off.

f. If outside:

- Get into an open area away from trees, buildings, walls, and power lines.
- Avoid overpasses, bridges, and power lines.

d. Evacuation

- The Campus Director serves as the leader of the evacuation. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the leader of the evacuation.

Once shaking has stopped the Campus Director will make an announcement that "evacuation is to begin". If no Public Announcement system is available, the Campus Director must determine

the best means of communication for the evacuation (bull horn, word of mouth, etc.)

- Campus staff and faculty will direct occupants to the Emergency Assembly Area (EAA) designated by the Campus Director. Use the suggested routes on your evacuation map to get to the EAA. Everyone is to stay together and to move away quickly and quietly from the building when exiting. Evacuees should cover their heads with their bag or book.
- Do not use elevators because the power may fail, leaving you trapped.
- Ensure those with special needs are provided with the assistance they need to get to the EAA. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.
- Each functional leader should take attendance for their specific areas.
 - Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus Director or primary backup
 - The Campus Director or Manager on duty will receive a head count from each faculty member.

e. Aftershocks

During an earthquake aftershocks may occur. If an aftershock occurs, while you are exiting, 'Drop, Cover, and Hold On' until the shaking stops.

- When the shaking has stopped IMMEDIATELY and before you exit your room, take ten seconds to look around. Make a mental note of damage and dangers. Check to see if any students are injured. If immediate help can be given to those with injuries (to stop serious bleeding, put out a small fire etc.), do so. Ask responsible students to assist lightly injured. Non-ambulatory injured people should be reassured and wait for treatment where they are unless it is more dangerous to remain.

f. After An Earthquake

- Remain Calm. Don't Panic. Try to calm and reassure others. Stop and take time to think. Wait until all motion has stopped. Do not run downstairs or outdoors. Be prepared for additional shockwaves.
- Do not light matches, cigarettes or turn on electrical switches. Flashlights are one of the best light sources after a damaging earthquake. Proceed with extreme caution.
- Protect hands and feet from broken glass or debris. Keep head and face protected (hard-hat, blanket, tablecloth, etc.)
- Make a quick check for injuries or trapped people. Provide emergency first aid if needed. Do not try to move seriously injured people unless they are in immediate danger of further injury.
- Turn off all appliances and office machines. Extinguish all open flames. Check power lines and cords. If problems exist in electrical lines or gas lines the mains should be shut off.
- Attend to injured or trapped people. Try to get help if necessary. If a person is trapped and you can free him without injury yourself, remove debris piece-by-piece starting from the top.
- Be prepared for aftershocks - they are weaker than the main shock but can cause additional damage and psychological trauma. Watch out for other possible dangers, which may follow an earthquake, such as fire, flood, landslide, or TSUNAMI (tidal wave).
- Turn on the battery radio to receive disaster instructions. Use telephones only to report extreme emergency situations.
- Inspect your work area carefully for structural damage. Carefully open exit doors - they sometimes jam. The initial quake may damage the structure, and an aftershock could knock down weakened walls. Use extreme caution when moving around in damaged areas - they may collapse without warning. Check to see that sewage lines are intact

before flushing toilets.

- You should not try to get home until government authorities say it is safe, which will be when the worst fires are under control, and the streets have been cleared. This may happen quickly, or it may take longer (perhaps 72 hours or more).
- Don't go outside sightseeing. Keep streets clear for the passage of emergency vehicles. Your presence might hamper rescue and other emergency operations.
- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

4. Medical Emergency

a. Overview

Medical emergencies of all types can occur at any time and can stem from injury or illness. Call 911 for any emergency where response is required to protect or preserve life. This includes serious injury or illness, a mental health situation, assault, battery, homicide, or a threat of any of these.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

b. Pre-Emergency Planning Actions

- Maintain a safe and secure environment.

c. Injury or Illness

- Immediately call 911, providing dispatcher with:
 - Your Name
 - Campus Address
 - Location of injured or sick party
 - Type of injury or illness if known
 - Condition of the person (i.e. is he/she conscious, breathing, chest pains, etc.)
- **If Trained and if it is Safe** to do so, apply first aid if the victim gives consent.
- **DO NOT** move the person unless it is necessary to avoid further harm.
- Safeguard person's personal belongings
- Keep others away from the victim.
- **NEVER** attempt to get the person up, give them fluids or give them pills.
- If the person is conscious, calmly provide assurance to the victim that help is on the way.
- Provide assistance first responders as required to locate the victim and in the incident investigation.

d. After a Medical Emergency

- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

5. Suspicious Objects

a. Overview

Suspicious items such as an envelope, package, or even a backpack can potentially cause harm to people and property. This is an especially troubling concern in a campus environment where packages, backpacks and book bags can be prevalent. The challenge is to identify suspicious articles.

Characteristics to look for include excessive postage, misspelled common words, very poor handwriting, items addressed to a title, not a person, no return address or a return address that does not match the post office stamp, excessive weight, a rigid envelope, or an unexpected special delivery, especially from a foreign location. Other signs to look for are markings such as "Private" or "Confidential," excessive amounts of tape or cord around the object, oily stains, and discoloration, protruding items such as foil or wires or an item in a strange location.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

b. Pre-Emergency Planning Actions

- Identify evacuation assembly areas. The Campus Director must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well-lit and out of the way. Assembly points must be at least 50 feet from the building.

c. If Suspicious Mail, Package, or Object Is Discovered

- **Generally – DO NOT attempt to MOVE, OPEN, or COVER the item.**
- Cover the item **ONLY IF** there is evidence of a suspicious powder or liquid.
- **DO NOT use cell phones** – this may trigger the device if it is a bomb.
- Notify the Campus Director immediately.
- Keep others away from the package; close door of room where item was found (if in a room) and leave the room or area immediately.
- If the Campus Director determines there is a threat call 911, providing dispatcher with:
 - Your Name
 - Location of the campus
 - A description of the suspicious item
- Record and follow the 911 dispatcher's instructions exactly.
- Remove all people from the area as quickly as possible and secure the area.
- If the threat is considered significant, evacuate the building. Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point. Ensure those with special needs are provided with the assistance they need to get to the designated primary gathering point.
- Upon arrival of the first responders, direct them to the object and provide them with details as to how the item was discovered and any other information that might be critical to the investigation.

d. If a Suspicious Item is Opened and an Unidentified Substance is Found

- Remain calm.
- Do not touch, smell, taste or try to analyze the substance. Do not try to clean up the substance.
- Carefully put the item down and step away. Do not carry the item to another location.
- Cover the item with a towel, piece of clothing or paper to prevent the spread of the

substance.

- Remain in the immediate area to minimize the spread of the substance.
- Alert others to keep away from your area.
- Turn off any circulating fans, air conditioners or heaters.
- Immediately call 911, providing dispatcher with:
 - Your Name
 - Location of the campus
 - A description of the suspicious item
- Record and follow the 911 dispatcher's instructions exactly.
- If you touch the substance with your hands, do not touch your face.
- Wait for trained emergency personnel to arrive.
- Inform emergency personnel of all people who came in contact with substance.

e. After a Suspicious Item Incident or Substance is Found

- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

6. Bomb Threat

a. Overview

Bomb threats are unfortunately an easy way to disrupt any operation but must always be taken seriously. If a bomb threat is received by telephone, remain calm and attempt to get as much information as possible from the caller. If the phone system has a caller ID display, write down the number from the display. If possible, record exactly what the caller states. Immediately contact the Campus Director after the call. Then call 911.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

b. Responsibility

It is the primary responsibility of law enforcement to handle incidents involving bomb and or terrorism threats to conclusion, coordinating the protective and technical skills of related agencies and emergency responders.

It is the responsibility of the Emergency Communications Center (911) to make appropriate dispatches to law enforcement and fire agencies and make notifications. These include, but are not limited to, the Watch Commander, the Communication Supervisor, and in the case of a court facility, the Court Executive Officer or person in charge.

c. Pre-Emergency Planning Actions

- Ensure the Bomb Threat Checklist is available to all personnel answering campus telephones.
- Keep a megaphone or bullhorn on site.
- Report any verbal threats of violence to the Campus Director.
- Report any morale or harassment issues to the Campus Director.
- Identify evacuation assembly areas. The Campus Director must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well lit and out of the way. Assembly points must be at least 50 feet from the building.
- Ensure your campus has a first aid medical kit readily available. First aid medical kits are available for order via Workplace. The first aid medical kit is located at the front desk, but this varies by campus. The Campus Administrator or Campus Director is responsible for ensuring the campuses have a first aid medical kit.
- The Campus Director and/or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

d. Following the call, or If Threat Comes from Other Means

- Immediately call the Campus Director
- Then call 911, providing dispatcher with:
 - Your Name
 - Location of the campus
 - Time of the threat
 - What the caller said – exactly
- Take note of the surrounding area, look for any suspicious devices or objects.

Record and follow the 911 dispatcher's instructions exactly.

- Notify the Campus Director and/or the senior staff with instructions provided by the 911 dispatcher.
- Upon arrival of the first responders, provide them with the details of the threat.
- Follow the directions of the first responders exactly.
- If the building has been evacuated, do not reenter, or allow anyone else (other than emergency professionals) to reenter until the building is cleared by first responders.

e. Evacuation

- Unless the authorities advise to remain in the building, the evacuation process should occur immediately. The seriousness of the threat must never be underestimated.
- The Campus Director serves as the leader of the evacuation. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the leader of the evacuation.

The leader of the evacuation will use Megaphones or the P.A. system to alert everyone to evacuate. Words and phrases such as BOMB, EXPLOSION, BLOW-UP, etc. can produce panic. To clear people from the building use more acceptable phrases such as, "Please clear the building immediately; we have an emergency." Repeat as often as necessary.

- DO NOT activate the fire alarm, as this may trigger the bomb to explode.
- Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point. Ensure those with special needs are provided with the assistance they need to get to the designated primary gathering point.
- If personal belongings, such as purses and briefcases, are located close to employees and can be readily retrieved, employees should take these items with them as they leave the building. These items pose a problem to searchers. However, if these items are not readily retrievable (i.e. the employee is on the first floor and her purse is on the third floor) they should not be retrieved, and the employees are to exit the building immediately. **Safety comes first.**
- Avoid elevators unless instructed to do otherwise by first responders – use emergency exit stairwells.
- Each functional leader should take attendance for their specific areas.
 - Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus Director or primary backup.
 - The Director, Dean or Manager on duty will receive a head count from each Director of Admissions, Business Office Manager, Campus Administrator, and Program Director.
- If the building has been evacuated, do not reenter, or allow anyone else (other than emergency professionals) to reenter until the building is cleared by first responders.

f. After A Bomb Threat

When the authorities have given their permission for all personnel to re-enter the building(s), the Campus Director's main responsibility is to ensure a safe and orderly re-entry for all occupants and assure them that the situation is under control.

An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

7. Workplace Violence / Lockdown

a. Overview

Workplace violence is a serious and ever-present threat in any workplace and campus. It involves any threatening behavior and actual violence against others. Workplace violence perpetrators may include:

- Students (present and former)
- Campus contractors and employees
- Strangers (criminals)
- Family members, friends, significant others

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

b. Pre-Emergency Planning Actions

- Conduct an active shooter drill annually (at a minimum.)
- Prepare a tailored LOCKDOWN plan of action for your campus in advance. Determine possible escape routes and know where the nearest building exits are.
- New hires should receive training and instructions on what to do in the event of an emergency.
- Create a gathering point after an evacuation so all employees can be accounted for.
- Keep a megaphone or bullhorn on site.
- Advise students to report any threat or suspicious behavior or general security/safety concerns to the Campus Director
- Meet with local law enforcement to determine crimes and crime trends in the area.
- Conduct annual crime prevention awareness training using local police department or other source (internal or external)

c. Response to Active Shooter or Criminal Act

- The Campus Director serves as the leader of the evacuation. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the leader of the evacuation.
- When the alarm sounds, if a Public Announcement system or bull horn is utilized, the Campus Director will make an announcement. "Faculty, Staff, and Students we are IN LOCKDOWN until further notice." If no Public Announcement system is available, the Campus Director must determine the best means of communication for the drill (bull horn, word of mouth, etc.) Follow the evacuation steps notated above.

Do not pull fire alarms during a Lockdown as this may encourage people to evacuate rather than following event procedures.

EVACUATE. As a first course of action, **Evacuate** the building and classroom immediately.

- If you can safely flee the building – do so immediately.
- Leave personal belongings behind
- Take other employees with you.
- Leave the building with your hands up so that you will not be considered a potential threat.
- After evacuating, call 112.

Hide. If you cannot safely flee because of the proximity of an active threat, hide.

- Secure the door and turn off the lights.
- Barricade the entrance by moving tables and other items to prevent entry.
- Everyone remains silent. Silence all cell phones and electronic equipment.

- Place students on the ground and against the wall out of sight from the doorway or window. Cover any windows if possible.
- Turn off lights and computer monitors.
- If in the hallways or corridors, get into a room that is not already secured and secure it.
- If you are in an open space, stay alert and look for appropriate cover locations.
 - Hard cover, such as brick walls, large trees, retaining walls, parked vehicles, and any other object may be utilized as cover.
- Never open doors during a lockdown, even in the event of a fire alarm.
- NEVER respond to unfamiliar voices or knocks – NEVER open the door, even if the person claims to be the police.
- Authorized staff will signal all personnel if the lockdown has been lifted.
- FIGHT. As a last resort – if you can't run or hide, confront the shooter in numbers with excessive force.
 - As a last resort, fight the shooter with any tools that you may have.
 - Use pieces of furniture, heavy objects, hot coffee, etc.
 - Get as many people to help over-power the individual as possible.

d. Shooter Confrontation

- Try to remain calm and quiet.
- NEVER argue with the person
- If shots are fired, drop to the floor, place something between you and the shooter, or try to escape, running in a zigzag pattern.
- If you flee:
 - Have an escape route in mind.
 - Leave everything behind except cell phone.
 - Keep your hands visible.
 - DO NOT stop to help others or attempt to move them.
 - Follow police instructions exactly.

e. If Confronted by a Hostile Person

- Stay calm. Be empathetic – show you are concerned.
- Be positive and respectful.
- Maintain some eye contact.
- Repeat what person is saying to you.
- Get help from another faculty member or student.
- Try to have the other person and you sit down – sitting is a less aggressive position.
- Try to be helpful – for example, schedule an appointment for a later time.
- Give positive-outcome statements, such as “We can get this straightened out”.
- Give positive feedback for continued talking, such as “I’m glad you’re telling me how you feel”.
- Be empathetic by saying “I can see you are upset”.
- NEVER say “I know how you feel” – you don’t.
- Stay at least 2 to 3 arms lengths away from the person.
- Avoid certain non-verbal cues such as looking at your watch, shaking your head, crossing your arms, etc.

f. Avoid Exacerbating Behaviors

- Do not patronize.
- Do not yell, argue, or use profanity.
- Do not threaten.
- Do not joke or be sarcastic.
- Do not touch the person.
- Do not use inappropriate body language such as rolling eyes, smirking, shaking your

head or crossing your arms – these will all diminish your credibility and may cause the person to escalate his/her behavior.

g. If Someone Becomes Agitated

- Leave the area immediately, if possible
- Call 112 from a safe place.
- Try to alert a co-worker that there is a problem, e.g., by calling and using an agreed-upon code word to indicate trouble

h. Violence – Criminal Acts

- Assault, robbery, any acts of violence
- Try to remain calm.
- Distance yourself from criminal/s.
- Get to a safe location.
- Try to remember key descriptive information.
- Call 112
- Get help from others around you.
- Report incident to campus administration
- Preserve evidence.
- Wait for assistance.

i. After Workplace Violence Acts

An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

8. System Failure

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

a. Pre-Emergency Planning Actions

- Test elevator emergency button at least quarterly
- Maintain equipment according to manufacturer or installer. Contact your local service provider to test fire and security alarm systems for all campuses annually according to manufacturer or installer.
- Contract with a disaster response company in the event of a water leak, smoke, fire, or other damage
- Campus is responsible for maintaining and testing flashlights monthly to ensure batteries are properly charged and function in the event of a power outage.
- Campus to maintain a bin entitled 'System Failure Kit' which contains flashlights, tarps, and buckets. Campus is also responsible for keeping a wet vacuum on site.
- Know location of:
 - Gas shut off.
 - Electrical re-sets.
 - Water shut offs (building, fixtures).

b. Electrical Emergencies

- Determine extent of power failure if possible
- Avoid touching equipment that is smoking, sparking, tripping circuit breakers, or giving electric shocks.
- Contact the Campus Director if the building loses power. In the event the Campus Director is not on site, refer to the Leadership Tree (Section II) to determine the point of contact.
- Remain at your location until you are instructed to do otherwise.
- Use flashlights.
- Wait for emergency power.
- Manually secure the building. If the campus experiences a full power outage, the facility may be evacuated at the Campus Director's discretion.

c. Water System Failure or Flooding.

- Avoid areas of standing water.
- If **Trained** and it is **Safe** to do so:
 - Unplug electrical equipment before water reaches it.
 - Turn off circuit breakers to flooded areas.
 - Use plastic or tarps to cover water-sensitive materials and equipment.
 - Move materials from floors and other flooded areas to a safe location.

d. If Trapped in an Elevator

- **Do Not** try to exit the elevator car through the roof or by forcing the doors.
- Call for help using the elevator's emergency telephone.
- Contact the Campus Director from a cell phone or bang on the doors and shout for assistance.
- Stay in contact with someone until help arrives.
- Always wait for trained personnel to assist you from the elevator.

e. After System Failures

An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input by the Campus Director or Campus Administrator. If a person

denies medical treatment or transportation, complete the Release of Liability form along with the Incident Report.

Emergency Response Guide

Type of Incident	Emergency Response Team	Emergency Security Team	Emergency Communications Team
Smoke, Fire, Sparks	Locate source Extinguish (if safe) Disconnect electrical Report to CD or HIT Evacuate	Secure area of danger Initiate evacuation Establish accountability Report to CD or HIT	Sound alarm Call 112 Monitor evacuation Communicate closure
Illness or Injury	Secure treatment site Assess victim Initiate treatment Report to CD or HIT	Secure area of treatment Search for other victims Report to CD or HIT	Call 112 Monitor response
Active Aggressor/Lockdown	Monitor location of threat Be prepared to Evacuate if necessary Treat/evacuate victims Report to CD or HIT	Secure campus doors Initiate shelter-in-place Establish accountability Report to CD or HIT	Call 112 Monitor response Communicate closure
Bomb Threat, Suspicious Package, or Suspicious Mail	Search building for IED Be prepared to Evacuate if necessary Report to CD or HIT	Secure campus doors Initiate evacuation Establish accountability Report to CD or HIT	Call 112 Monitor response Communicate closure

Incident Response Guide

Type of Incident	During Open Hours	During Closed Hours
Severe Weather	Shelter-in-place	Hybrid class / Work from home
Transit Strike	Delayed opening / Early closure	Hybrid class / Work from home
Civil Disturbance	Shelter-in-place / Early closure	Hybrid class / Work from home
Terror Attack (not on campus)	Shelter-in-place / Early closure	Hybrid class / Work from home