

# **EMERGENCY!**

## **Guidelines for the College Community**

A collection of guidelines for  
students, employees, and visitors  
for safety issues on and off campus.

prepared by the Office of Campus Safety in 2009

planned revisions each August

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## **Bias Crimes and Prevention**

Hate crimes, also called bias crimes are very serious crimes in New York State. Bias Crimes are criminal activities motivated by the perpetrator's bias attitude against an individual victim or group based on perceived or actual personal characteristics, such as race, religion, ethnicity, age, gender, sexual orientation, or disability. Penalties for bias-related crimes are very serious and range from fines to imprisonment for lengthy periods, depending on the nature of the underlying criminal offense, the use of violence, or previous convictions of the offender. Perpetrators who are students will also be subject to campus disciplinary procedures—which may include dismissal from College. This campus has zero tolerance for hate crime.

### **Examples of Hate Crimes**

Examples of hate crimes may include—but are not limited to—threatening phone calls based on bias, hate mail (including email), physical assaults, vandalism, destruction of property, and fire bombings.

### **Procedures for Responding to Bias-Related Incidents**

These procedures apply, to the extent reasonably practicable under the circumstances, during both business and non-business hours. When a student, faculty, or staff member becomes aware of a bias-related incident or hate crime, the following procedures are to be applied. Remember that all bias-related incident reports shall be considered confidential:

1. Make note of the time of the incident.
2. Contact the Office of Campus Safety at 585-394-3500, extension 7911 for on-campus incidents, or the Ontario County Sheriff's Office at 911 for off-campus incidents. Provide your name, location, the nature of the incident, and whether you or those involved have sustained injury. Photographs should be taken of the physical injuries, offensive graffiti, and evidence or vandalism.
3. If possible, REMAIN at or near the location while you wait for our officers or the police to respond. Do not touch or move any physical items from the scene. Retain any physical evidence of the incident (e.g., messages written on doors, physical objects, etc.).
4. When the Office of Campus Safety arrives, provide a detailed description of what occurred. Include time, location, any persons observed at the scene, and any subsequent actions. The Office of Campus Safety will be responsible to report all documents and information to the Affirmative Action Officer. If you choose to call the Ontario County Sheriff's

Office, you are strongly encouraged to also report the incident to the Office of Campus Safety at extension 7911.

5. You may request assistance from the Office of Campus Safety to secure services from the Office of Judicial Affairs, extension 7211, and/or the Affirmative Action Officer. Please provide the agency you contact with a copy of your deposition. Consideration will be given to requests that may assist victims of hate crimes—such as reassignment to a different section of a class, relocation within a residence hall, etc.

**The Office of Campus Safety will contact Maintenance to remove graffiti,  
repair damage, and clean the area as soon as practicable  
after appropriate evidence gathering procedures are completed.**

# Bomb Threats

## Procedures

If you receive a threatening call (bomb threat or other physical harm), do not hang up. Make note of the time and have someone else call the Office of Campus Safety at extension 7911 (on campus) from another extension, if possible. Attempt to engage the caller in a conversation and obtain as much information as possible. Determine phones will display the extension or trunk from which the call originated. **Take notes. Don't put the caller on hold.**

### Collect details about the caller:

- Male or female?
- Young or old?
- Calm? Angry? Accent? Educated? Slurred?
- What sounds are in the background?
- Record the caller's exact words, if possible.

### If it is a bomb threat, ask these questions as well:

- What is the threat?
- When is the bomb going to explode?
- What does it look like? What kind is it?
- What will cause it to explode?
- Where is the bomb?
- Who placed the bomb?
- Why was the bomb placed?

The decision to evacuate will be made by the Office of Campus Safety based on an assessment of the information you collect and the circumstances surrounding the threat.

## Evacuation

If the decision to evacuate is made and specific instructions for evacuation are issued, try to remain calm and avoid panic. **Walk** to the nearest exit and:

- Make sure others are evacuating (Office of Campus Safety and Physical Plant employees may assist in the evacuation).

- Evacuate exactly as you are instructed. If you see something that appears to be an explosive, or if a bomb is found, **DO NOT** move, jar or touch the object or anything attached to it. Leave it for specially trained police officers to remove. Notify the Office of Campus Safety immediately if you find something that looks suspicious.

**In any bomb threat situation:**

- Check your work area for unfamiliar items. Do not touch suspicious items; report them immediately to the Office of Campus Safety at extension 7911.
- Take your personal belongings when you leave.
- Leave doors and windows open. **Do not turn light switch on or off.**
- Use stairs only. **Do not use elevators.**

**Move well away from the building and follow instructions  
provided by the Office of Campus Safety.**

**The following page is a checklist to assist you in the event of receipt of a bomb threat. Please review this document periodically. Keep it readily accessible but out of sight.**

FLCC Office of Campus Safety  
**BOMB THREAT**  
**QUESTIONS TO ASK:**

When is the bomb going to explode?  
\_\_\_\_\_

Where is it right now?  
\_\_\_\_\_

What does it look like?  
\_\_\_\_\_

What kind of bomb is it?  
\_\_\_\_\_

What will cause it to explode?  
\_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why? \_\_\_\_\_  
\_\_\_\_\_

What is your address? \_\_\_\_\_  
\_\_\_\_\_

What is your name? \_\_\_\_\_

**EXACT WORDING OF THE THREAT:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sex of Caller M or F Race \_\_\_\_\_

Age \_\_\_\_\_ Length of Call \_\_\_\_\_

Number at which call is received \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_ am / pm

**CALLER'S VOICE:**

- |                                    |                                             |
|------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Calm      | <input type="checkbox"/> Nasal              |
| <input type="checkbox"/> Angry     | <input type="checkbox"/> Stutter            |
| <input type="checkbox"/> Excited   | <input type="checkbox"/> Lisp               |
| <input type="checkbox"/> Slow      | <input type="checkbox"/> Raspy              |
| <input type="checkbox"/> Rapid     | <input type="checkbox"/> Deep               |
| <input type="checkbox"/> Soft      | <input type="checkbox"/> Ragged             |
| <input type="checkbox"/> Loud      | <input type="checkbox"/> Clearing<br>throat |
| <input type="checkbox"/> Laughter  | <input type="checkbox"/> Deep<br>breathing  |
| <input type="checkbox"/> Crying    | <input type="checkbox"/> Cracking<br>voice  |
| <input type="checkbox"/> Normal    | <input type="checkbox"/> Accent             |
| <input type="checkbox"/> Distinct  |                                             |
| <input type="checkbox"/> Slurred   |                                             |
| <input type="checkbox"/> Disguised |                                             |
| <input type="checkbox"/> Familiar  |                                             |

If voice is familiar, who did it sound like?  
\_\_\_\_\_

**BACKGROUND SOUNDS:**

- |                                           |                                               |
|-------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Street noise     | <input type="checkbox"/> Factory<br>machinery |
| <input type="checkbox"/> Crockery         | <input type="checkbox"/> Animal<br>noise      |
| <input type="checkbox"/> Voices           | <input type="checkbox"/> Clear                |
| <input type="checkbox"/> PA System        | <input type="checkbox"/> Static               |
| <input type="checkbox"/> Music            | <input type="checkbox"/> Local                |
| <input type="checkbox"/> House noises     | <input type="checkbox"/> Long<br>distance     |
| <input type="checkbox"/> Motor            | <input type="checkbox"/> Cell                 |
| <input type="checkbox"/> Office machinery |                                               |
| <input type="checkbox"/> Booth            |                                               |
| <input type="checkbox"/> Other _____      |                                               |

**THREAT LANGUAGE:**

- |                                                       |                                     |
|-------------------------------------------------------|-------------------------------------|
| <input type="checkbox"/> Well-Spoken<br>(educated)    | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul                         | <input type="checkbox"/> Taped      |
| <input type="checkbox"/> Message read by threat-maker |                                     |

Remarks \_\_\_\_\_  
\_\_\_\_\_

Person who received call \_\_\_\_\_

## Reporting Crimes

- Notify the Office of Campus Safety immediately if you think a crime or suspicious activity is occurring.
- Be prepared to describe the situation, suspect or stolen item in as much detail as possible.
- Report any new information immediately to extension 7900.
- Take down plate numbers of suspicious vehicles, and details of physical appearance of suspicious persons and events.
- Report things that appear out of place or any suspicious activity immediately.
- Report solicitors immediately.
- Be prepared to give accurate descriptions of race, age, gender, appearance, location, hair, clothing, backpacks, footwear, etc.

**REMEMBER:** Only you can decide which course of action is appropriate in each case.

**For your own safety do not approach or engage the individuals yourself.**

**Go to the nearest phone and call the Office of Campus Safety at extension 7911 or**

**dial 911 from an off-campus phone.**

## **SERIOUS INJURY or ILLNESS**

### *Procedures - Responding to Injuries and Illnesses of Persons on Campus*

If any situation appears to be an emergency—medical, fire, or crime—contact the Office of Campus Safety at 585-394-3500, extension 7911 or dial 911 from a campus phone to get help immediately. In the event of an accident involving injury or illness:

1. If the injury or illness is life-threatening, seek emergency medical treatment. Dialing 7911 from any campus phone is the fastest way to obtain emergency medical treatment.
2. Be prepared to give as much information as possible, such as location, nature of injury, cause of injury, and any hazards that may be present.
3. Employees must notify their immediate supervisors of any on-the-job injury or illness as soon as possible, as the College must report on-the-job injuries to the State within 24 hours of the occurrence. If the injury or illness is not an emergency, the supervisor should be notified before the employee seeks medical treatment.

### *Injury Reporting*

After the emergency has ended, file a report with the Office of Campus Safety.

### *Hazard Reporting Slips, Trips and Falls*

Spilled liquids and wet floors are major causes of slips and falls. If you spill something, clean it up immediately. If you discover a spill or wet floor and need assistance, please contact the Office of Campus Safety at extension 7900.

Report all other trip and fall hazards (malfunctioning elevators, holes in the sidewalk, loose or torn carpet, lighting deficiencies, etc.) to the Office of Campus Safety at extension 7900.

### *Blood, Body Fluid or Infectious Exposures*

When we refer to an exposure, we mean exposure to blood or other potentially infectious or hazardous materials that come into contact with an easily penetrable area of your body—broken skin, an eye, a mouth, or other mucous membrane.

**If you are exposed:**

- Immediately wash the affected area with soap and water or rinse with an eye wash for 15 minutes, as appropriate;
- Notify your supervisor;
- Obtain medical help by dialing extension 7911;
- Report to the emergency room, if necessary;
- Complete the paperwork provided by the Office of Campus Safety.

## Severe Weather

### *During Severe Weather*

- If the administration decides to close the College for inclement weather, you will be notified on-campus via email and the Paul Revere method and off-campus via media outlets, the College website, and New York Alert.
- If roads leading to your home have been closed, do not attempt to travel home. The Ontario County Sheriff closes the roads only when they are genuinely and absolutely treacherous. You may be arrested for traveling on closed roads and your insurance company may not pay claims as a result of an accident that occurred while you were driving on a closed road. Play it safe, stay where you are, and wait the storm out.

### *Shelter-in-Place (Weather) Recommendations*

Shelter-in-Place is a term used for situations during which it is considered safer for you to remain where you are until the emergency has passed. The decisions you make regarding how and where you take shelter may become a matter of survival—and there are varying recommendations for each emergency. While sheltering in a basement is the best course of action in a tornado, and may be much warmer than another level of your home in the event of power failure in the winter, for example, it is the last place you would want to shelter during a flood.

For this reason, we have included links to the Center of Disease Control and Prevention for weather emergencies that may occur in the Finger Lakes region. These are worthy of review as they provide a good overview of the topics. Some offer guidelines for action before, during, and after these emergencies, as well.

**Extreme Heat** <http://emergency.cdc.gov/disasters/extremeheat/>

**Winter Storm** <http://emergency.cdc.gov/disasters/winter/takesteps/>

**Floods** <http://emergency.cdc.gov/disasters/floods/>

**Tornadoes** <http://emergency.cdc.gov/disasters/tornadoes/>

**Landslides and Mudslides** <http://emergency.cdc.gov/disasters/landslides.asp>

## **Sexual Misconduct and Sexual Assault Information**

*Steps to take if you or a friend is the victim of sexual assault, rape, or relationship violence*

If you are a victim of a rape or sexual assault on main campus, call the Office of Campus Safety at 585-394-3500, extension 7911. The Office of Campus Safety can provide you with transportation to Thompson Health emergency room, and a member of our crisis response team will meet you there, if you'd like. Immediate medical attention is important for your health and well-being as well as collection of evidence that may assist the police in identifying and bringing to prosecution your assailant.

### *Campus Safety Procedures for Sexual Misconduct and Sexual Assault*

Sexual assault, including date/acquaintance rape and relationship violence is a serious crime in New York State. For further information regarding the definitions, specific crimes, and penalties for sexual offenses in New York State, please refer to the Office of Campus Safety web site at <http://www.flcc.edu/offices/safety/index.cfm>. The FLCC community provides many types of services to those who have been harmed by sexual offenses, including access to the Office of Student Health, the Office of Campus Safety, Judicial Affairs, the Center for Advisement and Personal Development, area hospitals, Rape and Abuse Crisis Service of the Finger Lakes, and prevention education through Student Life. Office of Campus Safety officers have received specialized training to tend to the needs and concerns of victims of sexual offenses and relationship violence. If you are a survivor of a sexual offense that occurred on campus, the Campus Safety Officer who takes your report will:

- Meet with you in a location where you will feel comfortable
- Not release your name to the press
- Will treat you and the case with sensitivity, respect, understanding and professionalism
- Assist you in arranging for medical care
- Assist you in contacting counseling and other resources in the community or on campus
- Fully investigate your case. You will be notified of the progress of the investigation and impending prosecution
- Be available to answer any question on the criminal process

- Consider your case seriously regardless of your gender

The Campus Safety encourages the reporting of any sexual offense. National statistics indicate that rapists may repeat sexual predation until they are stopped by an arrest. Counseling speeds the healing process for survivors.

### *Steps to Take If You Are Raped*

- Go to a safe place.
- If you want to report the crime, notify the Office of Campus Safety immediately at 585-394-3500, extension 7911, or dial 7911 from a campus phone or 911. Reporting the crime can help you regain a sense of personal power and control and can also help to ensure the safety of other potential victims.
- Call someone you trust and ask her or him to stay with you. Preserve all physical evidence of the assault: Do not shower, bathe, douche, or brush your teeth. Save all of the clothing you were wearing at the time of the assault and do not wash it. Do not disturb anything in the area where the assault occurred.
- Go to a hospital emergency department. Even if you think that you do not have any physical injuries, you should still have a medical examination and discuss with a health care provider the risk of exposure to sexually transmitted diseases and the possibility of pregnancy resulting from the sexual assault.
- If you suspect that you may have been given a rape drug, tell the hospital or clinic where you receive medical care immediately.
- Write down as much as you can remember about the circumstances of the assault, including physical description of the assailant.
- Talk with a counselor who is trained to assist rape survivors about the emotional and physical impacts of the assault. You can contact Rape Crisis at (585) 546-2777 or Life Line at (315) 462-9561 to find someone who understands the trauma of rape and knows how to help. Student Health can also assist with counseling care.
- The College may accommodate a victim's request, on a case-by-case basis, to change an academic schedule or residence hall room in cases of an alleged sex offense. In addition, the College can help the survivor by confidential consultation with faculty for considerations of adjustments in assignments. Contact the Office of Student Health at 585-394-3500, extension 7298.

### *Suggestions on how to avoid acquaintance rape and unwanted sexual conduct*

- Know your values and limits related to consensual sex and communicate them.
- Trust your instincts about situations and people.
- Be firm and assertive.
- Remember, silence is not consent. Say **NO** loudly and repeatedly.
- Physically defend yourself to get out of a bad situation.
- Avoid illegal drugs. Alcohol and other drugs affect your judgment and control. Over 90% of sexual assault cases involve the use of alcohol on the part of one or both parties.
- Do not assume that if you are with a friend or an acquaintance, nothing bad will happen. In over 90% of cases of sexual assault, the survivor knew the assailant.
- Devise an action plan in advance in case you are in a situation of possible acquaintance rape.
- Listen to your instincts: Remove yourself from the area at the first sign that you feel uncomfortable or unsafe.
- Have a code word to use with friends to get you out of risky situations.

For more information, check out our brochure, **Prevention of Sexual Assault and Other Violent Crime**, at <http://www.flcc.edu/pdf/PreventionSexualAssaultandOtherViolentCrime.pdf>

## **Shelter in Place Procedures**

**1. Alert others.** Follow the College's emergency procedures. You may need to call the Office of Campus Safety at 585-394-3500, extension 7911 or dial 911 from an outside telephone.

Provide essential information, such as the type of emergency, the location, a description of the attacker(s) and the type of weapons involved.

**2. Get away.** Only do this if you can escape quickly and safely. Identify an escape route first.

Leave all belongings behind. If possible, stay behind furniture, buildings, cars, etc. Warn others as you go.

**3. Lock down.** If you cannot escape, hide in the nearest room. Lock or barricade doors, and close and cover windows. Turn off lights, silence any cell phones and be very quiet. Do not open doors until the Office of Campus Safety gives the "all clear" signal, which will be sent via the classroom telephone system.

**4. Take cover.** If attackers are armed, hide in a place that totally blocks you from the view of the attackers. If there is nowhere to hide, lie flat on the ground. Stay away from doors and windows. If a shooter is in the same room with you and gunshots have been fired, it may help to "play dead" until escape is possible or help arrives.

## **Suspicious Packages**

A suspicious looking box, package, object, or container in or around your work area could be a bomb or could contain explosive material. Do not handle or touch the object. Move to a safe area and call the Office of Campus Safety immediately at through any campus phone at extension 7911 or from your cell phone, dial 585-394-3500, extension 7911. Use a telephone in a safe area. Do not operate any power switch, and do not activate the fire alarm.

### **Procedures: Identifying Suspicious Packages and Envelopes**

**Some characteristics of suspicious packages and envelopes include the following:**

- Inappropriate or unusual labeling
- Excessive postage
- Handwritten or poorly written
- Misspellings of common words
- Strange return address or no return address
- Incorrect titles or title without a name
- Not addressed to a specific person
- Marked with restrictions, such as “Personal,” “Confidential,” “Do not x-ray.”
- Marked with threatening language
- Postmarked from a city or state that does not match the return address

#### **Appearance**

- Powdery substance on the package or envelope
- Oily stains, discolorations, or odors
- Lopsided or uneven envelopes
- Excessive packaging material, such as masking tape, string, etc.

#### **Other Suspicious Signs**

- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

*If a package or envelope appears suspicious, DO NOT OPEN IT! It may explode.*

### **Procedures: Handling Suspicious Packages or Envelopes**

- Call the Office of Campus Safety immediately.
- Do not shake or empty the contents of any suspicious package or envelope.
- Do not carry the package or envelope, show it to others, or allow others to examine it.
- Put the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents that may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take action to prevent others from entering the area.
- If possible, shut off the ventilation system.
- **WASH hands with soap and water** to prevent spreading potentially infectious material to face or skin.

**Note and report any suspicious persons in the area.**

# Utility Emergencies

**For all utility emergencies, notify the Office of Campus Safety at  
585-394-3500, extension 7911**

## Power Outage

- If evacuation of the building is required, exit using the stairways. **DO NOT USE ELEVATORS.** Seek out persons needing assistance.
- When mechanical ventilation is interrupted, vapors of chemicals may reach hazardous concentration levels. Laboratory personnel should secure experiments or activities that may present a danger when the electrical power is off or when it is restored unexpectedly. Close sashes on fume hoods and clean up or put away chemicals. Notify the lab supervisor immediately. Do not perform procedures using hazardous materials until power is restored.

## Flooding or Water Break

- If flooding occurs, stop using all electrical devices.

## Gas Leak

- Cease all operations immediately and evacuate the area as soon as possible, notifying others as you leave.
- Do not switch lights on or off. **Do not** take time to open windows or close doors.
- **DO NOT** re-enter the building until cleared to do so by the Office of Campus Safety or other proper authorities.

## People Trapped in Elevator

- If you are trapped, use the emergency phone in the elevator or push the alarm button. Or use a wireless phone to call 585-394-3500, extension 7911 or dial 911. Wait for help to arrive. Remain calm.
- If you discover trapped people, talk to them and try to keep them calm until an officer or other help arrives.

## **Water Line/Sewer Failure**

- Remain calm.
- Notify the Office of Campus Safety at extension 7911. Advise them of the severity and location of the problem. Indicate if any people or objects are in imminent danger.
- Use extreme caution if any electrical appliances/outlets are near the water. Stop using all electrical equipment.
- If the source of the water is known and you are confident you can stop it safely, (i.e. unclog the drain, turn off the water), do so cautiously.
- Assist with protecting objects from water damage by removing them from the area.

If directed to evacuate, follow the same directions for the building evacuation.

## Active Shooter and Other Dangerous Behaviors

In light of recent tragedies across the country, it is important to know that officials advise that there is no single (or absolute) response or direction that will secure everyone's safety. Every situation is unique and complex. For this reason, procedures vary from incident to incident and facility to facility.

**If someone has entered a building with a weapon or you hear gunshots, immediately do the following:**

1. **Seek Secure Shelter.** If possible, go to the nearest room or office with a lockable door. It is critical to get out of the line of fire. Notify anyone you may encounter to follow and do likewise.
2. **Call extension 7911 if possible.** Police intervention arriving as soon as possible is the best approach. Violent incidents evolve rapidly and violent individuals are unpredictable in their behavior.
3. **Tell the Office of Campus Safety where you are, where you heard the shots and how many people are in the room. Keep your phone line open if the operator asks you to do so.**
4. **Information.** Try to stay calm and, if you can, give the police an accurate description of those involved, including clothing, height, weight, sex, other physical characteristics, direction of travel or location. If possible, give a description of any weapons involved. Tell the police if you know the name(s) of the individual(s) involved.
5. **Close and lock the door or barricade the door if there's no lock.**
6. **Close and Cover The Windows.** Seek to find a room without windows only if time permits. Stay away from the windows and pull the shades, if any.
7. **Barricade the door.** Use whatever moveable furniture is available. This is especially important if there is no time to find a room with a lockable door. **Note:** Some doors open outward rather than inward; however, blocking the entrance may deter the perpetrator.
8. **Turn off the lights and get on the floor.** Keep out of sight by hiding behind tables, desks, cabinets or other furniture. This also provides additional protection.
9. **Keep absolutely quiet.** Act like no one is in the room. Silence cell phones. Violent individuals will seldom take time to check every room since their goal is to inflict maximum harm in the minimum amount of time.
10. **Remain** in the place of refuge until escorted from the building by police or by the Office of Campus Safety. **DO NOT** attempt to leave a secure hiding place on your own.
11. **DO NOT** answer the door or speak to anyone. You do not know who it may be. Wait for police to identify themselves and give instructions or a message sent via the campus telephones. Be absolutely sure before responding and taking the directions provided.

12. Once you have reached safety, call family or friends to assure them that you are safe and please tell them **NOT** to come to the College. Additional traffic to the area may affect efforts to contain and respond to the emergency AND may put your loved ones at risk.
13. Recent events have shown that if the opportunity arises where you can take action to terminate the hostile action, take appropriate action.
14. Please remember that when the **police enter an area to follow the directions explicitly.**

**As part of the College's Emergency Preparedness Plan and the College Emergency Management Plan, the College will communicate to all stakeholders via SUNY NY-Alert, the College emergency response telephone system, the local media, and various other methods including the FLCC home page.**

**To UNSECURE an area:**

- Wait for instructions before exiting a secured area. You will get instructions through your office phones and classroom phones.
- Consider risks before un-securing rooms
- Remember, the shooter(s) will not stop until they are engaged by an outside force
- Attempts to rescue people should only be attempted if they can be accomplished without further endangering the persons inside a secured area
- Consider the safety of the masses versus the safety of the few
- If doubt exists for the safety of the individuals inside the room, the area should remain secured
- Know all alternate exits in your room (doors, windows) and building

Guidelines for handling active shooter situations are posted in classrooms and are available through the Office of Campus Safety web site. Go to [www.flcc.edu/safety](http://www.flcc.edu/safety)

If you have any questions, or require additional information, please contact the Office of Campus Safety at 585-394-3500, extension 7900. During an emergency, dial extension 7911.

## Emergency phone numbers

Emergencies.....	911
Ontario County Sheriff.....	585-394-4260
Canandaigua City Police.....	585-394-3311
Newark Police Department.....	315-331-3701
New York State Police.....	585-398-3200
Wayne County Sheriff.....	315-946-9711
Seneca County Sheriff.....	315-539-9241
FF Thompson Health System.....	585-396-6000
Geneva General Hospital.....	315-789-4222
Geneva City Police.....	315-789-1111
Clifton Springs Hospital.....	315-462-9561
Rape and Abuse Crisis Services	
Rochester.....	585-546-2777
Geneva Office .....	315-781-1093
Seneca/Ontario Hotline.....	800-247-7273
Yates Hotline.....	315-536-2897
Planned Parenthood.....	585-546-2595
Alcoholics Anonymous.....	315-789-5955
Lifeline @ Clifton Hospital.....	315-462-9561
for suicide prevention, alcoholism, teen hotline, poison control, mental health, and all emergencies for the deaf	

**College Resources dial 585-394-3500 and extension:**

Director of Campus Safety.....	7437
Director of Student Health.....	7298
Director of Physical Education.....	7294
Office of Judicial Affairs.....	7211
Director of The Center for Advisement and Personal Development.....	7469
Geneva Campus Center.....	315-789-6701
Newark Campus Center.....	315-331-9098

**Contact the Office of Campus Safety at extension 7900 from any main campus telephone or 585-394-3500, extension 7900 from an off-campus phone.**

**For emergencies on campus, call the College emergency line to the Office of Campus Safety: dial 585-394-3500, extension 7911.**

## Evacuation Procedures

*In an on-campus emergency, for police/fire/ambulance--dial extension 7911.*

### Building Evacuation

1. All building evacuations will occur when a fire alarm sounds and/or upon notification by the Office of Campus Safety or other authorized personnel.
2. When the building evacuation alarm is activated during an emergency, leave by the nearest safe, marked exit and alert others to do the same.
3. Disabled persons unable to navigate stairs safely during an evacuation should gather at designated handicap areas near the elevator lobbies—where safety personnel will be looking for them—and they will be safely evacuated. Remember: The greatest threat of injury during an evacuation is the threat of being trampled.
4. **DO NOT USE AN ELEVATOR IN THE EVENT OF FIRE. Why? Depending upon the location of the fire, you may become horribly burned when the elevator doors open.**
5. Once outside, proceed to a clear area that is at least 50 feet from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
6. DO NOT return to an evacuated building unless told to do so by a College official. The Office of Campus Safety or other emergency response personnel must be notified of missing persons so that a search can be conducted.

# Fire Emergencies

## Procedures

In an emergency, call the Office of Campus Safety at extension 7911 or dial 911 from any College phone.

**In all cases of fire, the Office of Campus Safety must be notified immediately!**

1. Know locations of fire extinguishers, exits and alarm systems and how to use them. Do not attempt to fight a fire unless trained to do so. Training and information are available through the Office of Campus Safety at extension 7900.
2. If an emergency exists, pull the building's nearest red fire-alarm pull box.
3. **IMMEDIATELY** evacuate all rooms and close doors behind you.
4. An evacuation alarm means an emergency exists. Walk quickly to the nearest exit and alert others to do the same. Notify others on your way out of the building without delaying your own exit.
5. Persons with a disability are encouraged to gather at the designated handicap assembly areas, which are located near the elevator lobbies on each floor. **DO NOT USE ELEVATORS!**
6. Smoke is the greatest danger in a fire, so stay near the floor where the air is less toxic.
7. Once outside, move to a clear area at least 50 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear.
8. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business there.
9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.
10. If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air is less toxic.
11. Shout at regular intervals to alert emergency crews of your location.
12. Use your cell phone to identify your location to emergency responders.
13. **DO NOT PANIC!**

## **Policies for People with Disabilities**

If the situation is life threatening, call the Office of Campus Safety at extension 7911.

Evacuating a disabled or injured person yourself is the last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt: Do not make an emergency situation worse.

Evacuation is difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Remember that environmental conditions (smoke, debris, loss of electricity) will complicate evacuation efforts. And remember: Most injuries incurred as a result of a fire evacuation are the result of trampling. We can evacuate the entire building in just a few minutes, and the first thing on our list is to go to handicap assembly areas to assist persons who need help.

**The following guidelines are general and may not apply in every circumstance.**

- Do not evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.
- Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask how they can best be assisted or moved, and whether there are any special considerations or items that need to come with them.

## **Hazardous Materials**

When a spill does occur, it is necessary to take prompt and appropriate action.

### **Major Spill Procedures**

- Notify others in your area that a spill has occurred.
- Evacuate the room, floor, or building as necessary. Do not hesitate to pull the fire alarm if necessary to evacuate the building.
- Call the Office of Campus Safety at extension 7911 from a campus phone to report the spill.
- For flammable materials, turn off all ignition sources.
- Close doors to the area where the spill occurred.
- Limit access to the area.
- Stand by the area outside the building until help arrives, a minimum of 300 feet away.
- Report the spill to your supervisor.

### **Provide the following information when reporting a spill:**

- Personal injuries, if any
- Location of the spill (building and room number)
- Name of material(s) involved (spell clearly and slowly)
- The amount of material spilled
- Immediate actions taken
- How spill occurred (if known or suspected)
- Who first noticed spill and at what time
- Call-back number(s)

### **Minor Spill Procedures:**

- Notify others in the area that a spill has occurred.
- Prevent others from coming in contact with the spilled chemical(s).
- Wear proper personal protective equipment (PPE) such as goggles, gloves, etc. before cleanup.
- Try to prevent spilled chemicals from entering waterways by building a dike around the access points (sink, cup sinks, floor and outside storm drains). Spread absorbent material

on and around the spill to absorb the chemical(s). Sweep up the absorbed spill from the outside toward the middle. Scoop up and deposit in a leak-proof container.

- Label and dispose of the container appropriately. If this is hazardous waste, it needs to be handled as such.
- Wash the contaminated surface with soapy water. Report the spill to the Office of Campus Safety immediately at extension 7900 and report it to your supervisor.

### **Fluorescent Light Fixtures/PCB Awareness--Spills of Leaks from Fluorescent Light Fixtures:**

- Caution! Light fixtures manufactured prior to 1980 may have ballasts that contain polychlorinated biphenyls (PCBs) or mercury.
- Isolate the leak/spill area to prevent people from coming in contact with the spilled material.
- Contact the Office of Campus Safety so that they may assess the spill and determine level of exposure and document the incident.
- Contact Buildings and Grounds at extension 7467 for cleanup by trained campus personnel.

## Personal Safety

- Be alert and walk purposefully. Confidence may deter attackers.
- Carry a whistle, personal alarm or cell, or be prepared to scream "NO!" loudly and get away if threatened.
- Avoid isolated or poorly lit places, especially at night. Walk with a friend, or stay with a crowd. **Call the Office of Campus Safety to provide you an escort as you walk across campus.** Stop by our office or call us at 585-394-3500, extension 7900.
- Be wary of strangers, on foot or in cars, asking directions or asking you to help them find a lost pet. **BE WILLING TO APPEAR IMPOLITE TO KEEP STRANGERS AT A SAFE DISTANCE.** Yell, if necessary. Do not hesitate to call the Office of Campus Safety if you notice anyone acting suspiciously. We do a fine job of giving directions and finding pets.
- If someone follows you, go to a place where there are other people. And call the Office of Campus Safety.
- Respect your intuition. Do not attempt to override your sixth sense—your instincts may protect you from danger.
- Take a self-defense course.

When you are socializing, play it smart. One drink too many could make you vulnerable. Know your limits and know what you are drinking. Don't leave your drink, your food, or your cigarette unattended; [Rohypnol](#) or another date rape drug may be slipped into or onto any of these and may make you extremely vulnerable or make you lose consciousness.

Like many college campuses, FLCC has adopted the Blue Light Phone program to help keep everyone safe. If you don't have a cell phone, go to one of our blue light phones and call the Office of Campus Safety for assistance. These phones are located throughout campus, inside and out, and are there specifically so that you may reach the Office of Campus Safety whenever a need presents itself. Blue light phones may be identified by the blue globe that is located above phone or the call box. Just open the box, pick up the phone, and call us if:

- You are feeling uncomfortable or threatened, or you believe you are being followed
- You suffer a serious illness or injury, or witness a serious illness, injury, serious argument, theft, or other criminal act

For additional information that may prevent sexual assault or other violent crime, see our brochure at <http://www.flcc.edu/pdf/PreventionSexualAssaultandOtherViolentCrime.pdf>

## **Mental Health Concerns**

The Crisis Response Team at Finger Lakes Community College responds to student mental health crisis situations in which a student is in imminent danger of harming himself or others.

If a **student** is threatening to harm himself or others, immediately:

- Escort the student to The Center for Advisement OR call The Center for Advisement at extension 7268 or extension 7267 from 8:30 am until 7:00 pm, Monday through Friday.  
**OR**
- Call the Office of Campus Safety at extension 7911.  
**OR**
- Call the Student Health office at extension 7298, 8:30 am – 4:30 pm, Monday through Friday, while classes are running.

If a student exhibits these behaviors, it should alert you that the student may be experiencing difficulty:

- Different behavior than the norm for that student
- Poor concentration and lack of focus
- Lack of attention to personal hygiene
- Unusual classroom behavior
- Sleeping in class
- Uncharacteristic edginess or anger

***What you can do:***

- Escort the student to The Center for Advisement OR call The Center for Advisement at extension 7268 or extension 7267 from 8:30 am until 7:00 pm, Monday through Friday.  
**OR**
- Call the Office of Campus Safety at extension 7911.  
**OR**
- Call the Student Health office at extension 7298, 8:30 am – 4:30 pm, Monday through Friday, while classes are running.

As always, if you are unsure about how to proceed, or if you have any concerns or questions, you should call the Office of Campus Safety.

***For mental health issues that involve employees, first contact the Office of Human Resources at extension 7428. That failing, contact the Office of Campus Safety at extension 7911.***

## Criminal and Violent Behavior

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations or persons and reporting them as outlined below. If you are the victim of, or are involved in, any on-campus violation of the law, such as assault, robbery, theft, sexual assault, etc., notify the Office of Campus Safety at extension 7911 as soon as possible and give them the following information:

- Your name and address
- The nature of the incident
- Location of the incident
- Description of the person(s) involved
- Description of the property involved

If you witness a criminal act or notice person(s) acting suspiciously on campus, immediately notify the Office of Campus Safety at extension 7911.

Assist the police when they arrive by supplying them with any additional information requested; ask others to do the same.

While you have the right to refuse to press charges, we do hope that you will be willing to do so and that you will cooperate fully with law enforcement officers. Bringing criminal charges against criminals is the fastest and most sure way of removing them from our campus, and to do that, we need your help.

### **For violent behavior or any unusual or potentially dangerous situation:**

- 1. Call the Office of Campus Safety immediately.** Don't second-guess yourself or wonder whether a situation warrants response from our officers. If you are wondering about it, call us. The Office of Campus Safety would much rather get 100 false alarms than miss a single call that may have prevented a serious situation. The faster we know about a potential situation, the faster we can intervene and prevent people from being hurt. Don't hesitate: If you're unsure, call!
- 2. Never try to handle a situation that is potentially dangerous to you or to others.** Our peace officers and security guards have all been trained in intervention and de-escalation. Inform both the Office of Campus Safety and your supervisor about any individuals deemed to be threatening, dangerous, or exhibiting behavior or disorganized thoughts.
- 3. Reduce the opportunity for you to become a victim by:**
  - Alerting the Office of Campus Safety at extension 7911
  - Using effective people/communication skills (see De-Escalation Techniques) until peace officers arrive on the scene
  - Having a second person with you
  - Placing a barrier between yourself and the aggressor
  - Knowing your escape route

#### **4. Reacting to Potentially Violent Situations:**

- Call the Office of Campus Safety or have someone else call the Office of Campus Safety at extension 7911
- Maintain eye contact and a positive posture to send out positive signals
- Keep the person talking as you maintain a controlled, calm demeanor
- Show concern yet maintain a safe distance; avoid being alone with the person

Do not touch or approach a person who may become violent.