

Finger Lakes Community College

Emergency Action and Response Plan

Finger Lakes Community College



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1. Quick Reference

We each have a responsibility to know how to respond in an emergency. In addition to knowing how to report an emergency, the three basic things you need to know are:

- In
- Out
- Away

Depending on the type of emergency and where you happen to be when the emergency occurs, you'll need to take one (or more) of these actions. Refer to Section 8 (Responses to Specific Hazards) for more detailed information on what individuals should do.

1.1. Report an Emergency

- Call: 9-1-1

1.2. Get In or Stay In

Emergencies such as active violence, severe weather and an outdoor hazardous material release trigger the get in or stay in response.

- Active Violence (when safe escape is not possible)
 - Stay or go inside a safe area.
 - Lock or barricade the door.
 - Cover door window.
 - Lock and stay away from windows.
 - Get out of sight and stay low and quiet.
 - Turn off lights.
 - Turn off computers.
 - Silence cell phones.
 - Wait for further instructions from authorities.
- Severe Weather / Outdoor Hazardous Material Release
 - Stay inside in a safe location. Do not exit the building.
 - If you are outside, enter the closest building.
 - Close doors and stay away from windows.
 - Wait for further instructions from authorities.

1.3. Get Out or Stay Out

Emergencies such as active violence may trigger the get out or stay out response when escape is a safer option:

- If you are outdoors, look for appropriate cover locations (trees, walls, boulders, parked vehicles)
- If you can, call 9-1-1 and inform them of the situation. Provide them with:
 - Your name
 - Location of the incident (be as specific as possible)
 - Number of assailants (if known)
 - Identification or description of assailant(s)

- Number of persons who may be involved
- Your exact location
- Injuries to anyone, if known

- Do not reenter the area, and take steps to prevent others from doing so until authorities arrive
- Once you are in a safe area, do not leave unless a law enforcement official escorts you out
- Remain as calm and as quiet as you can
- Do not attempt to rescue others unless you have been trained, or can reach them in a safe manner
- Above all, do not endanger yourself

Emergencies such as a fire, smoke, bomb threat, and indoor hazardous material release trigger the get out or stay out response.

- Evacuate the building using the nearest available exit.
- Check surroundings for any sign of suspicious vehicles, people or packages.
- Move at least 50 ft. away from the building.
- Report to the pre-determined emergency assembly area, if assigned.
- Follow instructions from authorities.
- Do not re-enter the building until authorized.

1.4. Get Away or Stay Away

In general, people should move away and/or stay away from the affected area. Emergency responders will provide direction on where to go to be safe.

1.5. Medical or Rescue Duties

Only trained emergency responders are assigned to perform medical or rescue duties. No other employees are assigned to perform medical or rescue duties during emergencies. Rescue and medical assistance for injured persons will be provided at each location by emergency responders as listed in the site specific information appendix for each location. Provision of first aid and defibrillation should be provided by trained persons only.

2. Evacuation Notification and Emergency Signals

In the event of an emergency, building occupants may be alerted by any one or a combination of the following:

- The sounding of an alarm
- FLCC Alert notification (text, e-mail, instant message)
- Verbal Orders
- Written Orders
- Alert notification from another source such as National Weather service

Situation	Alarm
Fire	Fire Alarm (with strobes)
Smoke	Fire Alarm (with strobes)
Heat	Fire Alarm (with strobes)
Natural Gas	FLCC Alert Notification Verbal Order (with signs or hand signals) Written Order *The fire alarm may be activated
Hazardous Material	FLCC Alert Notification Verbal Order (with signs or hand signals) Written Order
Bomb Threat	FLCC Alert Notification Verbal Order (with signs or hand signals) Written Order
Active Violence	FLCC Alert Notification Verbal Order (with signs or hand signals) Written Order *The fire alarm may be activated
Severe Weather	FLCC Alert Notification Verbal Order (with signs or hand signals) Written Order

3. Evacuation Exits and Procedures

In the event of an emergency, all building occupants must respond to emergency signals and notifications. In the event evacuation is necessary, all occupants will evacuate immediately using the **nearest** available marked exit and proceed to the closest emergency assembly area. In the event of fire, all building occupants are to evacuate immediately.

For gatherings exceeding 1,000 people, trained crowd managers will direct and assist the event attendees in evacuation during an emergency and assist emergency response personnel where requested.

Evacuation exit routes are shown in the site specific information appendix for each location.

DO	DO NOT
Use the stairs (where applicable)	Use the elevators (where applicable)
Move with deliberate speed and quietly	Rush or scream
Assist others as needed	Re-enter the building
Move at least 50 feet away from the building to the Emergency Assembly Area	Congregate around doors or access areas

4. Areas of Refuge

An area of refuge is a specified area which is in close proximity or has direct access to an exit where people who are unable to use stairs may remain temporarily in safety to await further instructions or assistance during emergency evacuation. Persons who use an area of refuge during an emergency evacuation should contact 911.

If applicable, specific locations for Areas of Refuge may be found in the site specific information appendix for each location.

5. Critical Operations

There are no critical operations at any FLCC sites that would require anyone to delay evacuation.

6. Emergency Assembly Areas

After an emergency evacuation, employees and occupants are to immediately meet at the designated emergency assembly areas, provide accountability information to the designated person, await further instructions and remain at least 30 feet away from the building. Designated emergency assembly areas are found in the site specific information appendix for each location.

7. Accountability Following Evacuation

Department representatives are responsible for taking note of all personnel and occupants assigned to them. A sample Personnel Accountability Checklist is available in Section 10.2.

Department representatives should immediately report to Campus Police (at Main Campus) or Campus Center Administrators (at Campus Centers) the name and last known location of anyone not accounted for.

8. Response to Specific Hazards

Hazards most likely to impact the site have been identified with specific response actions individuals should take to each.

These hazards include:

- Fire
- Medical Emergencies
- Medical Emergencies Involving Hazardous Materials
- Hazardous Material Spill
- Utility Failure
- Severe Weather
- Active Violence
- Bomb Threat
- Civil Disturbance
- Earthquake

8.1. Fire

What you should do:

- Evacuate the building using the nearest available stairwell or exit. Do not use elevators.
- If an alarm is not sounding, pull red fire alarm on your way out, if possible.
- Close doors on your way out, if possible.
- Assist mobility impaired persons.
- Report to the designated emergency assembly areas (see the site specific information appendix for each location).
- Await further instructions

All building occupants are to evacuate the facility. There are no critical operations that would require employees to remain behind during an emergency evacuation.

What you should know:

- All facilities are fully equipped with a fire alarm system, a telephone system and in some instances, the ability to utilize voice communications.
- Most facilities contain both audible and visual notification devices for alarms.

8.2 Portable Fire Extinguisher Use

Portable fire extinguishers are located throughout the each facility and may be used in the event of an emergency.

8.3. Medical Emergencies

What you should do:

- **Call 911** or direct someone to do so and provide the following information:
 - Building name
 - Exact location within the building
 - Your name and phone number
 - Nature of the emergency /description of injured person's injury or illness
 - Follow the instructions of the 911 operator
 - **Do not hang up until advised to do so by operator**
- Render first aid if you are trained to do so.
- Check to see if an AED is available. If so, retrieve or direct someone to retrieve the nearest AED.
- Stay calm. Keep injured person warm with a coat or blanket
- Do not move the injured person unless there is danger of further injury.
- Do not give the injured person anything to eat or drink.

What you should know:

- Medical emergencies and accidents may occur at any time and may involve a student, employee or visitor.
- Some emergencies may only require first aid care, while others may require immediate medical attention.

8.4. Medical Emergency Involving Hazardous Materials

What you should do:

- Evacuate the building if the hazardous material cannot be contained or controlled
- Verbally notify others to evacuate the area to ensure no additional hazardous material exposures are occurring
- **Once you are in a safe place, call 911** or direct someone to do so and provide the following information:
 - Building name
 - Your name and phone number
 - Exact location within the building
 - Nature of the emergency /description of injured person's injury or illness
 - The name of the hazardous material/chemical to which the injured person was exposed
 - Follow the instructions of the 911 operator
 - **Do not hang up until advised to do so by operator (unless calling from the hazard area).**
- Locate and review the Safety Data Sheet (SDS) of the hazardous material/chemical to

- determine exposure response and have it available for emergency responders.
- Begin irrigating with water from emergency shower or eyewash station if directed to do so by the SDS.

What you should know:

- Be familiar with the SDSs for each chemical that you are working with so that you are familiar with exposure response procedures.
- Be familiar with the location of the SDSs for the chemicals you are working with.
- Wear personal protective equipment as prescribed by the SDS to avoid exposure incidents.
- Avoid working with hazardous material alone so that a partner can assist you in the event of an exposure incident.

8.5. Hazardous Materials Release

What you should do:

Spill/Release Inside the Building:

- Evacuate the building if the hazardous material spill cannot be contained or controlled.
- Verbally notify others to evacuate the area to ensure hazardous material exposure does not occur
- Once you are in a safe place, **dial 911** and provide the following Information
 - Building Name
 - Your name and phone number
 - Location of the spill and/or materials released
 - Characteristics of spill (colors, smells, visible gases)
 - Name of substance, if known
 - Injuries, if any
 - Follow the instructions of the 911 operator
 - Do not hang up until advised to do so by operator (unless calling from the hazard area).
- You can remain inside building unless directed to evacuate by emergency responders (Fire, Police, Ambulance), Campus Police or FLCC Administration.
- DO NOT eat or drink anything or apply cosmetics in the area impacted by the spill.

Spill Outside the Building:

- Notify **911** and provide the following information:
 - Building address, including nearest cross street or nearest adjacent bldg(s)
 - Your name and phone number
 - Location of the spill and/or materials released
 - Characteristics of spill (colors, smells, visible gases)
 - Name of substance, if known
 - Injuries, if any
 - Follow the instructions of the 911 operator
 - **Do not hang up until advised to do so by operator (unless calling from the hazard area).**

- Alert others in the immediate area to leave the area
- Restrict access to the affected area
- Try to protect drainage areas and soil from contamination

What you should know:

- Hazardous material spills may occur inside a building.
- More likely, incidents of disaster magnitude will occur outside, such as a truck accident involving large quantities of toxic material.
- An emergency response is not required for incidental spills which are classified as minor spills that pose no threat to human health, property or the environment.
- If an indoor release meets one or more of the following conditions, it shall constitute an emergency and require emergency response efforts:
 - Over 500-milliliters of a liquid or 1-pound of a solid for known chemicals or **any size of acutely toxic, radioactive or unidentified chemical or combination of chemicals** (i.e. strong oxidizers, phenol, reactive, peroxide, carcinogen, P and U listed waste);
 - Human fluids, such as but not limited to blood, urine, and saliva, should ONLY be cleaned up by someone who has received Bloodborne Pathogens training. Refer to the FLCC Bloodborne Pathogens Program and Exposure Control Plan;
 - Mercury spills should only be cleaned up by someone trained to do so such as a stockroom lab technician or the Environmental Health & Safety Department.
- If an outdoor release poses a threat to human health, property or the environment then an emergency response is required.
- You may be instructed to Shelter in Place.

8.6. Utility Failure

Power Outage:

What you should do:

- **Notify FLCC Campus Police at 585-785-1900** and provide the following information:
 - Location of the site affected
 - Type of problem or outage
 - Follow the instructions provided by Campus Police, utility employees or emergency responders
 - **Do not hang up until advised to do so by Campus Police.**
- Advise employees/students of the problem and actions to be taken once a determination has been made.

What you should know:

- Depending on the extent and expected duration of the outage, an Incident Management Team (IMT) may be activated to determine follow-up responses such as relocation, consolidation of food service, etc.
- During failure of electricity, gas (outage), water, or other utilities, FLCC will remain in operation if possible.
- There is no need to immediately evacuate. Wait for instructions. You may be advised to

Shelter in Place.

Natural Gas Odor (Leak):

What you should do:

- Evacuate the building and report to the designated emergency assembly areas. **DO NOT PULL THE FIRE ALARM.** Verbally notify everyone to evacuate quickly and orderly.
- Notify **911** and provide the following information:
 - Location of the site affected
 - Type of problem
 - Follow the instructions of the 911 operator
 - **Do not hang up until advised to do so by operator.**
 - **Notify Campus Police (Main Campus), Campus Center Administrator (Campus Centers)**

What you should know:

- Wait for instructions.
- The Incident Management Team may be activated to determine follow-on responses such as relocation, consolidation of food service, etc.
- During failure of electricity, gas (outage), water, or other utilities FLCC will remain in operation if possible.

8.7. Severe Weather

What you should do:

- If safe to do so, you may evacuate by vehicle.
- If vehicle evacuation is not safe, remain or move indoors.
- If you cannot move indoors, stay in low areas away from power lines, trees and buildings. Cover your head.
- Go to a safe level of the building, generally lower levels.
- Stay away from windows.
- Follow instructions from authorities.

What you should know:

Campus Police monitors reports regarding weather conditions from sources including the following:

- Ontario County Office of Emergency Management
- National Weather Service
- Ontario County Sheriff's Office 911
- Wayne County Sheriff's Office 911 (Newark Campus Center)
- Local News Media

Immediate weather threats (such as a tornado) may be communicated by local, state, federal authorities or FLCC Campus Police and may include instructions for immediate actions such as sheltering in place, seeking a safe location, or evacuating.

- Each individual is encouraged to consider weather and driving conditions in the area that they are traveling from in addition to the weather conditions at the site.

8.8. Active Violence

What you should do:

General:

- As a general rule, DO NOT approach the person with the weapon
- Move immediately out of the area to a safe location if you can. Notify others of the danger as you leave an area
- Move toward any law enforcement or Campus Police (keep hands on head and do what police officials tell you)
- If you are in a classroom, room or office without an outside exit, TAKE COVER:
 - Secure the door. If the door has no lock and the door opens in, a door wedge can be used if available. Use heavy furniture or equipment to barricade the door if available
 - If the door has a window, cover it if you can
 - Lock windows
 - Turn off lights
 - Silence cell phones
 - Get out of sight, stay low and quiet
 - If in a room with others, spread out if possible
- If you are outdoors, look for appropriate cover locations (trees, walls, boulders, parked vehicles)
- If you can, **call 9-1-1** and inform them of the situation. Provide them with:
 - Your name
 - Location of the incident (be as specific as possible)
 - Number of assailants (if known)
 - Identification or description of assailant(s)
 - Number of persons who may be involved
 - Your exact location
 - Injuries to anyone, if known
- Do not reenter the area, and take steps to prevent others from doing so until authorities arrive
- Once you are in a safe area, do not leave unless a law enforcement official escorts you out
- Remain as calm and as quiet as you can
- Do not attempt to rescue others unless you have been trained, or can reach them in a safe manner
- Above all, do not endanger yourself

When trapped with a gunman:

- Do not provoke the gunman.
- If no shooting is occurring, do what the gunman says and do not move suddenly
- If shooting starts, you must decide to:
 - Stay still
 - Run for an exit while zigzagging

- Attack the gunman

What you should know:

- Once notified of an active shooter, local police will likely be the first responders on the scene
- Police are trained to respond to an active shooting incident by proceeding to the origin of audible gunfire.
- Police will move quickly into the affected area until the shooter is located and stopped or is no longer a threat to life or safety
- If you are wounded or with someone who may be wounded, expect the officers to bypass you in their search as they must find the shooter and eliminate the threat first
- To assist police, please remain calm and patient during this time, to prevent any interference with police operations
- If you know where the suspect is and/or have a description, tell law enforcement directly or by calling 911
- Rescue teams will follow to aid you and others, this may take a considerable amount of time
- FLCC or 911 will provide updates using many modes of internal and external channels when confirmed information is available
- Fully cooperate with law enforcement directives

8.9. Bomb Threat

What you should do:

Telephone threat:

- Keep the caller on the telephone as long as possible to obtain further information
- Listen carefully to all information provided by the caller and to make a note of any voice characteristics, accents, or background noises, as these may also be important clues
- A list of questions to ask is provided in Appendix 10.3
- Have someone call 911 as soon as possible

Suspicious object:

- Do not touch or move the object
- Do not use cell phones in the immediate area
- Verbally notify others to evacuate the area
- Call 911

Written threat:

- Handle the written threat as little as possible
- Note the date, time, location you received the written threat
- Call 911
- Provide the written threat to law enforcement or Campus Police.

What you should know:

- The Bomb Threat Report Form (found in Appendix 10.3) is intended to obtain important information relative to the severity of the threat as well as identifying the person responsible for making the threatening call

- Be calm and patient – DO NOT interrupt the caller
- When the incident is reported to law enforcement or Campus Police, they will take appropriate measures and employ resources to thoroughly investigate the threat including notification to law enforcement; organizing employees to conduct facility searches if necessary; and notifying the FLCC community
- Have a copy of the Bomb Threat Checklist/FLCC Emergency Guide near your phone

8.10. Civil Disturbances

What you should do:

- Report disruptive circumstances **by calling 911**
- Do not argue with participant(s)
- Have employees, visitors or students leave the immediate area of disturbance
- Lock all doors if threatening behavior is observed
- Stay away from windows and exterior doors
- Remain inside building, unless instructed otherwise by law enforcement or Campus Police
- Law enforcement or Campus Police will issue further instructions upon arrival

What you should know:

- Inserting yourself in a violent situation may only lead to you and others getting hurt
- Let the authorities deal with the situation

8.11 Earthquake

What you should do:

Indoors

- If possible, stand in a doorway, against an interior wall or seek protection underneath furniture, such as a desk or table.
- Place your arms over your head to protect yourself from head injuries.
- Distance yourself from windows that may break and large or heavy objects which may fall.
- Wait for the shaking to cease before leaving the building.

Outdoors

- Distance yourself from trees, power lines, utility poles and buildings.
- If you are driving, pull your vehicle over in a location away from trees, bridges, power lines, utility poles and buildings.
- Wait for the shaking to cease before leaving your vehicle.

Afterwards

- Once the shaking has stopped, begin to carefully evacuate. Take items such as keys, wallet, medicines or other emergency supplies only if they are within reach.
- While leaving the building, be cautious about falling objects and structural damage. Be alert for persons who are injured or trapped.
- If available, turn on a radio or television for information.

- Phone systems may become overloaded which may delay emergency responders. Only use the phone during this time if it is an emergency.

What you should know:

- Aftershocks may occur after an earthquake.

9. Public Assemblages and Events

When the code enforcement official requires:

- Fire watch personnel will remain on duty when the building is open to the public or the activity is being conducted. Fire watch personnel shall keep diligent watch for fires, obstructions to means of egress and other hazards during the time such place is open to the public or such activity is being conducted, take prompt measures for remediation of the hazards, and assist in the evacuation of the public from the structures.
- During the event, emergency vehicles, including emergency medical services vehicles, will ingress and egress through the usual ingress and egress to the building.
- The fire protection system will remain active during the event.
- Parking will occur in the parking lot for the building until the lot is at normal maximum capacity and then parking will occur in additional designated locations without blocking the roadway.
- FLCC Campus Police Peace Officers will be present at the event and will assist with directing traffic and parking.

10. Appendices

10.1. Roles and Responsibilities

Administrators

- Ensure all department employees in the building are aware of the EAP
- Ensure all department employees in the building follow the plan
- Ensure employees understand where meeting locations are including emergency assembly areas and safe locations within the building
- Debrief incidents using EAP as a guide

Individual Staff and Faculty

- Know the building Emergency Action Plan
- Take appropriate action according to the Plan
- Do not delay when instructed to evacuate, shelter-in-place or other action directed by authorities
- Know where meeting locations are including emergency assembly areas and safe locations within the building

Classroom/Lab Instructors (class in session)

- Inform students in class of evacuation / shelter guidelines
- Assist students with evacuation, shelter-in-place, or other action as directed by authorities
- Do not delay when instructed to evacuate, shelter-in-place or other action directed by authorities
- Be prepared to communicate if anyone is missing

Students and Attendees

- Follow instructions from classroom/lab instructors
- Do not delay when instructed to evacuate, shelter-in-place or other action directed by authorities

Campus Police/EHS

- Ensure awareness/familiarity with EAP
- Facilitate incident debriefing using EAP as a guide
- Incorporate recommendations and continual improvements into EAP based on incident/annual review

10.3. Bomb Threat Report Form

INSTRUCTIONS: Be calm. Be courteous. Listen. Do not interrupt the caller. Notify supervisor / security officer by prearranged signal while caller is on the line.

Report the call to law enforcement or Campus Police at 911

DATE:		TIME:	
SOURCE OF TELEPHONE CALL			
Name or number displayed on your phone.			
Call from on or off campus?			
EXACT WORDING OF THE THREAT:			
QUESTIONS TO ASK:			
1. When is the bomb going to explode?			
2. Where is the bomb right now?			
3. What kind of bomb is it?			
4. What does it look like?			
5. What will cause it to explode?			
6. Why did you place the bomb?			
7. What is your name and address?			
TRY TO DETERMINE THE FOLLOWING - CIRCLE AS APPROPRIATE			
Caller's Identity	Male Female Adult Juvenile Age ____ years		
Voice	Loud Soft High-pitched Deep Intoxicated Other ____		
Accent	Local Foreign Region (describe) _____		
Speech	Fast Slow Distinct Distorted Stutter Slurred Nasal		
Language	Excellent Good Fair Poor Foul Other _____		
Manner	Calm Angry Rational Irrational Coherent Incoherent		
	Deliberate Righteous Laughing Intoxicated		
Background Noise	Office Machines Factory Machines Bedlam Trains Animals Music		
	Voices Airplanes Street-Traffic Party-atmosphere Mixed Other		
ADDITIONAL INFORMATION			

10.4. Example Alert Notifications

1. Emergency Message

FLCC Alert. Seek shelter indoors, close windows and doors. Do not enter campus. Wait for additional instructions.

2. Building Emergency Message

FLCC Alert. Building emergency at _____. Stay away from _____. Wait for instructions.

3. Active Violence

FLCC Alert. Person with a gun seen near _____. Do not enter campus. Lock or barricade doors. Wait for instructions.

4. Active Shooter

FLCC Alert. Shots fired near _____. Do not enter campus. Lock or barricade doors. Wait for instructions.

5. Severe Weather Warning Message

FLCC Alert. (Severe T-storm/Tornado) warning until _____ AM/PM. Seek shelter indoors at lowest level, away from windows.

6. Bomb Threat

FLCC Alert. Bomb threat has been made against FLCC. Evacuate _____ Hall. Do not enter campus. Wait for instructions.

7. Campus Closure Message

FLCC Alert. FLCC is closed as of (time and date). Campus will reopen at (time and date).

8. Test Message

FLCC Alert TEST. This is a test of Alert System. No action is needed. This is only a test.

9. All Clear Message

FLCC Alert. Emergency is over. All Clear. Emergency is over. All Clear.

Finger Lakes Community College

Emergency Action and Response Plan

Site Specific Information



FLCC Honors House
4340 Lake Shore Drive
Canandaigua, NY 14424

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11. Site Specific Information

11.1. Site Contacts

Role	Position or Name	Office Phone
Plan Administrator	Jason Maitland, FLCC Chief of Campus Police	(585)-785-1437
Fire & EHS Contact	Dawn Hess, FLCC Director of Enterprise Risk Management and EHS	(585) 785-1664
Honors House	Curt Nehring Bliss	(585)785-1367

11.2. Emergency Responders

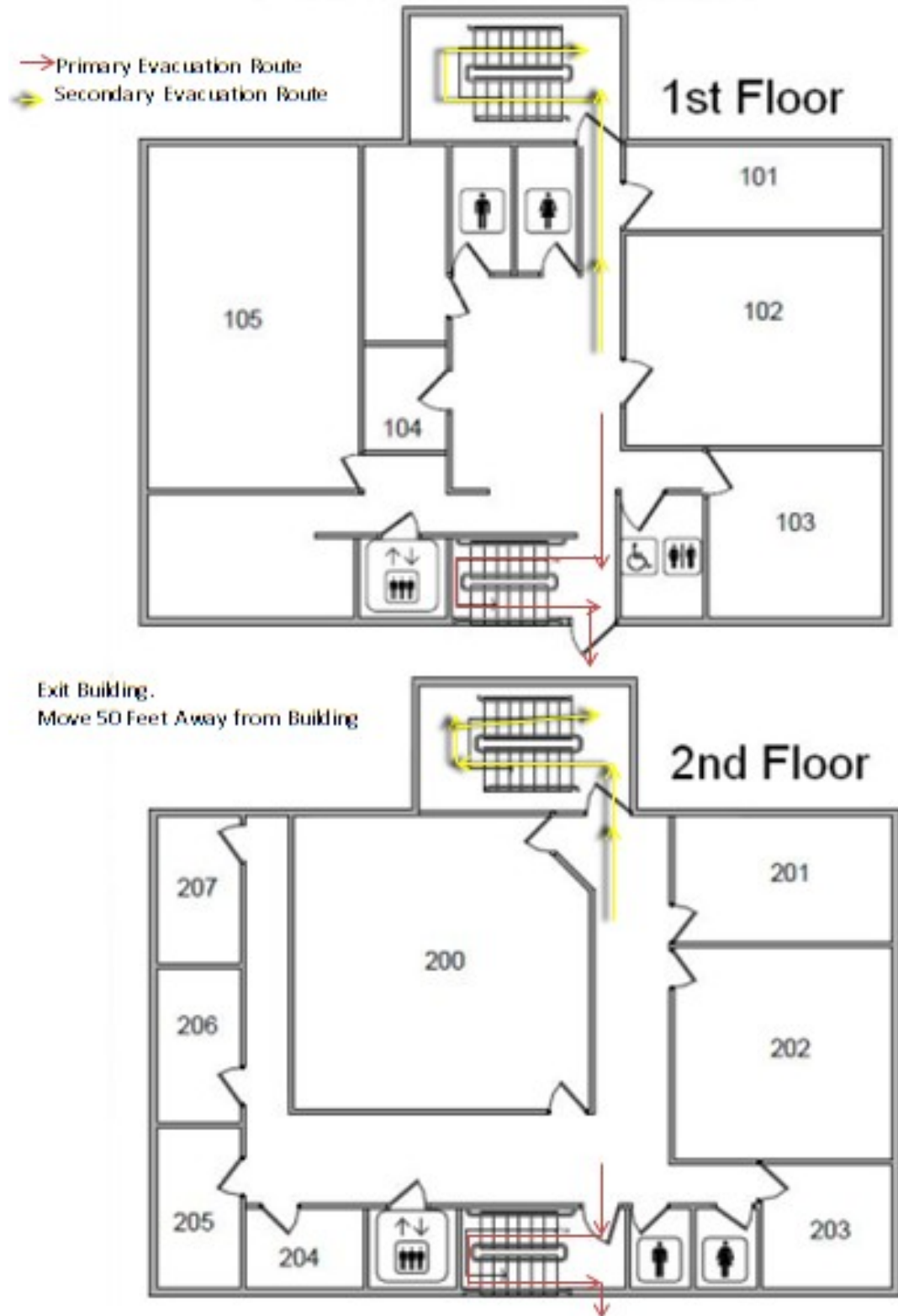
Only trained emergency responders are assigned to perform medical or rescue duties. No other employees are assigned to perform medical or rescue duties during emergencies. Rescue and medical assistance for injured persons will be provided by:

- Hopewell Fire District
- Canandaigua Ambulance
- Finger Lakes Ambulance
- Campus Police
- Ontario County Sheriff
- New York State Police

First aid and defibrillation should be provided by trained persons only.

11.3. Evacuation Route Maps

FLCC Honors House



11.4. Areas of Refuge

There are no Areas of Refuge at this site.

11.5. Assembly Areas

