



**HIGHLAND  
COMMUNITY  
COLLEGE**

**STAFF, FACULTY AND STUDENTS  
EMERGENCY GUIDE**

Last Updated December 2020

# EMERGENCY CONTACTS

<b>From an off-campus phone:</b>	<b>On campus, using a cell phone</b>
Police/Fire/Ambulance	911
Campus Security	1-815-599-3652
Police Non-Emergency	1-815-599-3652
Behavioral Intervention Team	1-815-599-3531, 3402, 3652, 3654, 3558
Employee Assistance Program	1-815-599-3402

<b>From campus Emergency Telephone:</b>	<b>Located in classrooms and common areas</b>
Police/Fire	Press "Emergency 911" button
Ambulance	Press "Ambulance 911" button
Campus Security	Press "Campus Security" button
Police/Fire/Ambulance	911
Police Non-Emergency	3652
Behavioral Intervention Team	3531, 3402, 3652, 3654, 3558
Employee Assistance Program	3402

<b>From on-campus telephone:</b>	<b>Located in offices</b>
Police/Fire	911
Ambulance	911
Campus Security	3652
Police Non-Emergency	3652
Behavioral Intervention Team	3531, 3402, 3652, 3654, 3558
Employee Assistance Program	3402

## **Fire**

The **Fire Alarm** has an alternating horn sound and flashing strobes.

In the event of a fire:

1. Pull alarm station unless alarm has already sounded
2. **Evacuate building** (use elevators only when authorized by a fire or police officer or to assist individuals with physical disabilities).
3. Individuals with physical disabilities should proceed to areas of rescue assistance (at the top stairwell landing at the following locations: the second floor of the north and south stairs of the Marvin-Burt Liberal Arts Center-Building M and the north stairwell of the Student/Conference Center-Building H) and press the “Emergency 911” button on emergency phone.
4. **Do not** reenter buildings until the “all clear” announcement has been given.

## Severe Weather Warning

A **Severe Weather Warning** will be a plain English announcement given via the HCC Emergency Intercom System. At the time a severe weather warning is given, **evacuate to a shelter area** such as:

- The first floor or basement.
- Avoid rooms with large windows.
- Stay near the center of the building.
- Avoid the theater in the Ferguson Fine Arts Center and the basketball and handball courts in the Sports Center.

Severe weather shelter locations are designated by a yellow sign that designates the shelter area or the direction of travel to a shelter area.

**Do not** leave the shelter area until the “all clear” announcement has been given.

## Emergency Telephone – Sequence of Events

Emergency Telephones are located in most common areas and classrooms across campus.

To use an Emergency Telephone, press the button on the left side of the telephone screen that corresponds with the emergency.

When an “Emergency 911” or “Ambulance 911” button is pressed, the call will be routed to the local 911 dispatch center. Members of the Campus Emergency Operations Team along with the on-campus Sheriff’s Deputy will also be notified of which button was pressed and the location of the telephone used.

When a “Campus Security” button is pressed, the call is routed to the on-campus Sheriff’s Deputies office. If no answer, the call will automatically be forwarded to the on-campus Sheriff’s Deputies cell phone.

## Menacing Behavior

**If an individual is displaying behavior that is aggressive or abusive, but the behavior has not escalated and/or the individual has not committed a violent act:**

- Stay calm and unhurried in your response to the individual.
- Be empathetic and show your concern.
- Try to sit down with the person, as sitting is a less aggressive posture.
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, “We can get this straightened out” or “I’m glad you’re telling me how you feel about this.”
- Stay out of arm’s reach.
- Limit eye contact.
- Do not argue, yell, or joke.
- Do not touch the individual.

**If the individual’s level of aggressiveness or agitation increases and/or you feel the individual may commit a violent act:**

- **Leave the scene.**
- Go to a secure location, such as a classroom that can be locked.
- **Press the “Emergency 911” button on campus emergency phone.**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 911.**
- Alert others if possible.
- Even if immediate danger passes, alert campus security and others to such behavior.

## Crime

**(Such as robbery, assault, drug abuse, rape, weapon possession, and other emergencies.)**

- If **crime is in progress**, leave scene immediately if possible.
- **Press the “Emergency 911” button on campus emergency phone.**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 911.**
- If **crime is NOT currently in progress**, call Security at 1-815-599-3652 from off-campus phone or at 3652 from an on-campus phone.
- Security will assist victim in completing Incident Report and/or contact law enforcement agency.

## Medical Emergency/Ambulance Needed

When someone is ill or injured and needs an ambulance, do not attempt to move the victim, unless he or she is in danger of additional injury.

- **Press the “Ambulance 911” button on campus emergency phone.**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 911.**

## Mental Health Emergency

In the event of overtly threatening behavior constituting an **immediate threat** to self or others:

- **Press the “Emergency 911” button on campus emergency phone.**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 911.**

In the event of **non-emergency situations**, refer individuals to the Behavioral Intervention Team at 1-815-599-3531 (Liz), 3402 (Karen), 3652 (Deputy), 3654 (Counselor), or 3558 (Jennifer). If the individual is an employee, refer him/her to the Employee Assistance Program, available through Human Resources at 3402 (Karen).

- Express your concerns directly to the individual.
- Watch for changes in behavior
  - Significant changes in academic or work performance;
  - Changes in hygiene, speech, attentiveness, or social interaction;
  - Excessive drinking or drug use;
  - Severe loss of emotional control;
  - High levels of irritability;
  - Impaired speech or garbled/disjointed thoughts;
  - Excessively morbid, violent, or depressing themes in assignments;
  - Verbal expression of suicidal or violent thoughts.

## Active Shooter or Hostage/Barricade Situation

An incident involving an Active Shooter or Hostage/Barricaded situation is a violent criminal offense involving the infliction of great bodily harm, or the holding of an individual hostage by use of force or threat of force or by other violent behavior/verbal actions.

### Plan of Action:

1. **Verify the situation.** Gather as many facts as quickly as possible.
2. **If possible, exit from the immediate threat,** assist students and others present in evacuating the area. Notify others as you exit the area. Students who are outside of the area should be escorted to a safe area away from the threat.
3. **If exit is not possible or not immediately possible to determine,** go to a safe location that can be locked.
  - a. Offices without windows in the door are safest.
  - b. Turn off the lights and instruct individuals to stay away from windows. Barricade doors if possible.
  - c. All doors should remain locked and barricaded.
  - d. Students and staff should take cover and remain quiet until an all-clear signal has been given or other instructions are provided.
  - e. Follow instructions given by Law Enforcement Officers on-scene.
4. **Press the “Emergency 911” button on campus emergency phone.** Provide dispatcher with the following information: location of incident, type of incident, number of injured, number and location of offenders, description of offender and any weapons.
  - o Sign next to emergency phone will indicate your location.
5. **Or, Dial 911 from any phone.** Provide dispatcher with the following information: location of incident, type of incident, number of injured, number and location of offenders, description of offender and any weapons.
6. **Assist** Law Enforcement Officers as directed by them.

## Bomb Threat

If you receive a **bomb threat phone call**:

- **DO NOT** hang up the phone,
- leave the phone off the hook and proceed to another phone immediately, **DO NOT use cell phones or other radio devices as they could trigger an explosive device.**
- **Press the “Emergency 911” button on campus emergency phone**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 911.**
- attempt to obtain the information included in the bomb threat form, next page.

If a device is **physically found**:

- move away from the device to a safe location,
- **DO NOT use cell phones or other radio devices as they could trigger an explosive device.**
- **Press the “Campus Security” button on campus emergency phone.**
  - Sign next to emergency phone will indicate your location.
- **Or, Dial 815-599-3652.**



**BOMB THREAT FORM (Telephone Procedures)**

Be calm, courteous, listen intently, and DO NOT INTERRUPT the caller. Notify others by pre-arranged signal regarding the call.

CALL RECEIVER: \_\_\_\_\_ TIME AND DATE RECEIVED \_\_\_\_\_  
 TIME CALL COMPLETED \_\_\_\_\_

Is the voice familiar? \_\_\_\_\_ If so, who did it sound like? \_\_\_\_\_

Exact Words of Caller: \_\_\_\_\_  
 \_\_\_\_\_

**INITIAL QUESTIONS TO ASK:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb now? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Why did you plant the bomb? \_\_\_\_\_
6. What makes the bomb go off? \_\_\_\_\_
7. How can it be stopped? \_\_\_\_\_

**If the caller seems agreeable to further conversation, try to ascertain the caller's name, address, and present location.**

CALLER'S VOICE DESCRIPTION

MALE \_\_\_\_\_ FEMALE \_\_\_\_\_ ADULT \_\_\_\_\_ JUVENILE \_\_\_\_\_ APPROXIMATE AGE \_\_\_\_\_

VOICE	SPEECH	LANGUAGE	ACCENT	MANNER	BACKGROUND NOISES
Loud _____	Fast _____	Excellent _____	Local _____	Calm _____	Office Machines _____
High Pitch _____	Distinct _____	Fair _____	Not Local _____	Rational _____	Factory Machine _____
Raspy _____	Stutter _____	Foul _____	Foreign _____	Coherent _____	Bedlam _____
Intoxicated _____	Slurred _____	Good _____	Race _____	Deliberate _____	Animals _____
Soft _____	Slow _____	Poor _____	Other _____	Righteous _____	Quiet _____
Deep _____	Distorted _____	Other _____	_____	Angry _____	Mixed _____
Pleasant _____	Nasal _____	_____	_____	Irrational _____	Street Traffic _____
Other _____	Other _____	_____	_____	Incoherent _____	Airplanes _____
_____	_____	_____	_____	Emotional _____	Party Atmosphere _____
_____	_____	_____	_____	Laughing _____	Trains _____
_____	_____	_____	_____	Other _____	Music _____
_____	_____	_____	_____	_____	Voices _____
_____	_____	_____	_____	_____	Other _____

# EMERGENCY COMMUNICATIONS

Highland Web site	<a href="http://highland.edu">highland.edu</a>
Broadcast email	Campus email system-all students, faculty, and staff have email addresses.
Broadcast telephone	Campus automated phone system. All employees and students are subscribed. Contact info is primary info given by employees to Payroll and by students to Admissions.
Broadcast text-HCC Alerts	Campus automated texting system. All employees and students are subscribed. The public can sign up at <a href="http://highland.edu/student-information/text-alerts">highland.edu/student-information/text-alerts</a>
Emergency sirens	Fire alarm- Alternating horn and flashing strobes.
Campus public address system	Campus wide emergency intercom system for- <ul style="list-style-type: none"> <li>-Lock down</li> <li>-Evacuate</li> <li>-Danger in Community</li> <li>-Tornado Warning</li> <li>-All Clear</li> </ul>