# EMERGENCY CONTACTS

<table>
<thead>
<tr>
<th>From an off-campus phone:</th>
<th>On campus, using a cell phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/Fire/Ambulance</td>
<td>911</td>
</tr>
<tr>
<td>Campus Security</td>
<td>1-815-599-3652</td>
</tr>
<tr>
<td>Police Non-Emergency</td>
<td>1-815-599-3652</td>
</tr>
<tr>
<td>Behavioral Intervention Team</td>
<td>1-815-599-3531, 3402, 3652, 3654, 3558, 3597</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>1-815-599-3402</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>From campus Emergency Telephone:</th>
<th>Located in classrooms and common areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/Fire</td>
<td>Press “911” button</td>
</tr>
<tr>
<td>Ambulance</td>
<td>Press “911” button</td>
</tr>
<tr>
<td>Campus Security</td>
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<table>
<thead>
<tr>
<th>From on-campus telephone:</th>
<th>Located in offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police/Fire</td>
<td>911</td>
</tr>
<tr>
<td>Service</td>
<td>Number</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------</td>
</tr>
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<td>Ambulance</td>
<td>911</td>
</tr>
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<td>Campus Security</td>
<td>3652</td>
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</tbody>
</table>

**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 “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.

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Emergency Telephone – Sequence of Events

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

To use an Emergency Telephone, dial 911 or press the “911” button on the right side of the telephone screen.

When a 911 call is made or “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 with 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 “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 “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 “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 “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), 3597 (Anthony) 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/Barricade 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 “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 “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

<table>
<thead>
<tr>
<th>MALE</th>
<th>FEMALE</th>
<th>ADULT</th>
<th>JUVENILE</th>
<th>APPROXIMATE AGE</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>VOICE</th>
<th>SPEECH</th>
<th>LANGUAGE</th>
<th>ACCENT</th>
<th>MANNER</th>
<th>BACKGROUND NOISES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loud</td>
<td>Fast</td>
<td>Excellent</td>
<td>Local</td>
<td>Calm</td>
<td>Office Machines</td>
</tr>
<tr>
<td>High Pitch</td>
<td>Distinct</td>
<td>Fair</td>
<td>Not Local</td>
<td>Rational</td>
<td>Factory Machine</td>
</tr>
<tr>
<td>Raopy</td>
<td>Stutter</td>
<td>Foul</td>
<td>Foreign</td>
<td>Coherent</td>
<td>Bedlam</td>
</tr>
<tr>
<td>Intoxicated</td>
<td>Shared</td>
<td>Good</td>
<td>Race</td>
<td>Deliberate</td>
<td>Animals</td>
</tr>
<tr>
<td>Soft</td>
<td>Slow</td>
<td>Poor</td>
<td>Righteous</td>
<td>Irrational</td>
<td>Quiet</td>
</tr>
<tr>
<td>Deep</td>
<td>Distorted</td>
<td>Other</td>
<td>Angry</td>
<td>Incoherent</td>
<td>Mixed</td>
</tr>
<tr>
<td>Pleasant</td>
<td>Nasal</td>
<td>Other</td>
<td>Intoxicated</td>
<td>Emotional</td>
<td>Street Traffic</td>
</tr>
<tr>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Laughing</td>
<td>Airplanes</td>
</tr>
</tbody>
</table>

If the caller seems agreeable to further conversation, try to ascertain the caller’s name, address, and present location.
# EMERGENCY COMMUNICATIONS

<table>
<thead>
<tr>
<th>Highland Web site</th>
<th>highland.edu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcast email</td>
<td>Campus email system-all students, faculty, and staff have email addresses.</td>
</tr>
<tr>
<td>Broadcast telephone</td>
<td>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.</td>
</tr>
<tr>
<td>Broadcast text-HCC Alerts</td>
<td>Campus automated texting system. All employees and students are subscribed. The public can sign up at highland.edu/student-information/text-alerts</td>
</tr>
<tr>
<td>Emergency sirens</td>
<td>Fire alarm- Alternating horn and flashing strobes.</td>
</tr>
<tr>
<td>Campus public address system</td>
<td>Campus wide emergency intercom system for- -Lock down -Evacuate -Danger in Community -Tornado Warning -All Clear</td>
</tr>
</tbody>
</table>