



STAFF, FACULTY AND STUDENTS EMERGENCY GUIDE

Last Updated September 2022

EMERGENCY CONTACTS

From an off-campus phone:	On campus, using a cell phone
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, 3597
Employee Assistance Program	1-815-599-3402

From campus Emergency Telephone:	Located in classrooms and common areas
Police/Fire	Press “911” button
Ambulance	Press “911” button
Campus Security	Press “Campus Security” button
Police/Fire/Ambulance	911
Police Non-Emergency	3652
Behavioral Intervention Team	3531, 3402, 3652, 3654, 3558, 3597
Employee Assistance Program	3402

From on-campus telephone:	Located in offices
Police/Fire	911

Ambulance	911
Campus Security	3652
Police Non-Emergency	3652
Behavioral Intervention Team	3531, 3402, 3652, 3654, 3558, 3597
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 “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, 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/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 “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.
 - 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

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	highland.edu
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 highland.edu/student-information/text-alerts
Emergency sirens	Fire alarm- Alternating horn and flashing strobes.
Campus public address system	Campus wide emergency intercom system for- -Lock down -Evacuate -Danger in Community -Tornado Warning -All Clear