



Lake Sumter
State College

Emergency Operations Plan

2018

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Purpose and Scope

This document establishes the Emergency Operations Plan (EOP) for Lake-Sumter State College and assigns responsibilities for its development, implementation and maintenance.

The EOP is designed to achieve the goals outlined below. It applies to all College personnel, buildings and grounds at all College properties. It serves as the guiding document for preparedness, response and recovery actions.

Introduction

Emergencies can occur at any time, without warning. Careful planning, with an emphasis on safety, can enable members of the Lake-Sumter State College community to respond appropriately to crises and emergencies and may prevent injury and save lives. Every member of the College community is responsible for emergency preparedness. The College's Emergency Operations Plan (EOP) fulfills the requirements of the Occupational Safety & Health Administration at Title 29, Code of Federal Regulations, Part 1910, and paragraph 1910.38(b) for having an Emergency Action Plan.

The primary goals of the Lake-Sumter State College EOP are:

- To prevent or minimize the impact of emergencies.
- To maximize the effectiveness of emergency response by the College community.
- To protect lives and property.
- To assist in providing for the continuity of College operations.

Policy

The College is committed to promoting the safety and welfare of its students, faculty, staff and visitors.

All members of the College community are expected to take personal responsibility for following the policies and procedures of the College in the event of an emergency and for acting in accordance with instructions given by the Emergency Management Group.

The College will conduct continuous planning to minimize the hazards to persons and property that may result from emergencies; cooperate with local, state and federal agencies and public bodies that have responsibilities for disaster preparedness, response and control; and take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or disaster.

Maintaining and Updating the Emergency Operations Plans

The EOP will be reviewed and updated annually by the Director, Campus Safety, and approved by the Vice President Administrative & Financial Services or designee. A current copy of the EOP will be published on the college's website and provided to authorities as necessary.

How to Use this Plan

The EOP is a district-level plan. Its sections specify College-wide concepts, procedures and policies that will apply for emergency response operations, to include: assignments and responsibilities, communications, evacuation, supplies and equipment, emergency response actions and hazard reduction.

In an emergency, it is critical that personnel are able to quickly access the EOP. Therefore, the EOP will be maintained on the campus' web site.

Preparedness

There are three phases to Emergency Management: **preparedness, response and recovery**. Preparedness includes education, organization and communication about emergency management to all persons (students, faculty and staff) at Lake-Sumter State College. Effective and efficient response and recovery are dependent on preparedness.

Emergency Management Group

Lake-Sumter State College will function during an emergency under the direction of an Emergency Management Group.

Emergency Management Group	
President	Director, Campus Safety
Vice President of Administrative and Financial Services	Director, Facilities
Vice President of Enrollment & Student Affairs	Director, College Relations & Marketing
Vice President of Academic Affairs	Dean of Students
Director, Equity & Diversity	
Director, Student Development	
Chief Information Officer	
Controller	
Manager, Enrollment & Student Affairs, Sumter	
Director, Athletics	
Executive Director, Human Resources	
College Attorney	

For many emergencies, the Emergency Management Group will function as a whole. An Operations Team may be called into play when there is some type of immediate, active emergency such as a violent incident, tornado, fire etc. that would require the activation of the EOC and/or initiate Incident Command for emergency service responders. The Emergency Management Group Operations Team is responsible for the immediate emergency response, including collecting information and data about the full scope of the emergency, coordinating support services and providing resources during the emergency in support of Emergency Responders.

The composition of the Operations Team may vary, depending upon the nature and scope of the incident, but will normally include, at a minimum, the Director of Campus Safety, Director of Facilities, Dean of Students, and the Chief Information Officer. The Director of Campus Safety or the Director of Facilities will serve as the Operations Team Leader. The Operations Team Leader reports directly to the Emergency Management Group.

The Emergency Management Group makes recommendations to the President, determines all College-wide policy matters as they relate to the emergency or disaster, and maintains executive-level liaison with external resources within the city, county and state.

They make all decisions involving campus evacuations, campus closure or restrictions, postponements and resumptions and special circumstance personnel policies. In addition, it is responsible for approving any communications initiatives. Its responsibilities are as follows:

- Assist the President in formulating policy
- Assist the President in establishing campus closures, postponements and resumptions
- Assist the President in establishing target date(s) for resumption of a limited academic schedule or other academic policy issues
- Assist the President in formulation of general public information
- Business continuity planning
 - Academic Recovery Planning
 - Management of financial issues
 - Management of legal issues
 - Interpretation of policy
 - Consideration of political and social concerns

Operations Team

If an Operations Team is actively involved in operating the EOC and/or Incident Command, the Operations Team Leader or designee is responsible for the following:

- Providing information to the Emergency Management Group regarding the impact of the emergency on the College's personnel, facilities, utilities, transportation and communications.
- Directing actions to resolve immediate concerns and to plan for the interim continuity of campus activities until such time as the normal resumption of activities and events are established.
- Identifying the on-campus resources available for responding to the emergency and the off-campus resources that will be necessary to mitigate additional losses.
- Providing the Emergency Management Group with a list of priorities for its review.
- Acting as liaison between outside responder agencies and Lake-Sumter State College.

Each Vice President is responsible for the coordination of all response-related activities that they would normally supervise in non-emergency situations. The Vice President of Administrative & Financial Services or their designee will act as the Emergency Management Group Leader in all emergency situations. In the absence of the President, the Vice President of Administrative & Financial Services will assume the responsibilities of the President.

Emergency Management Group Responsibilities	
President	<ul style="list-style-type: none"> • Responsible for the declaration of a campus state of emergency • Serves as liaison between the Board of Trustees and the Emergency Management Group. • Declares and ends, when appropriate, the campus state of emergency.
Vice President of Administrative & Financial Services	<ul style="list-style-type: none"> • Serves as Emergency Management Group Leader • Convenes the Emergency Management Group in an emergency as appropriate. • Directs the Emergency Management Group during the time of the emergency. • Determines when College closures, postponements and resumptions will take place. • Works with the College Relations & Marketing Director to prepare the College’s specific communication response. • Works with the President and other administrators in allocating and managing necessary financial resources during an emergency to allow the institution to continue critical services after a disaster. • Coordinates matters concerning authorization for emergency funding and expenditures. • May serve as liaison between the Board of Trustees and the Emergency Management Team.
Vice President of Academic Affairs	<ul style="list-style-type: none"> • Provides direction and coordination of all faculty matters and instructional facilities during an emergency, including decisions concerning cancelling or resuming classes. • Coordinates the notification process to Associate Vice President, Deans and faculty. • Responsible for all academic issues that arise during an emergency. • Arranges for temporary classrooms or workspace.

<p style="text-align: center;">Vice President of Enrollment & Student Affairs</p>	<ul style="list-style-type: none"> • Ensures all emergency functions assigned to Student Services during an emergency are coordinated and managed as appropriate, such as organizing a student information program for students and others on campus. • Initiates organization of student volunteer services, if necessary. • Assesses the impact of the emergency on students. • Supervises the Student Affairs response. • Identifies individuals with special needs and implements plans for assistance.
<p style="text-align: center;">Director of College Relations & Marketing</p>	<ul style="list-style-type: none"> • Serves as the official College spokesperson and the central source of information to the general public. • Acts as the single point of contact with the news media. • Determines the best channels for communication with news media, including written statements and media briefings. • Activates emergency information on the website and the continual updating process during the emergency. • Oversees communications to other stakeholders, including staff, students, parents, adjacent colleges, elected officials and business and civic leaders. • Monitors all news coverage of the emergency.
<p style="text-align: center;">College Attorney</p>	<ul style="list-style-type: none"> • Provides legal advice to the President and the Emergency Management Group during an emergency.
<p style="text-align: center;">Chief Information Officer</p>	<ul style="list-style-type: none"> • Responsible for the institution's Disaster Recovery plan, as it pertains to technology • As necessary, coordinates the effort of the emergency technology response team across the entire institution. • As necessary, communicates with the Emergency Management Group Leader for decision-making. • Assesses the impact of the emergency on institution's technology

<p>Dean of Students</p> <p>Manager, Enrollment & Student Affairs, Sumter</p> <p>Director, Student Development</p>	<ul style="list-style-type: none"> • As necessary, coordinates emergency response on their individual campuses. • Assesses the impact of the emergency on students. • As necessary, communicates with the Emergency Management Group Leader for decision-making. • Delivers critical campus information and instructions to campus staff. • Receives status reports and response information from Facilities and Security. • Forwards emergency impact reports to the Vice President of Administrative & Financial Services.
<p>Director, Equity and Diversity</p>	<ul style="list-style-type: none"> • Helps assess the impact of the emergency on students, faculty and staff. • Communicates special concerns regarding specific incident. • Assist with identifying populations or individuals with special needs and implements plans for assistance.
<p>Director, Athletics</p>	<ul style="list-style-type: none"> • Supervises the Athletics Department response. • Assesses the impact of the emergency on student athletes. • Implements plans for assistance for student athletes.
<p>Executive Director of Human Resources</p>	<ul style="list-style-type: none"> • Arranges for temporary employees when required. • Coordinates mental health assistance to faculty and staff in coordination with counseling services. • Coordinates handling of any employee relations matters arising from an emergency.
<p>Director of Facilities</p>	<ul style="list-style-type: none"> • Oversees Facilities emergency preparation, response and recovery. • Reports directly to Vice President of Administrative and Financial Services on all matters pertaining to the emergency. • Oversees recovery after emergencies, to include damage assessments, data collection and compilation of information for reporting and reimbursement. • Directs all Facilities activities College-wide.

<p style="text-align: center;">Director of Campus Safety</p>	<ul style="list-style-type: none"> • Directs all Security activities College-wide in accordance with the Security Plan • Reports directly to Vice President of Administrative and Financial Services on all matters pertaining to the emergency. • Conducts liaison activities with appropriate outside organizations such as fire, police, Emergency Medical Services, etc. • Coordinates with Director of College Relations and Marketing regarding incident public information.
<p style="text-align: center;">Campus Security Staff</p>	<p>In general, campus Security Officers' roles and responsibilities in an emergency situation include, in addition to those indicated in specific emergencies discussed in this plan, the following actions and procedures:</p> <ul style="list-style-type: none"> • Assesses the incident and undertakes appropriate initial emergency response measures as deemed necessary. • Contacts the appropriate emergency agencies depending on the nature of the emergency. • Alerts the campus community of the emergency through established communication means. • Meets and escorts responding emergency services personnel to the scene of the incident and assists them as necessary. • Acts as liaison between emergency services personnel and College staff. • Secures the area to limit access to the incident site. • Uses log to record incident details and progress.

Campus Facilities Staff	<ul style="list-style-type: none">• Responds to emergencies as necessary and assists Security with the assessment and the mitigation of the situation.• Follows the directions of the Facility supervisor and remains in contact throughout the emergency.• Assists in directing the responding emergency personnel to the fire hydrants, sprinkler valves and appropriate panels.• Provides any equipment, if available, that may be needed to assist emergency services personnel.• Conducts damage assessments following the emergency.
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College Community Roles and Responsibilities

The success of any plan is dependent upon its users knowing and understanding the contents. Each member of the College community must take responsibility to become familiar with the Emergency Operations Plan and to understand their role during an emergency.

College Community ROLES AND RESPONSIBILITIES	
Deans and Department Heads	<ul style="list-style-type: none"> • Deans and Department Heads must be familiar with campus emergency and building evacuation procedures and follow all directions during and after the emergency. • Ensure that faculty and staff know their roles during an emergency response. • Once out of harm's way, remain out of the way of the responders and do not interfere with response activities.
Faculty and Staff	<ul style="list-style-type: none"> • Faculty and staff should understand campus emergency and building evacuation procedures in areas they work and teach. • Direct students to the appropriate Safe Assembly Areas in the event of a building evacuation. • Conduct a headcount of students at the Safe Assembly Area if necessary. • Follow and comply with all College directions during and after the emergency. • Once out of harm's way, remain out of the way of the responders and do not interfere with response activities.
Students	<ul style="list-style-type: none"> • Students are responsible for being aware of their surroundings and familiar with building evacuation routes and exits. • In the event of an emergency, they are responsible for listening for and following directions provided by Emergency Responders and/or College staff • Once out of harm's way, remain out of the way of the responders and do not interfere with the response activities.

Emergency Communications

Timely and accurate communication with the entire Campus population and the local community may occur in several ways:

- Rave LSSCAAlert Notification System: The College will utilize a multi-modal alerting system (e.g., via telephone message, text message, email message) to notify the College community of impending or current emergency situations and to provide direction (i.e., evacuation, Shelter in Place, College closings, College delays, etc.).
- Valcom Notification System: The College will also utilize announcements made via all classroom telephones and building hallway speakers to notify the College community of impending or current emergency situations and direct them to the LSSCAAlert notification for details.
- Web Page: The College web site provides a quick way to disseminate information to all users. During an emergency, the web site will be updated continually with the most current and accurate information.
- Social Media: the College's social media will be updated to contain announcements of impending or current emergency situations.
- Use of Local Media (TV, radio, newspapers, etc.): When appropriate, a media briefing center will be established by College Relations & Marketing, and the local media will be advised and regularly updated. Written emergency communications, both to on- and off-campus personnel, will be coordinated by the College Relations & Marketing Director or designee.
- Call-down list notifications: Each campus is required to maintain procedures and lists that will enable a department to notify its staff in all locations of emergency information 24 hours per day.

Evacuation Planning

Evacuation Route Planning

Evacuation route planning involves the development of floor plans that show the appropriate path to take for exiting from a facility during an emergency evacuation. The College requires development and posting of these plans. Exits must be clearly marked in accordance with OSHA requirements.

Facility Evacuation Plans and Routes

Plans showing the primary and secondary evacuation routes for each area within the campus are located within each of the buildings at exits to help guide egress during an evacuation. The primary evacuation route is typically the route to the nearest exit or exit stair. The secondary evacuation route is an alternate route to be used if the primary route is obstructed. The floor plan is oriented correctly to match the location it is posted in. The floor plan contains a “You are here” mark, the primary evacuation route and the secondary evacuation route. The direction of evacuation should be away from the specific hazard posed by the emergency.

Evacuation Assembly Location

All building/area evacuees are instructed to move away from an evacuated building/area immediately and to assemble in a location nearby until given the approval to return to the building/area evacuated. The seriousness of the incident will dictate the distance evacuees should travel, however under no circumstances should evacuees remain in close proximity to an evacuated building/area. When evacuating be mindful of hazards created by the incident and of emergency response vehicles in the area.

Emergency Drill Standards

Each campus shall schedule Emergency Drills (Shelter in Place and Evacuation) during the academic year. Drills shall be conducted in all buildings at times when buildings are normally occupied. Responsibility for scheduling, coordinating, and evaluating drills rests with the Director of Campus Safety.

- Frequency: “Evacuation” drills and “Shelter in Place” drills should be conducted in all campus buildings at least once each calendar year.

- Scheduling: Emergency drills shall be scheduled at least two weeks in advance to allow for proper preparation and notification of the entire campus community including faculty, staff, and students. Drills shall be scheduled for specific dates and times (i.e. no unannounced drills).
- Notifications: the Director of Security will notify the college community one week prior to the scheduled drill. Campus Security shall then notify local emergency responders of the date/time of the drill. Campus Security shall post drill announcement signage throughout campus the night before or the morning of the drill. All drill announcement signage shall be removed immediately after the drill.
- Pre-Drill Meetings: Pre-drill meetings should occur soon after the email announcing the drill, especially for drills involving multiple buildings. The Director of Campus Safety, Security officers and Facilities personnel should meet to discuss drill preparations.
- Simulation: In some cases, it is not necessary to actually participate in a drill, but rather the person in charge of the area would make an announcement that if this were an actual emergency, we would do the following... Examples: Science labs, special events, etc.
- Evaluation: Immediately upon conclusion of a drill, Security and others involved in monitoring the drill shall meet to discuss and prepare an after action report. The Director of Campus Safety shall complete an Emergency Drill Report within 48 hours.

Supplies and Equipment

Each campus shall maintain emergency supplies and equipment to assist in a disaster or emergency response situation. The equipment is stored at various locations on campus. The Director of Campus Safety has responsibility for the inspection, inventory and maintenance of emergency equipment.

Emergency Operations Center

The Emergency Operations Center (EOC) is the centralized facility where the Emergency Management Group convenes in response to an emergency, and emergency response and recovery activities are planned, coordinated and delegated. Emergency situations that require extensive coordination of resources, personnel and information-sharing will be managed in part or in full from the EOC.

Activation of the EOC will be at the discretion of the College President and or the Vice President of Administrative & Financial Services. The decision to activate the EOC will be determined by the severity of the emergency, the expected duration of the response and recovery and the need to direct and control personnel and resources from a single point.

Once opened, the Emergency Management Group members, their alternates and others as designated should report to the EOC for a formal briefing by the President or designee. The EOC may operate on a 24-hour, 7-day basis during extended events with rotating shifts until the emergency is over. The Emergency Management Group determines whether the event no longer needs to be managed from the EOC and will so advise the President.

The purpose of the EOC is to centralize all relevant information and organize the information into a usable format to facilitate the coordination of resources needed to respond to the emergency. The EOC will:

- Be located away from the areas of highest activity to avoid interference with operations, yet close enough to have reasonable access to information as it becomes available;
- Have the capacity to operate on a 24-hour basis if required;
- Have multiple forms of communication available;
- Be secured from unauthorized access;
- Have a recommended primary and back-up location.

In general, the major functions performed by the Emergency Management Group in the EOC include:

- Direction and control – The EOC is a single point where all information is received and analyzed, decisions made, priorities established and resources allocated.
- Information collection, evaluation and display – From information gathered, the entire situation can be reviewed and evaluated. Information gathered should be used to make assessments from which decisions can be made and priorities established. Also, rumors may be counteracted.
- Coordination – Coordination is facilitated among responding personnel, departments and off-campus agencies. This is especially important in the area of communications.
- Establishment of priorities – Determining the order that problems should be addressed
- Resource management – Facilitates the acquisition, distribution and use of equipment and supplies.

EOC Locations

The EOC location for an incident will be determined at the time of the incident based upon consideration of the actual location of the incident, the type and scope of the incident, necessary access to the EOC, security of the EOC, communication and technology needs and other necessary resources.

Response

Lake-Sumter State College classifies emergencies at three levels. The appropriate response depends upon how much of the campus community is involved, what type of resources are required to mitigate the emergency and the potential negative impact from resolution of the emergency. The Emergency Event Matrix defines the levels of emergency that Lake-Sumter State College may encounter and offer examples of each to indicate the appropriate response.

Emergency Event Matrix

Incident Level	Definition	Examples	Action
Level 1	Localized emergency or unplanned event that is not likely to adversely impact or threaten life, health or property, or impact is contained to a small localized area. Duration of the incident is short-term, and it does not affect campus operations outside of the immediate incident area.	<ul style="list-style-type: none"> • Confrontation between two students • Student intoxication • Minor chemical spill • Water line breakage in a confined area • Systems outage for limited time period • Wildlife/stray animal on campus • Illness/medical emergency 	<p>The Emergency Management Group is not activated.</p> <p>Control of the incident is within the normal scope of Lake-Sumter State College operations.</p> <p>Resolved with internal resources or limited help from outside agencies.</p>
Level 2	Incident that disrupts operations and impacts portions of the campus, and that may affect mission-critical functions or life safety. A subset of the Emergency Management Team determines the magnitude of the emergency.	<ul style="list-style-type: none"> • Violence involving physical assault or battery • Weapon possession • Bomb threat • Major gas leak/utilities failure • Fire in a confined area 	<p>President and Vice President of Administrative & Financial Services are notified.</p> <p>The Emergency Management Group may be convened.</p> <p>The Lake-Sumter State College Emergency Operations Center may be opened.</p> <p>Appropriate outside agencies will be called as necessary.</p>
Level 3	<p>A major emergency that impacts a sizable portion of one or more campuses.</p> <p>The incident is life-threatening and/or affects mission critical functions.</p> <p>A disaster that involves the entire College or one of its campuses and possibly the surrounding community.</p>	<ul style="list-style-type: none"> • Active shooter(s) • Building fire(s) • Major explosion • Riot conditions • Major chemical spill • Systems outage longer than 1 day • Terrorist attack • Bomb threats in multiple locations • Biological/chemical release • Complete systems outage • Plane crash on campus 	<p>President and VP of Administration & Business Services are notified.</p> <p>The Emergency Management Group is convened.</p> <p>The Emergency Operations Center is opened.</p> <p>Appropriate outside agencies will be called.</p> <p>May require external disaster response services.</p>

Activation of Emergency Management Group

Depending on the severity of the emergency, the Emergency Management Group may or may not be activated. However, if the emergency calls for activation, the EOC should be opened.

- If the emergency occurs during normal business hours, all designated Emergency Management Group members will report to the EOC as soon as possible.
- If the emergency occurs after normal business hours, designated Emergency Management Group members will be called back to the campus. A contact list of key personnel will be maintained.

Once the Group has been briefed in the EOC, the following activities will occur:

- The Director of Campus Safety will report to the emergency scene as soon as possible, and report to the on-scene Command Post.
- The Director of Campus Safety or designee will take over as the Incident Commander or the role of liaison to the Incident Commander (Incident Commander may be law enforcement or Fire-Rescue depending on the nature of the emergency).
- The Director of Campus Safety will direct the actions of the LSSC personnel based on the circumstances and needs. An Operations Team of LSSC personnel may be activated using members of the Emergency Management Group.
- Surveys of the situation will be initiated focusing on the mitigation of immediate hazards.
- Immediate assistance will be given to injured persons as necessary.
- The Director of Campus Safety or their designee will continually update the Emergency Management Group as the events unfold.

On-Scene Command Post

As a **high level Emergency (Level 3)** situation unfolds at the College, an on-scene **Command Post** will be set up in a safe area nearby or adjacent to the physical location of the emergency. This is the location from which emergency response activities take place. The person in charge of the emergency response activities is called the Incident Commander.

The **Incident Commander** may not always be linked directly to Lake-Sumter State College. The decision as to who is the Incident Commander depends upon the type of emergency. For example, in the event of a structural fire, the Incident Commander would probably be the leader of the responding local Fire Department. In addition, this position may change from one organization to another. For example, in the event of a hostage situation, the Incident Commander would probably start out as the Lake-Sumter State College Security Department, switch to the local Police Department and conceivably end up with the FBI.

The Incident Commander has the authority to evacuate a building, or declare Shelter in Place, based

on the threat to life safety. Incident Commanders also have the authority to deny access to facilities should there be crime scene evidence that may be disturbed or a hazard that is present. The goals of the Incident Commander at the on-scene Command Post are tactical in nature, as the immediate on-scene needs are handled. Once the emergency response is over (i.e., the activities have moved to the recovery phase), the role of the Incident Commander ceases.

If the Lake-Sumter State College Operations Team Leader is NOT the Incident Commander, he/she must become a liaison to the Incident Commander, and contact must be maintained to offer information and resources to the outside agency Incident Commander. The Operations Team Leader continues to update the Policy Team Leader. Regardless of the On-Scene Command Post scenario, the Lake-Sumter State College Emergency Management Group structure remains basically the same.

Evacuation and Shelter in Place

Each type of emergency scenario presents a unique situation, but for the emergencies most likely to occur, the responses consist of EVACUATION or SHELTER IN PLACE. The following procedures explain each of these responses.

Evacuation Procedure

Evacuation is required when there is a power outage; any time the fire alarm sounds; when an evacuation announcement is made by the College Emergency Management Group or law enforcement agency; and whenever an emergency situation warrants evacuation for safety and/or security. When an evacuation is necessary, building occupants should exit immediately to the designated Safe Assembly Area(s), putting the campus-specific evacuation plan into effect. After a building has been evacuated, occupants must wait for direction from Emergency Responders before re-entry or should follow directions to leave the campus if necessary.

The types of evacuations are as follows:

- Vacate the entire building.
- Move horizontally or vertically inside the building.
- Suspend operations and exit the campus.

If an evacuation is necessary:

SECURITY PERSONNEL need to:

- Report to the building being evacuated to assist with the evacuation.
- Direct persons to a safe area away from the building.
- Keep persons from entering the building.
- Assist persons with disabilities to exit the building safely enroute to the safe area away from the building.

- Render first aid as necessary.
- Direct emergency response vehicles to the building and non-essential vehicles away from the area.
- Check areas inside the building to ensure they have been vacated.
- If the building is in alarm, check the Fire Alarm Control Panel (FACP) to determine the cause/location of the alarm.
- Check the area in alarm as indicated by the FACP to assess the situation/damage, etc.
- Reset the alarm following the emergency. In the event of an actual fire, this would be done only after the Fire Commander had given approval to reenter the building.

FACILITIES PERSONNEL need to:

- Assemble in the lobby or foyer outside the building to render assistance to Security or responding emergency services personnel as necessary.
- Direct persons to the designated safe area away from the building.
- Assist Security in securing the building.

PERSONS UNABLE TO LEAVE THE BUILDING DUE TO A PHYSICAL DISABILITY OR BECAUSE THEY ARE IN A WHEELCHAIR need to:

- Individuals at ground floor locations may be able to evacuate without assistance. Otherwise:
- Go to the nearest telephone if the area is free of hazards.
- Use a telephone to call 911 or campus Security and give your room number.
- If necessary and possible, signal out the window to Emergency Responder.
- If necessary and possible, go or have someone take you to the nearest stairwell and await assistance from Emergency Responders. One or two persons should remain with the person in the wheelchair if it is safe to do so.
- Other persons exiting the building must inform emergency personnel of the person in the wheelchair and its location.
- Unless conditions do not warrant waiting, trained Emergency Responders should always be utilized in the evacuation of persons with disabilities.
- If emergency personnel have not arrived, and it becomes unsafe to remain, the person(s) left with the individual will have to attempt removal.

TO ASSIST VISUALLY IMPAIRED PERSONS:

- Personnel in the area announce the type of emergency, e.g., fire, power outage, etc.
- Offer your arm for guidance.
- Tell the person where you are going, obstacles you encounter.

- When you reach safety, ask if further help is needed.

TO ALERT PEOPLE WITH HEARING LIMITATIONS:

- Turn lights on/off to gain the person's attention.
- Indicate directions with gestures.
- Write a note with evacuation directions.

Shelter in Place Procedures

Shelter in Place is an emergency response measure in which building occupants are instructed to seek shelter inside a building due to extreme weather outdoors or some other phenomenon that poses risk to persons outside. The basic concept behind sheltering-in-place is to use a building to **put a barrier** between yourself and the phenomenon posing danger. This might include, in addition to an extreme weather event such as a tornado or a lightning storm, a hazardous material spill that releases contaminants to the atmosphere or when evacuation of a building might place the occupants at greater risk than sheltering them within the facility. It may be necessary for occupants to move to a different part of the facility in order to provide them with the necessary protection. If outdoors, Security and Facilities personnel will take shelter as directed in appropriate interior locations, clearing the area outside of persons and bringing them inside with them.

Shelter in Place Procedure for Extreme Weather

An extreme weather event, such as a tornado or lightning storm approaching the campus, may require you to Shelter in Place until the weather threat has passed. You may be able to increase your chances for survival by relocating from your normal work area to a space that has no windows or to a lower floor. Upon receiving notification via Rave LSSCAalert system and/or VALCOM of Shelter in Place, it is recommended that you:

- Go inside as quickly as possible.
- In the case of a tornado warning, avoid seeking refuge in auditoriums, gymnasiums and other buildings with large roof spans. Occupants of such structures should move into adjacent or nearby offices, locker rooms and/or interior hallways.
- Move to an interior room on the lowest floor possible of the building. Because of possible electrical failures, use the stairs, not the elevator.
- Or, move to an interior stairwell or a hallway not directly connected to the outside.
- Close all windows if you are in a room with windows. Contrary to a common myth that open windows will equalize pressure and minimize damage, an open window will allow wind to enter the building, leading to over-pressurization of the structure and causing more damage.
- Also, close window coverings, e.g., blinds, drapes or shades, if present, to protect from potential flying glass.
- Close doors, and stay in the center of the room away from doors and windows.
- Use the phone only for emergencies.

- Stay in place and only come out when you are told that it is safe by Security or a College official.

Shelter in Place Procedure for a Hazardous Material Incident

In the event of an incident where hazardous materials (e.g., chemical fumes from an overturned tanker truck, smoke from a fire or burning vehicle) have been released into the atmosphere in the vicinity of the campus, Shelter in Place may be the preferred method of safely waiting out the release. The following actions should be undertaken:

- Close and lock all windows (to provide a tighter seal) if you are in a room with windows or move to a room with no windows.
- Stay low and away from windows in high winds.
- The heating, ventilation and air conditioning (HVAC) system may be shut down or changed to re-circulation mode by Facilities personnel to stop exchanges of air with the outside.
- Only come out when you are told that it is safe by emergency response personnel.

Recovery

Recovery includes actions taken to return to a normal or a safer situation following an emergency. The goal after an emergency is to return to the business of learning and restore the infrastructure of the College as quickly as possible. There are three key components of recovery that need to be addressed so that a smooth transition to a relative state of normalcy can occur and the healing process can begin. They are:

- Physical/Structural Recovery
- Academic Recovery
- Business/Fiscal Recovery

Physical/Structural Recovery

Following an emergency event, College Facilities personnel are responsible for conducting damage assessments and debris removal. After a major emergency, **ONLY AUTHORIZED PERSONNEL** are to be on campus at this time. Employees not authorized to be on campus during this time should monitor local media sources and the multi-modal alert system for information on re-opening.

The President or Vice President of Administrative & Financial Services will issue a directive to reopen after conferring with the Director of Facilities regarding damage assessment and debris removal.

Damage Assessments

The damage assessments following an emergency or storm are conducted by the Facilities

Department, with the assistance of members of the Emergency Management Group, in accordance with the protocols described in the Hurricane Preparedness Plan. The Director of Facilities coordinates all assessment efforts and maintains constant contact with the President and Vice President of Administrative & Financial Services, giving regular status reports. Based on these status reports, the President will make decisions on reopening the College.

The overall objectives of damage assessments are to conduct a comprehensive physical assessment of all College structures, property and grounds to:

- Determine if the condition of the facility allows resumption of use.
- Determine the immediate needs and priorities for repair of facilities.
- Determine the resources needed to restore structures and grounds back to a safe and inhabitable state and identify the gaps that need to be filled from outside resources.
- Identify threats, for example, unsafe buildings or areas at risk to rising floodwaters, etc.
- Estimate the economic impact of the disaster and provide documentation for reimbursement to insurance companies and the Federal Emergency Management Administration (FEMA)/Florida Public Assistance.

Damage Assessment Teams

The composition of the Damage Assessment Teams is the responsibility of the Vice President of Administrative and Financial Affairs and will vary depending on the type and severity of the damage and the availability of personnel. The Vice President will ensure that the team members have the proper forms, equipment and transportation. Training is conducted annually for the Emergency Management Group to ensure a full understanding of the use of the forms and how to conduct the assessments. Additionally, Facilities personnel will take inventory of emergency equipment annually.

Depending on the nature of the emergency, other authorized personnel may be called upon to respond during the assessments. For example, the IT Department may be asked to assess the damage done to the computer system, or science personnel may be asked to assess hazards posed by damage to a chemistry or biology lab, etc.

Assessment Reports

After they are collected, the detailed assessment reports are compiled and submitted to the Director of Facilities. The data from the reports are compiled and ultimately turned over to the Business Office coordination of insurance claims and reimbursement. The insurance companies and FEMA/Florida Public Assistance require extensive documentation of damaged facilities, lost equipment and resources and special personnel expenses.

The reports help Facilities personnel to focus on specific areas that need to be repaired or reconstructed. The Director of Facilities will receive ongoing status reports from the campuses during the recovery phase to determine when the campuses can be fully operational, including detailed data for the campuses to estimate temporary space reallocation needs and strategies.

Following a report from the Director of Facilities to the President and Vice President of Administrative & Financial Services, the re-opening of the College is determined based on whether the facilities are safe and inhabitable.

Academic Recovery

It is essential for school administrators to recognize that recovery from an emergency incident is a long-term process of supporting normal people who have experienced abnormal stressors. Restoring structure and routine is the key purpose of academic recovery, and a quick return to a “normal school day” will enhance the healing process. College-based resources need to be in place to assist individuals in getting back to normal. In the months and years that follow a critical incident, individuals may require additional assistance and continued academic support.. Employees are able to avail themselves of the Employee Assistance Program to obtain counseling services and should be encouraged to do so following an emergency incident. Additional information can be found on the Office of Human Resources Benefits web page. Students may obtain referral to services by contacting an advisor.

Academic Recovery Considerations

- Quick decision-making regarding school/academic routines.
- Frequent briefing of staff and faculty on academic changes, events and planning.
- Communication with students and parents/guardians on events and planning.
- Maintaining the school routine as much as possible.
- Encouraging and supporting students in the hospital.
- Rearranging tests or assignments as needed.
- Encouraging counseling follow-up as needed.
- Providing direction to emergency resources

Business/Fiscal Recovery

Critical business functions within the College have to be restored as soon as possible after the occurrence of an emergency or crisis. Administrative functions such as payroll systems, accounting departments and personnel records will be necessary for full operation of the College. Unexpected expenses can tax the budget or large dedicated donations and gifts can require time and resources to manage.

Business Recovery Considerations

- Continuity of Operations Plan (COOP) in place for emergency recovery to include:
 - Pre-incident risk assessment and planning
 - Business impact analysis
 - Operational readiness review
 - Insurance and risk implications

- At-time-of-disaster costs
- Post-incident restoration and recovery costs
- Functional responsibilities identified
- Succession plans in place
- Potential outside contractors identified
- Potential offsite lease space identified
- Systems in place for rapid contract execution in the event of an emergency

Emergency Procedures for Specific Events

This next section covers basic procedures for specific emergency events. It is impossible to include all emergencies in this section, but it outlines many of the possibilities. It should be noted that each emergency will be different, and, therefore, each response will be dictated by the unique circumstances.

Hurricane

Dangers from hurricanes/tropical storms include high winds, flooding and flying debris. Hurricanes may also spawn tornadoes. A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater or dangerously high water and rough seas) are expected within 24 hours or less. A tropical storm warning is issued when tropical storm conditions (sustained winds of 39-73 mph) are expected within 36 hours or less. Once winds reach the minimum tropical storm level, outside preparations become extremely difficult. The hurricane season in Florida lasts from June through November.

During hurricane season, the College Emergency Management Group will routinely monitor weather conditions for potential tropical storm/hurricane development. If a storm is identified as threatening central Florida, the College will begin preparing for its arrival.

1. When a storm appears likely to impact the College, the Director of Marketing and College Relations will send out an informational email to all faculty, staff, students and partners to advise that a storm is approaching and to begin making preparations and taking precautions. Information will also be provided regarding where to locate updated College storm information. Additional informational emails may be sent as necessary as the storm progresses.
2. The LSSC website and social media sites will be updated frequently with storm information by the Director of Marketing and College Relations or his designee.
3. If the severity of the storm requires the College to close, the LSSC Alert system will be utilized to make the closing announcement. This announcement will be sent out by the Director of Marketing and College Relations and will provide a date, time and any details of closure. This information will also be made available via the news media, LSSC website and social media. All classes and other activity will cease until further notice.
4. Once the College has closed, the LSSC Alert system will be utilized to provide any updates pertaining to the status of the College. This information may also be made available via news media, social media and the LSSC website.
5. Once the storm has passed, the campuses will be assessed for damages and safety. LSSC will be re-opened as soon as it is safe to do so. The Director of Marketing and College Relations will use the LSSC Alert system to make notification of the time and date of re-opening. No unauthorized access will be allowed prior to that time. Please do not attempt to return to a campus until it has been re-opened.

Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm and sometimes a hurricane. Tornado season is generally March through August; however, they can occur at any time of year. They tend to occur in the afternoons and evenings. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes; however, one tornado can touch ground several times in different areas. Tornadoes are most destructive when they touch ground.

Tornado Watch

A tornado watch means that conditions are favorable for tornado formation. Remain alert and do the following:

- Review actions to take (below) should the situation change to a Tornado Warning, or if a tornado funnel is sighted.
- Ensure no physical restrictions exist that would prevent free movement to your nearest safe area. Clear any blocked doors, aisles, etc.

Tornado Warning

If a tornado warning has been issued, LSSC Alert will be used to notify the College community. A tornado warning means a tornado has been sighted. Do the following:

- Take cover. Go inside as quickly as possible.
- Avoid seeking refuge in auditoriums, gymnasiums and other buildings with large roof spans. Occupants of such structures should move into adjacent or nearby offices, locker rooms and/or interior hallways.
- Move to an interior room with no windows on the lowest floor possible of the building. Because of possible electrical failures, use the stairs, not the elevator.
- Move to an interior stairwell or a hallway not directly connected to the outside if all rooms have windows. Otherwise stay away from windows and other glass.
- Close and lock all windows if you are in a room with windows. Contrary to a common myth that open windows will equalize pressure and minimize damage, an open window will allow wind to enter the building, leading to over-pressurization of the structure and causing more damage.
- Close window coverings (e.g., blinds, drapes, shades) if present and if there is time to protect from potential flying glass.
- Close doors and lock them if so advised.
- Stay in the center of the room away from doors and windows.

- Use the phone only for emergencies.
- Stay in place and only come out when you are told that it is safe by Security or law enforcement personnel or a College official.

Lightning

Florida is the lightning capital of the United States with an average of 1.4 million lightning strikes per year. Accordingly, it is known as the deadliest state in the country for lightning strikes. Lightning kills more people each year than hurricanes or tornados. The so-called “30-30 Rule” provides a lightning danger gauge. If you see lightning, you should count the number of seconds until you hear thunder. If it is 30 seconds or less, it is time to take action, namely to seek shelter indoors. Large buildings, such as those found on the Lake-Sumter State College campuses, offer the best protection from lightning bolts. You should wait 30 minutes after the last flash of lightning and rumble of thunder to leave the building.

In the extreme, a lightning strike can result in cardiac arrest (stoppage of the heart) and death. Otherwise, it can cause memory difficulties, nausea, headaches, personality change, sleep problems and quasi-seizures. If someone near you is struck by lightning, the victim does NOT carry an electrical charge and is safe to touch. If the person appears to be a victim of cardiac arrest, have someone call 911 and get an Automated External Defibrillator while you begin CPR.

In addition to being on the alert yourself, the College Administration also keeps an eye on the weather and may use LSSC Alert to issue an alert immediately. When you receive an alert to Shelter in Place due to an imminent lightning storm, do the following:

- Take cover. Go inside a large, enclosed building (one with a roof, walls and floor, with plumbing or wiring) as quickly as possible.
- If you cannot make it inside an enclosed building, go into a hard-top automobile or other hard-top vehicle and close all windows.
- Stay away from windows and doors.
- Do not use and stay away from plumbing fixtures (showers, sinks, bath tubs).
- Avoid contact with conductive surfaces with exposure to the outside such as metal door or window frames, electrical wiring, telephone wiring, cable TV wiring, etc.
- Do not use the telephone unless you need to make an emergency call.
- Stay in place for at least 30 minutes after the last flash of lightning and rumble of thunder

Sports Complex Evacuation for Lightning/Threatening Weather

The Leesburg campus is equipped with lightning detection equipment for the purpose of monitoring lightning activity in the area during sporting activities. On any day that outdoor athletic activities are occurring Athletic Department staff should be monitoring the weather prior to the activity. Once the activity begins:

- The Athletic trainer, team coach and/or the Director of Athletics will monitor the weather and the lightning detection notification system.
- If the lightning detection system detects lightening activity 10 miles or less from campus, evacuation of the Sports Complex will be initiated.
- Security should clear the tennis court/walking track area.
- All people present should be alerted to the presence of lightning and given the option to move into the gym. If the lightening is accompanied by severe storms with possible tornadic activity, all people should be moved into the locker room areas or the hallway between the gym and Magnolia Room.
- All outdoor activity should cease and should not be resumed until 30 minutes after the last lightning strike that is within 12 miles or less of campus.
- Once 30 minutes has passed with no additional lightning strikes, activity may resume with continued monitoring.

Fire

A fire can strike quickly and without warning. When the fire alarm sounds, **YOU MUST EXIT THE BUILDING!** All faculty, staff, and students must evacuate during an emergency.

In the event of a fire alarm and/or reported fire, faculty and staff members should use the following guidelines to ensure the safety of all students, faculty and staff.

All fires must be reported to Security immediately.

IF YOU SEE A FIRE, ACTIVATE THE BUILDING FIRE ALARM SYSTEM BY PULLING THE HANDLE ON A LOCAL FIRE ALARM BOX LOCATED ALONG THE EXIT ROUTES. This will automatically alert Security and get help on the way. It will also sound the fire alarm bells to evacuate the building and shut down the air handling units to prevent the spread of smoke.

You should then exit the alarmed area. If possible, follow up with a call to 911 and Security from a safe location to provide more details.

Although portable fire extinguishers are installed throughout all Lake-Sumter State College buildings, their use is not encouraged. The College does not want its employees risking their lives to fight fires. Do not attempt to extinguish the fire yourself.

- **WHEN TO USE PORTABLE FIRE EXTINGUISHERS:**
 - Usually never, unless all of the following conditions apply:
 - The fire is small, contained and not spreading beyond its starting point.
 - The exit is to your rear and cleared, there are no obstacles to it and there is no imminent peril.

- The proper extinguisher is readily available. The proper extinguisher will depend on the source/nature of the fire and will be one of the following:
 - Class A – Used for fires involving paper, wood, textiles or plastics
 - Class B – Used for fires involving flammable liquid, such as oil, gasoline, kerosene or paint
 - Class C – Used for fires in “live” electrical equipment
 - Class ABC – A “tri-class” or “multi-purpose” dry chemical extinguisher that can be used on Class A, B or C fires. Most of the College’s fire extinguishers are rated Class ABC.

To operate the extinguisher, remember the word **PASS**.

- **P – Pull the pin**
- **A – Aim low**
- **S – Squeeze**
- **S – Sweep**

Do not attempt to fight a fire if the following conditions exist:

- You don't know what's burning.
- The fire is in a lab with chemicals or biohazards.
- There is potential for explosion.
- The fire is spreading rapidly.
- You don't have the proper equipment.
- You can't do so with your back to an exit.
- The fire might block your means of escape
- You might inhale toxic smoke.
- The fire is too large to handle.
- Your instincts tell you not to do so.

After use of a fire extinguisher, please contact Facilities so that it can be replaced.

If the first attempts to put out the fire do not succeed, evacuate the building immediately.

Evacuation

- Alert people in the immediate area of the fire and evacuate the room. All others, upon hearing the alarm or announcement, **MUST** leave the building immediately.
- Take your belongings (if feasible).
- Confine the fire by closing doors behind you as you leave the room, ensuring that everyone is out of the room.
- **FOLLOW YOUR EVACUATION ROUTE** and leave the building through the nearest safe exit.

- Walk, do not run.
- **DO NOT USE ELEVATORS!** Should the fire involve the control panel of the elevator or the electrical system of the building, power in the building may be cut and you could be trapped between floors. Also, the elevator shaft can become a flue, lending itself to the passage and accumulation of hot gases and smoke generated by the fire and they may stall in the event of a power failure or deliver you to the floor where the fire is actually located.
- Faculty must **direct students to evacuate the building and proceed to the nearest Safe Assembly Area** as indicated on the classroom evacuation map. No one should leave campus without being accounted for.
- Faculty or Supervisory staff members should position themselves at the Safe Assembly Area to account for building occupants.
- If no other option but to proceed in a direction towards the fire or obvious danger exists, persons should crawl on their hands and knees past or under dangerous conditions, e.g., smoke.
- If you encounter smoke on your way out, stay low and crawl if necessary. You are more likely to find breathable air close to the floor. Cover your nose and mouth with a wet cloth, if possible. If the hallway or stairway is filled with smoke, you may have to evacuate horizontally or use a secondary stairway.
- If possible, a faculty/staff member or the Building Coordinator should check restrooms to ensure everyone is aware of the evacuation.
- Faculty and staff or the Building Coordinator should position themselves at intersections of the building to direct pedestrian traffic to Safe Assembly Areas.
- Assist any person in immediate danger, if it can be accomplished without risk to you.

If you are trapped in a building, the following procedures should be followed:

- Feel all doorknobs you encounter before opening any door.
- **If the doorknob is hot, do not open the door.** Stay where you are or move in another direction if possible.
 - Seal the cracks around the door with any available material.
 - Call 911 and let them know your location and that you are unable to exit.
 - Keep low to the floor and await evacuation by Emergency personnel.
- **If the doorknob is not hot,** brace yourself behind the door and open it slightly. If heat or heavy smoke is present, close the door and stay where you are.
 - If smoke and heat fill the hallway outside your room, close the door, stay where you are and wait for help.
 - Call 911 and let them know your location and that you are unable to exit.
 - Leave by the nearest clear exit stairway.
 - If you are able to move around within the building, but can't exit, find a safe room farthest from the fire.

Once outside, you must go directly to the Safe Assembly Area, stay there and await instructions. Give Emergency Responders any information they may need, e.g., location, size and nature of the fire, persons remaining behind and their locations. **Do not reenter buildings until Emergency Responders advise that it is safe to do so.**

While at the Safe Assembly Area, watch out for moving vehicles, both the fire-rescue vehicles coming on to the campus and the employee and student vehicles attempting to leave. Remain at the Safe Assembly Area until all personnel have been accounted for and the all-clear signal has been given.

In a building evacuation, persons in wheelchairs on a second floor or higher should be moved to a stair well. One or two other persons should remain with the person in the wheelchair if it is safe to do so. Other persons exiting the building must inform **Fire-Rescue personnel of the person in the wheelchair and their location.** Fire-Rescue personnel will remove the person in the wheelchair. If Fire-Rescue has not arrived, and it becomes unsafe to remain, the person(s) left with the individual will have to attempt removal.

If media approaches you, refer them to the College Relations & Marketing Department.

Please note that once the Emergency Responders arrive, they are in charge of the scene and you must comply with their directions and not interfere with the emergency response. Failure to comply with Emergency Responders can lead to criminal arrest or citation.

To minimize the risk of fire, please note the following, always be mindful of fire hazards at all times and report any hazards you observe to Facilities or the Lake-Sumter State College Chief Fire Official:

- Smoke only in designated areas and extinguish smoking materials properly.
- Candles or other sources of open flame are prohibited on campuses.
- Fireworks are prohibited on campuses.
- Avoid overloading circuits and outlets with office equipment and look for exposed wires. If you see any electrical hazards, report them to Facilities.
- Extension cords must be in good condition and of proper rating. Use only Underwriters Laboratory-approved extension cords. Cords should not run through doorways, partitions or be covered with rugs.
- No storage is allowed under stairs or in a means of egress/exit. Means of egress/exits must never be blocked by objects.
- Always store flammables in approved flammable cabinets.
- Gasoline, propane and other fuel items are prohibited in College buildings.
- Cooking is only permitted in approved areas with permanent cooking facilities
- Do not install refrigerators in closets or bathrooms since they require ventilation. Do not cover them with blankets, tablecloths or other materials.

- Make sure all exits clearly marked.
- Avoid excessive clutter in your workspace.
- Know and practice *at least* two ways out of your building. Take note of how you can reach these exits.
- When you hear a fire alarm, get out!

Bomb Threat

Remain calm and obtain as much information as possible from the caller. Try to write down the caller's exact words and if possible, the number called from. Ask for and try to obtain the following information:

- Where is the bomb located right now?
- When is the bomb going to explode?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?

Also record the following information:

- Exact time the call is received
- Information about caller including:
 - Sex – Age – Accent
 - Education - Location of caller – Background noises
 - Caller's attitude – Speech impediments or traits

Immediately notify local law enforcement personnel by calling 911 and then notify Security. Always call from a safe location. Provide the police with the context of the threat, telephone number on which it was received, your name, room number and telephone number where you can be reached, as well as the information obtained through your questioning of the caller.

Take no other action unless directed to by law enforcement personnel.

Suspicious Packages or Mail

If you receive or observe a suspicious letter or package that is unexpected or unknown with the following characteristics:

- Excessive postage
- Misspellings of common words
- Excessive weight
- Rigid envelope
- Foreign mail, air mail or special delivery
- Hand-written or poorly typed address
- Restrictive markings such as confidential, personal, etc.
- Excessive securing – material such as masking tape, string, etc.
- Incorrect titles
- Oily stains or discoloration
- Visual distractions
- Lopsided or uneven
- Titles but no names
- No return address
- Protruding wires, bumps or tinfoil

Notify local law enforcement personnel immediately by calling 911 and notify Security. Always call from a safe location.

Move people away from the package. DO NOT

- Use your cellphone.
- Move or open the package.
- Investigate too closely.
- Cover, insulate or place the package into a cabinet or drawer.
- Pass the letter or package to others to look at.
- Disturb any contents in the letter or package. Handling the letter/package may only spread the substance contained inside and increase the chances of it getting into the air.
- Ignore the threat; it must be treated as real until properly evaluated.

If you inadvertently open a suspect package/letter or if it is leaking liquid or an unknown substance, you should:

- Immediately set the item down gently at the location where it was opened and move away from the area to avoid exposure.
- All potentially exposed persons should leave the area and wash exposed skin with soap and water.
- Move to an area within the building adjacent to the initial exposure and wait for law enforcement personnel and Security to arrive (for example, a hallway outside the original

- room).
- Do not allow others into the area. Remember that this is NOT a medical emergency yet, but it may be a potential contamination problem.
 - This is also a potential crime scene – preserve evidence and pay attention to what you have seen or done.

Chemical Spill

Specific procedures for responding to chemical spill are contained in Chemical Spill Response Plan.

Minor Chemical Spill

A minor chemical spill is characterized by the following:

- Chemical is known.
- Does not pose an immediate or potential significant risk to safety or health, i.e., no fire, explosion or chemical exposure hazard.
- Does not have the potential to become an emergency.
 - Can be absorbed, neutralized or otherwise controlled and cleaned up by personnel in the immediate area or by Facilities personnel.

In responding to a minor chemical spill, trained laboratory personnel are responsible for the following:

- Alert people in the immediate area of spill and evacuate them as necessary.
- Isolate the area by closing doors, etc. as necessary.
- If spilled material is flammable, remove or turn off ignition and heat sources and unplug nearby electrical equipment.
- Establish exhaust ventilation, if possible, by turning on fume hoods; avoid breathing vapors from the spill.
- Locate the spill kit.
- Put on protective equipment, including safety goggles, suitable gloves and long-sleeved lab coat.
- Confine and contain the spill by applying spill socks/pillows/pads or other appropriate absorbent material, first around the outside of the spill, encircling the spilled material, then absorb to the center of the spill.
- Use appropriate materials to neutralize inorganic acid and base spills.
- For solid chemical spills, cover the spill with a slightly damp paper towel to avoid creating a cloud of dust and push the material into a dustpan or other collection receptacle using the towel.
- Sweep material, used absorbents/neutralizing agents, etc. into a plastic dust pan and place

- into a plastic bucket or bag.
- Wet mop the spill area. Be sure to decontaminate the broom, dustpan, etc.
 - Place all contaminated PPE into plastic bag.
 - Store waste in designated area until waste pick-up is scheduled.
 - Notify Security to obtain assistance from Facilities if necessary. In any event, notify Security after you have cleaned up the spill so that the incident can be documented.

Security will notify the following:

- The Facilities Supervisor if maintenance personnel are required to assist in the clean-up.
- Director of Campus Safety

Major Chemical Spill

A major chemical spill is characterized by the following:

- Chemical is unknown.
- Chemical is highly toxic or reactive.
- Poses an immediate significant risk to health.
- Involves a fire hazard outside a fume hood or an explosion risk.
- Involves injury to personnel in the vicinity.
- Response and cleanup of are beyond the expertise and ability of personnel in the immediate area or Facilities personnel, and the equipment and materials for adequately containing and cleaning up the spill are not available.

In responding to a major chemical spill, laboratory personnel are responsible for the following:

- Attend to any injured or contaminated persons and remove them from exposure.
- Alert people in the immediate area to evacuate.
- Call 911. Provide as much of the following information as is known.
 - Chemical(s) involved.
 - Quantity spilled.
 - Location of the spill.
 - Nature and extent of any injuries or damage incurred, if any.
 - Control measures taken.
- Your name and phone number (or where you will be located) and how you can be identified.
- Use eyewash or safety showers in other areas as needed to rinse spilled chemicals off people.
- If spill material is flammable, turn off ignition and heat sources if that can be done safely.
- If trained in spill clean-up and if appropriate spill response equipment and materials are available, take measures to clean up or contain the spilled material if it is safe to do so.

- If danger is believed sufficient – activate the nearest fire alarm (**unless there is a chance of explosion from the chemical spill**) and evacuate the building. If there is a possibility of explosion by activating the fire alarm, evacuate the building manually by alerting others by voice.
- Close doors to affected area.
- Notify Security.
- Meet responders.

Security will coordinate with or notify the following:

- Appropriate emergency response personnel (e.g., Lake-Sumter County Fire and Rescue).
- The Facilities Manager, who will obtain assistance from outside spill response and clean-up contractors if necessary.
- Safety & Risk Manager.

Medical Emergency

A medical emergency includes any serious injury or illness that requires immediate medical attention. If a medical emergency/illness occurs:

- **CALL** 911 for paramedic/ambulance assistance **and** contact Lake-Sumter State College Campus Security. A report must be made as soon as possible to Lake-Sumter State College Campus Security for **all** injuries/illnesses that occur to employees, students and visitors.
- **STAY**, or have someone else stay, with the patient until help arrives.
- **DO NOT** move the patient; keep the patient still and comfortable.
- **PROTECT** the patient from injury by removing any potential safety threat, if possible.
- **PROVIDE** first aid until help arrives, if you have appropriate training and equipment and it is safe to do so.
- **SEND** someone outside to escort Emergency Responders to the appropriate location, if possible.
- **STAY** out of the way unless assistance is requested once help arrives.
- **INFORM** Emergency Responders of the following information:
 - Building or location where assistance is needed.
 - Specific location within the building.
 - Type of problem, individual's condition.
 - Medical history, if known.
 - Sequence of events.

If a **minor** injury/illness occurs:

If you are unsure of the seriousness of an injury or with how to proceed, contact Campus Security immediately.

- Assess the need for medical attention. If immediate medical attention or medical transport is required, then follow the procedures outlined above.
- Provide first aid as appropriate.

Threatening Behaviors/Mental Health Emergencies

- **In the event of overtly threatening behavior constituting an immediate threat to self or others, notify 911 and Security.**
- In **non**-emergency situations:
 - Refer students to Student Affairs
 - Refer faculty and staff to Human Resources
 - Complete an incident report form.
 - If the report reaches a threshold of immediate concern or multiple reports of concern from various sources are filed, Student Affairs will call a meeting with the student to check on his/her welfare; Human Resources will act on employee related incidents.

Things To Do When Facing An Individual With Mental Health Issues:

- Express your concerns directly to the individual
- Make a referral in the presence of the individual and offer to accompany him/her
- 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 written assignments
- Verbal expressions of suicidal or violent thoughts

Wildlife/Stray Animals on Campus

Lake-Sumter State College campuses are home to a number of wildlife species. Some of the more common ones are: raccoons, opossums, fox, squirrels, bats, snakes, iguanas, alligators, skunks and many birds.

Lake-Sumter State College campuses also may have stray animals, i.e., cats and dogs. Wildlife on campus is protected, and all students, staff and visitors are asked to not harass them in any way. **Do not feed wild animals.**

Stray animals (dogs and cats) need to be reported to Campus Security who will notify Animal Control or handle them using an outside contractor. Do not feed stray animals. While an effort is made to protect wildlife on our campus, personal contact with wildlife or stray animals can pose a health risk. **Never feed, touch or try to pick up any animals.**

If you are bitten by an animal, you should:

- Notify Security immediately of incident.
- Call 911 if bite is severe, if the animal is wild, or a stray, or if the owner (if known) cannot provide rabies vaccination documentation.
- Immediately wash the wound with soap and water for at least 15 minutes to try and rinse away the animal's saliva.
- **Seek medical attention immediately.** All animal bites, regardless of the species or the severity, should be examined by a physician.
- Try to remember what the animal looks like, so it can be caught and tested for rabies.

DO NOT

- Try to trap the biting animal yourself.
- Try to kill the animal.
- Approach any wild animal.
- Feed any wild animals.
- Attempt to take action yourself.
- If the animal is someone's pet, you should still call Security and/or 911. They will speak to the animal's owner and make sure the animal has had required vaccination.
- If the animal is dead - DO NOT TOUCH IT.

If the biting animal tests positive for rabies (or if the biting animal can't be found), you will need to get the rabies vaccine as soon as possible. Without the treatment, a person bitten by a rabid animal may die. The rabies vaccination series consists of five to seven shots in the arm and the buttocks, which are spread out on different days.

Utility Problems and Failures

All utility problems and failures need to be reported to Facilities and Security immediately. Please follow the procedures outlined below in the event of a utility emergency.

Power Outage

- Report any power failure to **Facilities and Security** immediately.
- Loss of power to fume hoods may require the evacuation of laboratories and surrounding areas.
- **Any building experiencing a power outage must be considered for an evacuation**, per Code requirements. Even if a building has the capability to receive power from an associated emergency generator, the generator may not be capable of supplying the building's entire needs, and its ability to provide power for any extended period of time may be limited. In the absence of offsite power, the emergency lighting and life safety systems in the building will have limited duration. Without offsite power, the HVAC systems will be inoperable, and the environmental conditions within the building will deteriorate to a point where the building may become intolerable for occupancy. A power outage may be accompanied by a power surge, which can cause lighting ballasts to burn out and other electrically-powered equipment to become inoperable. Accordingly, depending on the extent and anticipated duration of the power outage, it may be necessary to evacuate the building or even close the entire campus. In light of the emergency equipment limitations and in consideration of the impact of a power outage on staff, faculty and students, the process to arrive at this decision will be completed as soon as possible, with a targeted time of 15 minutes, but in any case, it must not go beyond 30 minutes.
- If the building's fire alarm system should happen to be triggered because of the power surge or smoke from burnt-out lighting ballasts or other equipment, evacuation of the building is **MANDATORY**. Otherwise, the decision to evacuate a building and/or close the campus because of a power outage will follow a deliberate process and will be made as follows:
 - The Vice President of Business Affairs and the Director of Facilities must be notified of the power outage immediately by whoever first becomes aware of it or receives the report of it (other Facilities personnel or Security).
 - The Vice President of Business Affairs will notify the College President or his designee and the Emergency Management Group.
 - The Director of Campus Safety will contact the utility company serving the affected campus (i.e., SECO or Duke Energy) to obtain as much information as possible concerning the cause and extent of the outage and the anticipated time of restoration of service. Communication with utility representatives must be continuous throughout the decision-making process and as necessary until power is restored.
 - Following consultation among these parties, the decision to evacuate the affected building(s) and/or close the campus will be made by the College President or his designee, based on information from Facilities and the local utility company

- regarding the extent and likely duration of the power outage.
 - Notification of the College community of an outage, or closure due to an outage, will be made using the LSSCAAlert system. Updates on the status will be communicated and a notification will be made when service has been restored.
- If so directed, building occupants will evacuate to the building's safe evacuation area(s), following Lake-Sumter State College evacuation procedures, to await instructions to return to classrooms or offices or notification of campus closure.
 - Campus Security Officers will deploy to the area(s) affected by the outage to direct personnel to the safe evacuation area(s) and assist as necessary.
 - If you become trapped in an elevator during a power outage, use the emergency phone in the elevator. Wait for assistance. Do not panic. Help will be on its way.
 - If your building is evacuated or the campus is closed, do not reenter the building or remain on the campus until an official announcement from the College is issued. Closing of the campus will require everyone to leave with the exception of key staff (Facilities and Security).

Plumbing Problem/Flooding

- Call Security. Security personnel will evacuate affected areas and establish access control measures to ensure that only authorized personnel enter the affected areas.
- Call Facilities. Facilities personnel will respond to correct the problem and effect any necessary repairs.
- Cease using all electrical equipment until repairs have been made.
- If necessary, vacate the area and prevent anyone else from entering by using signs or barricades.
- AVOID standing water due to the potential for electrical shock.

Gas Leaks

If you smell natural, propane or other compressed gases, you should:

- Cease all operations!
- Do not switch on the lights or any electrical equipment. Remember, electrical arcing can trigger an explosion.
- LEAVE the area immediately.
- Keep others out of the area.
- Call Facilities. Facilities personnel will respond to correct the problem and effect any necessary repairs.
- Call Security. Security will call 911. Security personnel will evacuate affected areas and establish access control measures to ensure that only authorized personnel enter the affected

areas.

- Evacuate the building if appropriate and report to its Safe Assembly Area(s).
- Monitor wind direction and ensure the Safe Assembly Area is up-wind from the gas fumes.
- Wait for Emergency Responders and inform them of the emergency.
- Do not reenter area until Emergency Responders have made an announcement that it is safe to do so.

Internet Outage

Partial or complete internet outage may effect College operations in a variety of ways and may prevent normal operations from continuing. Sudden internet outages should be reported to Campus Security and Information Technologies immediately.

A decision close the campus because of an internet outage will follow a deliberate process and will be made as follows:

- The Vice President of Business Affairs and the Director of Information Technologies must be notified of the internet outage immediately by whoever first becomes aware of it or receives the report of it (other Facilities personnel or Security).
- The Vice President of Business Affairs will notify the College President or his designee and the Emergency Management Group.
- The Director of Information Technology will contact the internet provider serving the affected campus to obtain as much information as possible concerning the cause and extent of the outage and the anticipated time of restoration of service. Communication with internet provider representatives must be continuous throughout the decision-making process and as necessary until connectivity is restored.
- Following consultation among these parties, the decision to close the campus will be made by the College President or his designee, based on information from IT and the internet provider regarding the extent and likely duration of the outage.
- Notification of the College community of an outage, or closure due to an outage, will be made using the LSSCAalert system. Updates on the status will be communicated and a notification will be made when service has been restored.

Elevator Failure

If you are trapped in an elevator:

- REMAIN CALM!
- Use the emergency call button or a cell phone to notify Security.
- Do not attempt to pry open doors.
- Do not attempt to use the overhead hatch.
- Security and Facilities personnel will be dispatched to attempt to restore the elevator to

service.

- If the attempt to restore the elevator to service is unsuccessful, an elevator mechanic will be called to take care of the problem.
- In the event of a medical emergency or if the Expected Time of Arrival of the elevator mechanic will exceed one hour, local Fire-Rescue (911) will be contacted.

If you come across individuals who are trapped in an elevator:

- Immediately call Security and Facilities.
- Make an effort to locate the elevator car by going floor-to-floor and listening at the door for sounds such as banging, crying or yelling.
- Talk to the person inside by yelling through the door.
- Tell them to remain calm and not to try to escape. Remain in contact with the trapped individuals and inform them of the steps being taken to get them out of the elevator.
- If safe to do so, remain with the person(s) until help arrives.

Criminal Activity, Civil Disturbance or Violence

If you witness criminal activity, civil disturbance or violence or are a victim (assault and/or battery, theft, etc.) you should:

- Attempt to remove yourself from any danger.
- Notify law enforcement personnel by calling 911 immediately. Try to call from a safe location if possible.
- Notify Security of the incident.
- If possible, provide law enforcement personnel with the following information.
 - Location of crime or disturbance
 - Nature of the incident and specifics—number of people involved, weapons, etc.
 - Any injuries
 - Description of suspect(s) or participant(s)—height, weight, sex, race, clothing, hair, etc.
 - Direction of travel of suspects
 - Description of any vehicles involved in the crime

DO NOT confront the individuals yourself.

AVOID provoking or obstructing anyone participating in a disturbance.

DO NOT pursue or attempt to detain suspects.

Sexual Assault or Battery, Spousal Abuse or Dating Violence

If you are the victim of a sexual crime, spousal abuse or dating violence, you should:

- **Immediately call 911, and, *if possible***
- **Call Security**
- **Call a nearby relative or friend for assistance.**

After contacting the police, you should remain calm and avoid destroying or contaminating any available evidence. In the case of a sexual crime, it is best **NOT** to bathe, shower, brush your teeth, urinate, defecate, douche, change or launder clothing or bedding where evidence may be found. Clothing may be kept as evidence.

If you choose NOT to contact law enforcement personnel, it is still important to take care of yourself. You may consider making an appointment with a physician to be screened for sexually transmitted diseases and pregnancy. A police report is **not necessary** to receive victim services.

Students may request confidential counseling services:

<http://www.lssc.edu/studev/Pages/Counseling-and-Student-Assistance-Program.aspx>

Faculty/Staff may request confidential counseling services:

<http://www.lssc.edu/staff/Pages/Departments/Human%20Resources/Benefits.aspx>

Local Law Enforcement Contacts

- **Lake County Sheriff**
Non-emergency number (352) 342-2101, Emergency number 9-1-1
See the [Lake County Sheriff's Office](#) website for more information.
- **Sumter County Sheriff**
Non-emergency number (352) 569-1600, Emergency number 9-1-1
See the [Sumter County Sheriff's Office](#) website for more information
- **Leesburg Police**
Non-emergency number (352) 787-2121, Emergency number 9-1-1
See the [Leesburg Police](#) website for more information
- **Clermont Police**
Non-emergency number (352) 394-5588, Emergency number 9-1-1
See the [Clermont Police](#) website for more information

Active Shooter

An Active Shooter emergency involves one or more persons with a firearm engaged in a random or systematic shooting spree. Once an Active Shooter event begins, local law enforcement and Security should be notified and will respond. Facilities personnel will position themselves at main campus entry areas in order to inform and direct responding police. Persons in the vicinity of the Active Shooter will need to undertake actions to protect themselves or evacuate if shooting starts.

If you are outside and you hear shots elsewhere:

- You can either:
 - Evacuate
 - Leave the area, or the campus, away from the direction of the shots, if, in your judgment, it is safe to do so.
 - Move away as quickly as possible.
 - Call 911 as soon as it is safe to do so to report the location of the shooting and any other information you know or that is requested by the 911 operator.
 - Watch out for vehicles trying to leave the campus and for law enforcement personnel coming onto the campus.
 - OR
 - Shelter in Place
 - Enter the nearest building and proceed to take shelter in the nearest classroom, office or other area that can be secured.
 - If outdoors, go into the nearest building and/or proceed to an area that can be secured.
 - If inside a building, enter the nearest classroom, office or secure space with locking capabilities.
 - Faculty/staff should look outside their classroom/office to direct any students or staff in the hallway into the room immediately.
 - Anyone in a hallway, restroom, gym or cafeteria should move to the nearest classroom or other secure area immediately.
 - Secure and lock windows of classrooms and offices and close window coverings.
 - Cover door window, if possible
 - Use anything you can to barricade the doorway
 - Turn off lights and computer monitors. Silence cell phones; if used, text only.
 - Everyone spread out, seek concealment and keep quiet.
 - Be prepared to attack an intruder if they gain entry
 - Do not open doors, even in the event of a fire alarm.
 - Stay in secured areas until directed by Security, law enforcement or a College Official.

If you are inside a building when shots occur elsewhere and you can safely evacuate the building:

- You can either:
 - Evacuate
 - Leave the area, or the campus, away from the direction of the shots, if, in your judgment, it is safe to do so.
 - Move away as quickly as possible.
 - Call 911 as soon as it is safe to do so to report the location of the shooting and any other information you know or that is requested by the 911 operator.
 - Watch out for vehicles trying to leave the campus and for law enforcement personnel coming onto the campus.
 - OR
 - Shelter in Place
 - Remain in the building and proceed to take shelter in the nearest classroom, office or other area that can be secured.
 - Follow the guidelines described above.

If you are unable to evacuate the building:

- Proceed to take shelter in the nearest classroom, office or other area that can be secured.
- Follow the guidelines as described above.

If the door to the space you take shelter in cannot be locked:

- If the door opens inward, barricade it with anything you have available (desks, chairs, bookcases, etc.).
- If the door opens outward, tie it down, if possible, by using something attached to the door handle.
- Follow the guidelines as described above.

If the shooter is attempting to break down the door or get past the barricade:

- Try to escape through a window or another door, and evacuate.
- If escape is not possible, position yourself in the room in a location that will allow for the element of surprise if the shooter enters.
- Plan to survive—obtain anything that will serve as a weapon and be prepared to attack as the shooter enters the room.

If the shooter gains access to your room:

- Consider these options:
 - Try to escape through a window, another door, or past the shooter if his/her attention is directed elsewhere. Run away as fast as you can.
 - **Attack the shooter**
 - Throw anything available at the shooter, aiming at the face to distract his/her aim.
 - Attack in a group (swarm).
 - Use all available weapons to attack and disarm the shooter.
 - Grab the shooter's extremities (arms, legs and head) and take him/her to the ground using body weight to secure him/her.
 - "***Fight dirty***" to survive—bite, kick, gouge eyes, etc.
 - Continue to fight until the shooter is no longer a threat.

If you have incapacitated the shooter:

- Call 911 and advise law enforcement personnel that the shooter is down.
- Provide your location and stay on the telephone, if possible.
- Secure the shooter (belts, body weight, etc.).
- Move any weapons away from the shooter, but **DO NOT HOLD A WEAPON**. At this point, law enforcement personnel are likely unable to distinguish you from a shooter. If possible, place the weapon in the nearest trash can and notify responding officers of its location.
- **DO NOT RUN** from the room. Help will be there very soon, and you do not want to have law enforcement personnel think you are a shooter trying to escape.
- Provide first aid to others in the room, as needed.
- When responding officers arrive follow instructions and do not appear threatening to responding law enforcement officers.

What to expect from responding law enforcement personnel:

The objectives of responding law enforcement personnel are:

- Immediately engage or contain the Active Shooter to stop life-threatening behavior.
- Identify threats such as improvised explosive devices.
- Identify victims to facilitate medical care, interviews and counseling.
- Investigate.

Police officers responding to an Active Shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams. They may be dressed in civilian clothing or normal patrol uniforms, or

they may be wearing external ballistic vests and SWAT Team-type gear. They may be armed with various weapons. Be prepared for “dynamic entry”—the police will enter areas with weapons drawn and at the ready in order to be prepared to shoot if a threat is present. Regardless of how the police appear or sound, do not be afraid of them.

- Do exactly as the officers instruct.
- Put down any bags or packages you may be carrying and keep your hands visible at all times.
- If instructed to lie down, do so.
- If you know where the shooter is, tell the officer

The first responding officers to arrive will not stop to aid injured people. They will be focused on stopping the Active Shooter and creating a safe environment for medical assistance to be brought in to aid the injured after the area is secured. Keep in mind that even if you have escaped to a safer location, the entire area is still a crime scene.

Keeping Updated

If an Active Shooter situation develops, the College will implement the EOP and will work with law enforcement personnel to support their efforts to manage the incident. Updates on the situation may be obtained through:

- LSSC Alert system
- Updates on the Lake-Sumter State College web page
- Your supervisor, department/College administrator
- College social media
- Other means of notification available

Hostage Situation

Hostage situations are usually different than Active Shooter situations because the hostage-taker is usually most interested in using the hostages for bargaining. It is recommended that the following actions be taken, unless the hostage-taker starts to actively shoot or threaten to shoot the hostages.

- If you are caught by the intruder and you are not going to attempt to escape or fight back, do not look the intruder in the eyes and obey all commands. Do not speak unless spoken to and then only when necessary. The captor may be in an agitated state—do not talk down to or speak to him/her in a manner that might cause further upset. Avoid appearing hostile.
- Try to remain calm and be patient.
- Follow the instructions of the hostage-taker.
- Be respectful to the hostage-taker and attempt to establish rapport with him/her. Ask permission. Be cooperative and non-argumentative.
- Treat the hostage-taker as normally as possible.
- Be prepared to speak with the police on the phone if directed by the captor, or if the opportunity presents itself.
- If medications, first aid or restroom privileges are needed by anyone, respectfully bring it to the attention of the hostage-taker.
- Be observant. You may be released or get the opportunity to escape. The personal safety of others may depend on your ability to remember the details of your captivity when you are debriefed by law enforcement personnel.
- If the hostage-taker proceeds to actively shoot the hostages or threatens to do so, look for an opportunity to escape, if possible, or to attack, if necessary.

Aircraft Crash on Campus

Because of the location of airports in close proximity to our campuses, the possibility of an aircraft crash on campus must be considered.

Take the following actions if you are in a structure affected by an aircraft crash:

- Immediately take cover under tables, desks and other objects that will give protection from falling glass or debris.
- If necessary, or when directed to do so, activate the building alarm and evacuate the building. Depending on damage, you may have to use alternative methods of notifying building occupants to evacuate.
- Follow standard evacuation procedures and report to the designated Safe Assembly Area until you can be accounted for.