EMERGENCY RESPONSE MANUAL

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EMERGENCY RESPONSE MANUAL

The emergency procedures described in this guide are designed to protect lives and property. Our primary goal when evacuating a CCC building is to conduct the evacuation in a timely, controlled and efficient manner. In an emergency situation that warrants evacuating the building, everyone should move away from the building as quickly as possible so that first responders have easy access. Notification will be made by a staff member in charge to evacuate the building and proceed immediately to a safe place as directed.

An emergency may occur at any time of the day, night, weekend, or holiday with little or no warning. The succession of events in an emergency are not predictable. Therefore, the instructions in this manual will serve as a guide and may require modifications to meet the requirements of the emergency.

A disaster may also affect the surrounding geographical area. Therefore, city, county and federal emergency services may not be available.

I. SOURCES OF ASSISTANCE DURING EMERGENCIES

A. COLLEGE SECURITY OFFICE—Main Room 1112, Ext. 7-4800
   Safety and Security Officers are on duty 24-hours per day, seven days per week. Safety and Security must be notified immediately of any emergency.

B. ENGINEERS/MAINTENANCE OFFICE—Ext 7-4856
   Engineering and Maintenance staff can arrange for the emergency procurement of materials and services.

C. CHICAGO POLICE or FIRE DEPARTMENT Emergency — 911. If using an office phone, call 911 directly. If using a pay phone or cell phone, no money is needed to dial 911. For non-emergency issues, reports, dial – 311.

II. EMERGENCY RESPONSE MANAGEMENT TEAM (ERMT)

GENERAL STAFF
Emergency Response Management Team members (designated substitutes) will assume the following NIMS/ICS General Staff roles in managing the emergency situation:

   Incident Commander – President (Vice President, Director of Security)
   Operations Section -- Vice President (Dir. of Security, Assist. Dir. Security)
Building Emergency Manager – Assist. Dir. Security (Lead Security Officer)
Planning Section – Dean of Student Services (Dean of Instruction)
Logistics Section – Dir. of Aux. Serv. (Chief Engineer, Assist. Chief Engineer)
Finance/Administration Section – Executive Business Manager

COMMAND STAFF
Emergency Response Management Team members (designated substitutes), and support personnel, will assume the following NIMS/ICS Command Staff roles in assisting the Incident Commander:

Public Information Officer – Director of Public Relations
Safety Officer – Facilities Coordinator
Liaison Officer – Human Resources Administrator
Communications Officer – Director Info. Technology
Recorder – Assistant to the President
Principal of the Middle College – (if appropriate)
Director of the Child Care Lab School (if appropriate)

III. GENERAL RESPONSIBILITIES OF THE EMERGENCY RESPONSE MANAGEMENT TEAM

Administrators who are members of the Emergency Response Management Team will report, as conditions permit, to the designated Emergency Operations Center (EOC) in your building or the Alternative Site (EOC) delegated.

A. Incident Commander – President (Vice President, Director of Security)

1. Notification to the Vice Chancellor of Security and the District Director of Security in an emergency situation.
2. Will determine the type and magnitude of the emergency.
3. Responsible for the overall direction and coordination of the College emergency response.
4. Works with the other ERMT members in assessing the emergency and preparing the College's specific response.
5. Declares and ends the campus state of emergency.
6. Notifies and conducts liaison activities with the District Office Departments, governmental agencies, key ERMT members and others as necessary.
7. Initiates communication with utility companies and other outside agencies.
8. If necessary, will select an alternate location for the Emergency Control Center.
9. Prepares and submits a report, to the Vice Chancellor of Security, summarizing the emergency.

B. **Operations Section** -- Vice President (Dir. of Security, Assist. Dir. Security)

1. Dispatch Security Officers to determine the nature and extent of the emergency.
2. Evaluate and determine resources required to handle the incident and informs the Incident Commander.
3. Meet and assist the Chicago Fire Department upon arrival on scene for a fire or medical emergencies.
4. Ensure the front desk makes available to Chicago Police/Fire personnel, the building floor plans (located in the Emergency Response Manual) upon request.
5. Assign Security Officers who are off duty sworn police officers, as 1st responders to any armed offender incident.
6. Non police sworn Security Officers will assist Chicago Police as they arrive on scene.
7. Notify Incident Commander, Engineering staff and Security Officers of emergencies.
8. Take immediate and appropriate action to protect life, property and to safeguard records as necessary.
9. Maintain the Emergency Control Center in a state of constant readiness.
10. Monitor District Office emergency warning systems and communicate with each floor with the emergency two-way radio issued to each Floor Leader. Evacuation or shelter in place, instructions may be issued via two-way radio.
11. Maintain telecommunications/radio support as necessary.
12. Security Officers will provide traffic control, access control, perimeter and internal security patrols.
13. Security Officers will perform first aid, CPR or use the AED as needed.
14. In the absence of the Director of Security, operational control of the emergency will be assumed by the Supervising Security Officer on duty.

B. **Planning Section** – Dean of Student Services or Dean of Instruction D.O. will have Administrative Services

1. Evaluates the extent of damage and determines where essential services and functions will be relocated.
2. Provide for storage of vital records at an alternate site.
3. Assist the Incident Commander by procuring resources both internal and external.

D. **Logistics Section** – Dir. of Aux. Serv. (Chief Engineer, Assist. Chief Engineer)
1. Provide equipment and personnel to shutdown utilities and elevators. Sets up barricades. Assist with building evacuation and damage assessment. Clears debris and makes emergency repairs.
2. Provide vehicles, equipment and operators for movement of personnel and supplies.
3. Furnish emergency power and lighting systems.
4. Survey damage and relocate essential services and functions.

E. Finance/Administration Section – Executive Business Manager

1. Provides financial and administrative support to the Emergency Response Management Team.

F. Public Information Officer – Director of Public Relations

1. Assist the Incident Commander in determining media staging site
2. Prepare announcements and updates for the media
3. Prepare content and issue notifications via the CCC Alerts system

G. Safety Officer – Facilities Coordinator

Ensures safe emergency response operations to minimize collateral injury and property damage for emergency response personnel.

H. Liaison Officer – Human Resources Administrator

1. Assess and evaluate emergency response
2. Coordinate with external assisting agencies

I. Communications Officer – Director Info. Technology

Provides information technology support to the Emergency Response Management Team.

J. Recorder – Assistant to the President

Maintains accurate records of all events and participants in every emergency response outcome.

K. Building Emergency Manager – Assist. Dir. Security (Lead Security Officer)

1. Receive and record status reports from Floor Leaders while stationed at the southeast corner of Main Building.
2. Informs the Incident Commander of people who did not vacate their offices, classrooms or floor.

IV. GENERAL RESPONSIBILITIES AND EVACUATION PROCEDURES FOR ALL PERSONNEL

A. ADMINISTRATORS AND MANAGERS/SUPERVISORS

1. Emergency preparedness:
   a) Know all means of exit from your work area. Know the locations of the stairways.
   b) Know the locations of fire alarm pull stations.
   c) Know the locations of fire extinguishers and how to use them. Security officers and building engineers can provide information and training if needed.
   d) Distribute building evacuation information to employees in the office or department.
   e) Provide follow-up discussions or training as needed.
   f) Allow time for employees to be trained in emergency techniques, such as fire extinguisher usage, first aid, CPR and emergency evacuation procedures.
   g) Evaluate the department or office area and report any potential safety hazards to Administrative Services.
   h) Know where to locate each employee with disabilities that does not allow them to utilize the stairs.

2. Emergency situations:
   a) Upon receiving notification of a district office emergency, pass the same information along to employees in the department or office.
   b) Initiate emergency procedures as outlined in this manual.
   c) During an evacuation, direct all staff in the department or office to exit the floor using the nearest stairs, not the elevators, and to immediately leave their respective building.
   d) When area is evacuated, exit the building in the same manner.

B. STAFF AND STUDENTS

1. Emergency preparedness:
   a) **Know all means of exit from your work area. Know the locations** of the stairways.
   b) Know who your Floor Leaders are and their location on the floor. Be prepared to follow their instructions.
   c) Know the locations of fire alarm pull stations.
   d) Know the locations of fire extinguishers and how to use them. Security officers and building engineers can provide information and training if needed.

2. Emergency situations—Upon hearing the building alarm or the call for evacuation:
a) Exit the office immediately in a quiet and orderly manner so that any announcements can be heard.
b) If you encounter someone with a disability, offer your assistance and ask what kind of help the person needs.
c) **Do not use the elevators.**
d) Take the nearest stairs to the first floor. Exit the building immediately using the nearest exit.
e) Do not wait on the sidewalk adjacent to the building. Do not return to the building unless instructed to do so by college officials.

C. ADDITIONAL INSTRUCTIONS FOR PEOPLE WITH DISABILITIES

1. Emergency preparedness: Staff with disabilities who need assistance exiting the building during an evacuation are instructed to do the following at the beginning of each quarter:
   a) Notify Student Services of your special needs, your office location will be included on your College List of Locations of People with Disabilities. That list will be given to the Security Office. In the event of an evacuation, Security gives Fire Department personnel the list to help them locate people with disabilities who need assistance exiting the building.
   b) Wait in the vestibule of the nearest staircase. Fire Department personnel will go to that area first to locate individuals who need to be transported to the ground floor. They will also search all areas of the floor.
   c) Inform your Manager/Supervisor that you will need assistance exiting the building if there is an evacuation. Ask your Manager/Supervisor to help you recruit one or two co-workers from your area to assist you if there is an emergency. Inform your Manager/Supervisor and your assistants of the type of assistance you will need during an evacuation. In the event of an evacuation, one of your assistants can help you to the nearest stairway or to the middle staircase if you cannot use the stairs.

2. Emergency situations:
   a) If needed, ask for assistance from your Manager/Supervisor and co-workers. Inform them of the specific assistance needed. If possible, exit using the stairs.
   d) If unable to exit using the stairs, wait in the vestibule of the nearest staircase. Fire Department personnel will go to that area first to locate individuals who need to be transported to the ground floor. They will also search all areas of the floor.
   b) Once you are out of the building, inform Security officers.
   c) Move across the street. Do not wait on the sidewalk outside the building.
V. EMERGENCY OPERATIONS CENTER (If activated)

The Emergency Operations Center (EOC) is located in the Main Building Security Office Room 1112, or Alternative (EOC) in the McKeon Building Security Office Room 183.

A. If the Emergency Operations Center is activated, the Security Director will ensure at least one Security Officer is to staff the Emergency Operations Center at all times during the emergency.

B. The Emergency Operations Center should be equipped with the following items. When not in use, these items will be stored in the Security Office:
   1. Portable two-way radios
   2. Bullhorns
   3. First aid kit
   4. Campus and local telephone directories
   5. Two flashlights
   6. Two blankets
   7. Battery-operated radio
   8. Barricades, barrier tape, signs
   9. AED

VI. SPECIFIC EMERGENCY PROCEDURES

A. FIRE
   1. If you observe a fire or smell smoke;
      a) Close, but do not lock, all doors to confine the fire.
      b) Activate the building alarm.
      c) Follow the Evacuation Procedures in this manual.
      d) Provide any information you have about the location of the fire to Security.
   2. When you here a fire alarm listen for instructions from your Floor Leader. You may be instructed to begin relocation, evacuation or shelter-in place procedures.
   3. If you become trapped in the building during a fire, remain near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. If at all possible, place an article of clothing out a window where it can be seen by rescue crews.
   4. If your clothing catches fire, STOP, DROP, and ROLL. Immediately drop to the floor and roll repeatedly to extinguish the flames, holding your hands over your face to protect it from the flames. Get burned areas under cool water as soon as possible. Get help without delay.
   5. DO NOT USE THE ELEVATORS TO EVACUATE THE BUILDING!
B. INJURY OR ILLNESS
1. Immediately call Security. Give your name; describe the nature of the medical problem and the location of the victim. Keep the victim still and comfortable. Do not move the victim. Ask the victim what is wrong. Remain with the victim until help arrives.
2. All offices and departments are encouraged to have staff members who are trained in First Aid and CPR Training is available through the local American Red Cross.

C. DISTURBANCES OR DEMONSTRATIONS
Most demonstrations are peaceful and staff should attempt to carry on business as normally as possible. However, Security should be notified of any demonstrations. Security will notify the Vice Chancellor of Safety and Security if a demonstration interferes with the normal operations of the Campus, threatens physical harm to people or causes damage to Campus facilities. The Director of Security will ask the demonstrators to terminate the disruptive activity. If the demonstrators persist, the Director of Security will consult with the Campus President to determine if the Chicago Police Department should be contacted. If the disruptive or potentially violent demonstration takes place after business hours, Security will notify the Vice Chancellor of Safety and Security.

D. VIOLENT OR CRIMINAL BEHAVIOR
Everyone is asked to assist in making Truman College a safe place by being alert to suspicious situations and promptly reporting them to Security. If you observe an individual who is threatening harm to himself/herself and to others or displays a weapon (i.e. gun or knife, immediately inform Security at *911. Do not try to handle situations that are potentially dangerous. If you are a victim or a witness to any offense, go to a safe location and promptly notify Security, providing as much information as possible such as:
1. Nature of the incident
2. Location of the incident
3. Description of the person(s) involved
4. Type of weapon displayed
5. Description of the property involved
6. Continue to be available to provide officers with any additional information they request.

E. EXPLOSION
Immediately take cover under tables, desks or other objects that will give protection against flying glass or debris. After the effects of the explosion and/or fire have subsided, notify Security. Give your name and describe the location and nature of the emergency. Evacuate the building by following the evacuation procedures in this manual.
F. SPILLAGE OF HAZARDOUS CHEMICALS
1. Eyes, if contaminated, should be flushed immediately, contaminated clothes removed, and chemicals washed from the victim. First aid procedures should be started at once by trained personnel.
2. Report spillage of a hazardous chemical or radioactive material immediately to Security. Be specific about the exact location and nature of the spilled material. Security will contact the Vice Chancellor, Safety and Security and medical personnel.
3. The individuals at the site should vacate the area at once and seal it off to prevent further contamination of other areas. Evacuate the building by following the evacuation procedures in this manual.

G. BIOLOGICAL AND CHEMICAL THREATS
Federal Criminal Code defines weapons of mass destruction as:
1. Any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors; such as mustard gas, nerve agents, and saran gas.
2. Any weapon involving a disease organism; such as small pox outline toxin, and anthrax.
3. Any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

H. WHAT CONSTITUTES A SUSPICIOUS LETTER OR PARCEL?
Some typical characteristics which ought to trigger suspicion include letters or parcels that:
1. Have any powdery substance on the outside.
2. Are unexpected or from someone unfamiliar to you.
3. Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
4. Are addressed to someone no longer with your organization or are otherwise outdated.
5. Have no return address or have one that can’t be verified as legitimate.
6. Are of unusual weight, given their size, or are lopsided or oddly shaped.
7. Have an unusual amount of tape on them.
8. Are marked with restrictive endorsements, such as "Personal" or "Confidential."
9. Have strange odors or stains.
I. RECEIVING A SUSPICIOUS LETTER OR PARCEL
   1. Do not touch or handle the letter or package/parcel
   2. Advise your co-workers and supervisor
   3. Leave the immediate area of the item
   4. Notify security and provide the exact location and description of the item
   5. If you did handle the item wash your hands immediately and advise security.

J. BOMB THREAT- (See Attachment C Bomb Threat Checklist for Guidance)
   Take any bomb threat seriously and report it immediately to Security. Security will inform the Director of Security, who will, in consultation with the College President, decides if the building should be evacuated or if other action should be taken. In the event that both are unavailable, the chain of command listed in the Truman College All Hazards Safety and Security Plan will determine who should make this decision.
   1. Written bomb threat: Do not handle it any more than necessary, but place it in an envelope to preserve possible fingerprints.
   2. Telephoned bomb threat: Try to obtain as much information from the caller as possible. Note the exact time of the call and attempt to write down the words of the caller. Ask when the bomb is set to explode, what kind of bomb it is, where it is located, and what it looks like. Note the estimated age and gender of the caller, speech patterns, accent, tone of voice, emotional state (agitated, calm, etc.), background noises. Ask the caller why the bomb was set. Immediately contact Security and give them all of the information you obtained.
   3. If you observe an object you suspect to be a bomb, immediately contact Security.
   4. Handling of Suspicious Packages or Envelopes
      a) Do not shake or empty the contents of any suspicious package or envelope.
      b) Do not carry the package or envelope, show it to others or allow others to examine it.
      c) Put the package or envelope down on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents which may have spilled.
      d) Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
      e) WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
      f) If at work, notify a supervisor, a security officer, or a law enforcement official. If at home, contact the local law enforcement agency.
g) If possible, create a list of persons who were in the room or area when this suspicious letter or package was recognized and a list of persons who also may have handled this package or letter. Give this list to both the local public health authorities and law enforcement officials.

K. TORNADO—If a tornado is approaching:
1. Use the Staircases to go to the lowest floor possible.
2. Go to interior small rooms (bathrooms, closets, etc.) or halls. Avoid large open interior spaces.
3. Stay away from outside walls and large windows or other glass.
4. If possible, take cover under heavy tables or sturdy furniture.
5. Assume protective posture facing interior wall (crouch on elbows and knees, hands over back of head).

L. ELEVATOR FAILURE—If you are trapped in an elevator, you can use the emergency phone located in the elevator to the left of the doors to call Security. You can also activate the emergency elevator alarm using the alarm switch on the elevator control panel below the floor buttons.

M. UTILITY FAILURE—In the event of a utility failure, contact Engineering at Ext. 4856. If Engineering is not available, contact Security at extension 4800. In the event of a major utility failure, Security will notify the Vice Chancellor of Safety and Security, and will inform building occupants to exit the building. Additional information and instructions:

1. Electrical/Light Failure—The College has a secondary source of electricity that is automatically activated when the primary source is interrupted. If both of these systems fail, Security will inform building occupants to evacuate. Consider keeping a flashlight located where it could be easily found in the dark.
3. Gas Leak—Do not switch on lights or electrical equipment because electrical arcing can trigger an explosion. If you smell gas, vacate the area and immediately contact Engineering or Security.
4. Ventilation Problems—If smoke or other odors come from the ventilation system, immediately notify Engineering or Security. Vacate the area until you are informed by Engineering or Security that it is safe to return.

N. EARTHQUAKE
1. During an earthquake:
   a) If you are indoors, stay there. Do not run outside. Falling debris may cause injury.
b) Take cover underneath a desk or table, or stand in a doorway or corner. Protect your head and neck.

c) Stay away from windows, glass dividers and objects that could fall on you.

d) Stay away from outside walls.

e) Do not use elevators.

f) If outdoors, stay in an open area, away from power lines, buildings and trees. Do not enter the building.

2. After an earthquake, if you are still in the building:

a) Be prepared for aftershocks. Do not return to your office until directed to do so.

b) Give first aid to injured personnel.

c) Do not move victims unless absolutely necessary.

d) Replace telephone handsets, but do not use the phone except to report fires or medical emergencies.

e) Go to the interior of the building, staying away from the exterior walls.

f) Follow instructions from Emergency Personnel.

g) Be prepared to evacuate if necessary.

O. ACTIVE SHOOTER SITUATION

Response to an active shooter is one of the most dynamic situations that anyone will ever face. How you respond to an active shooter will be dictated by the specific circumstances of the encounter, keeping in mind there could be more than one shooter involved in the same situation. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a strategy for survival.

1. If fleeing is an option you should:
   a) Make sure you have an escape route in mind

b) Do not attempt to carry anything in your hands while fleeing; move quickly

c) Keep your hands visible

d) If you know where the shooter is located, tell the police if they are on the scene

2. If the active shooter is outside the building or inside and fleeing is not an option, you should:

a) Go to a room that can be locked or barricaded by using available materials

b) Close the window blinds, turn off the lights; try not to be visible from outside the room

c) Seek concealment behind walls, desks, file cabinets, etc.

d) Silence your cell phone and if possible call 911; give the dispatcher your name and location, remain in place until police give the “All Clear”
3. If the active shooter enters your office or classroom, there are no set procedures. The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances.
   a) Try to remain calm; it will aid you in decision making
   b) **IF POSSIBLE**, call 911 and give your location to the dispatcher; if you are unable to speak, leave the phone line open the dispatcher may be able to determine your location by hearing what is going on
   c) If there is absolutely no opportunity for escape or concealment, you may be faced with the decision to overpower the shooter with force by whatever means necessary

4. The Office of Safety and Security has provided a training video on surviving an active shooter situation and urges you to take a few minutes to view the contents. You can find the video at the following link: [www.youtube.com/watch?v=5VcSwejU2D0](http://www.youtube.com/watch?v=5VcSwejU2D0)
DIAL 911 IMMEDIATELY AND REPORT THREAT
Notifications: Emergency Personnel Names and Phone Numbers

Facility Name: _______________________________________________________________________
Facility Address: _____________________________________________________________________
Date Prepared___________/____________/ 2015

Director
Assistant Director
Emergency Coordinator

District Director: Frank Russo 312-553-2534
Vice Chancellor of Security Bea O’Donnell 312- 553-2960

Area Floor Monitors (If applicable)
Area/Floor_______________ Name: ______________________    Phone (         ) __________________
Area/Floor_______________ Name: ______________________    Phone (         ) __________________

Assistants to Physically Disabled (if applicable)
Name: ______________________    Phone (         ) __________________
Name: ______________________    Phone (         ) __________________