



North Country Community College **EMERGENCY GUIDE**

Incident Reporting Form: www.nccc.edu/campus-safety

IN THE EVENT OF A MEDICAL EMERGENCY, CALL 911 IMMEDIATELY.

If medical transport is necessary, NCCC is NOT responsible for payment of these services.

Security Guard: (SL) 518.354.0692; (Malone) 518.897.6089

Facilities Department: ext. 1500 or 518.354.5201

Saranac Lake Police Dept : 911 or 518.891.4422

Malone Police Dept: 911 or 518.483.2424

Ticonderoga Police & Fire Dept: 911 or 518.585.3456



Administrator-On-Call: 518.354.0023 (cell)

Poison Control: 1.800.222.1222

Saranac Lake Fire Dept: 911 or 518.891.2333

Malone Fire Dept: 911 or 518.483.4853

If you don't feel safe, vacate to a safe location and call for help!

BUILDING EVACUATION & FIRE ALARMS

All buildings are to be evacuated when alarm sounds or upon notification by appropriate personnel.
IN ALL CASES OF FIRE, PULL THE FIRE ALARM AND CALL 911 IMMEDIATELY.

- 1) Leave all personal belongings behind (coats, purses, keys, etc.). Quickly evacuate all rooms, closing but not locking doors.
- 2) Leave building by the **nearest marked exit** and alert others to do the same as you exit.
- 3) If you become trapped in a building, attempt to leave through a ground floor window safely.
- 4) If trapped on an upper floor and a window is available, hang an article of clothing outside the window as a marker, being sure to close the window. If there is no window, stay near the floor, shouting at regular intervals to alert emergency crews of your location. **DO NOT PANIC.**
- 5) If you are on an upper floor and see someone who cannot use stairs, escort them to the nearest **Area of Rescue Assistance** and continue to exit building. Alert emergency personnel of the person's location.
- 6) Once outside, proceed to the nearest evacuation area away from buildings and emergency apparatus.

BUILDING EVACUATION & FIRE ALARMS

HAZARDOUS MATERIAL SPILL/SDS SHEETS

- 1) As soon as possible, **call 911** and notify **Facilities Department** (ext. 1500). Give your name and description of location/nature of emergency. Notify **Human Resources** or **Administrator-On-Call** as appropriate of any spills.
- 2) If necessary or instructed to do so, **activate the building fire alarm** and follow evacuation procedure.
- 3) **Vacate the affected area** at once and block it off to prevent further contamination of other areas.
- 4) Anyone who may be contaminated by a spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to appropriate personnel. Required first aid and cleanup by specialized authorities should be started at once.
- 5) **SDS sheets** can be found on www.msdsonline.com.
- 6) A responding employee should document with an Incident Report.

HAZARDOUS MATERIAL SPILL/SDS SHEETS

WEATHER & NATURAL DISASTERS

Weather related shelter-in-place recommendations:

- At times it may be best to remain indoors, for example a tornado, earthquake, or inclement weather (flooding, blizzards, severe thunderstorms)
 - Determine where to take shelter if instructed to do so.
- ⇒ **IF INDOORS**, seek refuge in a basement, interior room (bathroom, closet, doorway), stairwell, or lowest floor. Stay away from windows, shelves, and heavy objects.
- ⇒ **IF OUTDOORS**, USE CAUTION near buildings/structures. If you can get indoors safety, do so quickly. Always avoid power or utility lines as they may be energized.
- ⇒ FOR TORNADOES, lie flat, with head covered in a low lying area.
 - ⇒ FOR EARTHQUAKES, after the initial shock of an earthquake, evaluate the situation and if emergency help is necessary dial 911. Protect yourself at all times and be prepared for aftershocks.
- ⇒ Damaged facilities should be reported to Facilities Dept. at ext. 1500

WEATHER & NATURAL DISASTERS

UTILITY FAILURES

Immediately notify Facilities Department of any major utility failure ext. 1500. If after hours, call Admin-on-Call. If there is potential for danger, call 911 and/or activate the fire alarm and follow evacuation procedure.

- **Electrical failure**: generators will provide emergency lighting.
- **Elevator failure**: if trapped, push emergency alarm & use emergency telephone provided (if applicable).
- **Downed power lines**: maintain distance of at least 10 feet from downed line or anything line(s) are in contact with (eg. water).
- **Plumbing/flooding failure**: cease use of electrical equipment. Vacate area, if necessary.
- **Gas leak**: DO NOT turn on lights, use telephones, or any other electrical equipment. DO NOT PULL FIRE ALARM. Evacuation must occur by word of mouth. After vacating area, notify Facilities Department.
- **Steam line failure**: contact Facilities Department immediately!
- **Ventilation problem**: if smoke odors come in through ventilation system, immediately contact Facilities Department and if necessary, vacate the area.
- During a **water outage**, hand sanitizer and bottled water for hand washing purposes will be made available.

UTILITY FAILURES

MENTAL HEALTH CRISIS RESPONSE

A mental health emergency is any situation involving individuals in distress who are unable to appropriately manage themselves. A mental health emergency or psychological crisis may include: *suicidal behavior, an individual threatening harm to themselves and/or others, a psychotic break (sudden loss of contact with reality and/or bizarre behavior), an unusual or prolonged reaction to traumatic event(s), any behavior that is unreasonably disturbing to the academic, work, or living environment.* **Never try to handle a situation that is potentially dangerous to you or others.** Avoid violent situations and eliminate opportunities for violence by knowing your escape route, placing a barrier between yourself and the aggressor, using effective people/communication skills, having a second person with you.

1. If the student is in immediate danger to themselves or others contact 911. Clearly state that immediate assistance is needed. Report your name, where you are calling from, and the nature of the problem. Stay with the student until help arrives.
2. If the student is **not** in immediate danger, contact an agency below and stay with the student and clear the area of anyone who does not need to be there. NOTE: All suicide ideation or attempts need to be reported to the Student Life Office or Administrator-on-Call so that proper procedures can be followed to ensure the safety of those involved.
 - ⇒ **MALONE:** North Star Behavioral Health Clinic at 518-483-3261
 - ⇒ **SARANAC LAKE:** North Star Behavioral Health Clinic at 518-891-5535
 - ⇒ **TICONDEROGA:** Mobile Crisis Response Team (Mental Health Association of Essex County) at 1-800-440-8074

MENTAL HEALTH CRISIS RESPONSE

RUN, HIDE. FIGHT.

**AN ACTIVE SHOOTER IS A PERSON WHO MAY HAVE A WEAPON
AND IS AN IMMEDIATE THREAT TO THE CAMPUS AT LARGE.**

Should an active shooter enter campus: **Figure out the safest plan of action (RUN, HIDE, or FIGHT)**

RUN

- ⇒ **Get out** if the shooter is not nearby and if it is safe to do so.
- ⇒ Be Quiet. Call 911 as soon as you safely can.

HIDE

- ⇒ Shelter in place if you cannot get out safely. Shelter in place means to seek immediate shelter and remain there during an emergency rather than evacuate the area.
It is always preferred to evacuate but when not safe, shelter in place should be used.
- ⇒ Preferred location is an interior room with limited or no windows.
- ⇒ Keep the shooter out by blocking all doors/entrances.

FIGHT

- ⇒ Look for objects on hand to use as weapons.
- ⇒ If confronted, take out the shooter.

- * **If the shooter has fired on victims and you are faced with a life or death situation;
only you can determine your next course of action!**

RUN. HIDE. FIGHT.

SUSPICIOUS PACKAGE/BOMB THREAT

A package may be considered suspicious if:

- It has a powdery substance on the outside.
- It is unexpected or from an unfamiliar individual or has no return address.
- It has excessive postage, incorrect titles or no names, or misspellings of common words.
- It has an unusual amount of tape or is marked “Personal” or “Confidential”.

SUSPICIOUS PACKAGE ON CAMPUS:

- If you observe a suspicious package or potential bomb,
DO NOT HANDLE, MOVE, OR TAMPER WITH THE OBJECT!
- Clear the area immediately and **call 911** and the **Administrator-on-Call**.

BOMB THREAT BY PHONE:

- Any person receiving a telephone bomb threat should keep the conversation going for as long as possible. Avoid hanging up (use another phone or get someone to call the authorities).
- Use a calm voice to engage the caller, and note the conversation **using the form attached (next page)**.
- If an emergency requiring immediate evacuation exists, walk quickly to the nearest marked exit, and alert others to do the same as you go. Follow the building evacuation steps.

SUSPICIOUS PACKAGE/BOMB THREAT

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
 - Handle note as minimally as possible.
- If a bomb threat is received by e-mail:**
- Call _____
 - Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER

PHONE NUMBER WHERE

HUNG UP:

CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Traped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Intentional
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Creaking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distend	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Enchanted	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lip		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		
	Other information:	