Umpqua Community College

EMERGENCY RESPONSE PLAN

Prepared by the UCC Emergency Crisis Response Committee

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INTRODUCTION

Umpqua Community College pursues a strong, ongoing program to provide a safe and healthful work and learning environment for all those that use the Campus. An important element of our health and safety program is the College’s Emergency Response Plan, which is available to everyone.

All supervisory personnel, Security and selected members of Facilities have certain definite and specific responsibilities in case of emergency. This Emergency Response Plan is provided to inform you exactly what your responsibilities are and just where you fit into each emergency operation.

Study the plan carefully. Know the emergency phone numbers to call. Follow the emergency evacuation routes. Familiarize yourself with the location and use of emergency equipment, including familiarization of the Emergency Procedures Brochure provided in each building. Be sure you are prepared so the people who look to you for leadership will not suffer unnecessarily in an emergency situation, and remind your fellow employees to review their Emergency Plan summary.

Remember that we are counting on you to help protect the health and safety of our family if trouble strikes.

Blaine Nisson Ph. D., President

Beverly Brandt, V.P. of Administrative Services
PURPOSE

This Emergency Response Plan provides procedures and instructions in case of emergency or disaster.

The plan provides for:

- Evacuation and protection for those using the facility
- Minimization of damage to facilities
- Restored use of buildings and equipment
- Coordinated communications to the college community and the media
- Security of records and confidential documents
- Continuity of community service operations
- Coordinated access for emergency personnel and equipment
TYPES & CLASSIFICATIONS OF EMERGENCIES

TYPES OF EMERGENCIES:

PERSONAL INJURY/ILLNESS
VIOLENT SITUATIONS
FIRE OR EXPLOSION
EARTHQUAKE
BOMB THREAT
HAZARDOUS SPILLS
TOXIC/NOXIOUS FUMES
CIVIL DISTURBANCE
NATURAL & OTHER DISASTERS
CIVIL DEFENSE ALERT
POWER OUTAGE

CLASSIFICATION:

MINOR EMERGENCY is defined as an incident occurring in a relatively small section of the campus, which would not seriously affect the overall functional capability of the college and does not pose a serious safety or health hazard to those using the facilities. Safety/security, facilities and supervisory personnel will normally control minor emergencies.

MAJOR EMERGENCY is defined as an event that occurs to major portions of buildings which seriously impacts the functioning of the affected areas. A major emergency disrupts the overall operation of the campus. Work stoppages, casualties, or property damage may occur. Management personnel would be involved and governmental and/or private emergency services may be required.

DISASTER is defined as an occurrence of such magnitude that extreme impairment of the college resulting in work stoppage, severe casualties and/or property damage would occur. Heavy demands would be made on management and emergency personnel and equipment. The coordinated effort of appropriate management and emergency personnel is required to effectively control the situation.
EMERGENCY RESPONSE ORGANIZATION

DECLARATION of a major emergency or disaster conditions may be made by the following college officials in the order listed or ranking dean/administrator on campus:

1. President of the College
2. Vice President for Administrative Services
3. Vice President for Instructional Services
4. Vice President of Student Services
5. Director of Security / Director of Maintenance
FUNCTIONAL RESPONSIBILITIES

VICE PRESIDENT FOR ADMINISTRATIVE SERVICES

CAMPUS SECURITY 440-7777

Provide the “EMERGENCY CONTROL CENTER” (440-7777) located in the Security office in the Facilities Department with adequate communications and emergency equipment.

Receive and relay notification of an emergency to the appropriate municipal, college and government agencies and personnel.

Direct emergency vehicles and provide crowd or traffic control at the scene of the emergency.

Order partial or total evacuation of the building if necessary.

Notify personnel as follows:

Security Director, 580-2008 - Maintenance Director, 580-6815

Medical Personnel, dial 911

Director of Community Relations, 440-4628 (PIO)

Call additional emergency personnel, if required.

Provide liaison with civil authorities, in cooperation with Public Information Officer.

Ensure classified document control.

Provide post-emergency assistance in restoration of communications, if necessary.

Provide post-emergency assistance in documentation investigation of emergency. Prepare recommendations to management.

Seal off or impound the affected area, if the situation requires.

Security will provide liaison with public agencies.
CAMPUS MANAGEMENT

The Director of Maintenance, or a designee, will direct the Facilities Department from the Emergency Control Center which will be located in the Security Department in the Facilities building (440-7777) in discharging the following responsibilities:

FACILITIES

Assist campus protection personnel and emergency crew establishing area control.

Assess the situation at the emergency site and advise the Emergency Control Center.

Station personnel at key utility and building systems shut-off locations to minimize campus damage and hazards.

Provide custodial assistance removal and cleanup of debris.

Identify damaged equipment, utilities, etc. and initiate repair effort.

Assist campus protection and emergency crews in restoration of building alarm systems.

Provide technical direction for campus shutdown and startup procedures.

Alert support personnel and purchasing to notify firms (contractors, suppliers, equipment rental, custodial, etc.) as to requirements for damage repair and restoration of campus facilities.

Support alternate or temporary work facilities as necessary to support college functions.

Assess campus damage costs.

Assist the Director of Community Relations (Public Information Officer) in maintaining communications for sending and receiving emergency messages. Restrict non-emergency employee/personnel communication.
DIRECTOR OF COMMUNITY RELATIONS

During any emergency situation at the college or any of its facilities, the Director of College Communications shall serve as Public Information Officer (PIO) for the college. The duties of the PIO are as follows:

Serve as college spokesperson on all aspects of the emergency and coordinate internal and external communication of the situation.

Prepare initial public statement for release after review by President, or his/her designee.

Meet with emergency management team for briefings prior to release of an official statement.

Prepare background information and anticipated questions and answers to ensure proper information is disseminated.

Establish links with emergency command officials from local Emergency Response Agencies, including Sheriff’s Office, County Office of Emergency Management, fire department, and other appropriate agencies.

Make President and/or other spokesperson available for interviews with media, and coordinate location for interview.

Communicate information internally using phone tree and/or personal contact by telephone, fax, e-mail, and voice mail.

Ensure that deans, directors, and program coordinators are provided with regular updates.

Arrange for media tours and news conferences if appropriate.

Allow for regularly scheduled news briefings with media and be available for questions even if there is nothing new to report.

Provide information and updates to media as professionally and quickly as possible.

Be mindful of media deadlines.

Stress UCC’s commitment to safety, etc., of students and employees.

Check regularly with President or Facilities department for new information.

Provide media with updated information as it becomes available.
Be alert to possible feature story ideas about employees who perform extraordinary feats during the crisis that might result in external and internal feature stories after the crisis is over.

Peruse daily papers and follow radio and TV newscasts (tape to keep permanent record) for stories, then assimilate information and distribute internally to key employees.

Evaluate process.

Participate in the design of a sustaining/rebuilding program.
EMPLOYEE/PERSONNEL

Dial the Security Director at 580-2008, the Maintenance Director at 580-6815, or Security at 440-7777 and give the following information:

- Location and nature of the emergency.
- Employee’s name and phone extension.
- If possible, stay on the phone to provide additional information.

Alert other employees in the immediate area as to the existence of emergency conditions.

If the emergency is a fire, try to remain in the area to direct emergency crews.

Under no circumstances shall any employee remain in the area if it unsafe to do so.

Shut down operating equipment under the employee’s jurisdiction prior to leaving the area, if hazardous to remain in operation unattended and conditions are safe to do so.

Follow instructions received from the emergency control center.

All fires, even if extinguished, must be reported immediately to security (facilities) 440-7777.
EMERGENCY PERSONNEL AND PHONE NUMBERS

EMERGENCY TEAM:

PRIMARY EMERGENCY COORDINATORS:

- VP of Administrative Services  440-4631
- Director of Security     580-2008 / 677-7794
- Director of Maintenance   580-6815 / 440-4698

OTHER EMERGENCY SERVICES:

- Police             911
- Fire Department      911
- Mercy Medical Center       673-0611
- Cottage Grove Medical Center 1 (541) 942-0511
- Hotline                      911
- National Response Center     911
- Poison Control              1 (800) 452-7165
- Pacific Power and Light      1 (877) 548-3768
- Avista Natural Gas           1 (800) 227-9187

INDIVIDUAL EMPLOYEES:

Contact your supervisor if you believe an emergency exists. Obtain direction from supervisor regarding safety measures.

SUPERVISORS:

First contact 911 if there is a medical emergency, then contact the Emergency Coordinator and give him/her details concerning the emergency. If instructed by the Coordinator, authorize employees to evacuate. Conduct head count.

EMERGENCY COORDINATOR:

Evaluate emergency. Summon Emergency Response Team to scene. Authorize evacuation, if necessary. Authorize contacts to outside agencies, if required. Supervise emergency response.

The following emergency procedures will apply in general to those college functions and personnel responsible for emergency response reaction and to personnel present at the site of the emergency.
EMPLOYEES/STUDENTS ILLNESS/INJURY

MINOR INJURIES/ILLNESS

Cuts, minor burns, etc.

Initiate first aid, (if qualified)

Record what happened and what you did

Notify facilities and file an incident report, if necessary

Instruct employee/student to check with their doctor, if there are further complications

MAJOR INJURIES/ILLNESS

Fall/back injury, seizure, suspected heart attack, etc., medical emergency injury/illness.

Call for medical assistance at 911 immediately! Give the nature of illness or injury, exact location, name of caller and telephone extension.

Call Facilities Department  440-4671  580-2008  580-6815

Stay with the victim and do not move victim unless absolutely necessary.

Initiate first aid (if qualified)

Call or delegate someone to call 911, if this has not been done:

1. Give your name and location, or
2. Instruct nearest personnel to call 911

When the paramedics arrive for life threatening situations, the victim is to go to the hospital, unless they are coherent and do not wish further assistance.
FIRST RESPONDER

A. A first responder is a person, either designated or a volunteer, who can be called in case of a health incident.

B. Each building on campus should have at least one first responder located in the building and a phone tree list of names to call in case they are not present.

C. Possible first responders could come from these areas: PE, Nursing, EMS, Fire Science, Security, or anyone trained in First Aid / CPR willing to volunteer.

D. The complete list of first responders should be placed in the UCC directory and with the Crisis Plan for easy access.

E. First responders list will be kept by UCC operator who will call to get a first responder to the needed location if necessary.
VIOLENT SITUATIONS

Take all threats of violence seriously and report them to your supervisor.

If a person becomes aggressive or agitated, continue to provide courteous, professional service:

a. Stay calm and try to keep the interaction moving forward.
b. Talk in a slow, steady, low tone of voice to show professionalism and composure.
c. Unless the situation is escalating, focus on the person’s problem rather than the behavior.

If the situation seems to be escalating:

a. Get help from another staff person or supervisor.
b. Explain the individual’s options and direct the person to another staff member if appropriate.

If the person remains hostile or becomes more aggressive:

a. State in a calm, firm and slow manner that the person will need to leave campus until he/she calms down, at which time he/she may return so someone can attempt to resolve the problem.
b. If the person refuses to leave, call security at 440-7777.

If the person is uncontrollable, threatens violence to any person in the area or appears to be under the influence of alcohol or drugs, call 911:

a. Stay on the line, give your name and location.
b. Advise security/police of the situation, giving as much detail as possible.
c. Involved staff and witnesses are required to complete a UCC incident report.
d. Please submit report to the Security Department within 48 hours of incident.
FIRE QUICK REACTION CHECKLIST

Have You...

Called 911?


Pulled the fire alarm?

Ensured building/campus evacuation? Using the nearest exit.

Do not attempt to fight structural fires!! Call for the professionals!

Fire and Explosion

A. When notified of a fire, security is to call 911 immediately. Security will direct assistance to the scene of the emergency.

B. Call facilities/security 440-7777  580-2008  580-6815

Give location, type of fire or explosion, name, and extension. If the situation permits, stand by to assist emergency personnel.

C. Emergency personnel at the site will fight the fire using extinguishers (if trained in their use) and if it is safe to remain in the area.

D. Campus evacuation and RE-entry (if required) will proceed per posted emergency evacuation route instructions.

E. The individual receiving the emergency call will notify the following:
   1. President of the college
   2. Vice President for Administrative Services
   3. Security/Facilities

F. Decision as to campus evacuation will be made by administration on campus.

F. Check to make sure fire hydrants are clear from vehicles and debris.
EARTHQUAKE

A. During and immediately following an earthquake, take cover under desks, tables, workbenches, etc. Stay clear of glass windows, suspended objects, tall filing cabinets, etc.

B. Remain at your location until the quake subsides. Do not rush to exits, as the hazard of being injured by falling debris or broken utility systems is great.

C. When safe to do so, and if necessary, exit the building and/or campus by the closest safe exit and await instructions.

D. Report injuries, broken utility lines, fires and other hazards to the emergency personnel. If the phones are available, report injuries, broken lines, fires or other hazards to 911.

E. Implement emergency response organization.
BOMB THREAT QUICK REACTION CHECKLIST

HAVE YOU...

Called Security/Facilities 440-7777  580-2008  580-6815
They will determine immediate authority action (i.e. dialing 911).

Ensured building/campus evacuation? Using the nearest exit, all
people are to evacuate the building immediately.

Directed who ever received the call to complete the special checklist
provided in this emergency response plan?

Notify all responsible persons per this emergency plan.

Do not attempt to diffuse any bomb!! Wait for the professionals!

NOTE:

Security will prevent people from going into buildings.
BOMB THREAT CALL CHECKLIST

QUESTIONS TO ASK:

1. When is it going to go off?
2. Where is it right now?
3. What does it look like?
4. What kind is it?
5. What will cause it to explode?
6. Where did you place it?
7. Why did you plant the bomb?
8. What is your name?

Time____________ Gender of caller_____ Age_____ Length of Call____________

CALLER’S VOICE:

____Calm ______ Laughing ______ Lispy ______ Disguised
____Angry ______ Crying ______ Raspy ______ Accent
____Excited ______ Normal ______ Deep ______ Familiar
____Slow ______ Distinct ______ Ragged ______ _______________
____Rapid ______ Slurred ______ Clearing Throat ______ familiar who did it
____Soft ______ Nasal ______ Deep Breathing ______ sound like?________
____Loud ______ Stutter ______ Cracking Voice ______

BACKGROUND SOUNDS:

____Street Noises ______ House Noise ______ Factory ______ Local
____Voices ______ Motor ______ Machinery ______ Long Distance
____PA System ______ Office ______ Animal Noises ______ Booth
____Music ______ Machinery ______ Clear ______ Other

THREAT LANGUAGE:

____Well Spoken ______ Foul ______ Incoherent ______ Message read by
(educated) ______ Irrational ______ Taped ______ threat maker

REMARKS:

YOUR NAME /DATE:

If situation warrants, decision as to campus evacuation will be determined by President, Vice President or ranking Administrator.
POWER FAILURE QUICK REACTION CHECKLIST

HAVE YOU...

Dialed Security/Facilities **440-7777**  **580-2008**  **580-6815**
They will determine immediate authority action (i.e. dialing Pacific Power).

Turned off all computers and appropriate equipment in case of a power surge?

Facilities will call Pacific Power to determine the reason and approximate time of the return power service.

The College President or appropriate Vice President or department head of the facility will determine campus and/building closure.
CHEMICAL SPILL QUICK REACTION CHECK LIST

HAVE YOU...

Called Security/Facilities 440-7777 580-2008 580-6815
They will determine immediate authority action (i.e. dialing 911).

Notified the instructor or college personnel?

Evacuated the immediate area/room?

Do not attempt to clean up any spill without proper knowledge of the material and the proper disposal equipment!
TOXIC/NOXIOUS GAS RELEASE-CHEMICAL SPILLS

A. Upon detecting chemical gases which cause eye, nose, or throat irritation or experiencing dizziness, nausea, etc., or witnessing a large spill of acid, flammable or other toxic liquids, immediately call for evacuation of the area.


   The above will notify the following if necessary:

   Fire department or emergency services at 911

C. Maintenance director will identify the substance and determine the potential hazards. The director may request assistance in making the hazard determination by contacting emergency personnel.

D. The maintenance director will direct the proper spill/release cleanup procedure and determine when the area is safe for re-entry.

E. The maintenance director will determine if a reportable quantity spill or release has occurred and make the notifications required.
CIVIL DISORDER

A. In the event of actual or impending civil disturbance, the management team, security director and maintenance director will report immediately to the Administration building.

B. Whenever possible, film records will be taken of the incident.

C. Those using the facilities are to remain at their current locations, unless unsafe to do so or as otherwise instructed.

D. Facilities and other security services shall take steps to prevent unauthorized entry on campus and protect personnel and UCC property. These steps should include:
   - Closing and blocking all building and campus entrances
   - Stationing personnel equipped with communication equipment in the area
   - Maintaining close liaison with local authorities
   - Calling in off-duty personnel, if necessary
   - Evacuation of persons on campus
   - Dialing 911, if necessary
BUILDING/CAMPUS EVACUATION, RE-ASSEMBLY AND DISABLED/BUDDY SYSTEM

A. Building and/or campus evacuation will be ordered when the health and safety of employees/students are endangered.

B. Proceed with building and/or campus evacuation if directed by management, security director, maintenance director or personnel or if the emergency situation requires evacuation.

C. All building occupants shall proceed to the re-assembly area designated in the Emergency Procedures booklet located at each building exit. All evacuees shall remain at the designated re-assembly area for purposes of accountability and safety.

D. Accountability of building occupants shall be the duty of the first responsible staff member to arrive at the re-assembly area. Any persons unaccounted for shall be reported to emergency personnel immediately.

E. Critical duties: Facilities or on-site UCC personnel

   Have Facilities or UCC personnel on location assist disabled persons at the staging areas.

   Check all buildings and surrounding areas for persons using the campus and assist with evacuation.

   Shut down all equipment and lock up the buildings after evacuation, if needed and safe to do so.

   If there are not critical duties for you, evacuate the building and or campus via the nearest exit.

F. UCC security/management/facilities personnel will control all perimeter gates and building exits and restrict entry into evacuated building to emergency personnel only, if safe to do so.

G. Re-entering buildings will be permitted only when the emergency situation is under control and it is considered safe to do so by an authorized UCC representative.
BLOOD /HUMAN FLUID SPILL QUICK REACTION CHECK LIST

HAVE YOU:

Go to the blood spill kit. Follow instructions posted there.

Called security/facilities 440-7777 580-2008 580-6815
They will determine immediate authority action (i.e. dialing 911).

Notified the instructor or college personnel?

Evacuated the immediate area/room?

Do not attempt to clean up any spill without proper knowledge and proper disposal equipment!
CIVIL DEFENSE ALERT

ENEMY ATTACK OR NATURAL DISASTER

In any Civil Defense Alert conditions, persons using the campus should refrain from using their telephones to call police, fire or other government agencies for information. In case of enemy attack or natural disasters, management will advise personnel of available options.
RECOVERY PLAN

The following checklist is for the Emergency Coordinator’s use:

IMMEDIATE ACTION

Is a hot zone established? (consult fire chief)

Have tests for airborne combustible or toxic gases been done?

Is ceiling secure and supported?

Is roof secure and supported?

Are walls supported?

Are natural gas lines shut off and locked out?

Are water lines shut off?

Have all portable gas cylinders been located?

Has a preliminary inventory of bulk hazardous chemicals been done?

Has the area been cordoned off?

SECONDARY ACTIONS

(List may not include all things that need to be done!)

Is a fire watch established for hot spots?

Has a plan for moving damaged electric service been established?

Has a means of safely removing and securing damaged chemical containers been established?

Have all confidential and critical documents been secured?

Has a plan for re-establishing utilities been established?