

# **EMERGENCY RESPONSE**

## **PROCEDURES**



**OAKLAND COMMUNITY COLLEGE®**

# WHO TO CALL

- EMERGENCY NUMBERS

- Campus Public Safety **911**
- Medical Emergency **911**
- EMS/Fire Department **911**
- Hazardous Material Incidents **911**
- Environmental Health & Safety 248-467-4477

- NON-EMERGENCY NUMBERS

- Campus Public Safety **5555**
- Off-Campus & Cell Phones 248-858-4911
- Environmental Health & Safety 248-232-**4633**

# PUBLIC MEDIA INQUIRIES

- All public media requests must be directed to the Marketing & Communications department or their designee at 248-341-**2020**

# MEDICAL EMERGENCY/REPORTING

- ALL MEDICAL EMERGENCIES call **911**
  - All employee or non-employee accidents must be reported to Public Safety
- Administer first-aid, if qualified, or seek someone who is
- Do not move victim except to prevent further injury
- Stay with victim until police/ambulance arrive

# **FIRE/EXPLOSION**

- Activate building fire alarm
- Evacuate building, closing all doors
  - Move at least 300-ft. away from the building
  - Proceed to the designated rally point
- Do not use elevators
- Assist the disabled outside or to an enclosed stairwell
- Keep roads and drives clear
- Do not re-enter the building/area until instructed by Public Safety or a Building Marshall

# **FIRE/EXPLOSION**

- **IF YOU DISCOVER FIRE/SMOKE:**
  - Call 911 and report the specific location of the fire
  - If time permits, notify the Site Administrator
- **EVACUATE THE SITE WHEN:**
  - The safety of employees, students, or others is threatened
  - The sprinkler system is activated
  - The fire alarm sounds
  - When instructed to do so by Public Safety or a Building Marshall
- **AFTER THE FIRE:**
  - Remain outside until the “All Clear” is given by Public Safety, the Site Administrator, or a Building Marshall

# ROBBERY

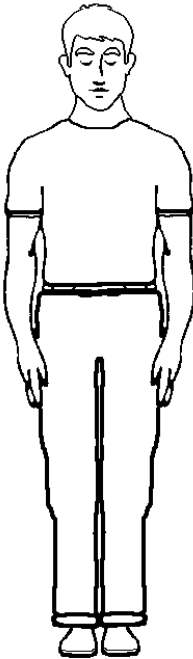
- REMEMBER!
  - Your personal safety is of primary importance in this situation
  - Don't do anything that might jeopardize your safety, or the safety of others
- IF A ROBBERY OCCURS:
  - Maintain calm and obey instructions from the robber
  - DO NOT attempt to stop or apprehend the robber
  - Carefully note the physical attributes and dress of the robber (including any distinguishing characteristics)

# ROBBERY

- AFTER THE ROBBER HAS LEFT THE SITE:
  - If safe and possible to do so, write down the description and license number of any vehicle involved
  - Call and report the robbery to Public Safety at **911**
  - Write down the physical description of the robber on the *Robbery Profile Chart* that follows



# IN CASE OF ROBBERY – NOTIFY POLICE

SEX	RACE	AGE	HEIGHT	WEIGHT
HAIR				HAT (COLOR/TYPE)
EYES				TIE
GLASSES TYPE				COAT
TATTOOS				SHIRT
SCARS/MARKS				PANTS
COMPLEXION				SHOES
AUTOMOBILE DESCRIPTION (LICENSE NUMBER, MAKE, MODEL, COLOR)				

**STAY ON THE PHONE! DON'T HANG UP!**

# **POWER FAILURE/ELECTRICAL EMERGENCIES**

- REMAIN CALM
- KEEP EMERGENCY EXITS CLEAR
- PUBLIC SAFETY OR SITE ADMINISTRATOR WILL DETERMINE IF EVACUATION IS NECESSARY
- BEFORE POWER FAILURE
  - It is advisable for each department to have a working flashlight in an easy-to-find, designated location
  - Departments are advised to practice power failure emergency procedures regularly
    - Discuss different scenarios such as; preferred exit is blocked or special-need employee/student, etc.

# POWER FAILURE/ELECTRICAL EMERGENCIES

- DURING A POWER FAILURE:
    - In the event of a power failure, downed wires, or other electrical emergency, contact:
      - Public Safety **5555**
      - Maintenance \_\_\_\_\_
      - Site Administrator \_\_\_\_\_
- Cell Phone

# STORM WARNINGS

- SEVERE WEATHER
  - Move immediately to designated shelter area
  - Avoid auditoriums, gymnasiums, and similar large rooms
  - Stay away from all windows and exterior doors
  - Take cover under heavy tables and/or sturdy furniture, when possible

# STORM WARNINGS

- WINTER STORM WARNINGS
  - Winter storm warnings are issued for communities that are likely to be severely affected by heavy snow, blowing winds, and/or freezing rain
  - THE FOLLOWING STEPS SHOULD BE TAKEN:
    - In the event of severe weather, listen to the college-designated radio/television stations:
      - WWJ      WJR      FOX2      WDIV      WXYZ
    - Make sure your telephone fan-out list is up to date and functioning
  - For current college/campus/site closing status, call 248-341-**2298** (for faculty and staff only)

# STORM WARNINGS

- TORNADOES
  - All Campus Public Safety Officers receive early warning weather reports
  - Public Safety will notify the Campus President/Site Administrator of weather conditions
  - TORNADO WATCH indicates that, under the weather conditions that exist, there is a potential for tornadoes to develop
    - Monitor local weather reports
    - Stay in touch with Public Safety should conditions change
    - Be familiar with the designated weather shelters at your site
  - TORNADO WARNING indicates that a tornado has been sighted
    - Secure cash and valuables
    - Go to designated weather shelter
    - Remain in the shelter until an “All Clear” is given by Public Safety, Site Administrator, or Building Marshall
  - DAMAGE REPORT
    - Notify Public Safety and the Site Administrator of any damage

# STORM WARNINGS

- EARTHQUAKE
  - WARNING SIGNS
    - Ground Tremors
    - Make immediate contact with Public Safety
  - IN THE EVENT OF A POSSIBLE EARTHQUAKE – “SAFE SPOTS”:
    - Under sturdy furniture, such as desks/tables
    - Against outside walls or in doorways
    - Away from glass windows
    - If outdoors, move to an open area free of structures, poles, electrical lines, etc.
  - EVACUATION
    - You will be notified by Public Safety, the Site Administrator, or a Building Marshall
    - Remain in “Safe Spot/Shelter” until the “All-Clear” is given by Public Safety, Site Administrator, or Building Marshall

# BOMB THREAT

- Take all threats seriously
- Do not panic
- Obtain as much information as possible about the bomb and caller (use the Bomb Threat Report that follows)
- Take notes on everything said (including caller ID information)
- Have a co-worker call **911** while you're talking to the caller, if possible (do not use cell phones or radios)
- Do not hang up the phone when done with the caller
- If evacuation is ordered, move at least 300-ft. away from the building to the designated rally point
- Do not re-enter the area until instructed by Public Safety or a Building Marshall





1. Phone number call is coming from \_\_\_\_\_
2. What did the caller say?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. If possible, ask the caller the following questions:
  - a. When will the bomb explode? \_\_\_\_\_
  - b. Where is the bomb now? \_\_\_\_\_
  - c. What does the bomb look like? \_\_\_\_\_
  - d. What kind of bomb is it? \_\_\_\_\_
  - e. What will detonate the bomb? \_\_\_\_\_
  - f. Did you place the bomb? Why? \_\_\_\_\_
  - g. What is your name? \_\_\_\_\_
4. Date \_\_\_\_\_ Time \_\_\_\_\_ ☐ AM ☐ PM
5. Number at which call was received \_\_\_\_\_ Length of call \_\_\_\_\_
6. If voice is familiar, whom did it sound like? \_\_\_\_\_
7. Sex of caller \_\_\_\_\_ Race \_\_\_\_\_ Age \_\_\_\_\_

**Caller's Voice** (check any that apply)

- |                                   |                                   |                                    |  |  |
|-----------------------------------|-----------------------------------|------------------------------------|--|--|
| <input type="checkbox"/> Calm     | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Slow      | <input type="checkbox"/> Raspy         | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Stutter  | <input type="checkbox"/> Excited  | <input type="checkbox"/> Rapid     | <input type="checkbox"/> Deep          | <input type="checkbox"/> Angry           |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Normal   | <input type="checkbox"/> Disguised | <input type="checkbox"/> Distinct      | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Accent   | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Lisp      | <input type="checkbox"/> Loud          | <input type="checkbox"/> Crying          |
| <input type="checkbox"/> Ragged   | <input type="checkbox"/> Familiar | <input type="checkbox"/> Soft      | <input type="checkbox"/> Cracked Voice |  |

Other \_\_\_\_\_

**Threat Language** (check any that apply)

- |   |                                     |   |
|---|-------------------------------------|---|
| <input type="checkbox"/> Well spoken (Educated) | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Pre-recorded/Taped Message   |
| <input type="checkbox"/> Irrational             | <input type="checkbox"/> Foul       | <input type="checkbox"/> Message Read by Threat Maker |

Other \_\_\_\_\_

**Background Sounds** (check any that apply)

- |  |  |                                 |                                 |  |
|--|--|---------------------------------|---------------------------------|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Long Distance | <input type="checkbox"/> Voices | <input type="checkbox"/> Booth  | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Music         | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Noises | <input type="checkbox"/> Static | <input type="checkbox"/> Office Machine    |
| <input type="checkbox"/> House         | <input type="checkbox"/> PA System     | <input type="checkbox"/> Motor  | <input type="checkbox"/> Local  |  |

Other \_\_\_\_\_

**CALL 911 BY LANDLINE PHONE TO NOTIFY PUBLIC SAFETY.**  
**DO NOT USE RADIOS OR CELL PHONES.**

Your name \_\_\_\_\_ Extension \_\_\_\_\_

# MISCELLANEOUS EMERGENCY PROCEDURES

- FLOOD/WATER DAMAGE
  - Call Maintenance immediately at \_\_\_\_\_
  - Call Public Safety at **5555**
  - Use extreme caution if electrical appliances or outlets are near the leak
  - Evacuate if there is any possible danger
  - Do not re-enter the area until instructed by Public Safety or a Building Marshall

# MISCELLANEOUS EMERGENCY PROCEDURES

- HAZARDOUS MATERIALS SPILLS
  - Evacuate the area
  - Remove injured/incapacitated people if it is safe to do so
  - Call Public Safety at **911**
  - Use the emergency eyewash/safety shower to remove contamination
  - Remove contaminated clothing
  - Administer first-aid if qualified, or seek someone who is
  - Contaminated individuals should seek medical attention if symptoms develop

# MISCELLANEOUS EMERGENCY PROCEDURES

- SUSPICIOUS LETTERS/PACKAGES
  - Call Public Safety at **911**
  - Do not shake or empty contents
  - Do not try to clean up spilled contents
  - Cover the package with plastic to prevent leakage
  - Leave the room, close the door or section off the area
  - Immediately wash hands with soap and water
  - Inform Public Safety of all persons who may have been exposed

# FREQUENTLY USED PHONE NUMBERS

- PUBLIC SAFETY

**911**

(Emergency)

**5555**

(Non-Emergency, Campus Phone)

248-858-4911

(Non-Emergency, Any Phone)

# FREQUENTLY USED PHONE NUMBERS

- ENVIRONMENTAL HEALTH AND SAFETY

248-232-**4633** (Office)

248-232-**4654** (Fax)

248-467-4477

(24-hr. Emergency Cell)

# FREQUENTLY USED PHONE NUMBERS

- MECHANICAL  
MAINTENANCE

AH	248-232- <b>4075</b>
HL	248-942- <b>3075</b>
OR	248-522- <b>3475</b>
RO	248-246- <b>2475</b>
SF	248-233- <b>2775</b>
- BUILDINGS &  
GROUNDS

AH	248-232- <b>4005</b>
HL	248-942- <b>3005</b>
OR	248-522- <b>3405</b>
RO	248-246- <b>2405</b>
SF	248-233- <b>2705</b>

# FREQUENTLY USED PHONE NUMBERS

- MARKETING/COMMUNICATIONS  
(Media Inquiries) **248-341-2020**
- COLLEGE CLOSING HOTLINE  
(Faculty and Staff) **248-341-2298**



# IMPORTANT LINKS

- PUBLIC SAFETY

[www.oaklandcc.edu/PublicSafety](http://www.oaklandcc.edu/PublicSafety)

- ENVIRONMENTAL HEALTH AND SAFETY

[www.oaklandcc.edu/EHS](http://www.oaklandcc.edu/EHS)

- NATIONAL WEATHER SERVICE

[www.nws.noaa.gov/](http://www.nws.noaa.gov/)