

# Emergency Response Protocols

Central Oregon Community College

COCC Department of Campus Safety Emergency Response Manual

Version. 1, August 2023

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## **COCC Contact Information**

Deschutes County Non-Emergency: 541-693-6911

Crook County Non-Emergency: 541-447-4168

Jefferson County Non-Emergency: 541-475-2201

COCC Campus Safety: 541-383-7272

Campus Services: 541-383-7237

Custodial Services: 541-330-4373

COCC Redmond Campus: 541-504-2905

COCC Madras Campus: 541-550-4100

COCC Prineville Campus: 541-447-6442

Information Technology Services: 541-383-7400

## How to Prepare

- Become Familiar with COCC Emergency Response Plans Detailed in this Manual
- Familiarize yourself with the Exits and Entrances to your building. Always have an escape plan ready to use in an emergency.
- Familiarize yourself with the layout of the COCC campus you are on. Be aware of evacuation routes, meeting locations, fire extinguishers and AEDs.
- Take a CPR First Aid class.
- Sign up for Deschutes Alerts and/or visit [ORAlert.gov](http://ORAlert.gov) to sign up for other county emergency alerts
- Sign up for Emergency Alerts through COCC's Bobcat Portal or by Texting COCCAlert to 226787. COCC alerts will be sent via email, text, and computer screen overlay.
- Stay connected. Make sure you know and understand who to talk to in case of an emergency and how to contact them.
- In the event of an emergency, keep your cell phone on you at all times.
- If something feels urgent, and you believe it has compromised your safety or the safety of others, do not hesitate to call **9-1-1**.

## **In the Event of a Fire:**

Call **9-1-1** and pull the **Fire Alarm (If one is present and accessible)**

### **If you see smoke or flames:**

- **Evacuate** or extinguish (In most cases, it is best to Evacuate)
- **Contain** the fire by closing all doors as you leave
- **Report** the fire by dialing **9-1-1**
- **Activate** the nearest Fire Alarm pull station if possible (Some buildings on Campus do not have Pull Stations)
- **Inform** Campus Safety by calling (541) 383-7272

Use a **Fire Extinguisher** only if:

- You have a fully charged and proper type unit for the fire you are fighting
- The fire is contained, and you have reported the event by **Fire Alarm** or **9-1-1** activation
- There is little smoke or flames
- If you have no safe exit

Use a **Fire Extinguisher** with the P.A.S.S method

- Pull the Pin
- Aim at the base of the fire with the nozzle or hose
- Squeeze the lever
- Sweep the nozzle from side to side

Never fight a fire if:

- You lack a safe way to escape should your efforts fail
- It has left its source of origin
- You are unsure of the type of extinguisher you need or have
- If you can't control the fire within 30 seconds, abandon your efforts, close the door(s) and evacuate immediately.

## **Building Evacuation**

You should familiarize yourself with safe evacuation routes in all campus buildings. If an evacuation order is issued for your building, or if it were necessary to evacuate due to an emergency, fully cooperate with Campus Safety and Emergency personnel and:

- Take only keys, wallets, cell phones and essential belongings with you
- If possible, wear weather appropriate clothing
- Leave the building immediately
- Do not investigate the source of the emergency
- Walk, don't run, to the nearest exit
- Use stairs, not elevators
- Assist people with special needs
  - Get input from the individual how you can help before attempting any rescue technique or giving assistance. Ask how they can best be assisted or moved and whether there are any special considerations, methods, or any items that need to be brought with the person during the evacuation.

### **Individuals who are Blind or have a Visual Impairment**

- Ask the person who is blind/VI if they would like assistance or guidance in leading her/him out of the building to the Emergency Evacuation Meeting Location in
- Give verbal instructions to the person who is blind/VI regarding the safest exit route by using compass directions, estimated distances, and directional terms.
- Do not walk up and grasp the arm of a visually-impaired person and attempt to lead them out of the building. First ask if they would like to hold onto your arm as you exit, especially if there is debris in the area or you need to exit through a crowd.
- Give other relevant verbal instructions or information (e.g., "elevators cannot be used", "door handle is on the left and the door opens outward", "this exit leads to the eastside of Campus Center", etc.).

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### **Individuals who are Deaf or Hard of Hearing**

- Get the attention of a person with a hearing disability by either touch or by making eye contact.
- Clearly state the situation and reason for evacuation. Have a pen and paper handy to write a brief statement if the person does not seem to understand.
- Offer visual instructions by pointing toward exits or evacuation maps showing the safest exit routes.
  
- If there is no immediate danger, persons with mobility challenges should shelter in place and call Campus Safety at (541) 383-7272 to report location and number of people needing assistance
- If there is imminent danger and evacuation cannot be delayed, the person with a disability should be carried or helped from the building in the best and fastest manner (the person with the disability is the best authority as to how to be moved out of the building)
- If you are unable to evacuate, call Campus Safety at (541) 383-7272 and report your location
- As you make your way out, encourage those you encounter to exit as well
- Follow instructions of Campus Safety or other identified emergency personnel
- Wait for instructions before returning to your building after an evacuation

## **Evacuation Assembly Areas**

BARBER LIBRARY – Parking lot D1; north of the building.

BOYLE EDUCATION CENTER – Parking lot G3; west of the building.

CAMPUS SERVICES – Parking lot G3; on lower level, south of the buildings.

CASCADES HALL – Parking lot C6; northeast of the building.

CHANDLER LAB – West side of the main parking lot.

COATS CAMPUS CENTER – Athletic field west side of the building.

GRANDVIEW – Parking lot B6; south of the building.

HEALTH CAREERS CENTER – Parking lot C1; immediately north of the building.

JEFFERSON AND DESCHUTES – Parking lot B2; southwest of Deschutes building.

JUNGERS CULINARY CENTER – Parking lots south of the building

JUNIPER HALL – Parking lot B10; south of the building

MADRAS CAMPUS – Main parking lot

MAZAMA GYM – Athletic field northwest of Mazama.

METOLIUS – Parking lot B15; northeast of the building.

MODOC – Parking lot B15; northwest of the building.

NEWBERRY HALL AND BOOKSTORE – Lot C1; immediately west of the building.

OCHOCO – Parking lot B14; west of the building.

PONDEROSA – Parking lot F2; northwest of the building.

PIONEER HALL – Upper parking lot C5; north of the building.

PENCE – Parking lot B2; northwest of Pence building.

PRINEVILLE CAMPUS – Main parking lot

REDMOND BUILDING 1 – Parking lot west of the building.

REDMOND TECHNOLOGY EDUCATION CENTER – Parking lot west of the building.

REDMOND BUILDING 3 – Parking lot east of the building.

SCIENCE CENTER – Parking lot B2; immediately southeast of the building.



## Medical Emergencies

### If someone is injured or becomes ill:

- Stay Calm
- Dial **9-1-1** and explain the type of emergency, the location, condition, and number of people impacted
- Let the dispatcher know of any safety hazards - chemical spill, fire, fumes, etc.
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if they are not moved.
- Render first-aid or CPR only if you have been trained
- Do not leave the injured person except to summon help
- Comfort the injured person until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance and/or Campus Safety when they reach the vicinity

## Opioid Overdose

### If you suspect an Opioid Overdose

- Call **9-1-1**
- Tell dispatch where you are, what is happening, and the identity of the person in distress (if known)
- Find the nearest AED wall storage and take the Narcan (Naloxone) from the first aid supplies inside
- Remove the Narcan from the box: **do not prime the device.**
- Gently insert the tip of the nozzle into one nostril until your fingers are against the bottom of the nose.
- Press the plunger firmly to spray the dose of Narcan.
- If the person does not wake up or breathe normally within 2 to 3 minutes, use a new device to spray another dose into the other nostril.
- You **CANNOT** harm someone who is **NOT** overdosing by administering Narcan.
- For Additional Information, go to <https://www.cdc.gov/drugoverdose/featured-topics/naloxone.html>

## Bomb Threat

If you receive a bomb threat, **remain calm** and:

1) Obtain as much information as possible:

- Write down the number the call originated from (if known)
- Write down the exact time of the call
- Write down as accurately as possible the statements made
- Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing feature)
- Listen for background noises
- Try to signal for someone else to also listen on the telephone line (**Or put the call on speakerphone**), if possible
- Do not hang up and stay on the line as long as you can; record the conversation if possible.

2) Keep the bomb threat caller talking, and ask as many questions of the caller as you can:

- When will the bomb go off? How much time remains?
- Where is the bomb located?
- What does it look like?
- What kind of bomb is it?
- How do you know about this bomb?
- Why was it placed here?
- Who are you?
- What is your name?

3) Call **9-1-1** immediately and then Campus Safety at (541) 383-7272.

4) Evacuate the location where the bomb is purportedly located if safe to do so.

## Active Shooter/Active Threat

### **If you are able to exit the building, Use RUN, HIDE, FIGHT method: (RUN)**

- Exit the building immediately
- Notify anyone you may encounter to exit the building immediately, and get to a safe location
- Call **9-1-1 as soon as you reach a place of safety**. The Dispatcher will ask for at least the following information:
  - a. Your name
  - b. Location of the incident (be as specific as possible)
  - c. Number of shooters/assailants (if known)
  - d. Identification or description of shooter
  - e. Number of persons who may be involved
  - f. Your location

### **If escape is not safe or possible, Use RUN, HIDE, FIGHT method: (HIDE)**

- Find Cover
- Lockable rooms, Bathrooms, Closets, sturdy objects. All of these things can allow you to hide from an active shooter/assailant.
- Barricade the door with heavy objects, such as a desk or other furniture
- Cover windows with blinds, curtains or other coverings
- Put phones on silent (not vibrate) and turn off sources of light or noise
- Call **9-1-1** if you can do so quietly
- Continue looking for opportunities to **RUN**

**If a hostile intruder/active shooter enters your office or classroom, Use RUN, HIDE, FIGHT method: (FIGHT)**

- Throw anything you can, including coffee mugs, chairs, pencils or other sharp objects
- Target the head, eyes, throat, fingers, groin and other sensitive areas
- Never stop moving and make as much noise as possible
- Work together to swarm the shooter if you are with other people
- Try to get the shooter to the ground and restrain them
- Try to negotiate with the hostile intruder/active shooter as a last resort, if you are unable to run, hide, or fight back.

**If the hostile intruder/active shooter leaves your area, and as soon as it is safe to do so:**

- Close and lock the door and/or block it (try barricading the door with desks and chairs)
- Call **9-1-1** (if not on the line already)
- DO NOT answer the door and stay in place behind cover
- Do not respond to any voice commands until you are sure that they come from a Police Officer, or a Campus Safety Officer

**If you decide to flee during a hostile intruder/active shooter situation:**

- No matter what the circumstances, make sure you have an escape route and plan in mind
- Do not attempt to carry anything while fleeing
- Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
- Move quickly, keep your hands up high and visible
- Follow the instructions of any Police Officers you may encounter

**What to expect from responding police officers:**

Police Officers responding to an active shooter are trained in a procedure known as "Rapid Deployment" and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons.

Please understand that the police will be treating all those they encounter (including you) as possible suspects. When you encounter the police:

- Remain calm
- Do as the officers tell you
- Put down any bags or packages you may be carrying
- Keep your hands up and visible at all times
- If you know where the hostile intruder/active shooter is, tell the officers
- Once out of harm's way remain at whatever assembly point authorities designate
- Keep in mind that the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned
- Do not leave until you have been interviewed and released

## **Utility Failures**

These may include electrical outages, plumbing failure/flooding, gas leaks, steam line breaks, ventilation problems, elevator failures, etc. For your personal safety, in the event of a utility failure:

- Remain calm
- Immediately notify Campus Services at (541) 383-7237 and Campus Safety at (541) 383-7272
- If the building must be evacuated, follow the instructions on Building Evacuation
- Use a flashlight: Do not light candles or use other kinds of flames for lighting
- Laboratory personnel:
  - Secure all experiments, unplug electrical equipment, and shut off research gases prior to evacuating
  - Close all fume hoods and chemical containers
- Elevators:
  - If passengers are trapped in an elevator, advise them to stay calm and tell them you are getting help
  - If it is safe for you to stay in the building, stay near the passengers until assistance arrives
- If you are trapped in an elevator, help will be there soon:
  - Remain calm
  - Use the Call Button or Phone to call for help
  - Do not try to climb out or exit the elevator without assistance

## Earthquakes

Earthquakes are common in the western United States. In the event of an earthquake:

- DROP – COVER – HOLD ON
  - **Drop where you are, onto your hands and knees.** This position protects you from being knocked down and reduces your chances of being hit by falling or flying objects
  - **Cover your head and neck with one arm and hand.** If a sturdy table or desk is nearby, crawl underneath for shelter. If no shelter is nearby, crawl next to an interior wall. Stay on your knees; bend over to protect vital organs.
  - **Hold on until the shaking stops.** Under shelter: hold onto it with one hand, be ready to move with your shelter if it shifts. No shelter: hold onto your head and neck with both arms and hands.
- After the shaking stops, survey your immediate area for trapped or injured persons and ruptured utilities (water, gas, etc.)
- If damage has occurred in your area, inform Campus Safety at (541) 383-7272
- If it is safe to do so, remain at your location and await further instructions from Emergency or College personnel
- Laboratory personnel:
  - Exit the lab to the corridor
  - Duck and cover near an interior wall
- If out in the open:
  - Stay in an open area away from buildings, power lines, trees or roadways
  - If in a car, pull over and stop. Do not park under an overpass or near a building. Be cautious about driving again, in the event roads are damaged
- After an earthquake:
  - Put on enclosed shoes to protect against broken glass
  - If the power is out, use a flashlight. Do not light a match or candle
  - Be alert for safety hazards such as fire, electrical wires, gas leaks, etc.
  - Check on others. If there are injuries or other urgent problems, report them to **9-1-1** and Campus Safety at (541) 383-7272
  - Give or seek first aid. Assist any disabled persons in finding a safe place for them
  - Evacuate if the building seems unsafe or if instructed to do so:
    - Use stairs, not elevators
    - Bring keys, purses, wallets, warm clothing
  - Be prepared for aftershocks
  - Cooperate with emergency personnel, keep informed, and remain calm

## **Shelter in Place**

Shelter in Place is useful when evacuation is not an option. Seek refuge in an interior room with few or no windows. It is helpful to identify these locations within your department ahead of time and to ensure people are familiar.

It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment. Shelter in place may also be necessary in the event of a hostile intruder on campus.

Shelter in place procedures will be initiated through the various notification systems used by COCC

- Stop classes and/or other operations in the building.
- If there are visitors in the building, provide for their safety by asking them to stay—not leave. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately, where they are.
- Close windows, and other openings to the outside.
- Select interior room(s) with the fewest windows and vents. The room(s) should be large enough for everyone to sit comfortably and quietly. Use multiple rooms if necessary.
- Ideally, choose room(s) with hardwired telephones as cellular networks may be unavailable. Use these phones to report any emergencies.
- Stay away from windows and doors.
- In the event of a hostile intruder, remain absolutely quiet and follow steps outlined in the “Hostile Intruder/Active Shooter” section.
- Remain calm and await further instructions from the COCC Emergency Alert System, Deschutes Alerts (Bend and Redmond Campuses), Frontier Regional Emergency Alerts (Madras Campus) or Crook County Alerts (Prineville Campus) **DO NOT** leave the room until the COCC Emergency Alert System informs you that it is safe to do so.

## **Suspicious Package or Object**

If you have any reason to believe that a letter or parcel is suspicious, **DO NOT** take a chance or worry about embarrassment. Call Campus Safety **IMMEDIATELY** at (541) 383-7272

- **DO NOT** touch the package or object.
- **DO NOT** tamper with the package or object.
- **DO NOT** attempt to move the package or object.
- **DO NOT** open the package or object.
- **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box.
- Isolate the package or object by evacuating the immediate area.

## **Characteristics of Suspicious Packages**

- Special deliveries, foreign mail, or air mail.
- Restrictive markings such as “Confidential” or “Personal.”
- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Misspelled words.
- Stains or discoloration on the package.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes.
- Protruding wires or aluminum foil.
- Excessive tape or string.
- Visual distractions such as illustrations.
- No return address.