District Emergency Procedures Guide*

Guide’s Authority

The Emergency Procedures Guide follows the district-level and campus emergency operations plans (EOP), which are promulgated under the authority of district policy, NIMS Resolution (July 2007 Board), and the signatures of the chancellor and the chancellor’s staff.

Failing to follow the lawful instructions of district and/or location personnel and first responders charged with Incident Command System responsibilities during an incident/drill or preventing another employee and/or student/visitor from following instructions is grounds for disciplinary actions (following district policy) up to and including termination.

See: Dallas County Community College District (057501) Term Contracts: Dismissal DMAA (Local) and Dallas County Community College District (057501) Termination of Employment: Noncontract Employment DMC (Regulation)

* The District Emergency Procedures Guide provides guidelines that would be applicable at all district locations. For additional information specific to a district location, visit the location’s website or contact the location’s police department and/or administrative offices.
**In All Emergencies**

If it is safe to do so, take your personal belongings (car keys, etc.) and put away sensitive material. You may not be allowed back into the building.

Position all items you will take with you so they are secure but quickly accessible.

**Definitions**

- **Incident Commander (IC):** The one person in charge during an emergency. The Incident Commander will be the most qualified content expert present for the incident.

- **College Emergency Response Team (CERT):** District employees who have volunteered and received emergency management training. CERT members convey instructions from the IC and operate under the authority of the location’s chief executive officer.

- **Intruder Lockdown:** Immediate threat at location. Person(s) at location intent on causing harm to others. If not at location, stay clear.

- **Police Activity Lockdown:** Potential threat near the location (example: robbery suspect being chased by police in area). If not at location, stay clear.

- **Severe Weather Warning:** Immediate threat of severe weather that requires taking immediate cover (example: tornado spotted in location’s area).

- **Shelter-in-Place:** Immediate threat of a “noncriminal” nature (examples: hazardous spill outside; gas leak in area; chemical, biological and radiological).

- **Emergency Evacuation:** Incident requiring evacuation of the building (example: confirmed or suspected bomb in the building).

- **Campus Closing:** Location closing due to weather, power outage, water main break, etc.

- **Inclement Weather:** District and campuses closing due to weather.

- **All Clear:** This message is sent when the emergency condition is over. Threat or condition no longer exists.
Emergency Alerts

DCCCD Emergency Alerts is an email, text message and phone system that alerts you when icy weather cancels classes or in the event of an emergency.

DCCCD Emergency Alerts lets you know when there is an unscheduled evacuation or closure of a college or DCCCD office because of weather, utility outages, or police or other types of emergencies.

We send alerts by email to the address you provided to us when you registered for classes. You don't have to sign up for alerts; they are sent to the email address we have on file for all students of the colleges of DCCCD. So, to make sure you receive emergency alerts, update your email address if it has changed since you registered. It's easy to update your emergency alerts email address — or to request that, in addition to email, you also be alerted by phone call, text message or both. Updates and/or changes can be made on your eConnect account.

Evacuations

• Follow instructions from the College Emergency Response Team (CERT) members and/or first responders.

• If it is safe to do so, take your personal belongings and put away sensitive material. Position all items you will take with you so they are secure but quickly accessible. Remember – No personal property or location property is worth risking your safety or life.

• After asking, assist staff or visitors with mobility issues who may need assistance.

• Keep in mind that you might have to evacuate on foot in certain emergency situations (example: tanker fire blocking a road).

Evacuation at locations with multiple floors:

• During evacuations, the fire department currently advises people not to carry individuals with disabilities downstairs, and, of course, never use an elevator during a fire.

• Attempt a rescue evacuation ONLY if you have had evacuation rescue training or the person is in immediate life-threatening danger and cannot wait for professional assistance.

• Always ask someone with a disability how you can help and their permission BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.

• In an evacuation from upper floors, if the elevators are unavailable (example: fire), the fire department recommends that you assist people with physical disabilities to the nearest accessible fire-rated stairwell, preferably near elevators, so first responders can override the elevator’s fire-mode if it is safe to do so. Choose a visible spot out of the traffic flow.

• If unable to exit a floor during a fire, in most buildings, inside a fire-rated stairwell is the place to wait for first responders.
• Immediately send someone or go down the stairs and locate a first responder or CERT member who can relay the information to the Incident Commander, who will then dispatch first responders to the individual’s location.

• The fire department states that well-meaning individuals may cause injury or death to themselves or to their disabled friend if they attempt an untrained rescue.

Shelter-in-Place

• Follow instructions from the College Emergency Response Team (CERT) members and/or first responders.

• Remain calm. Do not exit the building.

• Notify people in your area to quickly get away from the perimeter of the building and exterior glass.

• Proceed to one of the marked “Safer Zone” areas (based on NOAA guidelines) unless instructed otherwise by College Emergency Response Team (CERT) members and/or first responders.

Fire

• Remember – No personal property or location property is worth risking your safety or life.

• If it is safe to do so, take your personal belongings and put away sensitive material. Position all items you will take with you so they are secure but quickly accessible.

• Secure sensitive areas. If you work in a sensitive area, such as the cashier office, secure these areas before leaving if possible to help prevent fire damage and/or theft.

• After asking, assist staff or visitors with mobility issues who may need assistance.

• Leave the area by means of the primary evacuation route. If this exit is blocked, use a secondary route.

• Once outside the building, move at least 100 feet from the building. If instructed by College Emergency Response Team (CERT) members and/or first responders, move further away from the building(s). Wait for instructions.

• Do not reenter building until police, CERT members and/or the fire department advises it is safe to do so.

Remember R.A.C.E. if you discover a fire:

• RELOCATE — If it is safe to do so, relocate or rescue people in immediate danger. Instruct others to report to one of the gathering areas as you leave the building. Be aware of people who may need assistance.

• ALARM — Pull the building fire alarm to alert others. Move to a safe location. Call 972-860-4290 (District Central Dispatch) immediately using a cell phone, then contact a CERT member, and report the precise location of the fire.

• CONFINE — Close all doors, windows and other openings to confine the fire. Shut off fuel sources such as piped gases and compressed gas cylinders as you evacuate, if this can be done safely.

• EVACUATE — Evacuate building.
**Fire Extinguishers**

- Use fire extinguishers only on small fires that are just starting to burn.

- Never turn your back to a fire. Keep a clear exit between you and the fire at all times.

- Lift the extinguisher by the bottom handle with one hand. The bottom handle will not activate the extinguisher.

- Most extinguishers will have a plastic tab around the handle. Grasp the tab, pull and twist to break free. Discard tab.

- Follow the P.A.S.S. acronym:

  **PULL** — Pull the pin/ring after breaking plastic tie.

  **AIM** — Aim the nozzle at the base of the fire.

  **SQUEEZE** — Squeeze or press the handles together.

  **Sweep** — Sweep the nozzle slowly from side to side, aiming at the base of the fire.

- Continue until the extinguisher is empty.

- Exit to a safe location.

- Any type of fire must be reported. Call 911 on a district phone or District Central Dispatch at 972-860-4290 on your cell phone.

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**Unauthorized and/or Suspicious People**

Any person who is acting in a suspicious manner, is unfamiliar to you or does not appear to have any actual business at a college or service location should be reported by dialing 911 on a district phone. If a district phone is not available, use any available phone and dial District Central Dispatch at 972-860-4290. As the saying goes, “See Something – Say Something.”

**Emotional Health and Concerning Behavior**

Like most people, you probably know of ways to cope with stress. But if you start feeling overwhelmed or anxious, seeing a college counselor can help you find practical solutions to personal or academic problems. Also, encourage people you know to check out the services if they sense they are getting stressed.

- At most colleges, counseling faculty or other professional counselors are available by appointment or on a walk-in basis.
- Counselors' offices are located in either instructional divisions or in Advising and/or Counseling Centers.

- Employee services are provided through the district’s Employee Assistance Program.

Finally, if you see someone exhibit concerning behavior (examples: angry outburst, threats of harming self or others, irrational conversation or speech) or know of someone in the college community who is an immediate threat to their own safety or the safety of others, call 911 from any district phone or 972-860-4290 on any available phone.

**Weapon at Location**

If you see someone with a weapon on district property or you are told someone has a weapon:

Dial 911 on a district phone. If a district phone is not available, use any available phone, dial District Central Dispatch at 972-860-4290 and give the dispatcher the following information:

- Location of the person with the weapon or where they were last seen
- The name of the person suspected to have the weapon (if known)
- A brief description of the person such as clothing, race, sex, etc.
- The weapon type (pistol, rifle, knife, shotgun, etc.)

Evacuate the area and advise others to do the same. Under no circumstance should you approach the person and inquire about the weapon.

**Intruder Lockdowns and Violent Criminal Actions**

Dial 911 on a district phone. If a district phone is not available, use any available phone and dial District Central Dispatch at 972-860-4290.

All intervention in criminal activity is the responsibility and duty of district police officers and local law enforcement.

No uniform policy can make determinations for all circumstances that may arise. Evacuating may be the best decision in one set of circumstances, while getting behind a locked and/or barricaded door may be more effective in another set of circumstances.

- If immediate harm is not present, leave the area and advise others to leave the location as quickly as possible.

- If conditions present immediate harm, go to interior rooms and spaces that place as many walls and barriers between you and the event as possible. When you get into the room, turn out the lights and close any window blinds. Be sure to silence your cell phones. Even “vibrate mode” is too loud with many cell phones. Get low to the floor.

- In most situations, if an Intruder Lockdown is announced, everyone should place themselves behind locked doors and/or in barricaded rooms.

- As you enter a room, try bringing as many people as you can into the room.

- Once you and others are locked or barricaded in a room, do not open the door for anyone, even if they are begging. If you open the door, the suspect simply has more victims.

- Remain in safe areas until directed by police and/or fire personnel to evacuate. Do not open a door simply because someone shouts they are a police officer or first responder.

During an Intruder Lockdown incident, the wait could VERY LONG. Police will have to go room by room to ensure that there are no further threats to public safety.

- Restrooms — given that you will be unable to leave a room during an intruder lock-down it may be necessary to utilize the trash can in the room.

- In most cases, district police officers will be backed up by city or county police officers whose uniforms you might not recognize.

- Follow police officer(s) instructions. Unless in-
structed otherwise, put your hands up and spread your fingers. Do not make sudden moves — like quickly reaching for your phone and/or belongings when they enter the room. Even the district police officers whom you speak to every day may not recognize you during an emergency. The officers will be focusing on your hands, not your face.

**Options if you are caught out in the open:**

- Keep moving until you find an open room that you can lock or barricade.
- Keep moving until you find a good hiding place.
- Play dead. This only works after the shooting has started — the suspect knows where he/she has been in the building.
- Fight back. This is a personal decision and should only be used as a last resort.

**Police Activity Lockdown**

For district locations without the ability to lock outside doors quickly, the following steps will be taken during a Police Activity Lockdown:

- Report to the nearest room and lock or barricade the door.
- Turn out the lights and close any window blinds.
- Silence your cell phones.
- Wait for an “all clear” message.

For district locations with the ability to lock outside doors quickly, the following steps will be taken during a Police Activity Lockdown:

- The exterior doors will be locked by police officers or assigned district employees.
- Message(s) will be sent out with information and/or instructions.
- Signs will be posted on exterior doors advising people outside of the lockdown with a number to call for the public.
- If you are outside the building, leave the area and wait for an “all clear” message.
- All students and employees will remain inside the building (no standing in the doorway or going in and out).
- Wait for an “all clear” message.
- Incident Commander (person in charge) has the authority to modify the Police Activity Lockdown instructions.
Reporting a Crime

The following should be reported by calling 911 on a district phone. If a district phone is not available, use any available phone and dial District Central Dispatch at 972-860-4290 if:

- An individual has something stolen from them personally or if district property is missing from an individual’s work area. The item should be considered stolen if an extensive search and inquiries have been made regarding the item. The value or lack of value of an item should not be a factor in deciding whether it should be reported.
- A person is threatened and/or verbally abused.
- A person is involved in a hit-and-run vehicle accident.
- A person witnesses or has knowledge of the following:
  - Suspicious activity
  - Theft
  - Vandalism
  - Threats, arguments, verbal abuse
  - Assaults
  - Drugs
  - Traffic accidents
  - Traffic violation, speeding

Severe Weather

There are two types of severe weather alerts:

WATCH: A watch is a public notification that weather conditions exist that could lead to a warning.

WARNING: A warning is an alert by the National Weather Service confirming an actual event that is occurring, giving time, location, speed and direction of movement.

If severe weather is imminent:

- Remain calm. Do not exit the building.
- Notify people in your area to quickly get away from the perimeter of the building and exterior glass.
- Proceed to one of the marked Safer Zone areas (areas that most closely meet NOAA guidelines for severe weather) and close the door to prevent injury from flying debris.
**Wireless Emergency Alerts (WEA) Weather Warnings Sent to Your Smart Phone:**

Students and employees who own the newer smart phones are set up to receive WEA messages (unless the person has changed the phone's settings).

These messages include severe and/or extreme weather alerts. Wireless Emergency Alerts (WEA) are emergency messages sent by government authorities through your mobile carrier.

The weather warnings come from the National Weather Service (NWS).

If you receive a weather message telling you to “take shelter,” then do so and inform those near you.

Be aware that District Central Dispatch, police officers and emergency management personnel receive warnings from the NWS roughly the same time as you receive the WEA messages.

It will take a short period of time for the district to re-broadcast the message in its notification systems.

The district’s notification systems also may be affected by power outages or system failures, so always follow the instructions from a reliable source such as WEA.

**Inclement Weather**

In the event there is a question as to whether we will be closed due to inclement weather, the following options are available:

- District websites
- District social media
- News stations
- Signing up for the district’s notification services in your eConnect account

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**Medical Emergencies**

Call 911 on a district phone.

If a district phone is not available, use any available phone, dial District Central Dispatch at 972-860-4290, and:

- Initiate lifesaving measures if required and you are trained to do so.
- Do not move an injured person unless there is a danger of further harm.
- Keep the injured person warm.
- Remain with the victim until medical assistance arrives.
- Have a designated person meet emergency personnel when they arrive and escort them to the location.
- Report the incident.

**Medical Transportation**

- The district will not assume payment for ambulance transportation.
- Individuals refusing transportation by ambulance are solely responsible for the decision. An individual cannot be forced to accept medical assistance. *An individual’s refusal to accept assistance does not prevent another individual from calling 911 if they believe medical assistance is needed.*
- Individuals refusing ambulance transportation to a medical facility will be responsible for their transportation to a medical facility: i.e., getting transportation from a family member or friend.

*Note: The district is not liable for accidents or injuries involving transporting a person in a privately owned vehicle.*
**Power Outage**

In the event of a power outage, emergency lighting will automatically be activated. Have one person in your area contact the location’s Facilities Office. Wait for further instructions from Facilities.

**Reporting Safety Issues**

Safety hazards including but not limited to the following should be reported to the location's Facilities Office:

- Trip and fall hazards
- Fire hazards
- Unsafe activities
- Lights not working
- Locks or doors not working
- Electrical hazards
- Parking lot hazards
- Unsafe situations

Any injury or exposure to a hazardous substance or body fluids should be reported to the Health Center and the Human Resources Office if the person involved is a district employee.
Hazardous Spills

Do not attempt to remove and/or clean up a hazardous spill.

Hazardous materials can include but are not limited to:

- Cleaners
- Ammonia products
- Solvents
- Paint products
- Chemicals
- Blood/body fluids

Call the location's Facilities Office.

Hazardous Spills Outside the Building

Follow instructions from authorities and/or College Emergency Response Team (CERT) members as to whether to evacuate or shelter-in-place. If you are instructed to remain in the building, proceed to one of the marked, designated Tornado Safer Zone areas.

Bomb Threats

If you receive a bomb threat by telephone:

- Keep the caller on the phone as long as possible.
- Do not interrupt the caller.
- If the telephone has caller ID, note the telephone number.
- Use the Department of Homeland Security Bomb Threat Checklist (see p. 16)
- Perform a quick search of your area to identify suspicious or unfamiliar packages or items.
- Do not touch any suspected item.

If you receive a bomb threat through another method:

- If the bomb threat is handwritten, do not touch the object it was written on.
- If message is electronic in nature, do not delete. Do not forward unless instructed by authorities.
- Perform a quick search of your area to identify suspicious or unfamiliar packages or items.
- Do not touch any suspected item.

In all the above incidents, CALL 911 on a district phone.

If a district phone is not available, use any available phone and dial District Central Dispatch at 972-860-4290.
**Finding a Suspected Bomb**

- Do not pull a fire alarm.
- Do not touch the suspected bomb.
- Leave the immediate area and inform others in your area as you exit.
- If it is safe to do so, take your personal belongings. Position the items so they are secure but quickly accessible.
- Do not turn on or use a cell phone in the area of the suspected bomb.
- Call 911 away from the suspected bomb.

**“Suspicious” Mail**

If you decide that a letter or package is “suspicous” after comparing it to the FBI Advisory Bulletin (see p. 17), take the following steps:

- Do not handle the mail piece or package suspected of contamination.
- Isolate the person or people who have been exposed to any suspicious substance.
- Make sure that the suspicious letter or package is isolated and the immediate area is closed off.
- Call 911 by dialing 911 on a district phone if available. If no district phone is available, use any available phone and dial 972-860-4290.

If a person suddenly experiences respiratory problems and/or blistering of the skin, place them under an emergency shower (found in science labs) and/or a regular shower (using only cold water). Turn the shower on — and leave it on — until first responders arrive.
Chemical, Biological or Radiological Incident

In the case of a chemical, biological or radiological incident, follow the instruction of police officers, first responders and/or CERT members. In most cases, staying inside a building is your best protection unless instructed to do otherwise by authorities.

Earthquakes

If you are indoors when shaking starts:

- DROP, COVER AND HOLD ON. If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.

- Avoid windows, hanging objects, mirrors, tall furniture, large appliances and cabinets filled with heavy objects.

- Do not try to run out of the structure during strong shaking.

- If you are in a downtown area, it is safer to remain inside a building after an earthquake unless there is a fire or gas leak. Glass from high-rise buildings does not always fall straight down; it can catch a wind current and travel great distances.

- Do not use elevators.

- If you use a wheelchair, lock the wheels and cover your head.
If you are outdoors when shaking starts:

- Move to a clear area if you can safely walk. Avoid power lines, buildings and trees.
- If you’re driving, pull to the side of the road and stop. Avoid stopping under overhead hazards.

Once the earthquake shaking stops:

- Check the people around you for injuries; provide first aid. Do not move seriously injured people unless they are in immediate danger.
- Check around you for dangerous conditions, such as fires, downed power lines and structure damage.
- If you have fire extinguishers and are trained to use them, put out small fires immediately.
- Turn off the gas only if you smell gas.
- Check your phones to be sure they have not shaken off the hook and tied up lines.

If you are trapped in debris:

- Move as little as possible so that you don’t kick up dust. Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort.

DO NOT stand in a doorway: An enduring earthquake image of California is a collapsed adobe home with the door frame as the only standing part. From this came our belief that a doorway is the safest place to be during an earthquake. In modern houses, doorways are no stronger than any other part of the house, and the doorway does not protect you from falling or flying objects.

DO NOT get in the “triangle of life”: In recent years, an email has been circulating which describes an alternative to the long-established “Drop, Cover, and Hold On” advice. The so-called “triangle of life” and some of the other actions recommended in the email are potentially life threatening, and the credibility of the source of these recommendations has been broadly questioned.
BOMB THREAT CALL PROCEDURES

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 (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS 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 email:
• Call ______________________
• Do not delete the message.

Signs of a suspicious package:
• No return address
• Excessive postage
• Stains
• Strange odor
• Strange sounds
• Unexpected delivery

DO NOT:
• Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
• Evacuate the building until police arrive and evaluate the threat.
• Activate the fire alarm.
• Touch or move a suspicious package.

WHO TO CONTACT (select one)
• Follow your local guidelines
• Federal Protective Service (FPS) Police 1-877-4-FPS-411 (1-877-437-7411)
• 911

BOMB THREAT CHECKLIST

Date: ___________________________ Time: ___________________________

Time Caller Hung Up: ___________________________ Phone Number Where Call Received: ___________________________

Who to contact:
• 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 and level of noise)
• Estimated age:
• Is voice familiar? If so, who does it sound like?
• Other points:

Caller’s Voice | Background Sounds: | Threat Language:
--- | --- | ---
Accent | Animal noises | Incoherent
Annoy | House noises | Message read
Calm | Kitchen noises | Taped
Clearing throat | Street noises | Irrational
Coughing | Booth | Profane
Cracking voice | PA system | Well-spoken
Crying | Conversation
Deep | Music
Deep breathing | Motor
Disguised | Clear
Distinct | Static
Excited | Office machinery
Female | Factory machinery
Laughter | Local
Lisp | Long distance
Loud
Male | Other Information:
Nasal
Normal
Ragged
Rapid
Raspy
Slow
Slurred
Soft
Stutter

Homeland Security
If you receive a suspicious letter or package

What should you do?

1. Handle with care
   Don’t shake or bump

2. Isolate and look for indicators

3. Don’t Open, Smell or Taste

4. Treat it as Suspect! Call 911

If parcel is open and/or a threat is identified. . .

For a Bomb
Evacuate Immediately
Call 911 (Police)
Contact local FBI

For Radiological
Limit Exposure - Don’t Handle Distance (Evacuate area)
Shield yourself from object
Call 911 (Police)
Contact local FBI

For Biological or Chemical
Isolate - Don’t Handle
Call 911 (Police)
Wash your hands with soap and warm water
Contact local FBI

FBI Advisory

Police Department

Fire Department

Local FBI Office

(Ask for the Duty Agent, Special Agent Bomb Technician, or Weapons of Mass Destruction Coordinator)