EMERGENCY GUIDE

Includes EMERGENCY MEDICAL PLAN

IN AN EMERGENCY call Public Safety at 971-722-4444 or 911

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If not an emergency or if assistance is required call Public Safety at 971-722-4902

21307   9/2013
Please become familiar with the contents of this **EMERGENCY GUIDE**. This is a quick reference designed to assist faculty, staff, students, and others in responding to any emergency. Any questions about emergency procedures or this Emergency Guide should be directed to **Public Safety** or **Safety & Risk Services**.

Contacts for the College’s Emergency Preparedness Plan are:

- **Public Safety**: for information on campus security and to request a copy of the College-wide Emergency Operations Plan ([http://www.pcc.edu/about/public-safety/](http://www.pcc.edu/about/public-safety/)).

- **Safety & Risk Services**: (a.k.a. Risk Management) Call on safety issues and to request a copy of the Emergency Action Plan. *(Note: Only staff are able access this INTRANET website.)*

- **Safety Data Sheet (SDS)**: for a chemical product (see **Safety & Risk Services** for information)

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**INFORMATION**
**College Operator:** 971-722-6111 or toll free at 1-866-922-1010

During business hours, for information or to report a non-emergency situation, call an Information Office at a campus/center listed below:

### CAMPUS

<table>
<thead>
<tr>
<th>Campus</th>
<th>Phone Number</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Cascade</td>
<td>971-722-5700</td>
<td>705 N. Killingsworth St., Portland, OR 97217</td>
</tr>
<tr>
<td>Rock Creek</td>
<td>971-722-7213</td>
<td>17705 NW Springville Rd., Portland, OR 97229</td>
</tr>
<tr>
<td>Sylvania</td>
<td>971-722-4329</td>
<td>12000 SW 49th Ave., Portland, OR 97219</td>
</tr>
<tr>
<td>Southeast</td>
<td>971-722-6240</td>
<td>2305 SE 82nd Ave. &amp; Division, Portland, OR 97216</td>
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### CENTER

<table>
<thead>
<tr>
<th>Center</th>
<th>Phone Number</th>
<th>Address</th>
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<tbody>
<tr>
<td>CLIMP - Central Portland</td>
<td>971-722-2798</td>
<td>1626 SE Water Ave., Portland, OR 97214</td>
</tr>
<tr>
<td>Downtown Center</td>
<td>971-722-6642</td>
<td>722 SW 2nd Ave., Portland, OR 97204</td>
</tr>
<tr>
<td>Hillsboro Center</td>
<td>971-722-6800</td>
<td>775 SE Baseline St., Hillsboro, OR 97123</td>
</tr>
<tr>
<td>Newberg Center</td>
<td>971-722-8602</td>
<td>135 Werth Blvd., Newberg, OR 97132</td>
</tr>
<tr>
<td>Portland Metropolitan Center</td>
<td>971-722-2000</td>
<td>5600 NE 42nd Ave., Portland, OR 97218</td>
</tr>
<tr>
<td>Willow Creek Center</td>
<td>971-722-2700</td>
<td>241 SW Edgeway Dr. (185th &amp; Baseline), Beaverton, 97006</td>
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</tbody>
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**CAMPUS COMMUNICATION**
**ACTIVE THREAT**: is any incident which by its deliberate nature creates an immediate threat or presents an imminent danger to the campus community. In addition to individuals using firearms, e.g., an active shooter, it includes other weapons or instruments that are capable of causing serious physical injury.

**AREA OF REFUGE**: is a fire protected designated area with direct access to an exit or elevator where an individual unable to use the stairs can remain temporarily in safety to await instructions or assistance during an emergency evacuation. An **Area of Refuge** is located on each floor above or below the ground floor level.

**CODE BLUE PHONES**: are located in the College parking lots for emergency assistance. Push Call button once to talk.

**EVACUATION ASSISTANCE AREA (EAA)**: is a gathering area for individuals who need assistance with evacuation.

**EMERGENCY FIRST RESPONDERS**: generally includes police, fire, medical, and the College’s Public Safety officers.

**LOCKDOWN**: is the process or act of securing the exterior and interior doors to prevent unwanted entry and may include Shelter In Place.

**LOCKOUT**: is the process or act of securing the exterior doors of a building to prevent unwanted entry.

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**DEFINITIONS**
SAFE ASSEMBLY AREA (SAA): is identified by a yellow tent sign “▲” and is a designated safe area outside of a building for the assembly of the building’s occupants during an evacuation. A SAA is identified in the Evacuation Map in the mounted placards on the walls in hallways of the buildings. Staff, students, and known visitors will be accounted for in a SAA.

SHELTER-IN-PLACE: is the process or act of keeping individuals INSIDE a building for safety reasons such as accidents or attacks involving chemical, biological, and radiological hazards, or because of severe weather conditions. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from the danger. DO NOT lock doors behind you as others may also need to shelter-in-place.
Utility Emergency

- ELECTRIC POWER FAILURE............................................Call Public Safety – 971-722-4444
- WATER FAILURE or LEAK................................................Call Public Safety – 971-722-4444
- NATURAL GAS LEAK or a gas odor.................................Call Public Safety – 971-722-4444
  If a gas smell is noted, activate the Fire Alarm Pull then begin EVACUATION procedures

Procedures:

1. In the event of a UTILITY EMERGENCY, immediately call Public Safety at 971-722-4444. College administrators will decide and announce when personnel and students are to leave the building.
2. Do not activate equipment or an electrical switch in the presence of a natural gas leak.
3. Assist any individual with limited mobility to exit the building.
4. Once outside, go to a Safe Assembly Area (SAA).
5. Do not re-enter any building until the “ALL CLEAR” signal is given.

NOTE: Each campus has emergency generators and inside emergency lighting to allow for a safe evacuation.
How should you report an Active Threat or an Emergency on campus?

All reports of an emergency, life threatening or non-life threatening, should be reported to Public Safety at 971-722-4444; or call: 911 (and then call Public Safety). Be prepared to provide the following information:

1. Nature of the emergency;
2. Your location (building, room or area; for a 911 call, give campus name and address—see Campus Communications page);
3. Information about the emergency, victim(s), suspect(s), injury, or suspicious activity;
4. Phone number you are calling from; and
5. Your name.

Public Safety will respond and if needed assist in coordinating with Emergency First Responders.

Mandatory Child Abuse Reporting - HB 4016 passed in 2012 by the Oregon Legislature adds community college employees to the list of public and private officials who are required to report suspected cases of child abuse. This legal duty to report suspected child abuse is a 24/7 responsibility and applies whether or not one is on work time. See Human Resources – Contracts, Handbooks, and Policies.

CRIME in PROGRESS
When discovering a **CHEMICAL SPILL** or **HAZARDOUS LEAK** that is a significant release or that you are not trained to handle, immediately call **Public Safety** at 971-722-4444.

A chemical spill or hazardous leak may result in individuals having to evacuate a building or having to go into a building depending on the nature and location of the spill or leak. If the spill or leak originates from **inside** the building, it may be necessary to evacuate the building. If the spill or leak originates from an **outside** source, it may be necessary to have individuals “Shelter-In-Place” inside the building.

**BASIC RESPONSE PROCEDURES** always include the following:

1. Report any hazardous spill or leak immediately to **Public Safety** at 971-722-4444.
2. If the spill or leak involves a hazardous material, all occupants in the immediate area must leave until trained personnel or emergency responders assess the situation or the area is cleaned and pronounced safe.
3. Close the doors and evacuate to a **SAFE ASSEMBLY AREA (SAA)**.
4. Emergency responders may need to isolate the chemical spill or hazardous leak and this is best done by ensuring that others do not enter the compromised area.
5. Do not attempt to clean the area, unless you have sufficient knowledge of the spill contents and have been properly trained. Appropriate personnel or contractors will assess the area in order to deem it safe before the area can be re-entered.

**CHEMICAL SPILL** or **HAZARDOUS LEAK**
**If a Public Safety Officer is NOT available — CALL 911**

For an injury requiring **IMMEDIATE** medical care or that is **Life-Threatening** – call 911.

1. Provide the campus name (address is on the Campus Communication page), building name, floor, room number, nature and severity of the medical emergency.
2. Do not move a seriously injured or ill individual unless there is a life-threatening situation.
3. Remain with a seriously injured or ill individual until emergency personnel respond.

Public Safety Officers are designated **First Aid** and **Emergency First Responders** with full First-Aid kits and Universal Precaution Protective Equipment.

**Public Safety Dispatch Phone and available hours:** — 971-722-4444
- Monday — Friday…… 5:30 a.m. — 11:00 p.m.
- Saturday……………… 6:30 a.m. — 10:30 p.m.
- Sunday………………… 7:00 a.m. — 7:00 p.m.

**After Hours:** CALL 911

**NOTE:** **First Aid Kit** locations are identified on the Evacuation Map mounted in placards on the walls in all hallways, most work areas, and at EXIT doors.
Employees should know the location of the nearest **Fire Pull Alarm Station** and a **Fire Extinguisher**.  
*See the Evacuation Map mounted in a placard on walls in hallways for the location of each Fire Pull Alarm Station and Fire Extinguisher.*

1. Call **911**.
2. Give your exact location – campus name (*address is on the Campus Communication page*), building, floor, room (*e.g., SY Campus, 12000 SW 49th Ave., Portland, OR 97219, SS Building, 2nd Floor, Room 222*).
3. Report the conditions and any action taken.
4. When it’s safe to do so, call **Public Safety** at **971-722-4444**.
5. **Close the doors** to all rooms, but do not lock the doors.
6. When Evacuation/Fire Alarm sounds, proceed immediately to a **SAA** taking personal belongings with you.
7. **Do not use the elevator**.
8. **Do not re-enter** the building until an “ALL CLEAR” signal is given.

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**FIRE**
During an **EARTHQUAKE**

1. **INDOORS** — **Drop! Cover! Hold On!**
   a. **Drop** to the floor.
   b. **Cover** – get under a desk or table; cover your head and neck with both arms.
   c. **Hold On** until the shaking has stopped.
   d. Do not run out of the building while the building is shaking.
   e. If you are in a wheelchair, lock the wheels, and cover your head.
2. **OUTDOORS** — move into an open area away from buildings, walls, trees, light standards, or power lines.
3. **DRIVING** — Pull Over! Stay put until the shaking has stopped.

**After an Earthquake** —

1. After the shaking stops – immediately begin orderly **EVACUATION** procedures.
2. **Do not use the elevator.**
3. Assist any individual with limited mobility to exit the building and go to a SAA.
4. **Do not re-enter an evacuated building** until the “ALL CLEAR” signal is given.
5. If you’re trapped in debris, cover your nose and mouth with clothing. Tap on a pipe or wall to signal rescuers of your presence and location.

**EARTHQUAKE**
Evacuate a building when the Fire Alarm (visual or audible) is activated, or if notified to do so by Public Safety, Emergency First Responders, or a member of the Campus Emergency Team.

During a **BUILDING EVACUATION** — ALL building occupants are to:

1. Use the nearest and safest **EXIT** taking your personal belongings with you (e.g., back-pack, purse, car keys, laptop, cell phone, etc.);
2. Not use an elevator;
3. Gather at a designated **SAFE ASSEMBLY AREA (SAA)**;
4. Report to your supervisor/instructor/leader in a SAA;
5. Stay out of emergency fire lanes and traffic areas; and
6. Move to a SAA that is “up-wind” of vapors in a chemical/gas/vapor emergency with further movement determined by the Public Safety Officer, Building Emergency Coordinator, or by Emergency First Responders;

**DO NOT** re-enter a building until the “ALL CLEAR” is given via exterior speakers or by Public Safety.

**Evacuation Maps** with routes to an **EXIT** and the nearest **SAFE ASSEMBLY AREA (SAA)** are mounted in placards on the walls in all hallways, most work areas, and at **EXIT** doors.

**Exits:** All emergency **EXITS** are visibly marked with signs and kept accessible at all times.

When the fire alarm is activated, the College Floor Monitors will notify occupants to exit immediately; direct occupants to the nearest **EXIT**; sweep designated areas for occupants still inside; guide occupants to a SAA; and report evacuation status to the Emergency Building Coordinator. The Emergency Building Coordinator will report the building evacuation status to Public Safety, the Incident Commander, or the Emergency First Responders.

**BUILDING EVACUATION**
In the event of an emergency, no one, including an **INDIVIDUAL WITH LIMITED MOBILITY**, should use the elevator. Everyone is to move toward the nearest **EXIT**. If an individual with limited mobility cannot evacuate, he or she should stay in the identified “Area of Refuge” (*for these locations see the Evacuation Map*). Notify Emergency First Responders of any individual waiting in an “Area of Refuge.” Only trained personnel should conduct “Assistance Evacuation” procedures.

In the event of an emergency, if you are near an individual in a wheelchair or an individual with limited mobility, offer your assistance to help him or her to evacuate safely. Both of you should observe the following evacuation procedures:

- Move quickly toward the nearest **EXIT** door.
- **If the only safe way to exit the building requires using stairs, an individual needing assistance is to stay in the “Area of Refuge” and wait for Emergency First Responders.**
- If an individual in a wheelchair or an individual with limited mobility reaches an obstruction, he or she should request assistance from anyone in the area.
- Always be kind, be courteous, but move quickly to an **EXIT**.

**EVACUATION OF AN INDIVIDUAL WITH VISUAL IMPAIRMENT**

1. Offer your elbow to an individual with a visual impairment and tell him or her of your intention to move to an **EXIT**.
2. As you walk, describe where you are and where you’re headed.
3. Advise the individual of any obstacles, doorways, steps, hand rails, curb, etc.
4. Talk calmly but move as quickly as possible to an **EXIT**.
5. When you get the individual to safety, reorient him or her to the surroundings and ask if further assistance is required.

**EVACUATION OF AN INDIVIDUAL WITH HEARING IMPAIRMENT**

1. Make eye contact with the individual.
2. Use a simple warning such as hand signals or a note about the emergency, e.g., “**FIRE…Come with me.**”
3. Maintain eye contact and using hand gestures explain what’s happening and what you want to do.
4. Offer your elbow and move as quickly as possible toward the nearest **EXIT**.
5. When you get the individual to safety, reorient him or her to the surroundings and ask by hand signals or a note if further assistance is required.

**EVACUATION of INDIVIDUAL with LIMITED MOBILITY**
When there is a **BOMB THREAT** or a **SUSPICIOUS ITEM** observed

Minimize the use of any electronic device (e.g., two-way radio, cell phone, pager, laptop computer, I-Pad, or Tablet) as one of these devices could cause a bomb to detonate. If the location of a bomb is known restrict your use of an electronic device to 300 feet from the location.

**BOMB THREAT**

1. If a bomb threat is received via telephone, remain calm and attempt to obtain as much information as possible from the caller. If you have Caller ID, write down the caller’s telephone number and the time that the call originated while the caller is still on the phone. If possible, complete the [Bomb Threat Call Checklist](/doc). that is found on the [Public Safety](/doc) website under “Responding to Emergencies.”

2. **Immediately call Public Safety at 971-722-4444 or 911**. Provide the following:
   a. Your name and your telephone number;
   b. Your exact location: campus name (address is on the Campus Communication page), building, floor, room (e.g., SY Campus, 12000 SW 49th Ave. Portland, OR 97219, SS Building, 2nd Floor, Room 222);
   c. Location of bomb and time it is set to explode, if known; and
   d. Caller’s telephone number and any information gathered from the caller.

3. Inform your supervisor at once.
4. Campus or building evacuation is determined by campus authorities.
5. Keep others away from area.

**SUSPICIOUS ITEM: Do not touch it! Do not tamper with it! Do not move it!**

Immediately report a Suspicious or Abandoned Item or Package to Public Safety at 971-722-4444.

If instructed to evacuate – follow EVACUATION procedures and take your belongings with you.
**LOCKDOWN and LOCKOUT**

**LOCKDOWN**: is the process or act of securing the exterior and interior doors to prevent unwanted entry. This action may be needed as a result of an “Active Threat” or “Armed Intruder” and is appropriate for threats posed from outside or inside the building.

**LOCKOUT**: is the process or act of securing the exterior doors of a building to prevent unwanted entry.

**ACTIVE THREAT**

**ACTIVE THREAT**: is any incident which by its deliberate nature creates an immediate threat or presents an imminent danger to the campus community. In addition to an individual using a firearm, e.g., an armed intruder, it includes other weapons or instruments that are capable of causing serious physical injury.

How should you report an Active Threat or any emergency on campus?

All reports of emergencies on campus, life threatening and non-life threatening, should be reported to Public Safety at 971-722-4444 or call 911. Be prepared to provide the following information:

1. Your name, the phone number you’re calling from, and your location (e.g., campus name (address is on the Campus Communication page), building, floor, and room/area (e.g., SY Campus, 12000 SW 49th Ave. Portland, OR 97219, SS Building, 2nd Floor, Room 222);

2. Information about the emergency, victim(s), suspect(s), injury, or suspicious activity.

How will Public Safety respond? They:

- Assist Law Enforcement and Emergency First Responders – they provide information, guide or direct to the location of an Active Threat, and serve as a direct link between the College and Emergency First Responders.
- Protect or Prevent Injury – they notify staff and students via mass notification systems and Flash Alert text messaging of an Active Threat, and initiate LOCKDOWN, LOCKOUT, Shelter In Place, or Evacuation procedures.

How will the campus community be informed?

1. When adequate and credible information is available, the College will immediately notify the campus community upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health and safety of staff and students occurring on or near a campus. The College will issue emergency notification messages to alert the campus community of the Active Threat, inform them of what is happening and what they should and should not do, while providing as much information as possible, unless issuing a notification will compromise efforts to contain the incident or jeopardize the safety of Emergency First Responders or victims. Messaging systems have limitations, so expect to receive abbreviated action steps to take for your personal safety. If you receive a message, share that information with others in your general area.

Active Threat continues on next page...

**LOCKDOWN, LOCKOUT, and ACTIVE THREAT**
2. The following message channels may be used to keep the campus informed during and after an event:
   - Immediate notification via the College’s On Campus Indoor and Outdoor Emergency Alert System;
   - A web page with details at: alert.pcc.edu (accessible by mobile devices);
   - Text messaging and email from Flash Alert for those staff and students who have subscribed;
   - PCC’s Facebook Page and PCC’s Twitter Stream;
   - PCC’s Home Page Alert (look for the red “Bar” at top);
   - Mass broadcast media; and
   - Email to employees (announce@lists.pcc.edu).

3. Minimize cell phone use — to ensure personal safety and the safety of others, individuals are strongly encouraged to minimize the use of personal cell phones unless it is to report to authorities on the status of the incident. Mass use of cell phones typically results in system overloads and the general failure of the system until cell phone usage diminishes.

**How can I best protect myself during an “Active Threat” situation?**

Following are actions that you can take to improve your chances of survival:

**RUN!** — If you can do so safely, flee the scene and go to a place of safety far from the Active Threat and call 911 or Public Safety at 971-722-4444.
   - If outside, seek “Cover and Concealment” using whatever is available: walls, trees, poles, buildings, etc. Try to hide behind something capable of stopping a bullet.
   - Silence cell phones.

**HIDE!** — If unable to flee an Active Threat, find a place to seek refuge or LOCKDOWN. Secure all doors and windows as quickly as possible and barricade as many items between you and the threat as possible (e.g., table, chairs, filing cabinet, desk). The goal is to seal off the area to prevent an armed intruder’s access.
   - Silence cell phones.
   - Close blinds and turn off lights.

**FIGHT!** — If unable to leave an area, then your choices are Passive or Active Resistance.
   - **Passive Resistance** is the act of succumbing to the wishes of an armed intruder and will place you under his or her control.
   - **Active Resistance** may increase the likelihood of survival for yourself and others. Following are some guidelines for active resistance:
     - Look for objects that can be used as self defense weapons (or thrown as distractions) against an armed intruder or provide protection from an armed intruder.
     - A group of individuals significantly outnumbering an armed intruder can assist in overpowering him or her. If this is possible, it is important to communicate your intentions to the group so that the group can act together in a coordinated manner.

**How can I help be better prepared for an “Active Threat”?** You need to maintain personal awareness of your surroundings, know what is going on around you, and know the distance to nearby windows and doors. These are perhaps the best methods to assure your personal safety. If something about your situation does not appear “right” be prepared to act in your own best interest. If you are a witness to an Active Threat take appropriate action.