



**EMERGENCY
RESPONSE GUIDE**

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INTRODUCTION

Emergency situations can arise on our campus from time to time, with a variety of reasons and sources for the emergency. This is a procedural document intended to help guide the college community members on their response in the event of an emergency on campus or on one of branch campuses.

Our primary goal with any emergency is to save and protect lives and to assist the college community to hasten the resumption of normal campus operations as quickly as possible.

The Campus CEO in consultation with the Associate Dean of Campus Operations and Building Maintenance Supervisor provides primary oversight of safety and security measures on the campus in concert with the Quinebaug Valley Community College Emergency Response Team (ERT).

The Connecticut State Police, Troop D, Danielson provide law enforcement authority for the Danielson campus for all levels of emergencies. The Dayville Fire Department provides fire protection and ambulance/EMT service also to the Danielson campus. In either case step one is to call 911, which will reach the State Police, Fire, and Emergency Medical Services.

In Willimantic, the Windham Police and Windham Fire department can be reached through dialing 911 and will service the Willimantic branch campus.

Timely communication to inform the college community regarding emergency situations will occur through text alert notifications, mycommnet alert, college website, LED driveway sign (Danielson), social media and local media. In addition, in some emergency situations the college will be guided by and work in collaboration with federal, state and local authorities.

EMERGENCY RESPONSE TEAM (ERT) MEMBERS

- Dr. Karen Hynick, Chief Executive Officer
khynick@qvcc.edu • 932.4129
- Robert Godere, Associate Dean of Campus Operations
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- Martin Charette, Building Maintenance Supervisor
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- John Lewis, Interim Dean of Academic and Student Affairs
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- Jeremy Espeseth, Interim Director of Information Technology
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- Patricia Meyer, Director of Workforce Development and Community Education
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- David Brown, Quinebaug Middle College
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REPORTING AN EMERGENCY

- Call 911 from a campus phone (benefit of this is it automatically alerts QVCC administration of an issue)
- Call 911 from a cell phone and send a runner to the CEO office (Danielson)
- Stay calm
- Tell the dispatcher - nature of the emergency, your location, if police, fire or ambulance is needed, if there is a weapon involved, if there is a suspect still present.



CAMPUS SECURITY

QVCC does not have a campus police department. The college contracts to provide security coverage during the college's operating hours, year-round, weekends and evenings.

Security officers have the authority to ask persons for identification and to determine whether individuals have lawful business at the college. Security officers do not possess arrest powers.

Security officers are located at the main entrance at the Danielson campus. They patrol the buildings and grounds, assist members of the campus community with maintaining a safe learning environment, enforcing safety in parking lots with traffic and parking enforcement, maintaining building security by locking and unlocking rooms as necessary, and general assistance to the community as needed.

Security officers receive direction and supervision from the Associate Dean of Campus Operations. Routine requests for security should be directed to the Information Desk.

If a member of the campus community had an immediate security need, he or she should call **Security's cell phone at 203.668.8928**.



EMERGENCY COMMUNICATIONS COMMUNICATION CHANNELS

Announcements regarding emergencies and/or weather closings are issued in an appropriate and timely manner. Information may be issued several ways:

On-campus notification

The announcement will be made on-campus through the telephone paging system.



EMERGENCY COMMUNICATIONS continued **COMMUNICATION CHANNELS**

myCommNet ALERT

myCommNet Alert is the emergency alert system used by the Connecticut Community Colleges. The system is also used for weather-related closings and delays.

Alerts may be sent via text, email and/or voice message. All students and employees are automatically enrolled. Students, faculty and staff may edit or update information at <https://my.commnet.edu>.

College Website

www.QVCC.edu

During an emergency, the web site will be updated continually with the most current and accurate information.

College E-Mail

Pending the campus computer system is functioning, faculty and staff will be notified via Email from campus or from off-campus command station.

- Students will be sent a message to their college issued Email address

LED Driveway Sign

Emergency information will be posted on the driveway sign at the top of the Danielson campus driveway.

Social Media

The College will post official statements on the official Facebook, Instagram, and Twitter page. Message will push “out” and not be interactive during the crisis.

www.facebook.com/myQVCC • www.instagram.com/QVCCEDU
www.twitter.com/QVCC

Radio

WINY (97.1 FM/1350 AM) • WILI (98.1FM/1400 AM) • WICH 1310 AM • WTIC 1080 AM • WZMX 93.7 FM • WTIC 96.5 FM • WNLC 98.7 FM • WCTY 97.7 FM • WRCH 100.5 FM, and WKNL 100.9

TV

CT NBC Channel 30 • Channel 3 WFSB

If appropriate, a media briefing center will be established and the local media will be advised and regularly updated

Written emergency communications, both to on- and off campus personnel, will be coordinated by the Office of the President and Office of Marketing and Communications. Do not attempt to answer media questions about campus emergencies.



FIRE

When a fire alarm sounds or you are directed to evacuate, you should immediately leave the building.

If you discover either smoke or fire the following steps should be followed:

“RACE” – RESCUE, ALARM, CONFINE, EXTINGUISH

- **RESCUE:** Evacuate those who are directly affected by smoke and heat. Individuals with disabilities should be assisted to safe zones or out of the building if possible.
- **ALARM:** Initiate the alarm by pulling the nearest fire alarm.
- **CONFINE:** Prevent the spread of fire by closing windows and doors. Do not prop open fire doors, they are designed to close when an alarm is activated.
- **EXTINGUISH:** Only attempt to extinguish the fire after all evacuations and life safety measures are met. Do not risk your life or the lives of others to extinguish a fire.
- Evacuate the building
- If possible and in the building pull the fire alarm
- Call 911 from a campus phone (benefit of this is it automatically alerts QVCC administration of an issue) or cell phone
- If there is smoke in the room or in the hallway stay low to the floor.
- If the doorknob or door feels hot, do not open it.
- If the door feels okay, open it slowly to check for smoke or flames the hallway.
- If you are trapped in a room, open the windows for air and hang something out the window to attract attention.
- Do not use elevators. For people with mobility issues, Evacuachairs are located at the far west end of QVCC Danielson campus and at the center stairwell by learning center.



MEDICAL EMERGENCIES

If serious injury or illness occurs on campus call 911

- Give your name; describe the nature of the medical problems and location of the victim (building, floor, room etc.)
- To locate a pulse: Feel neck using middle and index fingers under the angle of lower jaw for a pulse in the carotid artery. If unresponsive, not breathing, or has no pulse and you know CPR, begin immediately.

In case of injury or illness please remain with the victim until trained personnel arrive. Keep the victim still and comfortable.

- To control bleeding. Apply direct pressure using a clean, thick pad or towel.
- Keep injured party lying down and elevate injured body parts.
- Cover with a blanket or coat to maintain body temperature.

NECK, SPINAL, OR BACK INJURY

- Don't move the injured person unless the environment they are in can cause harm,

SEIZURE ACTIVITY

- Clear the area around the patient to protect them from injury. Don't place anything in their mouth or attempt to restrain the individual.
- To locate a pulse: Feel neck using middle and index fingers under the angle of lower jaw for a pulse in the carotid artery
- If someone is unresponsive, not breathing, or has no pulse and you know CPR, begin immediately.

OVERDOSE

- Call Security and call 911
- Lay victim on side to prevent choking hazard
- Administer Narcan.
 - Narcan locations: Outside Auditorium by Security, Outside Computer lab, E186, Manufacturing entrance/lobby, and outside the library entrance, C224.



MEDICAL EMERGENCIES continued

PSYCHOLOGICAL EMERGENCY

A psychological crisis exists when an individual is threatening harm to himself/herself or to others or appears to be out of touch with reality due to medications or emotional turmoil.

If Such a Crisis Occurs:

- Never try to handle a situation you feel is dangerous on your own.
- Notify the Dean of Academic and Student Affairs. Clearly state that you need immediate assistance: Give your name, specific location (building floor and room#) and briefly describe the problem (i.e. student is crying uncontrollably, student is having a panic reaction, etc.).



CRIMINAL ACTS

ACTS IN PROGRESS

- For acts in progress or suspicious activity, try to remember details of location, incident, and suspect. When ERT is made aware of a serious crime, accident or death, they initiate immediate contact with the normal chain of protocol.

SERIOUS CRIME, ACCIDENT OR DEATH EVENT OCCURS

- In the event of serious accident or death of a student, all inquiries should be directed to the Dean of Academic and Student Affairs; in the event of serious accident or death of an employee, all inquiries should be made to Human Resources and CEO.
- If a serious crime, accident or death occurs, State Police will coordinate all aspects of the criminal investigation.

REPORTING THREATS OR VIOLENCE

- A person who feels that he or she has been subjected to threats or acts of violence as defined herein, or a person who witnesses such threats or acts, must report the incident to a supervisor or manager. Supervisors and managers who receive such reports shall report all complaints to the dean of administration or the associate human resources director, who will identify the appropriate action to take. Serious incidents or serious threats of imminent danger to the safety of persons or property should immediately be reported to proper law enforcement authorities (dial 911) and the CEO.
- Any individual who has applied for or obtained a protective or restraining order which lists the premises of the Community Colleges as protected areas, must provide to the Dean of Academic and Student



CRIMINAL ACTS continued

Affairs a copy of the petition and declaration used to seek the order, a copy of any protective or restraining order that is granted, and a copy of any protective or restraining order that is made permanent. The sensitivity of the information requested is understood and colleges are responsible for treating such information in a manner that recognizes and respects the privacy of the reporting person.

ENFORCEMENT

- All reported incidents of violence will be taken seriously and will be dealt with appropriately, including prompt evaluation, investigation and response. An individual who makes a substantial threat of violence or commits an act of violence as defined in this policy shall be removed from the premises. Any weapon or dangerous instrument will be confiscated and turned over to appropriate law enforcement/public safety authorities. There is no reasonable expectation of privacy with respect to such items on college premises.
- Violations, including knowingly providing a false report, or failing to cooperate fully with an investigation, may lead to disciplinary action up to and including dismissal from employment or expulsion from the college. Violations may also result in criminal penalties.
- Any questions or concerns regarding this should be directed to the CEO.



ACTIVE SHOOTER

Over the past several years, there have been a few extreme violent acts committed on high school and college campuses across the country. While it's not possible to cover every possible situation that might occur, there are emergency procedures and guidelines that may increase one's chances of survival in a hostile intruder situation. As in any emergency, your actions may need to be adapted based on the dynamics of the situation at hand.

REMEMBER – RUN, HIDE, FIGHT

What to do if you are exposed to the immediate threat of an armed hostile intruder:

You must decide the best course of action for your own immediate safety. Be aware of your surroundings. Figure out what's happening and what you can do to protect yourself.

If you think you can safely escape from the threat area, then run. If you cannot safely escape from the threat area, then hide.

Alert Police at 911 as soon as possible and provide as much information as possible on your location, if there are injured, and any details on the situation or description of the threat and its location.

If you decide to run (evacuate):

- Leave personal items behind.
- Do not run in a straight line. Use cover, if possible. Try to keep objects between you and the hostile person.
- Once you have escaped and if you have direct knowledge of the intruder's description and location, call Police at 911 and give that information to the operator.

If you decide to hide (shelter-in-place):

- Secure (lock and/or barricade) your office, classroom or other place of refuge, if possible. Block the doorway using whatever is available (e.g., desks, chairs, table, cabinets, books).
- Keep the room dark and silent: turn off the lights, turn off any equipment that makes noise or light (e.g., projectors, radios, computers and monitors), silence cell phones and close any window treatments.
- Stay quiet and out of sight. Locate yourself and others with you where there are solid walls or objects to hide behind.
- Do not leave the room until told to do so by police or emergency services personnel.



ACTIVE SHOOTER continued

- If you can do so without placing yourself in further danger, call Police at 911 and tell the operator where you are and what's happening.

If you are in an open area:

- Seek protection.
- Consider trying to escape if you know where the intruder is, and you think you have an escape route available.
- If you don't think you can escape, hide. Find the safest place available and secure it the best way you can. If possible, do not put yourself in a room with no alternate means of escape or method of securing the door.
- If you are caught by the intruder or are near the intruder, you must decide if you are going to fight back or not.

If you are not going to fight back:

- Obey all the intruder's commands and avoid eye contact with the intruder.
- Be patient and avoid drastic action.
- Follow instructions and be alert.
- Wait for law enforcement to resolve the situation.

If you choose to fight back:

- Do whatever is necessary to defeat the intruder.
- If you are with others: spread out; plan; act as a team; and take action.

What to do when the police arrive:

- Do not expect officers to assist you immediately. Responding officers' primary job is to locate the hostile intruder and to neutralize the threat. Medical assistance will follow once the threat is neutralized.
- Law enforcement personnel must assume everyone is a threat to their safety. When they enter your area, do not present a threat to them.
- Do not point at them or the shooter, make quick movements or run towards them or attempt to hug them.
- Do not scream or yell and do not have anything in your hands.
- You should be quiet and compliant and do exactly as the officers say. Remember that officers have no way of immediately knowing if you are one of the shooters.



ACTIVE SHOOTER continued

Evacuation from the area:

Remain in secure areas until instructed otherwise by law enforcement personnel. Know that evacuation may be time consuming. You may be escorted out of the building, and you may be taken to a staging or holding area for medical care, interviewing, counseling, etc. Once you have been evacuated, you will not be permitted to retrieve items or access the area until law enforcement personnel release the crime scene.



WEATHER RELATED EMERGENCIES

In the event of a natural disaster such as hurricanes, blizzards, tornados and floods the primary criteria is preparedness. The more warning of a storm, the better prepared the college community will be to deal with the situation.

HURRICANE AND BLIZZARD

The ERT meets to assess the storm and receive updated information from all reliable sources. The CEO is kept informed on all accounts. The campus community is notified via email, text messaging or campus voicemail and/or notices posted throughout the campus. Community members receive instruction from ERT members or staff about hurricane/blizzard procedures.

Facilities Department will remove all movable objects from the grounds.

All those that have a medical condition are personally responsible to have an adequate supply of required medications, such as insulin, inhalers, etc., to last through an anticipated storm.

All buildings will be locked down with the exception of the Gym, which might be needed for shelter.

All non-essential personnel will be directed to leave campus. Students will be encouraged to contact their families and inform them of their departure from campus and indicate their destination plans.

Elevators will be de-activated after all physically challenged individuals are relocated to ground level floors.

Normal operations of the college will be suspended until the emergency passes. After the emergency is over, an assessment of injuries and property will be conducted.



WEATHER RELATED EMERGENCIES continued

The CEO will be immediately advised of campus conditions and will update the campus community when it is safe to return to normal campus operations.

EARTHQUAKE

If indoors seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.

If outdoors move quickly away from buildings, utility poles and other structures.

Caution: Always avoid power or utility lines as they may be energized.

If in an automobile stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits but stay in the vehicle for the shelter it offers.

TORNADO WARNING

ERT meets and follows the most updated information.

ERT alerts the campus community ASAP using QVCC communications channels. If time permits, release a telephone broadcast, email alert or one on one verbal notification.

Facilities Department liaisons with the utility companies and be prepared to disconnect utilities to affected buildings. They also aid by communicating the possible threat of a tornado to the occupants of campus buildings.

Take shelter within a building by moving to the center hallways, avoiding glassed areas.

After the threat is over, ERT will do assessment of injuries and damaged property.

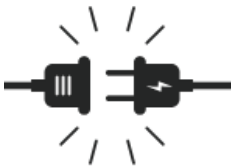
CEO will be notified and will notify the campus when to resume normal operations.



CHEMICAL OR RADIATION SPILL

Any spillage of hazardous chemical or radioactive material is reported immediately Associate Dean of Campus Operations or CEO.

- When reporting, be specific about the nature of the involved material and exact location. CEO or designee will contact the necessary specialized authorized and medical personnel.
- The key person on site should vacate the affected area at once and seal it off to prevent further contaminated of other areas until the arrival of specialized authorized and medical personnel.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity, if safe to do so and give their names to the Associate Dean of Campus Operations or CEO.
- Required first aid and clean up by specialized and authorized personnel should be started at once.



UTILITY FAILURE

In the event of a major utility failure, immediately notify the Building Supervisor.

If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or holidays, notify the Building Supervisor and CEO. The Building Supervisor and CEO will take appropriate action and if necessary, initiate evacuation procedures.

Always observe the steps above whenever the following utility emergencies arise:

ELECTRICAL OR LIGHTING FAILURE

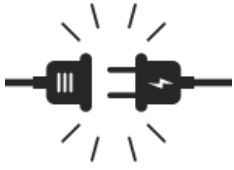
Campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. Use caution when exiting by stairs and corridors.

ELEVATOR FAILURE

If you are trapped in the elevator, turn on the emergency alarm (located on the front panel) which will signal for help.

PLUMBING FAILURE OR FLOODING

Cease all operations. DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT. Remember electrical arcing can trigger an explosion! Notify the Building Supervisor and the CEO or designee.



UTILITY FAILURE

SERIOUS GAS LEAK

Cease all operations. DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT. Remember that electrical arcing can trigger an explosion! Notify the Building Supervisor and the CEO or designee.

VENTILATION PROBLEM

If smoke odors come from the ventilation system immediately notify the Building Supervisor and the CEO or designee.

If necessary, cease all operations and vacate the area.



BOMB THREAT

- In a bomb threat situation, every word can be important.
- Write out the complete message in its entirety
- Get the date, time, and the place of where the bomb will detonate and any other specifics the caller may give.
- Take note of the caller's voice, male/female, accent, tone, manner, background noises, etc.
- Immediately report the threat to the associate dean of campus operations and the CEO.
- If you encounter a suspicious object or potential bomb on campus, do not handle.
- Clear the area immediately and notify Security and the CEO.

PANDEMIC PLANNING

QVCC participates in the State of Connecticut's Continuity of Operations Planning (CCOP). In the event of a pandemic, the College would follow protocols recommended by the State.

The college encourages employees and students to protect themselves from germs and exposure to blood borne pathogens.

COVID-19

Employees and students are required to use personal protective equipment (PPE) while on campus or at the Willimantic location.

Face masks are available at main entrances of campus, along with hand sanitizers being placed around campus.

Keyboard wipes are available in the Library and Computer Labs.

Vaccines Required for Students, Faculty and Staff

The Connecticut Board of Regents (BOR), which has oversight of QVCC and all the community colleges in Connecticut, voted to require students, faculty and staff who participate in on-campus activities in fall 2021 to be fully vaccinated against COVID-19. That means if you plan on attending class or extracurricular activities in person, you must first get vaccinated.

Weekly COVID Testing is Required

If you are not fully vaccinated and attending on-campus in Danielson or at the Willimantic location, weekly testing will take place.

In Danielson: Testing will take place by our partner sema4 in W107, by appointment, 10am – 5pm on Mondays and Tuesdays.

In Willimantic: Sema4 is providing testing on Wednesday, Friday, and Saturday, 8 - 2 p.m., at the Willimantic Plaza, 1589 West Main St, Willimantic. There is no cost but you should bring your proof of insurance if available.

At this time, vaccinated students will not be tested as part of the weekly screening program except as required for clinical or internship placement requirements, etc.

Questions should be directed to the CEO.

Campus policy and procedures can be found at <https://qvcc.edu/reopen/>