



LOWER COLUMBIA COLLEGE

The Smart Choice!

EMERGENCY HANDBOOK



Active Threat

An active threat is a person or persons who pose a risk of causing imminent harm to others and may be in possession of a weapon.

If there is an active threat in your vicinity:

RUN

If you are in an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

HIDE

If evacuation is not possible, find a place to hide where the active threat is less likely to find you. Your hiding place should:

- Be out of the active threat's view
- Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active threat from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active threat is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)

- Remain quiet

If evacuation and hiding are not possible:

- Remain calm
- Dial 911 if possible to alert police to the active threat's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active threat by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

When law enforcement arrives:

Law enforcement's purpose is to stop the active threat as soon as possible. Officers will proceed directly to the area in which the last activity was reported.

- Officers may arrive individually or in a team
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active threat
- Number of threats, if more than one
- Physical description of threat/s
- Number and type of weapons held by the shooter/s

- Number of potential victims at the location

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

Behavioral Intervention Team (BIT)

Lower Columbia College's Behavioral Intervention Team (BIT) is a cross-campus team that meets on a regular basis to review and respond to reports of student behavior that may pose a threat of self-harm or a threat to the community.

The BIT team's mission is to provide a safe environment for the campus community through collaboration, information collection, risk assessment, and intervention.

Please [Make a Report \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report) if you observe or experience harassment, discrimination, bias, misconduct or threatening behavior.

How BIT works

1. Anyone concerned about specific student behavior that has the potential for possible threat to self or others should [Make a Report. \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report)
2. BIT team members review reports in a timely manner and determine appropriate action.
3. Confidentiality of reports and processes are maintained as needed.

If you are an instructor and a student enrolled in your class is disruptive:

1. The BIT team highly recommends including your classroom management policy on your syllabus.
2. Provide the student a warning for 1st offense and keep documentation of the event (should it escalate).
3. If the behavior continues, you may suspend the student for one day and should [Make a Report. \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report) . Make sure to include your documentation of the conduct issue(s) and prior action(s) taken.

What are some signs a student may be in distress?

A student in distress may not be disruptive to others, but may exhibit behaviors which indicate something is wrong, show signs of emotional distress and indicate that assistance is needed. They may also be reluctant or unable to acknowledge a need for personal help. Behaviors may include:

1. Serious grade problems or a change from consistently passing grades to unaccountably poor performance.
2. Excessive absences, especially if the student has previously demonstrated consistent attendance.
3. Unusual or markedly changed patterns of interaction, i.e., avoidance of participation, excessive anxiety when called upon, domination of discussions, etc.
4. Other characteristics that suggest the student is having trouble managing stress successfully; e.g., a depressed, lethargic mood; very rapid speech; swollen, red eyes; marked change in personal dress and hygiene; falling asleep during class.

5. Repeated requests for special consideration, such as deadline extensions, especially if the student appears uncomfortable or highly emotional while disclosing the circumstances prompting the request.
6. New or repeated behavior which pushes the limits of decorum and which interferes with effective management of the immediate environment.
7. Unusual or exaggerated emotional responses which are obviously inappropriate to the situation.

What are warning signs of disruptive student behavior?

Severely troubled or disruptive students exhibit behaviors that signify an obvious crisis and that necessitate emergency care. These problems are the easiest to identify. Examples include:

1. Highly disruptive behavior (e.g. hostility, aggression, violence, etc.).
2. Inability to communicate clearly (garbled, slurred speech; unconnected, disjointed, or rambling thoughts).
3. Loss of contact with reality (seeing or hearing things which others cannot see or hear; beliefs or actions greatly at odds with reality or probability).
4. Stalking behaviors.
5. Inappropriate communications (including threatening letters, e-mail messages, harassment).
6. Overtly suicidal thoughts (including referring to suicide as a current option or in a written assignment).
7. Threats to harm others.

How is the BIT team different?

The BIT team deals with issues that can't be easily defined as a student conduct violation, an emergency situation (which should be reported to Campus Security), or a perceived or present threat or imminent danger (which should be reported to the Longview Police Department and then to Campus Security).

How to Respond to Troubling Student Behavior

See [Getting the Right Help \(lowercolumbia.edu/publications/emergency/getting-the-right-help\)](https://lowercolumbia.edu/publications/emergency/getting-the-right-help) in this handbook for more information.

Use the [Make a Report \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report) form to report incidents of **concerning or threatening behavior**.

BIT Goals

- To proactively build and sustain community with a comprehensive, collaborative team that identifies behaviors which are a risk of harm to self or others.

- To promote campus safety by fostering a culture of reporting (reducing bureaucratic process).
- To help and support students via educational, rather than punitive means, according to established protocols and transparent procedures while protecting the privacy and rights of individuals.
- To track and monitor problematic behavior by providing consultation, referral, and support to faculty and staff.
- To provide training and education as we work together to promote student and community success.
- To assess, evaluate, and evolve BIT team functions and protocols while identifying and refining best practices.
- To provide comprehensive wrap-around support for student success.

Blood-Borne Pathogens

Blood-borne pathogens are pathogenic microorganisms such as the Hepatitis B Virus (HBV) and the Human Immunodeficiency Virus (HIV) that are present in human blood and may cause disease in humans. Exposure to blood-borne pathogens may occur by skin, eyes, mucous membrane, or potential contact (direct or indirect) with blood or body fluids.

First aid/spill clean-up procedures involving blood/body fluids can potentially put responders at risk of exposure to blood-borne pathogens. **Campus Services should be contacted for spill clean-up by calling 2260 from a campus phone or (360) 442-2260 from any other phone.** The following precautions will greatly reduce the risk of exposure during first aid or spill clean-up procedures:

1. **Treat all blood and body fluids as if they are infectious.**
2. Use airway barrier protection to prevent contact with blood and body fluid. Use vinyl gloves or nitrile gloves instead of latex gloves, as many people are allergic to latex materials.
3. Use rigid, puncture proof, non-porous containers, referred to as “sharps” containers, for used needles, contaminated sharp medical instruments, and contaminated broken glass.
4. Wash hands after first aid or blood/body fluid clean-up procedures.
5. Label contaminated sharps/medical waste containers with the word “Biohazard” and/or the color red. Label should include the following information: Generator's name (who collected the waste), contents and the location the waste was collected from (building and room number). Labels are available on request from Campus Security by calling 2271 from a campus phone or (360) 442-2271 from any other phone.
6. Medical waste contaminated with blood and body fluids should be bagged separately in a red “Biohazard” bag and NOT placed in the regular trash. Call Security at 2911 from a campus phone or (360) 442-2911 from any phone to pick up the properly contained “Biohazard” waste.
7. If exposed to a blood borne pathogen, seek a medical evaluation immediately and submit an Accident Report by visiting the [Make a Report Page \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report) .

See also: Lower Columbia College's [Blood-Borne Pathogen Exposure Control Plan](https://lowercolumbia.edu/safety/_assets/documents/Blood-Borne-Pathogen-Control-Plan.pdf). (lowercolumbia.edu/safety/_assets/documents/Blood-Borne-Pathogen-Control-Plan.pdf)

Bomb Threat

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information using this checklist.

If a bomb threat is received by phone, do this:

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 (below) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions

Ask the caller:

1. Where is the bomb located? (building, floor, room, etc.)
2. When will it go off?
3. What does it look like?
4. What kind of bomb is it?
5. What will make it explode?
6. Why did you put a bomb there?
7. What is your name?
8. Where are you calling from?

RECORD THE EXACT WORDS OF THREAT USED BY THE CALLER.

Record as many of the following details about the caller as you can:

- Estimated age
- Gender
- Angry
- Calm
- Excited
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep or high voice
- Deep breathing
- Disguised voice
- Distinct voice
- Laughter

- Lisp
- Loud
- Soft
- Nasal
- Normal
- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Stutter

Record as many details about the call as you can:

- Local or long distance
- Background noise/level of noise
 - Animal noises
 - House noises
 - Kitchen noises
 - Street noises
 - Booth
 - PA system
 - Conversation
 - Music
 - Motor
 - Clear
 - Static
 - Office machinery
 - Factory machinery

Campus Emergency Response Team (CERT)

The Campus Emergency Response Team (CERT) is an essential group of trained volunteers who support the safety and preparedness of the Lower Columbia College community. CERT members play a critical role during emergency drills and actual incidents, working to ensure the well-being of students, faculty, staff, and visitors.

CERT members can be activated and deployed by the Emergency Operations Team (EOT) during both drills and emergencies. With regular training, updates, and refresher sessions, CERT members remain prepared to respond effectively to a variety of situations and ensure clear, coordinated actions across campus.

The CERT team is a vital part of Lower Columbia College's commitment to fostering a safe and resilient campus environment.

Chemical Spills

Major Hazardous Material Spill Procedure

1. Evacuate the immediate area, and alert others to do the same. If an injury has occurred, call 911. If you have bodily contact with the spilled material, remove any contaminated clothing immediately and flush affected areas of the body with water for a minimum of 15 minutes.
 2. Once the area has been evacuated, call Campus Security at 2911 from a campus phone or (360) 442-2911 from any other phone for further action steps. Provide: building, floor, room number, type of incident, name and approximate amount of chemical substance.
 3. Notify your immediate supervisor and complete an Accident Report available on the "[Make A Report \(lowercolumbia.edu/students/make-a-report\)](http://lowercolumbia.edu/students/make-a-report)" webpage.
 4. Do not return to building until instructed to do so by authorized personnel.
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Minor Hazardous Material Spill Procedure

Call Security from a college phone or (360) 442-2911 from any other phone for help with assessing the spill and cleaning it up.

1. Use appropriate personal protective equipment.
 2. Contain the spill.
 3. Clean up the spill using clean-up materials specified for the chemical(s) spilled.
 4. Dispose of contaminated spill material using the college's hazardous waste management procedures (contact the Environmental Health & Safety Manager at 2273 from a campus phone or (360) 442-2273 from any other phone for further information).
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Hazardous Materials Inventory and Safety Data Sheets (SDS's)

Know the location of SDS binder(s) in your work area. If you need help locating the binder, ask your supervisor. Before handling any potentially hazardous material, read and understand the SDS and product label, and follow special handling instructions to prevent chemical exposure and accidents. For more information on hazardous materials handling contact the Environmental Health & Safety Manager at 2273 from a campus phone or (360) 442-2273 from any other phone.

College Closure Procedure

Inclement Weather Closure

Weather conditions can vary considerably in LCC's service district. LCC doesn't operate school buses, so the campus may be open even when local schools are closed. If the campus is open during inclement weather, personal safety should be a priority. Each student and employee is personally responsible for making the decision about whether to come to campus or stay home.

If the campus is closed, every available platform will be used to communicate the information. For a list of ways to stay connected during a closure, please see the "[Crisis Communication Procedure \(lowercolumbia.edu/publications/emergency/crisis-communication-procedure\)](https://lowercolumbia.edu/publications/emergency/crisis-communication-procedure)" in this handbook. Please note that power outages or other technological issues may make it impossible for us to post on one or more platforms, so checking multiple sources for information is recommended.

If the college is closed due to inclement weather, no staff or students should come to campus (staff who need to come to campus will be informed either before or during the closure; if you are not informed that you need to come to campus, you should not report).

Please note that this is a general procedure and exceptions may be necessary.

Emergency Closure

As with weather closures, in the event of a campus closure due to emergency every available communication platform will be used to relay information. For a list, please see the "[Crisis Communication Procedure \(lowercolumbia.edu/publications/emergency/crisis-communication-procedure\)](https://lowercolumbia.edu/publications/emergency/crisis-communication-procedure)" in this handbook.

In the event that the college closes due to an emergency, no staff or students should come to campus (staff who need to come to campus will be informed either before or during the closure; if you are not informed that you need to come to campus, you should not report).

Process

In the event of inclement weather, initial notification for closing the campus will be made by 6:00 am. If the campus needs to close early due to weather, notification will be made by 2:00 p.m.

Notification regarding campus emergencies will be made as soon as information is available.

LCC Emergency Messages include but are not limited to:

1. Emergency Resolved @ LCC: All Clear

2. Active Shooter @ LCC: Run–Hide–Fight
 3. Active Threat @ LCC: Run–Hide–Fight
 4. Secure and Teach @ LCC
 5. Evacuate LCC Immediately
 6. Shelter in Place @ LCC
 7. Power Outage @ LCC – Await Instructions
 8. LCC Campus Closed due to Power Outage
 9. LCC Campus Closed due to Weather
 10. Custom Message (may include notices about tests and drills)
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Athletic Events

During a campus closure, athletic events are canceled. Any exceptions will be posted through the communication channels noted above.

Other Events

During a campus closure, all events are canceled. Any exceptions will be posted through the communication channels noted above.

Head Start/ECEAP Program

During a campus closure, Head Start/ECEAP facilities on campus are closed. Head Start/ECEAP may also be closed when the college is open. In most cases, Head Start/ECEAP will follow the same schedule as the local school districts regarding inclement weather closures. Please check local media or contact your school district for information about school closures.

Faculty

Please refer to the current Faculty Contract, Article 412: College Closure for more information.

Classified Employees

Please refer to the current WFSE collective bargaining agreement, Article 17: Suspended Operations for more information.

Criminal Activity

If you observe a crime in progress or behavior which you suspect is criminal, or if you are a victim of a crime on campus, immediately notify Longview Police by calling 911 and then call Campus Security at 2911 from a campus phone or [\(360\) 442-2911](tel:3604422911) from any other phone.

Report as much information as possible including what the person(s) is/are doing, where the incident is happening, physical and clothing description of those involved, potential presence of weapons (if so what type), vehicle description and license number if appropriate, direction of travel, and when last seen. **Do not approach or attempt to apprehend the person(s) involved.**

Stay on the telephone with the police dispatcher and provide additional information as the situation changes, or until the first police officer arrives at your location. Also, notify Campus Security by calling 2911 from a campus phone or [\(360\) 442-2911](tel:3604422911) from any other phone.

Crisis Communication Procedure

LCC will use all available communication channels in the event of a weather closure or other campus emergency. Depending on the situation, some channels may be unavailable. Interested parties are encouraged to stay connected through several channels.

Channel	What You Can Do
Emergency Notification System	LCC may display emergency notification messages on the emergency clocks in every classroom and many other rooms on campus. The clocks display information on a screen, and audio messages may be used. In addition to the digital display screen, flashing lights help draw attention to the units during an emergency. Messages also appear on campus phone consoles.
Text	LCC uses the Rave text alert system. To receive emergency texts through the system, you must enter a mobile number (in the mobile number field) and mark it as "preferred" in ctcLink. See our Emergency Text Messages (lowercolumbia.edu/publications/emergency/emergency-text-messages/) page for instructions.
FlashAlert	LCC subscribes to FlashAlert to provide closure information to major media outlets (TV, newspapers, and radio). You can sign up to receive email notifications from FlashAlert by visiting Flashalert.net (www.flashalert.net/id/lcc) from your computer and entering your email address, then selecting to receive notifications from Lower Columbia College. You can also sign up to receive push notifications on your mobile device by downloading the "FlashAlert Messenger" app from the iTunes app store or Google Play. Be sure to link the app to the FlashAlert account you set up on your computer with your email address. <i>Note: if you downloaded</i>

Channel	What You Can Do
	<i>the FlashAlert messenger app before March 27, 2025, please delete it and download the new version.</i>
Website	Visit lowercolumbia.edu to see the emergency banner at the top of every page. Banners are color-coded: red (emergency), yellow (warning), blue (information), and green (notice).
Email	Make sure you can check your email remotely from a computer or other device with an Internet connection. Visit lowercolumbia.edu and select "Email—Faculty & Staff (mail.google.com/a/lowercolumbia.edu) " or "Email—Students (accounts.google.com/AccountChooser?hd=my.lowercolumbia.edu&continue=https%3A%2F%2Fmail.google.com%2Fmail%2F&osid=1&service=mail&ss=1&tmpl=default) " from the drop-down menu. Log in with your LCC email and password to access your email via the web.
Facebook	Anyone can view LCC's Facebook page (facebook.com/LowerColumbiaCollege) . If you're on Facebook, "like" our page to see posts in your feed.
Canvas	Information about a closure or emergency may also be available in Canvas.
Supervisors	Check with your supervisor for department-specific instructions or request a phone call at home in case of an emergency or closure.

Students can log in using username@my.lowercolumbia.edu. For more information on student email, visit lowercolumbia.edu/technical-help/gmail/.

LCC also posts on [Instagram \(http://instagram.com/lowercolumbiacollege\)](http://instagram.com/lowercolumbiacollege) , [LinkedIn \(http://linkedin.com/school/lower-columbia-college\)](http://linkedin.com/school/lower-columbia-college) , and [X \(http://x.com/lowercc\)](http://x.com/lowercc) .

Earthquakes

DROP. COVER. HOLD ON.

In most situations, you can protect yourself if you immediately:

- **DROP** down onto your hands and knees before the earthquake knocks you down. This position protects you from falling but allows you to still move if necessary.
- **COVER** your head and neck (and your entire body if possible) underneath a sturdy table or desk. If there is no shelter nearby, get down near an interior wall or next to low-lying furniture that won't fall on you, and cover your head and neck with your arms and hands.
- **HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

If you are inside, stay inside.

DO NOT run outside or to other rooms during an earthquake. You are less likely to be injured if you stay where you are.

To reduce your chances of being hurt, take the following actions:

- If possible, within the few seconds before shaking intensifies, quickly move away from glass, hanging objects, bookcases, china cabinets, or other large furniture that could fall. Watch for falling objects, such as bricks from fireplaces and chimneys, light fixtures, wall hangings, high shelves, and cabinets with doors that could swing open.
- If available nearby, grab something to shield your head and face from falling debris and broken glass.
- If you are in the kitchen, quickly turn off the stove and take cover at the first sign of shaking.
- If you are in bed, hold on and stay there, protecting your head with a pillow. You are less likely to be injured staying where you are. Broken glass on the floor can cause injuries if you walk or roll onto the floor.

DO NOT stand in a doorway. You are safer under a table. In modern houses, doorways are no stronger than any other part of the house. Doorways do not protect you from the most likely source of injury _ falling or flying objects. Most earthquake-related injuries and deaths are caused by falling or flying objects (such as TVs, lamps, glass, or bookcases), or by being knocked to the ground.

If you are in a building:

- Move away from windows and outside walls.
- Stay in the building.
- DO NOT use the elevators. The electricity may go out, and the sprinkler systems may come on.

- If you are trapped, stay calm. Try to get someone's attention by tapping on hard or metal parts of the structure. Doing so may increase your chances of being rescued.

If you are inside a crowded place, drop, cover, and hold on.

- Do not rush for the doorways. Others will have the same idea.
- Move away from display shelves containing objects that may fall.
- If you can, take cover and grab something to shield your head and face from falling debris and glass.

If you are outside, stay outside.

- Move away from buildings, utility wires, sinkholes, and fuel and gas lines. The greatest danger from falling debris is just outside doorways and close to outer walls of buildings.
- Go to an open area away from trees, telephone poles, and buildings. Once in the open, get down low and stay there until the shaking stops.
- The area near the outside walls of a building is the most dangerous place to be. Windows, facades, and architectural details are often the first parts of the building to collapse. Stay away from this danger zone.

If you are in a moving vehicle, stop as quickly and safely as possible.

- Move your car to the shoulder or curb, away from utility poles, overhead wires, and under- or overpasses.
- Stay in the car and set the parking brake. A car may jiggle violently on its springs, but it is a good place to stay until the shaking stops.
- Turn on the radio for emergency broadcast information.
- If a power line falls on the car, stay inside until a trained person removes the wire.
- When it is safe to begin driving again, watch for hazards created by the earthquake, such as breaks in the pavement, downed utility poles and wires, rising water levels, fallen overpasses, or collapsed bridges.

If you are in a stadium or theater, stay in your seat. Protect your head and neck with your arms or any way possible.

- Do not leave until the shaking is over.
- Walk out carefully watching for anything that could fall during the aftershocks.

If you are near the shore, drop, cover, and hold on until the shaking stops.

- If severe shaking lasts 20 seconds or more, immediately evacuate to high ground as a tsunami might have been generated by the earthquake.
- Move inland 2 miles or to land that is at least 100 feet above sea level immediately. Don't wait for officials to issue a warning.
- Walk quickly, rather than drive, to avoid traffic, debris, and other hazards.

If you cannot drop to the ground, try to sit or remain seated so you are not knocked down.

- If you are in a wheelchair, lock your wheels. Remove any items that are not securely attached to the wheelchair.
- Protect your head and neck with a large book, a pillow, or your arms. The goal is to prevent injuries from falling down or from objects that might fall or be thrown at you.
- If you are able, seek shelter under a sturdy table or desk. Stay away from outer walls, windows, fireplaces, and hanging objects.
- If you are unable to move from a bed or chair, protect yourself from falling objects by covering up with blankets and pillows.
- If you are outside, go to an open area away from trees, telephone poles, and buildings, and stay there.
- For more resources for people with impaired mobility and other access and functional needs, visit the [Earthquake Country Alliance](http://www.earthquakecountry.org/disability/). (www.earthquakecountry.org/disability/)

Emergency Text Messages

How to Receive Text Messages from RAVE Alert

Students

Update your phone number in ctcLink **BEFORE** an emergency.

Lower Columbia College uses RAVE Alert to send out emergency notification messages. You will only receive emergency text and email messages through this system (e.g. nothing promotional). **Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details.**

Students and employees are automatically signed up for this service. This information comes from the contact information listed in ctcLink. In order to receive text notifications, your phone number **MUST BE LISTED** in ctcLink as a **MOBILE** number. Making sure your mobile number is entered correctly will enable you to receive text messages in case of an emergency. For additional information, see IT's [Knowledgebase article on emergency notification messages. \(helpdesk.lowercolumbia.edu/kb/faq?id=411\)](http://helpdesk.lowercolumbia.edu/kb/faq?id=411)

Sign Up for Emergency Notification Messages from RAVE Alert

For students who work on campus, be sure to follow the instructions for employees on this page. The information in your employee record will override any information in your student record.

Update Your Mobile Phone Number in ctcLink (for students):

- Step-by-Step Instructions with Pictures:
 - [Mobile Version \(docs.google.com/document/d/1Eo-Pxs6XHKIXvsTTTF60EdLmt_oBVn7AWuLVwiqljFM/\)](https://docs.google.com/document/d/1Eo-Pxs6XHKIXvsTTTF60EdLmt_oBVn7AWuLVwiqljFM/)
 - [Web Version \(docs.google.com/document/d/1y0HKhc_aR9gu5HGYcUtv0iWAKoA6STEisL4NiF37UxQ/\)](https://docs.google.com/document/d/1y0HKhc_aR9gu5HGYcUtv0iWAKoA6STEisL4NiF37UxQ/)

- Shortcut Instructions:
 1. Log in to the [mobile view of ctcLink \(wa130.ctclink.us/\)](http://wa130.ctclink.us/)
 2. Select the **ctcLink Login** tile to go to the Dashboard
 3. Select **My Profile** from the menu bar on the left
 4. **Enter your mobile phone number as a mobile phone number** (NOT as "Home")
 - If your mobile number is not listed, then *add a mobile number*.
 - If your mobile number is already listed as a mobile number, then *edit the number* if necessary.
 - If your mobile number is listed as a HOME number, then *add the number again as a mobile number*. It is OK to have the same number listed twice.
 5. **Save** the changes
- [Prevent RAVE Alert messages from being marked as spam \(helpdesk.lowercolumbia.edu/kb/faq?id=437\)](http://helpdesk.lowercolumbia.edu/kb/faq?id=437)

Employees

Update your phone number in ctcLink **BEFORE** an emergency.

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Students and employees are automatically signed up for this service. This information comes from the contact information listed in ctcLink. In order to receive text notifications, your phone number **MUST BE LISTED** in ctcLink as a **MOBILE** number. Making sure your mobile number is entered correctly will enable you to receive text messages in case of an emergency. For additional information, see IT's [Knowledgebase article on emergency notification messages. \(helpdesk.lowercolumbia.edu/kb/faq?id=435\)](http://helpdesk.lowercolumbia.edu/kb/faq?id=435)

Sign Up for Emergency Notification Messages from RAVE Alert

- Log in to [ctcLink \(gateway.ctclink.us/\)](http://gateway.ctclink.us/)
- Select the **HCM** pillar
- Select the **Personal Details** tile
- Select the **Contact Details** tile
- **Enter your mobile phone number as a mobile phone number** (NOT as "Home")
- [Prevent RAVE Alert messages from being marked as spam \(helpdesk.lowercolumbia.edu/kb/faq?id=437\)](http://helpdesk.lowercolumbia.edu/kb/faq?id=437)

Refer to the "[Add Update Phone Number \(http://ctclinkreferencecenter.ctclink.us/m/79746/l/929078-9-2-ess-add-update-phone-number-fluid\)](http://ctclinkreferencecenter.ctclink.us/m/79746/l/929078-9-2-ess-add-update-phone-number-fluid) " section in the [Employee Self Service \(ctclinkreferencecenter.ctclink.us/m/79746\)](http://ctclinkreferencecenter.ctclink.us/m/79746) section of the ctcLink Reference Center for assistance. For a short knowledgebase article that includes pictures,

see [How to Update Your Contact Details \(docs.google.com/document/d/1ZmmyLRQJOmcYqtzwy9U8LhZOISbStAnWWP_Qs8LQhyo/\)](https://docs.google.com/document/d/1ZmmyLRQJOmcYqtzwy9U8LhZOISbStAnWWP_Qs8LQhyo/) .

Parents and Community Members

If you do not have an @lowercolumbia.edu email address, you can still sign up to receive Rave Alert messages.

Sign up to receive emergency notification messages **BEFORE** an emergency. You will only receive emergency text and email messages through this system (e.g. nothing promotional).

Lower Columbia College uses RAVE Alert to send out emergency notification messages. **Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details.**

Sign Up for **Emergency Notification Messages** from RAVE Alert

- Go to <https://getrave.com/login/lowercolumbia>
- Click the **Register** button
- Enter the requested information
- Check the box for **I have read and agree to the Rave Terms of Use**
- Click the **Proceed to Next Step** button
- Confirm your mobile number and carrier
- [Prevent RAVE Alert messages from being marked as spam \(helpdesk.lowercolumbia.edu/kb/faq?id=437\)](https://helpdesk.lowercolumbia.edu/kb/faq?id=437)

How to prevent RAVE Messages From Being Marked as Spam

Your cell phone may think the alert message is spam. Here's how to get the message.

Text alert messages from Lower Columbia College come from the following numbers:

- 226787
- 67283
- 78015
- 81437
- 77295

Voice alert messages from Lower Columbia College come from: **360-442-2311**.

Apple/iOS:

- On your iPhone's home screen, tap the **Settings** menu to open it.
- Scroll down and tap **Phone**.

- Under the Call Silencing and Blocked Contacts list, tap **Blocked Contacts** to see which contacts are listed. Check for any of the numbers listed above.
- If you have **Filter Unknown Contacts** enabled, you will need to make a contact with the above numbers. Any missed alerts should appear in your unknown contacts filter.
- To view filtered messages, open the **Messages** app, then tap **Filters**. On the next screen, you'll see folders for your text messages. Tap **Unknown Senders** to see messages from accounts not in your Contacts list.

Android Users:

- Open the **Messages** app
- Click the **three vertical dots** at the right of the search bar
- Select **Spam & Blocked**
- Any incoming alerts in this list can be opened. Select them and mark them as not spam.

How to Opt Out/Unsubscribe from RAVE Alert

Once registered, you can opt out of SMS messages at any time by texting STOP to 226787

- Opt out from receiving SMS messages at any time by texting **STOP** to **226787**.
- Manage your email subscriptions by registering your account at <https://getrave.com/login/lowercolumbia>.

How to Receive Text and Email Messages from FlashAlert

In addition to Rave, you can also sign up to receive text messages from FlashAlert, a regional communication platform that LCC uses to inform the media about campus closures and other emergencies.

LCC subscribes to FlashAlert to provide closure information to major media outlets (such as TV and radio). Individuals can also sign up to receive the information directly from FlashAlert.

How to Sign Up for a FlashAlert Account (do this first)

1. You can sign up to receive email notifications from **FlashAlert** (www.flashalert.net/id/lcc) at <https://www.flashalert.net/id/lcc>.
2. Create an account using your email address.
3. You will be prompted to select a password to use with your account.
4. You must sign up for and manage your FlashAlert account from a PC.

How to Receive Text Messages from FlashAlert

1. You can sign up to receive push notifications on your mobile device by downloading the "FlashAlert Messenger" app from the iTunes app store or Google Play.
 2. You must link the app to the FlashAlert account you set up from your computer.
 3. You must manage your FlashAlert Account from a PC.
 4. If you get a new device, change your phone plan, or change your email address, you may need to update your account from a PC and re-link your app to your account.
 5. For more information about issues with texts from FlashAlert, please visit [Text Messaging FAQs \(www.flashalert.net/latetext/\)](http://www.flashalert.net/latetext/) at <https://www.flashalert.net/latetext/>.
 6. Standard text messaging charges apply.
-

How to Opt Out/Unsubscribe from FlashAlert

1. You can manage your subscriptions, including unsubscribing from Lower Columbia College, by visiting <https://www.flashalert.net/login.html>.
2. Log in with your email address and password.
3. Select "my subscriptions" and uncheck Lower Columbia College.
4. Select update to save your selection.

Evacuation Procedure

Building Evacuation

- Evacuate building(s) when fire alarms sound and/or if directed to do so by a campus emergency authority.
 - Remain calm, leave the building by the nearest cleared exit, and ask others to do the same.
 - Evacuation Plan maps are posted at the main entrances of each campus building. Check these maps for the nearest escape route in preparation for an emergency.
 - Help individuals with disabilities exit the building. Evacuation chairs are available at each stairwell to assist with evacuating disabled persons
 - Security personnel will assist if safe to do so.
 - Proceed to a clear area a minimum of 50 feet away from the affected building(s), and keep streets, fire lanes, fire hydrants, and walkways clear for responding emergency vehicles and personnel.
 - Return to building(s) only when declared safe to occupy.
-

College Evacuation

The President or designee will announce evacuation of all or part of the college campus. Follow building evacuation procedures while exiting any college facilities, or other directions when applicable.

Elevators

Do not use elevators in case of fire, explosions or earthquakes, or other emergency as you may become trapped.

Facilities, Technology & Utilities

What to Know Before You Call

Before you call to report a problem, please be prepared to provide the building name, floor, room number, nature of the problem, and your name and contact phone number.

Facilities

- Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report facilities problems or to request assistance during the day (Monday through Friday, 8:00 am - 5:00 pm).
 - Call Security at 2911 from a campus phone or [\(360\) 442-2911](tel:(360)442-2911) from any other phone to request assistance with facilities after 5:00 p.m., on holidays and on weekends.
-

Telephone, Data and Computer Assistance

Call Information Technology Services at 2250 from a campus phone or [\(360\) 442-2250](tel:(360)442-2250) from any other phone for telephone, computer software and/or hardware problems.

Utility Disruption or Failure

Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report all utility disruptions or failures.

Natural Gas

- Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report a natural gas outage or leak.
 - Alert others in the area of the leak to vacate immediately.
 - Turn off electrical equipment if there is time.
 - Return to building(s) only when declared safe to occupy.
-

Electrical Outage

- Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report electrical outages or malfunctions.
 - Turn off previously energized electrical equipment.
 - Vacate poorly lit areas during a building or college-wide electrical outage. Remember that the emergency lighting system is temporary and is not intended to continue building operations.
 - Check elevators to be certain no one is trapped in the elevator car.
-

Elevators

Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report elevator problems.

Water

- Call Campus Services at 2260 from a campus phone or [\(360\) 442-2260](tel:(360)442-2260) from any other phone to report plumbing issues, water leaks, floods or outages.
- Turn off electrical equipment and cover or relocate equipment, materials and supplies to minimize water damage.
- Turn off the water supply valve if the location is known.

Fire

Fire or Smoke? Pull Fire Alarm and Exit Building

Fire alarm pull boxes are located at each building's exit doors. Once you are at a safe location, call the appropriate number (see "Important Phone Numbers" in this handbook). Be sure to give your name, the building name, floor, room number and type of incident.

- **When a fire alarm sounds, complete evacuation is required.**
- Walk; do not run, to the nearest exit. If on an upper floor, go to the nearest stairway exit and proceed to the ground level. The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops.
- Treat all fire alarms as a "REAL" fire unless pre-notified.
- Assist individuals with disabilities with evacuation from the building.
- Do not use elevators during a fire emergency.
- Leave the building and move away from it.
- Leave walkways and driveways open for arriving fire fighters.
- Do not return to the building until given approval to do so by the fire fighters on the scene.
- Campus Security or someone familiar with the situation (and who knows the area involved) should meet the fire department.
- Everyone must follow the orders of the fire and police departments when they arrive.
- Notify fire fighters on the scene if you suspect someone may be trapped inside the building.
- Fire extinguisher locations are listed on our [campus map \(services4.lowercolumbia.edu/maps/\)](https://services4.lowercolumbia.edu/maps/) . You may view their locations by clicking on each building. Be familiar with the one closest to your work area.

Getting the Right Help

Student's Behavior	Response:
Demonstrates evidence of <i>immediate</i> harm to self or others.	Call 911 and then call Security at 2911 from a campus phone or (360) 442-2911 from any other phone.
Displays evidence of suicidal thoughts or other distressed behaviors that do not appear to create an immediate danger but need prompt attention.	Call LCC Counseling Services at (360) 442-2330, Columbia Wellness at (360) 423-0203, or National Suicide Prevention Lifeline at (800) 273-8255 (24/7).
Shows signs of emotional distress/ mental health-related issues but not necessitating immediate attention.	Refer student to LCC Counseling Services at (360) 442-2330.
Displays Red Flag behaviors related to potential violence or threat or makes you or others feel unsafe.	Call Security at 2911 from a campus phone or (360) 442-2911 from any other phone.
Is inappropriate or disrupts the class.	Implement standard classroom management strategies.
Violates the Lower Columbia College Code of Student Conduct. (lowercolumbia.edu/publications/student-handbook/code-of-student-conduct)	Submit a Code of Student Conduct Incident Report (lowercolumbia.edu/students/make-a-report) and call the Student Conduct Officer at (360) 442-2270 if you have questions.
If you have a student exhibiting behaviors of concern outside of the Code of Student Conduct (lowercolumbia.edu/publications/student-handbook/code-of-student-conduct) . (lowercolumbia.edu/publications/student-handbook/code-of-student-conduct)	Submit a Behavior Intervention Team (BIT) Report (lowercolumbia.edu/students/make-a-report) to report incidents of concerning or threatening behavior.
Possibility that the student has a disability impacting his/her ability to learn.	Call Disability and Access Services (DAS) at 2340 or 2341 from a campus phone or (360) 442-2340 or (360) 442-2341 from any other phone.
Indicates he or she is experiencing bias, discrimination or harassment.	Contact the Title IX/EEO Coordinator at (360) 442-2121 or Deputy Coordinator at (360) 442-2300 and/or refer to the

Student's Behavior

Response:

[Discrimination & Harassment Complaint Procedure \(lowercolumbia.edu/publications/student-handbook/non-discrimination/discrimination-harassment-complaint-procedure\)](https://lowercolumbia.edu/publications/student-handbook/non-discrimination/discrimination-harassment-complaint-procedure) in the Student Handbook.

When in doubt, or if you believe that any of the above behaviors could escalate to violence or threat, call 911, then contact Campus Security at 2911 from a campus phone or (360) 442-2911 from any other phone.

Incidents of harassment, discrimination, bias or other misconduct should be reported in a timely fashion. Visit our [Make a Report \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report) page to get started.

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Medical Emergency

Serious Injuries

Serious injuries or medical emergencies should be reported immediately by calling 911.

Stay on the line with the emergency dispatcher until instructed by the dispatcher to hang up. Stay with the victim and ask someone to call Security at [\(360\) 442-2911](tel:3604422911) to guide rescue and ambulance personnel to the scene.

Do not move a seriously injured person unless they are in a life-threatening situation.

Minor Injuries

First Aid kits are available in one or more locations in each building.

Employees should familiarize themselves with the location of the first aid kit for their area and know who is trained in first aid and CPR.

See also: [List of First Aid Kit locations on the LCC campus \(lowercolumbia.edu/publications/emergency/medical-emergency\)](https://lowercolumbia.edu/publications/emergency/medical-emergency)

Reporting Accidents

Major and minor injuries occurring on campus should be reported using an Accident Report form available on the "[Make a Report \(lowercolumbia.edu/students/make-a-report\)](https://lowercolumbia.edu/students/make-a-report)" webpage.

Secure and Teach Procedure

If you receive notification that Lower Columbia College has issued a "Secure and Teach" alert, immediately do the following:

- **Lock all exterior doors.**
- Continue to conduct business as usual, but be on alert for future instructions.

A "Secure and Teach" alert is only issued when there is a reported threat in the surrounding community that has the potential to impact campus.

Shelter-in-Place Procedure

A Shelter-in-Place order could be triggered by release of a **chemical, biological or radiological substance** into the environment. It could also be issued due to **severe weather**.

If you are told to Shelter-in-Place, immediately do the following:

- Bring everyone into the building or room.
- Shut and lock the door(s).
- Ask students and visitors to stay, not leave.
- Unless there is an imminent threat, ask everyone to call or text their emergency contact to let them know where they are and that they are safe.
- If possible, change outgoing telephone messages to say that the college is currently closed, and employees, students and visitors are remaining on campus until authorities advise it is safe to leave.
- Check to ensure that all windows, exterior doors, and other openings to the outside are closed.
- Close window shades, blinds or curtains.
- Choose an interior room or rooms large enough to comfortably hold everyone in the immediate area. Avoid rooms with mechanical equipment such as ventilation pipes.
- If possible, select a room that contains a land-line telephone.
- Use duct tape and plastic sheeting if available to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room in case you are asked to report it.
- Monitor emergency communication channels (LCC website, Twitter Alert, FlashAlert, radio, television, etc.) for further instructions.
- Do not come out until you are told it is safe to do so.

Violence in the Workplace

LCC Violence Policy

Lower Columbia College employees are encouraged to review the [LCC Workplace Violence Policy \(lowercolumbia.edu/publications/administrative-policies/200/246\)](https://lowercolumbia.edu/publications/administrative-policies/200/246) .

Prevent Hostile Situations

Identifying the causes of violence can be difficult, if not impossible. However, some understanding of the theories of violent behavior may help in your observations of others about whom you may have concerns.

Bearing that in mind, remember that just because a factor has been linked to violence doesn't mean it always results in violent behavior (refer to the complete [LCC Workplace Violence Policy \(lowercolumbia.edu/publications/administrative-policies/200/246\)](https://lowercolumbia.edu/publications/administrative-policies/200/246) for a list of factors).

How to Deal with Difficult Interactions on Campus

- Always treat people with respect, regardless of their behavior.
 - Stay as calm as you can. It can keep tensions from escalating and may help defuse the situation.
 - Show empathy and concern. Try saying, "I can see your frustration, and I'm frustrated too. Unfortunately, the rules are..."
 - Don't insist that you are right or contradict another person's statement. Instead, let the person know you see the situation differently. Tell them, "I can see we don't view this situation the same way," and then try to bring in another person who can help.
-

Maintain Your Safety and the Safety of Others

- If others are verbally abusive, tell them you will be able to help them better if they calm down, lower their voice and stop the negative communication with you. Set limits. You do not have to tolerate abuse.
- Trust your intuition. If you think someone may be potentially violent, and you are able, create distance between yourself and the other person. Do not allow them to block you in your office. Buy time by saying something like, "Let me see if I can find someone who can help."
- If you are meeting with someone who makes you feel uncomfortable, consider having a second person with you. It's also okay to keep your door open if you do not feel comfortable closing it.

- Know your own strengths and limits, and be able to identify the situations that are especially hard for you to handle. Share strengths and limits with coworkers so you can help and support one another.

When in doubt, if you believe that any of the above behaviors could escalate to violence or threat, call 911, then call Campus Security at 2911 from a campus phone or [\(360\) 442-2911](#) from any other phone.

Make a Report

At Lower Columbia College we value and respect each other. We also uphold high standards of conduct with regard to academic honesty, fair and equitable treatment, and safety.

If you observe or experience harassment or discrimination, bias, misconduct or threatening behavior, please "[Make a Report.](https://lowercolumbia.edu/students/make-a-report)" (lowercolumbia.edu/students/make-a-report) Your report will route to the appropriate personnel, who will respond to your concerns in a timely and as private a manner as possible.

After you make a report, you may or may not be contacted. In some cases, privacy laws may prohibit the college from sharing information about specific actions taken. If you have questions about a report you've filed involving a student, please contact the Vice President of Student Services Office at [\(360\) 442-2300](tel:3604422300). If you have questions about a report involving LCC employees, please contact Human Resources [\(360\) 442-2120](tel:3604422120).

Important Phone Numbers

Call 911 first in an emergency then call Campus Security		
	From a college phone	From any other phone
Emergency (medical, fire, police)	911	911
Campus Security (radio/ phone)	2911	(360) 442-2911
President	2101	(360) 442-2100
Vice President of Administrative Services	2201	(360) 442-2201
Vice President of Instruction	2651	(360) 442-2651
Vice President of Student Services	2301	(360) 442-2301
Vice President of Effectiveness & College Relations (Public Information Officer)	2491	(360) 442-2491
Director of Environmental Health and Safety	2273	(360) 442-2273
Director of Campus Services	2263	(360) 442-2263
Vice President of Foundation, HR & Legal Affairs	2121	(360) 442-2121
Director of Information Technology Services	2251	(360) 442-2251

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Non-Discrimination and Anti-Harassment Information

Lower Columbia College does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX, including in admission and employment. Lower Columbia College provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, citizenship or immigration status, age, perceived or actual physical or mental disability, pregnancy, genetic information, sex, sexual orientation, gender identity, marital status, creed, religion, veteran or military status, or use of a trained guide dog or service animal as required by Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Sections 504 and 508 of the Rehabilitation Act of 1973, the Americans with Disabilities Act and ADA Amendment Act, the Age Discrimination Act of 1975, the Violence Against Women Reauthorization Act and Washington State's Law Against Discrimination, Chapter 49.60 RCW and their implementing regulations. All inquiries regarding compliance with Title IX, access, equal opportunity and/or grievance procedures should be directed to Vice President of Foundation, HR & Legal Affairs, 1600 Maple Street, PO Box 3010, Longview, WA 98632, title9@lowercolumbia.edu, Phone number, (360) 442-2120, Phone number/TTY (800) 833-6388. The notice of nondiscrimination is located at <https://lowercolumbia.edu/disclosure/non-discrimination/>.

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