



LOWER COLUMBIA COLLEGE

*The Smart Choice!*

EMERGENCY HANDBOOK



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# 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
Assoc. 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

# 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, or other misconduct, please **'Make a Report'** at [lowercolumbia.edu/students/make-a-report](https://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, please contact the Vice President of Student Services Office at 360.442.2301.

## Make a Report

Please **Make a Report** at [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.

# 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:**

### **1. 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

### **2. 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 out 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

### **3. 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

## **How to respond 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 usually arrive in teams of four (4)
- 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.

## **Visit Safety & Security Page for Training Videos**

Visit the [Safety & Security page on emergency preparedness](#) for more information about active threats on campus, including links to several training videos.

# 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.

## Make a Report

Please **Make a Report** at [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 does BIT work?

1. Anyone concerned about specific student behavior that has the potential for possible threat to self or others should **Make a Report** at [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.

## Disruptive Student

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** at [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** in this handbook at [lowercolumbia.edu/publications/emergency/getting-the-right-help.php](http://lowercolumbia.edu/publications/emergency/getting-the-right-help.php).

Use the **Make a Report** form located at [lowercolumbia.edu/students/make-a-report](http://lowercolumbia.edu/students/make-a-report) 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, Submit an **Accident Report**. This form is also available on the Human Resources page in the Faculty-Staff website. Be sure to visit your health care provider within 24 hours.

## Lower Columbia College's Blood-Borne Pathogen Exposure Control Plan available at

[lowercolumbia.edu/safety/employee/\\_assets/documents/bloodborne-pathogens.pdf](http://lowercolumbia.edu/safety/employee/_assets/documents/bloodborne-pathogens.pdf)

# Bomb Threat

**If you receive a bomb threat please record the following:**

1. Date.
2. Time call received.
3. Time caller hung up.
4. What did the caller say? Be as precise as possible.
5. Ask the caller the following questions:
  - When is the bomb set to go off?
  - Where?
  - Where is the bomb right now?
  - What kind of a bomb is it?
  - What does it look like?
  - Why did you place the bomb?
6. Did the caller repeat any particular words or phrases?
7. Was the caller male or female?
8. Was the caller young or old?
9. Did the caller have an accent? If yes, what type?
10. Was the voice familiar to you?
11. What was the tone of the caller's voice?
12. Was there background noise?
13. Can you provide any other information about the call?
14. Your name and phone extension.

# 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 Dean or supervisor and complete an **Accident Report**. This form is also available on the Human Resources page in the Faculty-Staff website.
4. Do not return to building until instructed to do so by authorized personnel.

## Minor Hazardous Material Spill Procedure

Call Campus Services at 2260 from a college phone or 360.442.2260 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).

## 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.

# Clock Message Displays

## Clock Message Displays

### What to do?

In the event there is a change in status to the normal operations of the college, the following messages will be displayed on the digital clocks you will find throughout campus:

### Active Shooter - Run Hide Fight

Run, Hide, Fight protocol activated. Flee from campus! If unable to flee then find a place to hide, turn off lights, silence cell phones and lock and barricade door. If necessary, fight with the intruder using any and all means available. For more information see [Active Threat](#).

### Lockdown

Lock all exterior and interior doors. Shut off lights and get away from the door. Do not open doors for anyone until given the signal to do so. The signal will come from a college official or law enforcement personnel.

### Evacuate

Please follow evacuation procedures and congregate at previously approved areas. See included building specific assembly areas.

### Shelter in Place

The outside environment has become hazardous. Remain in your buildings. Do not venture outside until given the signal to do so. The signal will come from a college official and/or local emergency responders. Be sure to listen to the radio and watch social media for updates.

### All Clear – Resume Normal Activities

This message will be displayed when it is safe to resume normal operations.

- In the event of a drill the same messages will be displayed with the additional message "This is a drill"

# 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**" 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**" 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 for 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. Lockdown @ 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)

## 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 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 from any other phone.

# Crisis Communication Procedure

## Staying Connected

In the event of a weather closure or other campus emergency, all available communication channels will be used to post information and updates. Please keep in mind that some channels may be unavailable due to the situation, so LCC employees are encouraged to stay connected through several different channels.

In the event of a closure or emergency, the following communication channels will be used:

Channel	What You Can Do
Emergency Notification System	Emergency notification messages display through the emergency clocks located in every classroom, and nearly every other room on campus. The clocks display information on the screen, and can also be used for audio messages. There are flashing lights in addition to the digital display screen to help draw attention to the units when there is an emergency.
Text	To get closure and emergency information by text message via the college's Twitter account text "Follow LowerCC_Alerts" to 40404. You will receive a confirmation text. Regular text messaging charges apply. For more detailed instructions on signing up for text alerts through Twitter, including instructions for how to unsubscribe, please see the <b>Emergency Text Messages page</b> in this handbook.
FlashAlert	LCC subscribes to FlashAlert to provide closure information to major media outlets (such as TV and radio). You can sign up to receive email notifications from FlashAlert by visiting <b>FlashAlert</b> at <a href="https://www.flashalert.net/id/lcc">https://www.flashalert.net/id/lcc</a> and entering your email address. 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. Be sure to link the app to the FlashAlert account you set up with your email address. For more detailed instructions on signing up for text alerts through FlashAlert, including instructions for how to unsubscribe, please see the <b>Emergency Text Messages page</b> in this handbook.
Website	Visit <a href="http://lowercolumbia.edu">lowercolumbia.edu</a> to see the emergency banner at the top of every page. Banners are color coded: blue for inclement weather and other anticipated closures; red for emergencies; and green for all clear.
Email	Make sure you know how to check your email remotely by computer or other device with an Internet connection. Visit <a href="http://lowercolumbia.edu">lowercolumbia.edu</a> and select " <b>Email - Faculty &amp; Staff</b> " or " <b>Email - Students</b> " from the drop-down. Login with your LCC email* and password to access your email via the web.
Facebook	Anyone can view LCC's Facebook page at <a href="https://facebook.com/LowerColumbiaCollege">facebook.com/LowerColumbiaCollege</a> . If you're on Facebook, be sure to "like" our page.
Twitter	Anyone can view LCC's Twitter account at <a href="https://twitter.com/lowercc">twitter.com/lowercc</a> . Sign up for a Twitter account at <a href="https://twitter.com">twitter.com</a> and start following Lower Columbia College (lowercc).
Canvas	Information about a closure or emergency will be available in Canvas.
Supervisors	Check with your supervisor to get department-specific instructions.

\* Remote email login consists of first initial, last name followed by @lcc.ctc.edu (for example, [jdoe@lcc.ctc.edu](mailto:jdoe@lcc.ctc.edu)) for employees, who should use the same password for remote email access as they do on campus. Students can login using [username@my.lowercolumbia.edu](mailto:username@my.lowercolumbia.edu). For more information on student email access, please visit [lowercolumbia.edu/technical-help/gmail/index.php](http://lowercolumbia.edu/technical-help/gmail/index.php).

For a comprehensive list of LCC's social media sites, please visit [lowercolumbia.edu/social-media](http://lowercolumbia.edu/social-media).



# Earthquakes

## Drop, Cover and Hold

The major risk in the event of a strong earthquake is not the direct effect of the quake itself, but the rush due to public **panic** and **hysteria**. College staff members should take charge and give instructions in a firm, calm voice to reassure the nervous, thus helping to prevent hysteria or panic. During an earthquake, remain calm and quickly follow the steps outlined below:

### Indoors

When you feel an earthquake, **drop** under a desk or sturdy table. Stay away from windows, bookcases, file cabinets, heavy mirrors, hanging plants, and other objects that could fall. Individuals in open hallways on upper level floors (example: Rose Center) should move away from the railings and against the wall. If possible, stay under **cover** until the shaking stops. **Hold** onto the desk or table. If it moves, move with it. After the quake is over, evacuate the building and move personnel to a safe outdoor area until the building has been inspected and declared safe by authorized personnel.

Help individuals with disabilities exit the building. Do not use elevators in case of fire. **Do not panic.**

### Outdoors

Move to a clear area, away from trees, signs, buildings, or downed electrical wires and poles.

### Post-Earthquake

Damaged facilities should be reported to Campus Services at 2260 from a campus phone or 360.442.2260 from any other phone. NOTE: Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures for more information.

**Do not return to an evacuated building** until instructed to do so. Re-entry to the building will be permitted only when Campus Services has received the “**All Clear.**”

# Emergency Building Coordinators

## Purpose

Emergency Building Coordinators (EBC's) are designated by the College President (or designee) as the primary point of contact for each building. As an extension of the Emergency Management Team (EMT), each EBC will help coordinate the campus response to major incidents that may occur on or near the campus.

## EBC Primary Responsibilities:

1. Initiate building lockdown.
2. Evacuate building occupants to designated location, if / when directed to do so.
3. Communicate building status to Campus Services (360.442.2260, option #2).

## Each EBC and alternate will:

1. Complete CPR/First Aid/AED training.
2. Complete Fire Extinguisher training.
3. Complete Incident Command System, ICS training
4. Complete Blood Borne Pathogen Prevention training.
5. Be familiar with their building evacuation routes.
6. Ensure emergency exits are clear at all times.
7. Ensure that an emergency evacuation plan is in place for their building.
8. Explain basic evacuation procedures for their building to all new employees.
9. Have the necessary key(s) to lock down their building's exterior doors during an emergency.
10. Know the location of emergency backpacks and booklet (provided by Safety & Security).
11. Assist persons with physical disabilities during an evacuation.
12. Coordinate as necessary with the designated alternate EBC who will act in their absence.

## What to Do in the Event of An Emergency

**Occupants of a building at the time of an emergency should report to their EBC for direction if it is safe to do so.**

In the most likely case, an emergency will prompt the evacuation of a single building. Occupants of a building should evacuate if directed to do so by their EBC, Campus Security, police, fire or other qualified personnel.

## For Employees Only - Find Your EBC!

Please review the **Emergency Building Coordinators list** to find your EBC (access restricted to LCC employees with @lowercolumbia.edu email addresses).

# Emergency Text Messages

**Sign up for text messages from Twitter and FlashAlert to stay connected in an emergency.**

## Twitter Alerts

This address of **LCC's Twitter account** is [http://twitter.com/LowerCC\\_Alerts](http://twitter.com/LowerCC_Alerts).

You do not have to have a Twitter account to sign up to receive emergency text messages. The college's Twitter account will deliver them to your mobile device when you sign up. Please be aware that when you sign up, you will receive a confirmation message, along with LCC's most recent text message, according to your carrier's specifications. Standard text messaging charges apply.

Should you decide you no longer want to receive them, you can easily opt out (stop) them.

### How to Sign Up for Twitter Alerts

To get closure and other emergency information by text message, via the college's Twitter account, simply:

1. Text "Follow LowerCC\_Alerts" to '40404.'
2. If you get a new device or change phone plans, you may need to sign up again to continue receiving alerts.

### What Happens When I Sign Up for Twitter Alerts?

Upon sign-up, you will receive several auto-messages from Twitter:

- Confirmation that you are following LowerCC\_Alerts and explaining how to stop. This text may also suggest you try following other randomly generated Twitter accounts. Twitter auto-generates this promotion and you can ignore it.
- The college's most recent text message.

### How to Opt Out/Unsubscribe from Twitter Alerts

Text "OFF LowerCC\_Alerts" to '40404' to stop receiving alerts.

This is an entirely voluntary service and the college is not able to determine who does or doesn't follow us via text messages. Messages sent via this Twitter account are emergency only. Each quarter a 'test' message is sent to make sure the Twitter account is operating correctly.

## FlashAlert

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** 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** 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 when fire alarms sound and/or if directed to do so by Campus Security or Campus Services staff.
- 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.
- Emergency Building Coordinators will assist if time and situation permit.
- Proceed to a clear area 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 they are declared safe to occupy.

## College Evacuation

The President or designee will announce evacuation of all or part of the college grounds. Follow building evacuation procedures while exiting any college facilities.

## Elevators

Do not use elevators in case of fire, explosions or earthquakes, 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 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 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 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 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 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 they are declared safe to occupy.

## Electrical

- Call Campus Services at 2260 from a campus phone or 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 from any other phone to report elevator problems.

## Water

- Call Campus Services at 2260 from a campus phone or 360.442.2260 from any other phone to report plumbing issues, water leaks or outages.
- Turn off electrical equipment and cover or relocate equipment, materials and supplies to minimize water damage.
- Turn off 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 the Emergency Evacuation Map, located near the exit door of each building. Be familiar with the one closest to your work area.

# Getting the Right Help

Student's Behavior	Response:
Demonstrates evidence of immediate 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.	Submit a Code of Student Conduct Incident 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.	Submit a <b>Behavior Intervention Team (BIT) Report</b> to report incidents of concerning or threatening behavior.
Possibility that the student has a disability impacting his/her ability to learn.	Call Disability Support Services (DSS) 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 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 [lowercolumbia.edu/students/make-a-report](http://lowercolumbia.edu/students/make-a-report) to get started.



# Lockdown Procedure

**If you receive notification that Lower Columbia College is implementing a lockdown, immediately do the following:**

1. Close and lock all doors to the room.
2. Turn off lights, if possible.
3. Leave cell phones on with ringer silenced to receive messages.
4. Use cell phones and desk phones for emergency communication only.
5. Only allow entry to others if you are certain they are not a threat.

# 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 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.

**List of First Aid Kit locations on the Lower Columbia College campus available at**  
[lowercolumbia.edu/safety/employee/medical-emergency.php](http://lowercolumbia.edu/safety/employee/medical-emergency.php)

## Accidents

Major and minor injuries occurring on campus should be reported using an **Accident Report**.

**Accident Report Form**

**Accident Report Form available at:**

[cm.maxient.com/reportingform.php?LowerColumbiaCollege&layout\\_id=1](http://cm.maxient.com/reportingform.php?LowerColumbiaCollege&layout_id=1)

# Shelter-in-Place Procedure

**A Shelter-in-Place order could be triggered by release of a chemical, biological or radiological substance into the environment.**

**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](#).

## 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](#) for a list of factors).

## How to Deal with Difficult Situations 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.
- Humor can sometimes help relieve tension in a difficult situation. Be respectful, and don't be sarcastic.

## 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, try to buy time and get help from your supervisor or another worker. For example you can say, "Let me see if I can find someone who can help."
- Don't lie or make up stories to back out of a difficult situation. It could backfire and put you in an even more difficult situation.
- 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.

## **Non-Discrimination and Anti-Harrassment Statement**

Lower Columbia College provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, age, perceived or actual physical or mental disability, pregnancy, genetic information, sex, sexual orientation, gender identity, marital status, creed, religion, honorably discharged veteran or military status, or use of a trained guide dog or service animal. All Inquiries regarding compliance with access, equal opportunity and/or grievance procedures should be directed to Director of Human Resources & Legal Affairs, 1600 Maple Street, PO Box 3010, Longview, WA 98632, Phone number, 360.442.2120, Phone number/TTY 800.833.6388.

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