

**New York City
College of Technology**

**Emergency Response
Reference Guide**

The Fundamentals:

- **In an emergency on Campus, Dial 5555**
- The Department of Public Safety is located in Namm Hall on the first floor above the ground level. Officers are available seven days a week, 24 hours a day on a year-round basis.
- Everyone is responsible for making the campus a safe place by being alert to suspicious situation and promptly reporting them.
- If you are a victim or a witness to any campus related offense minimize exposure!
- Promptly notify the Department of Public Safety at extension 5555 as soon as possible and report the incident, including the following:
 - Nature of the incident
 - Location of the incident
 - Description of the persons involved
 - Description of property involved
- If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify the Department of Public Safety and report the incident
- Should gunfire or discharged explosives jeopardize the campus, you should take cover immediately using all available concealment. After the disturbance, see, emergency first aid if Necessary

Violent or Criminal Behavior

Safety Protocol: Armed Subjects

1. If you witness any armed individual on campus at any time or if an individual is acting in a hostile or belligerent manner immediately contact Public Safety at 718-260-5550 or thru campus phones 5555.
2. If the armed subject is outside the building:
 - a. Turn off all the lights, close and lock all windows and doors.
 - b. If you can do so safely, get all students on the floor and out of the line of fire.
 - c. Move to a core area of the building if safe to do so and remain there until an “All Clear” instruction is given by an authorized known voice.
 - d. If the staff or students do not recognize the voice that is giving instructions, they should not change their status. Unknown or unfamiliar voices may be misleading and designed to give false assurances.
3. If the armed subject is inside the building:
 - a. If it is possible to flee the area safely and avoid danger, do so.
 - b. Contact Public Safety at 5555/718.260.5550 with your location if possible.
 - c. If flight is impossible, lock all doors and secure yourself in your space.
 - d. Get down on the floor or under a desk and remain silent.
 - e. Get students down on the floor and out of the line of fire.
 - f. Wait for the “All Clear” instruction.

Safety Protocol: Armed Subjects

4. If the armed subject comes into your class or office:
 - a. There is no one procedure the authorities can recommend in this situation, but the following should be helpful.
 - b. Attempt to get the word out to other staff if possible, and call Public Safety at x5555 or 718.260.5550 if that seems practical.
 - c. Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual.
 - d. Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstances.
 - e. Remember, there may be more than one active armed subject.
 - f. Wait for the “All Clear” instruction.
 - g. Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.
 - H. In case you must flee, do not go to the normal gathering site for your building. Get as far away from the shooting scene as possible and then contact authorities

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

**CALL 911 WHEN IT IS
SAFE TO DO SO**

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Safety Protocol: Armed Subjects

What To Do If Taken Hostage

- Be patient: Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. If the captor is emotionally unbalanced, don't make mistakes which could further endanger your well-being.
- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor if possible, but do not stare. In sum, treat the captor with respect.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments, expect the unexpected.
- Be observant, you may be released or escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with your captor.
- If medications, first aid or restroom privileges are needed by anyone, say so. The captors, in all probability, do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.
- Be aware of what's referred to as the Stockholm syndrome, i.e., becoming sympathetic with captors.

When Children Are Involved

Child Abduction

At various times of the year, City Tech will host sport related camps and academic programs for children and teenagers, and provides a day care facility on site . For the purpose of this policy any minor requiring adult supervision will be referred to as "children."

A. Children must be **in view** of the College representatives supervising them at all times. College representatives will count children in their group each time the group transitions to a new setting.

B. Representatives will have a **list of persons** to whom each child in their care may be released. If an individual, other than the familiar parent/guardian is picking up, the representative will view that person's driver's license or other form of official picture identification, matching the license number with the number listed on the enrollment form.

C. Parents should inform College representatives **if anyone other than the usual person** is picking up the child. In the event a parent must phone in a request to release the child to any other individual, the representative will confirm the identity of the parent making the phone request before releasing the child. It may be necessary to place a call back to the parent to verify the caller's identity. Proper identification will be presented when the

alternate person arrives to pick up the child. **The child must not be released if any question exists.**

D. If a **non-custodial parent** is barred from picking up or visiting the child while the child is in the care of the College, a copy of the court order will be necessary and will be kept on file. It is the custodial parent's responsibility to provide that documentation. Public Safety Police will be immediately notified if the non-custodial parent makes contact. After Public Safety is notified, the custodial parent will be informed.

Note: Certified court orders with official seal should be on file with the Public Safety Department.

Child Abduction

For College representatives coordinating a program:

A. In the event that a child and/or teenager is actually taken, the following steps are to be followed:

1. Immediately notify Public Safety (5555) and New York Police Department (911).
2. College representatives to whom the child was assigned need to remain calm and observant to obtain as much information as possible: Person's name, time last seen, car make, color and license number, direction offender goes, identifying characteristics of both adult and child such as weight, height, race, gender, hair and eye color, distinguishing features and coloring of clothes.
3. Notify custodial parent.
4. Obtain staff assistance with monitoring the safety of the rest of the group.
5. Call President's Office immediately (460-6111).

NOTE: No contact will be made, nor information given to any member of the media. Contact the President's Office for guidance with custodial parent notification and refer media notification to the Special Assistant to the President (x5400).

Additional Child Abduction Issues

Psychological Crisis

Psychological crisis exists when an individual, faculty, staff, student or visitor is threatening harm to himself/herself or to others, or may be out of touch with reality due to severe drug reactions or a psychotic breakdown. A psychotic breakdown can be manifested by hallucinations and uncontrolled behavior.

If a psychological crisis occurs:

- A. Never try to handle a situation you feel is dangerous on your own.
- B. Notify the Public Safety of the situation by dialing 5555. Clearly state that you need immediate assistance, and give your name, your location and the area involved.

C. In extreme emergencies contact the:
Counseling Center, 5030
Vice President for Student Affairs 4999
Dean of Students, 5430

D. Following a major emergency or disaster, it may be necessary to provide significant psychological counseling intervention for students, faculty and staff in order to overcome the lingering emotional trauma associated with such an event. Coordination and initiation of such counseling will be determined by the Office of the President.

Psychological Crisis

Death of Student/Faculty/Staff (On Campus)

The College's senior administration should be informed within one hour after the notice of death is reported (when feasible), to collect accurate and detailed information about the death(s).

Note: Depending on the situation, several meetings with College Officials and department representatives may be scheduled. It may also be necessary to include student representatives in some of the meetings and planning sessions.

Issues necessary to cover:

- A. Determine if the Counseling Services staff or College Personnel Office can handle the situation or if an outside agency is needed. Also determine if a room(s) in one of the College's buildings will be needed for grieving and counseling.
- B. The Director of Public Relations or designee will develop the following statements (as needed):
 - 1. Media announcements - to be delivered by the President or designee. Procedures as to how the media will be informed will be determined at this time.
 - 2. Instructors - information to be provided to the students (classes).
- C. Determine what the College's role will be (if any) for the funeral proceedings (flowers, donations, cards, eulogy, etc.)
- D. Determine if a memorial or memorial service is appropriate.
- E. Set meetings and develop memos to inform the students, faculty and staff as to the above issues and procedures.
- F. Follow-up in 30 days with all the students, faculty, staff and families associated with the victim(s) that have been identified as needing assistance during the grieving process.
- G. Keep accurate records of all proceedings, statements, counseling and any other transactions. Provide the file to the College Attorney's office for future reference.
- H. Follow-up review meeting to be held by College officials and responding department representatives to put closure to the incident and to develop critique of the response process.

Explosion or Hazardous Materials Incident

A spill or release of hazardous materials must be reported immediately to the Department of Public Safety (5555) and then the Health and Safety Department (5858). After normal business hours, Public Safety will utilize Health and Safety Department's emergency call list to contact department representatives. In the event of an explosion or hazardous materials incident with injuries, call 911 immediately.

- Public Safety personnel will respond to the scene and initiate evacuation. A Field Operations Center will be established a safe distance up wind from the incident that provides sufficient safety for responders. Officers are NOT to enter the area.
- In the event of an explosion or detection of a bomb, Public Safety will contact the New York Police Department's Bomb Squad. Upon their arrival, they will assume command of the operation and College personnel will perform support functions as directed. Public Safety representatives will remain on site until an all clear is given by NYPD or FDNY.
- Public Safety will contact the FDNY and Rescue Department to take command of the fire fighting operation and the College personnel may be required to perform support functions. Public Safety representatives will remain on site until an all clear is given by the Incident Commander.
- The reporting individual should vacate the affected area at once and, to the extent possible, seal it off to prevent further contamination of other areas until the arrival of the Public Safety and personnel from Health and Safety.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible and utilize emergency showers/eye wash stations. Remain in the vicinity and give names to Public Safety. Required first aid and cleanup by specialized services are to be started at once under the oversight of the Health and Safety.
- If a building-wide emergency exists, activate the building fire alarm. **CAUTION: Pulling the fire alarm does not always notify Public Safety.** If the hazard is **potentially explosive** in nature, **do not activate** the fire alarm or any other energized equipment. You must report the emergency by telephone to the 911 Center and 5555 for Public Safety.
- When the building evacuation alarm is sounded, everyone is to **exit the building**. Walk quickly to the nearest marked exit and alert others as needed.
- **Assist handicapped individuals** as needed in exiting the building! Remember that elevators should be reserved for handicapped use. **Do not use elevators** in case of fire. Do not panic. It clouds judgment, and is not useful to you or others around you.
- Once outside, move to a clear area **at least 500 feet away** from the affected buildings. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

Toxic Fume Release (Off Campus)

During an accidental industrial or transportation-related release of toxic fumes from chemicals or other incidents where the air quality threatens persons at any of the College buildings, Sheltering in Place is recommended.

- Shelter in Place simply means staying inside the building you are in and seeking shelter in the nearest available building. Refer to Shelter in Place Plan for additional information.
- It is the responsibility of local authorities to notify the College and issue orders for in-place sheltering during chemical emergencies generated off campus.
- The Public Safety Department will notify the President's Office, Director of Building and Grounds and the Director of Health and Safety. The College's Emergency Notification System(s) may be utilized in notifying College officials and department representatives by Public Safety. All employees, students and visitors outside will be directed to enter the nearest building to Shelter in Place.
- The Director of Building and Grounds, if required, will instruct maintenance and utilities departments to shut off air handler units and any other ventilation system that might recirculate the fumes within the buildings.
- When Shelter in Place procedures are implemented and all occupants are in the buildings they will be instructed to remain in the buildings until official notification is given by local authorities that the danger has cleared.

Large Scale Incident

In the event that a large scale incident occurs, such as an airplane crash on campus, take the following actions:

- A. Immediately take cover under tables, desks or other objects, which will give protection against falling glass or debris.
- B. After the immediate effects of the explosion and/or fire have subsided, notify Public Safety Department (x5555). Give your name and describe the location and nature of the emergency.
- C. If necessary, or when directed to do so, activate the building fire alarm.

CAUTION: You must **always report the emergency by telephone** to 911/5555 in addition to activating the alarm.

- D. When the building fire alarm is sounded or when instructed to leave by College Officials, walk quickly and calmly to the nearest marked exit.
- E. **Assist handicapped individuals** with exiting the building! Remember that elevators should be reserved for handicapped persons. Do not panic; it clouds your judgment and is not helpful to others around you.
- F. **Do not use elevators in cases of fire.**

- G. Once outside, **move to a clear area that is at least 500 feet away** from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your area assembly points.
- H. If requested, assist emergency crews as necessary.
- I. A College Field Operations Center may be set up near the disaster site. Keep clear of the Operations Center unless you have official business.
- J. **Do not return** to an evacuated building unless instructed to do so by an authorized College official.

IMPORTANT: After any evacuation, report to your designated campus area assembly point.

Bomb Threat

1. Any person who receives a phone call of a bomb threat at any College building should try to obtain as much information as possible from the caller. Try to obtain the following information:
 - a. When will the bomb explode?
 - b. Where is the bomb's location?
 - c. What kind of bomb is it, and what does it look like?
 - d. Why did you place the bomb?
2. After the caller hangs up, record the following:
 - a. Time of call.
 - b. Try to estimate the age, sex of the caller.
 - c. Speech patterns, accent, possible nationality, etc.
 - d. Background noise.
 - e. Did the caller appear familiar with the premises?
 - f. Utilize caller identification system if available.
3. Immediately call Public Safety (5555) and report the exact words of the threat. Do not attempt to evacuate the building by activating the fire alarm. Let Public Safety Police determine the need for evacuation, and if necessary, to initiate the process.
4. Important: **Do not touch** any suspicious objects or potential bomb devices. **Do not change** in any way the condition of any rooms affected.
5. If the building is evacuated, **move as far from the building as possible**. Keep the streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
6. In some cases, it will be necessary for Law Enforcement personnel to enlist occupants from the building to assist in the identification of suspicious packages. **Please assist the emergency personnel** as much as possible.
7. Bomb threats received by means other than telephone calls need to be **reported to Public Safety**.

Temperature Extreme/Gas Leaks /Utility Failure

Temperature Extreme

Employees working in temperature extremes, heat or cold related, should be provided with frequent work rest periods and fluids. It is recommended that clothing be layered and head wear worn to hold in body heat or diffuse direct sunlight.

As per recommended manufacture's guidelines, University vehicles must be maintained with appropriate coolant levels. Prior to seasons with extreme temperatures, fluid levels and coolant systems should be inspected.

Utility Failure

A. In the event of a major utility failure occurring during regular working hours (8:00 a.m. through 5:00 p.m., Monday through Friday) immediately notify Building and Grounds at 5337. If phones are out of service, send a messenger to Public Safety located in Namm Hall.

B. If there is a potential danger to building occupants, or if the utility failure occurs after hours, weekends or holidays, notify Public Safety at 5555/718-260-5550.

C. Building evacuation will occur when an alarm sounds continuously and/or when an emergency exists as indicated by notification by Public Safety.

D. **Assist the handicapped** in exiting the building! Remember that the elevators are reserved for handicapped persons. **Do not use the elevators** in case of fire. If medical emergency occurs contact Public Safety for assistance.

E. Once outside, move to a clear location **at least 500 feet away** from the affected building(s). Keep the walkways, fire lanes and hydrants clear for emergency crews.

F. If requested, **assist the emergency crews**.

G. **Ventilation Problem:** If smoke odors come from the ventilation system, immediately notify Public Safety at 5555 and Building and Grounds 5337. If necessary, cease all operations and vacate the area.

H. **Plumbing Failure/Flooding:** Cease using all electrical equipment. Contact Building and Grounds at 5337. If necessary, vacate the area. If after 5:00 p.m. call Public Safety at 5555.

I. **Steam Line Failure:** Notify Building and Grounds at 5337 and Public Safety at 5555 and if necessary, vacate the area.

Gas Leaks

Natural gas leaks, with an odor in the building, may occur and if so are a sign of danger such as an explosion. Natural gas rises and will often be outside since most gas lines are buried outside buildings. Natural gas is mixed with tertiary butyl mercaptan to give it the odor we recognize. As

the gas rises the odor will fall. If a leak or odor is suspected or confirmed in a building or in close proximity:

1. **Evacuate the building immediately**, following your building evacuation plan. Get students, visitors and coworkers a safe distance from the building, up wind and at least 500 feet from the building as recommended.
2. Call Public Safety at x5555.
3. Call Building and Grounds Department at x5331 and notify them of your concern and the location of the gas odor within or outside of a building.
4. Notify Health and Safety Compliance at x5858.
5. **Do not activate the fire alarm** unless an actual fire is detected.
6. Do not turn on or off any electrical switches/equipment.
7. Use of Cell Phones and non-intrinsically safe radios are prohibited within gas detection zone.
8. Building and Grounds will de-energize electrical power and back up generator power to the building and other buildings as necessary.
9. Public Relations representatives will handle all media inquiries.
10. Do not return to an evacuated building unless instructed to do so by College Officials or Public Safety.