



EMERGENCY OPERATIONS PLAN

2018 – 2019

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Letter of Promulgation

Concordia College – New York (CCNY) is committed to protecting the safety, security, and welfare of its campus and community members. This Emergency Operations Plan (EOP), herein referred to as the Plan, was developed to provide CCNY a means to mitigate, prepare for, respond to, and recover from emergencies.

In accordance with Homeland Security Presidential Directive (HSPD) – 5, the Plan incorporates National Incident Management System (NIMS) concepts and principles, and utilizes the Incident Command System (ICS) for management of emergency events. The Plan provides the opportunity for CCNY’s community to better prepare for and to quickly recover from disasters.

Thus, the Plan provides CCNY with a means to minimize the impact of an incident while saving and maximizing the effectiveness of the College’s resources.

Faculty, staff, and students are encouraged to continue their on-going efforts in emergency preparedness, planning, and training in order to enhance disaster response and recovery. Those receiving the Plan shall review and become committed to the Plan’s goal for protecting the welfare of the College’s community. The Plan will become effective immediately after the final approval by the CCNY President.



John A. Nunes, President
Concordia College

11/27/18

Approval Date



Stephen Bonura, Director of Campus
Safety
Concordia College

Approval and Implementation

This is Concordia College's EOP. You have received a copy of the Plan because you have important responsibilities during an emergency, incident, or disaster. Please read this document immediately, and re-read it periodically, so that you are thoroughly familiar with the contents of the Plan and fully understand your specific role.

The Plan set forth in this document is designed to rapidly and efficiently mobilize the College's resources, both personnel and equipment, to meet an emergency that may confront CCNY. The effectiveness of this Plan is dependent upon the full and rapid response of all personnel. In the event that CCNY is faced with an emergency, the CCNY Director of Campus Safety, acting under the guidelines of this Plan, will react to the emergency to save lives and property, and recover rapidly to minimize disruption of normal activity. Each member of the CCNY community who has a part in these important tasks will give this matter his or her full and complete attention and support.

This Plan shall be activated under the following circumstances:

When ordered by the President of the College.

When three of the six members of the Campus Safety Team deem it necessary to declare a campus emergency for the purpose of safeguarding the lives and property of the CCNY community.

When governmental officials proclaim a State of Emergency that affects the College, either locally, city-wide, regionally, or statewide.

When a Presidential declaration of a National Emergency is made.



Stephen Bonura, Director of Campus Safety
Concordia College – New York

11/27/18

Approval Date

Record of Distribution

The Record of Distribution will be used to prove that those tasked within the Plan have acknowledged receipt, reviewed, and accepted the Plan. Distribution to the public can also be listed, but the Plan must be “clean” or without any sensitive or personal information.

Date	Agency/Department	Name/Title of Recipient	How Distributed (electronic or hard copy)
11/6/15	Support Services	Campus Safety Team	Electronic
12/1/15	Campus Safety	Campus Safety Team	Electronic
1/12/16	Campus Safety Team	President’s Council	Electronic
1/13/16	Campus Safety	Faculty/Staff	Verbally
11/3/16	Campus Safety Team	Campus Safety Team	Electronic
7/13/17	Campus Safety Team	Campus Safety Team	Electronic
9/11/17	Campus Safety Team	Campus Safety Team	Electronic

Purpose

In order to reduce the impact of an emergency on students, faculty, staff, visitors, and facilities, this Emergency Operations Plan was created. The plan is designed to provide policies and procedures and to define roles and responsibilities in order to respond most effectively during an emergency. The plan takes into account the following assumptions:

- An emergency may occur at any time with little or no warning.
- Emergencies occurring at CCNY, in most cases, will be responded to initially by Campus Safety. Campus security officers will assess the situation and begin the process of calling for needed responders. Responders may, at times, include area Police, Fire and EMS that once called will assume responsibility and control of the emergency event. When outside emergency responders are called to CCNY, Campus Safety will provide a support role.
- If an emergency is a community wide event, there may be a delay in the off-site emergency response agencies coming to the aid of this campus.
- All CCNY community members have a personal responsibility to be familiar with this plan and to know what to do in an emergency. Knowing what to do provides the best chances for personal safety.

Priorities

CCNY will respond to an emergency in a safe and timely manner, will provide support to emergency responders from off-campus agencies, will assist students, faculty, staff, and visitors and will effectively communicate the status of events.

1. To protect the lives, safety and health of CCNY community members and those who may be visiting.
2. To protect facilities, equipment and services from loss during a continuing emergency event.
3. To effectively communicate with all involved parties throughout the emergency.
4. To provide for the continuation of college operations and services that have been disrupted or damaged by an emergency.

Authority

The CCNY Emergency Operations Plan is authorized by the President and the Board of Regents. This plan is designed to stand alone, when outside help is not available, or to work in conjunction with local, state and/or federal agencies that may respond to a large-scale emergency. In the latter, the College would play a subordinate role to emergency responders.

Plan Activation and Organization

Emergency Classification

The CCNY Emergency Operations Plan identifies the following types of emergencies:

Type 1: A minor incident in which CCNY Campus Safety responds, assesses the situation, and determines that there is no hazard to persons and/or property.

Examples would include minor injuries, minor accidents, short power outages, minor equipment, or facility problems.

Type 2: An incident that could pose a minimal hazard to persons and/or property.

Examples: a confirmed fire alarm, a tornado warning, an extended break down of an HVAC unit during extreme weather conditions.

Type 3: An incident that could potentially have a widespread impact on public safety and/or property and requires the assistance of an outside agency. Examples: Bomb threats, major and prolonged power outages that disrupt our network and communications systems, a major fire or structural failure in an occupied building.

Type 4: An incident or series of events that pose significant risk to persons and property requiring substantial assistance from resources outside the College.

Examples: Major fires in inhabited buildings, explosion/s, building or structural collapse associated with an earthquake, tornado or other event.

All emergency types are initially responded to by Campus Safety. Security policies and procedures dictate the need to alert the Director of Campus Safety and/or the Director of Facilities and Campus Services or his designated maintenance personnel in Type 1 and Type 2 emergencies. Type 3 or Type 4 emergencies will be determined by the Director of Campus Safety and/or the Director of Facilities and Campus Services who are then charged with notifying the President or his designee of the need to activate an Emergency Operations Center (EOC). The Director of Campus Safety, under the direction of the Provost, will use the Emergency Notification System to alert students/faculty/staff of an emergency on campus. The system alerts people through email, text, cell phones, office phones, and home phones.

Emergency Operations Center

The decision to activate the Emergency Operations Center (EOC) will be made by the President or the Campus Safety Team. The primary site for the EOC is in Krenz (KAC) 201 and 203.

Roles and Responsibilities

All members of the CCNY community will have roles and responsibilities during a true emergency. The Emergency Management Team, Incident Command Team and Incident Support Teams are established to lead the response and recovery in Type 3 or Type 4 emergencies in which an Emergency Operations Center (EOC) has been activated.

Emergency Management Structure

There are three main components in the CCNY emergency management structure when the EOC has been activated. They are as follows:

The Campus Safety Team will make the decision to activate the emergency operations plan.

1) Campus Safety Team

- Provost
- Senior Director of Student Experience
- Director of Facilities and Campus Services
- Director of Student Engagement
- Director of Information Technology Services
- Director of Campus Safety

The Emergency Management team will make all decisions concerning the College during a Type 3 or Type 4 emergency, in which an EOC has been established.

2) Emergency Management Team

- President
- Provost
- CFO
- Vice President for Enrollment Management
- Vice President for Advancement
- Vice Provost
- Senior Director of Student Experience
- Executive Assistant to the President

Incident Command members will assemble in the EOC, when activated, during a Type 3 or Type 4 emergency. Incident Command Team members, when instructed, will contact the support teams which are deemed necessary to respond to the particular emergency. Incident Command Team members will serve a dual purpose, at times conducting work and oversight at the actual scene of the emergency and then reporting conditions and progress to the Emergency Management Team. In some emergencies, during normal working hours, teams will already be available and it may only be a matter of organizing the response. All information concerning the continuing developments of an emergency will be transferred to the Emergency Management Team as quickly as possible.

3) Incident Command

- Director of Campus Safety
- Director of Facilities and Campus Services
- Director of Student Engagement
- Director of Information Technology Services
- Director of Food Services
- Director of Health Services
- Director of Human Resources
- Dean of Faculty
- Director of Campus Ministry

The functions of the Incident Support Teams will be to perform tasks required during an emergency using the available tools and resources of the College. Incident Support Teams will be activated as per the particular needs associated

with the active emergency. All information pertinent to the emergency, both to and from the Incident Support Teams will flow through Incident Command.

4) Incident Support Team

- Campus Safety
- Facilities
- Building Services
- Residence Counselors/Building Captains
- ITS Support
- Food Services
- Health/Wellness and Counseling
- Human Resources
- Marketing Communications
- Campus Ministry

Individual Incident Support Team Roles and Responsibilities:

Campus Safety

- Provide first response to the emergency and initial reporting of the event.
- Provide assistance during building evacuations, campus evacuations or shelter in place situations.
- Assist with injured.
- Assist outside emergency responders in locating areas of need.
- Provide communications link between outside emergency responders and the Incident Command Team, giving continual updates as to developments and progress.
- Provide assistance to outside emergency responders as needed or requested.

Facilities

- Maintain a means of contact of Facilities personnel to respond to emergencies involving HVAC malfunctions, floods, utilities outages, damage to buildings and/or grounds.
- Provide equipment and personnel to assist in the orderly process of building shutdowns, emergency repairs, debris removal, and search and recovery efforts.
- Provide building floor plans, or diagrams and specifications for all buildings to emergency responders.
- Work closely with, and provide oversight to, emergency responders with the thought of preserving and protecting College assets as an utmost concern.

Grounds

- Assist as needed with the cleanup of campus grounds.
- Work closely with facilities to provide labor for debris removal and recovery operations.
- Assist other support teams as needed or requested to mitigate the emergency.

Residence Life

- Assist in the orderly evacuations of buildings as needed or ordered, directing evacuees to the nearest exits.
- Help to assemble evacuees at gathering points defined in the building evacuation portion of this plan.
- Gather names of evacuees while keeping them a safe distance from the building evacuated.
- Assist with “shelter in place” plans, if needed or ordered, in the event of severe weather, hazardous material spills, or other events that might dictate, “staying put”, as the preferred option.
- Assist other support teams as needed or requested to provide services to students, i.e., minor first aid, moral support, and physical aid and comfort.

Information Technology

- Account for ITS Personnel and request they report to campus, as necessary.
- Check system monitors to assess risk to hardware, services and their dependencies, focusing on critical services first.
- Restore services, as necessary, focusing on critical services and their dependencies first. Maintain availability of key communication services including voice and email services.
- Assist in activation of Emergency Operations Center and maintain support presence during emergency.
- Assist in delivery of approved messages via appropriate communication vehicles (eg Emergency Notification System, Website, Social Media, Telephone Auto-Attendant, Email, etc).
- Contact key partners at CAIS (re: Banner support) and COEdu/CU Portland (re: Online Courses) to triage issues, as necessary.
- Contact key vendors re: critical services (eg Lightpath ISP/Telco, Skae Power Datacenter, Presidio Infrastructure, CloudFlare DNS), as necessary.
- Contact corporate insurance to report damage or loss.

Food Services

- Insure employees and students in the Dining Hall are safe and accounted for if situation occurs in the DH or its immediate vicinity.
- Consolidate on-campus workforce and food stocks to the main Dining Hall, only offer meals in one location, reduce operational hours, and depending on duration, examine needs of employees for long-term stays.
- Determine extent of disaster and direct consequence to food service operations in conjunction with the Leadership Team.

- If able to report, all positions would be viable and needed for the production of meals. Food Services are considered a “critical element” of the campus community.
- Coordinate with Campus Safety the possibility of helping to transport individual food service workers to the dining hall if the case were extreme.
- In the event of an emergency, all individuals would be responsible for the production of meals.
- Determine the need and feasibility of setting up “Comfort Stations” or delivering, as needed, food and supplies around campus.

Finance

- Procure essential materials and services to support all the emergency representatives.
- Assist with the identification of alternate locations for critical housing and academic functions.
- Evaluate damaged assets.
- Assist Incident Command Team, as necessary.
- Assist with communication, and notification of, key suppliers.

Health Center / Counseling Center

- Provide triage of any injured.
- Administer care for the injured.
- Provide oversight and instruction to community members or others assisting with injured.
- Provide crisis counseling, support and debriefing for victims and others.
- Provide referral sources as needed.

Human Resources

- Provide assistance as directed by the Emergency Management Team.
- Provide communication link with employees, both on and off-site.
- Notify employees’ emergency contacts as necessary.
- Provide roster information of employees on campus by building.
- Coordinate with the College’s insurance carriers as needed.

Communications

- Assemble facts based on the input from Incident Command.
- Determine and coordinate messaging to each individual responsible for communicating with key audiences.
- Assist and participate in the draft of all spoken and written communication.
- Work with Information Technology to provide an up-to-date news repository on the CCNY Web site to address social media.

- Provide daily debriefing to the Emergency Management Team, providing an evaluation of communications (what worked and what did not) to allow for adjustments.

Campus Ministry

- Provide assistance and pastoral support during evacuations.
- Provide assistance and pastoral support with the injured.
- Provide assistance and support at the hospital, if appropriate.
- Provide sacraments of the Church if appropriate.

Academic Division needs and roles in an emergency

The critical functions that need to be addressed depend on the type of emergency/disaster and the period of time (when and duration) academic services will be unavailable. For example, if an event occurs during the summer or, like Hurricane Katrina, occurs at the beginning of the fall semester, the critical functions will differ from those needed if an event occurs a few weeks prior to graduation, or during fall or spring registration. The critical functions of the several key offices of the academic division described below are based on the severity of the event character as maximal, moderate, or minimal.

Provost and Dean of Faculty

- Maximal event: ends the semester (Weeks 11-15) or relocates students and faculty to alternative colleges for pursuit of study (Weeks 1-10); secures office and all personnel and department records; contacts department chairs regarding communication with faculty on personnel matters, procedures to follow for cancelling courses, evacuation or continuance of classes; clarifies to students credit earned because of disruption
- Moderate event: provides clear instructions on personnel matters, such as contracts, sabbaticals, and rank and tenure processes if disrupted. Provides delivery of curriculum if applicable by identifying local alternative learning spaces and modes of delivery
- Minimal event: contacts department chairs regarding communication with faculty and students on daily basis about delivery of curriculum and instruction; works with individual faculty and Chairs on disruption of specific classes and services.

Registrar

- Maximal event: Secures student records; provides services from remote site
- Moderate event: Provides information to students and faculty about academic records, including the provision of transcripts, grade submission and availability, etc.
- Minimum event: relocates classes, provides a registration system for classes, and all registration related services such as drop/add, withdrawal, etc.

Academic Affairs and First Year Studies

- Maximal event: Answers basic advising questions; liaison with Registrar's office; final clearance of graduating seniors
- Moderate: Insure 1st Years and sophomores are properly registered for upcoming semester, provide advising information to departments regarding general education, provide basic services to students such as transcript evaluation, approvals for withdrawals, leaves of absence, and other academic policies.
- Minimum: alternative on-line or email system of advising

International Programs

- Maximal event: Contact local embassy; if necessary, insure safe transport of international students to home or provide alternative site for Americans studying abroad
- Moderate: advise students and help with academic services in lieu of traditional modes
- Minimum: contact international students on campus and all students studying abroad

Library

- Maximal event: secures collections and services; secures archives; arranges for delivery of all incoming materials to alternative sites; provides library services at alternative site
- Moderate event: provides clear instructions on access to collections and services through alternative processes
- Minimal event: secures collections and services; secures archives

Career Development

- Maximal event: provides services for students applying to internships, professional school and graduate school at alternative site; arranges off-site appointments with prospective employers
- Moderate event: provides bulk of services (resume building, psychometric testing, credential services, etc.) electronically
- Minimal: secures all records and resources; communicates to students and constituencies electronically

Academic Departments/Programs

For all of these, chairs contact faculty and communicate essential academic expectations for continuation (or suspension) of academic services. Chairs must also secure copies of syllabi, faculty files, major files, and any department-specific files (such as those needed for accredited departments).

- Maximum event: Chairs communicate to instructors that they are to end the semester and submit grades (if event occurs in Weeks 11-15) or to relocate with students to continue classes (if in Weeks 1-10).

- Moderate event: Identify an alternative mode of course delivery using electronic communication
- Minimal event: Identify an alternative mode of course delivery using electronic communication, or combine classes where campus instruction is feasible

Student/Faculty/Staff Responsibilities

Student Responsibilities

The CCNY Emergency Operations Plan provides procedures for the safe and orderly evacuation of affected areas in case of emergencies. There may be some incidents when students may be directed to “Shelter in Place” for example during a hazardous material spill or weather related emergency.

Students should:

- Become familiar with “What to do in an Emergency” by referencing information posted on the CCNY website for emergency procedures.
- Become familiar with the evacuation route/chart posted in all buildings on campus.
- In the event of an evacuation, not re-enter the building until Campus Safety, the Director of Student Engagement, or other emergency personnel advise that it is safe to do so.
- In the event of a need to “Shelter in Place”, remain calm, follow instructions on where to stay and not leave until instructed to do so by Campus Safety, the Director of Student Engagement, or other emergency personnel.
- Direct all media questions to the Senior Director of Student Experience or the college Legal Counsel to assure that the press is getting the most accurate information.

Faculty Responsibilities

The CCNY Emergency Operations Plan provides procedures for the safe and orderly evacuation of affected areas in case of emergencies. In some incidents, personnel may need to “Shelter in Place”, for example a hazardous material spill or a weather related emergency. The role of faculty members during evacuation or “Shelter in Place” situations is crucial to the safety of students.

Faculty members should:

- Become familiar with the “What to do in an Emergency” by referencing information posted on the CCNY website and in this manual.
- Become familiar with the evacuation route/chart posted in your area and the building evacuation procedures listed later in this manual.
- Review the evacuation route/chart with students in your classroom, on a regular basis.

- In the event of an evacuation, lead your students to the designated assembly point for your building.
- Not re-enter the building unless Campus Safety or other emergency personnel advise it is safe to do so.
- If you know of any student/s absent during the evacuation, report this information to emergency personnel to prevent an unnecessary search.
- In the event of a need to “Shelter in Place”, remain calm and encourage others to do so as well. Remain in place until instructed to move by Campus Safety or other emergency personnel.
- If you are instructed to “Shelter in Place”, close all windows and doors and seal cracks with tape or clothing. You may be instructed to move to a safer location within your building, such as an interior room or lower level.
- Try to maintain order with your students until clarification of the situation has been given by Campus Safety or other emergency personnel.
- If you have a student with a disability in your class, become familiar with how to assist her/him during an emergency. Review the procedure for Assisting Persons with Disabilities in the Emergency Operations Plan.
- Review any safety related information with your students upon request.
- Direct all media questions to the Senior Director of Student Experience or college Legal Counsel to assure that the press is getting the most accurate information.

Staff Responsibilities

The CCNY Emergency Operations Plan provides procedures for the safe and orderly evacuation of affected areas in case of fire or other emergencies. In some incidents, personnel may need to “Shelter in Place” such as a hazardous material spill or weather related emergency. The role of staff members during an evacuation or “Shelter in Place” is important for the safety of students, visitors, and other personnel.

Staff members should:

- Become familiar with the “What to do in an Emergency” information posted on the CCNY website and in this manual.
- Become familiar with the evacuation route/chart posted in your area and the building evacuation procedures enumerated later in this manual.
- In the event of an evacuation, assist others to safety if you are able to do so.
- Not re-enter the building unless Campus Safety or other emergency personnel advise it is safe to do so.
- Assemble in the pre-designated areas and await further instruction from emergency personnel.

- In the event of a need to “Shelter in Place”, remain calm and encourage others to do so as well and remain in place until instructed to move by Campus Safety or other emergency personnel.
- If you are instructed to “Shelter in Place”, close all windows and doors and seal cracks with tape or clothing. You may be instructed to move to a safer location within your building, such as an interior room or lower level.
- Try to maintain order until clarification has been given by Campus Safety or other emergency personnel.
- Direct all media questions to the Senior Director of Student Experience or the college Legal Counsel to assure that the press is getting the most accurate information.

EMERGENCY CONTACT LIST

Contact	Areas to notify
Charles Frank / Molinda Kearns	Brunn-Maier Science Hall
Chartwells Manager	Commons
John McLoughlin	Talbot House
Kathy Laoutaris / Brian Snow / Neil Tarangioli / Kathleen Carey	Meyer Athletic Center Tennis Center
Melinda Magnani	Stein Hall
Daniel Sorrentino & Chartwells Café Mgr.	Schoenfeld
Jason Thoms	Sommer Center
Kate Behr	Liberal Studies Hall
Jennifer Pinto – Chris D’Ambrosio	Feth Hall
Kathy Dresser – RC and RA’s	Bohm Hall
John Dana – RC and RA’s	Sieker Hall
Thai Chan-Grullon – RC and RA’s	Rippe Hall
Erik Graybosch & RA’s	Romoser Hall
Gary Gollenberg – Wm. Perrenod	Scheele Library
Amy Heath & RA’s	Ressmeyer Hall
Elijah MacGruder & RA’s	Koepchen Hall
Stephanie Squires	Ward House
Nathalie Virgintino	George House
Kristen Schulz	Atlantic District

MAINTENANCE TEAM WILL PROVIDE BACK-UP SUPPORT

Crisis Response Checklist

- Specific information to be collected from the site:
 - What happened?
 - Where did it happen?
 - When did it happen?
 - Who was involved?
 - Who are the witnesses?
 - Who has been contacted?
 - What action, if any, has been suggested by authorities at the site?

It is critical to get detailed information regarding names, times, places, witnesses etc.

- Status of people involved:
 - Where are the people involved located?
 - What is the physical condition of those involved?
 - What is the mental health of those involved?
 - What communication system has been established among those involved?
 - What information needs to be communicated to those involved?
 - Do those involved have any immediate needs?
- Double-checking facts:
 - What agencies/organizations need to be contacted?
 - Who will contact each agency/organization?
 - When will the agency/organization be contacted?
 - How will the gathered information be communicated?
 - Who will collate information?
 - How will the Emergency Response Team receive the information?
- Action Plan:
 - What action needs to be taken?
 - What are the legal issues, if any, that need to be considered?
 - Who needs to be contacted, and by whom?
 - What financial arrangements need to be made?

Training and Exercises

Trained and knowledgeable personnel are essential for the prompt and proper execution of this Plan. CCNY will ensure that all personnel have a thorough understanding of their assigned responsibilities in a disaster or emergency situation, as well as, how their role and responsibilities interface with the other response components of this Plan. All personnel will be provided with the necessary training to execute those responsibilities in an effective and responsible manner.

Training will be based on federal, state, and local guidance. All training and exercises conducted will be documented. Training needs will be identified and records maintained for all personnel assigned emergency response duties in a disaster.

The Campus Safety Office will develop, plan, and conduct an emergency response exercise annually. These exercises will be designed to not only test the Plan, but to train all appropriate officials, emergency response personnel, and CCNY personnel. Emergency response organizations, quasi-public, volunteer groups, and/or agencies will be encouraged to participate. Deficiencies identified by the exercise will be addressed immediately.

The Campus Safety Office works with outside regulatory agencies and organizations to address applicable safety and health standards. A primary function of the Campus Safety Office is the development, implementation, and administration of programs to assist CCNY to remain compliant in the areas of environmental, fire, and occupational safety and health. A wide variety of programs are implemented and administered by the Campus Safety Office.

Educational Training Programs

Building Coordinators' Program: This program is designed to help train the campus community of faculty, staff, and students on the emergency procedures in the event of a fire, tornado, or earthquake. The training program is designed as a train-the-trainer program and is personalized to each building.

New Hire Safety Orientation: This program is designed to train new employees in College Services and other College departments to understand the emergency procedures to follow in the event of an emergency and to familiarize them with several OSHA required safety topics. This will be covered in the bi-annual new hire orientations offered by the Dir. of HR.

Fire Extinguisher Training: All Resident Counselors (RC's) and Resident Assistants (RA's) in the Residence Life department are trained annually by the Campus Safety Office. Campus Safety officers are also trained on an annual basis.

Residence Life Staff Fire Training: Annually, the Campus Safety Office trains all RC's and RA's on the specific life safety equipment in their particular buildings and how it functions. Emphasis is given to their role in helping to assure a fire safe environment. Fire drills are conducted in conjunction with this training with

all RC's and RA's, exercising their roles during a simulated fire emergency. The Campus Safety Office also serves as a resource to assist students with their floor meetings on fire safety topics.

Fire Department Training: The Campus Safety Office strives to assist the Eastchester Fire Department in all endeavors. Various on-campus training sessions are conducted periodically. Fire Department personnel assist the Residence Life staff and CCNY students with any fire safety related topics.

Pre-Fire Planning/Emergency Evacuation Charts: The Campus Safety Office has developed pre-fire plans on all facilities and distributed them to all emergency response departments within the campus and community. Updating of these plans is an ongoing process due to the many facility changes, which occur on a regular basis. The Campus Safety Office also develops and implements the installation of emergency evacuation charts in all campus facilities which give exiting information and emergency procedures in the event of a fire, tornado, or earthquake.

Accident/Injury Prevention and Reporting: The Campus Safety Office has developed policies and procedures that must be followed to ensure a safe workplace; employees must be safety conscious on and off the job to prevent injuries and illness. CCNY strives to prevent any type of injury or illness which may cause the loss of life or property.

Hazard Communication Program: The Campus Safety Office strives hard to protect its faculty, staff, and students from the dangers of hazardous chemicals. CCNY has a written Hazard Communication Program that outlines how and where MSDSs may be accessed. The program also states that all chemical containers will be properly labeled; in addition training and education will be provided to protect people who work with hazardous materials.

Bloodborne Pathogens: It is the policy of CCNY, in conjunction with the Campus Safety Office, to conduct annual, effective training designed to equip all at risk employees with methods to protect themselves from occupational exposure to blood or other potentially pathogenic materials. In accordance with OSHA regulations, individuals designated to perform first aid, as well as other employees at high risk of exposure shall receive the Hepatitis B vaccination series.

Personal Protective Equipment: PPE is issued to employees as job duties require. Safety glasses, goggles, ear plugs, gloves, aprons, masks, etc. consists of the most common PPE used. Every job has its own particular hazards and PPE to help protect employees from those hazards. Employees are trained on PPE during New Hire Safety Orientation and as needed as the job hazards change.

Basic First Aid and CPR Training: Each summer, the Student Life Office offers free basic first aid and CPR training to the RA's and RC's as part of their annual training program.

Annual Accident/Injury Summary: The Campus Safety Office performs an analysis annually of accidents and injuries incurred by College Services employees. The analysis provides vital information on accident and injury statistics and trends to help the department focus attention on current safety issues.

Inspections and Maintenance Programs

Life Safety Equipment: All fire equipment is inspected and tested in accordance with the applicable fire code on a routine basis. The Director of Campus Safety has the primary responsibility for performing fire alarm equipment inspections and tests; and to repair deficiencies and report as required. Records are kept on all deficiencies and repairs. The Fire Extinguisher Maintenance Program is administered by the Campus Safety Office.

Special Fire Suppression Systems: All special fire suppression systems are inspected and tested by certified contractors. These systems include kitchen suppression, halon, CO₂, and clean agent systems.

Proprietary Monitoring System: The Campus Safety Office works with Central Stations, monitoring facilities for all fire and burglar alarms on campus. This system is manned at all times with certified emergency dispatchers. All fire alarm systems on campus are monitored at this facility. The Eastchester Fire Department is notified and responds to all fire alarms at CCNY.

State Fire Marshal's Annual Inspection: The College is inspected on an annual basis by a representative of NYS Homeland Security and a representative from the Campus Safety Office. Work orders are initiated on deficiencies and given a timeline for repair. Follow-up is made by the Director of Campus Safety.

Functional Annexes

This document contains the recommended procedures to be followed during specific types of emergencies. The procedures should always be followed in sequence, unless conditions dictate otherwise.

Under all conditions, follow-up communication regarding an incident should be furnished immediately to an immediate supervisor and an incident report form should be completed and submitted to Concordia Security no more than two days following the occurrence.

Evacuation

Building Evacuation

During certain emergency conditions, it may be necessary to evacuate a building. Examples of such occasions include: smoke/fire, gas leak, bomb threat. Pre-planning and rehearsal are effective ways to ensure that building occupants recognize the evacuation alarm and know how to respond. Practicing an evacuation during a non-emergency drill provides training that will be valuable in an emergency situation.

Students are visitors to a building and may not know what procedures to follow ensuring an emergency. The class instructor is responsible for providing pertinent information both at the beginning of a semester and at the time of the evacuation to ensure that students evacuate the building in a safe manner.

Building Evacuation

1. All building evacuations will occur when an alarm sounds and/or upon notification by Campus Safety or building coordinator.
2. When the building evacuation alarm is activated during an emergency leave by the nearest marked exit and alert others to do the same in a calm, orderly manner.
3. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING!** Remember that elevators are reserved for handicapped individuals. **DO NOT USE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE. DO NOT PANIC.**
4. Once outside, proceed to the designated assembly area for your department or class. Designated areas must be at least 500 feet from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
5. Do not return to an evacuated building unless told to do so by a college official.
6. **IMPORTANT:** After any evacuation, report to your designated assembly area. For any emergency on the Main Campus, faculty, staff and students should report to the Meyer Athletic Center (MAC). For any emergency on the East Campus, faculty, staff and students should report to the Sommer Center. In the event of a Campus –wide evacuation, faculty, staff and students should report to the Village Lutheran Church (VLC) across the parking lot from Stein Hall. Stay there until an accurate headcount is taken. Designated college personnel will assist in the accounting for all building occupants.

Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced by Campus Safety.
2. All persons (students and staff) are to immediately vacate the site in question and relocate to another part of the campus grounds as directed by Campus Safety.

Evacuation Protocol:

Prior to the arrival of a responding outside emergency unit, Campus Safety will be responsible for either sheltering in place or evacuation of College buildings, based upon the incident.

Upon the arrival of the outside emergency unit, Campus Safety shall transfer authority to the responding unit and shall cooperate and provide information or assistance as needed.

Evacuation/Refuge Plan for Persons with Disabilities

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to make alternative plans and arrangements in advance which will increase the likelihood that individuals will be able to exit the building safely in the event of an emergency.

Every individual must quickly become familiar with their area by locating exits, stairwells, elevators, fire-fighting equipment, fire alarms and established areas of safe refuge.

NOTE: Places of refuge can be in a protected stairwell or a room within the structure generally used in fire situations. Ideally, these areas are especially constructed to resist smoke and heat or equipped with a sprinkler system. Any future construction should take into consideration the incorporation of places of refuge. It is understood that existing buildings may not have adequate landings within the stairwells or have rooms that are smoke and/or heat resistant. For such buildings, places of refuge should still be established as close to the exit stairwell as possible. These rooms should be marked with a sign on the corridor side identifying it as a place of refuge.

For those who have difficulty speaking or those with hearing impairments who have difficulty judging volume, it may be useful to carry a whistle or a similar device for the purpose of announcing their location to emergency services personnel who will be attempting to search for those in need of assistance.

Advise others (supervisors, administrators, instructors, colleagues, fellow students) about any concerns that you may have related to emergency exiting and how they can assist you in the event of an emergency. This can include assistance to exits, areas of refuge and altering emergency services of your location.

Assisting Those with Disabilities, Evacuation Guidelines

It is recommended that each department establish a “buddy” system in which volunteers and alternates are recruited and paired with persons who have self-identified disabilities that would create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered.

Persons with Visual Impairments

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person’s arm. Offer your arm for guidance.

Persons with Hearing Impairments

Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not be aware of emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.
- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Always consult the person as to his/her preference with regard to:

- Ways of being removed from the wheelchair.
- The number of people necessary for assistance.
- Whether to extend or move extremities when lifting.
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair.
- Being carried forward or backward on a flight of stairs

Extended Evacuation Procedures

In the event security of the campus community cannot be ensured or returned to normal for an extended period of time, those who are able to leave the premises will be advised to do so once they have been accounted for by their department or residence life.

Those who must remain on site will be provided emergency shelter in either the Athletic Center, the Sommer Center or the VLC depending on the location of the original emergency and once the premises has been inspected, secured and acknowledged as safe by law enforcement or fire officials and the College Services staff.

Contingency emergency plans with area hospitals and schools will be activated when deemed necessary.

Shelter-in-Place

What “*Shelter-in-Place*” Means

One of the instructions you may be given in an emergency situation is to “*Shelter-in-Place*”. That is, to remain indoors due to a developing dangerous/hazardous situation outdoors. These guidelines are aimed at keeping you safe while remaining indoors. “*Shelter-in-Place*” means selecting a small, interior room if possible, with no or few windows, and taking refuge there. It does not mean sealing off your entire building or barricading the room you are using for shelter. If you are told to “*Shelter-in-Place*”, follow the guidelines provided.

Why You Might Need to “*Shelter-in-Place*”

For any type of emergency where guidelines for “*Shelter-in-Place*” would be appropriate, information will be provided by College authorities through the Emergency Notification System. The important thing for you is to follow these guidelines and know what to do if you are advised to “*Shelter-in-Place*”.

How to “*Shelter-in-Place*”

1. Stop classes or work, or close business operations.
2. If there are students, faculty, staff, or visitors in the building, provide for their safety by asking them to stay. When college authorities suggest to “*Shelter-in-Place*”, they want everyone to take those steps now, where they are, and not to drive or walk outdoors.
3. Close and lock all windows, exterior doors, and any other openings to the outside.
4. If you are told there is danger of explosion, close the window shades, blinds, or curtains.
5. Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes.

6. It is ideal to have a hard-wired telephone in the room(s) you select. Have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
7. Bring everyone into the room(s). Shut and lock the door(s).
8. Be alert for ENS updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas.

Supplies

For the workplace, where you might be confined for several hours, the following supplies are suggested to have available:

- Flashlight
- Battery-powered radio
- Food – high-energy foods like granola bars, energy bars, etc.
- Water

Medications – If you use prescription medications, keep at least a small supply of these available.

Hazard Annexes

Active Shooter

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area. In most cases active shooters use firearms, and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. College campuses are not immune to serious or violent crime. This document provides guidance to faculty, staff, and students who may be caught in an active shooter situation, and describes what to expect from responding police officers.

Guidance to Faculty, Staff, and Students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

- If an active shooter is outside your building, you should immediately seek cover in an attempt to conceal and hide from the shooter.
- Proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room.
- One person in the room should call 911 or 914-337-0500, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police give the “all clear.”
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- If an active shooter is in the same building you are, you should immediately seek cover in an attempt to conceal and hide from the shooter.
- Determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.
- If an active shooter enters your office, classroom, or residence, try to remain calm. Call 911 or 914-337-0500 if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place.
- If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted.
- If the shooter leaves the area, proceed immediately to a safer place, and do not touch anything that was in the vicinity of the shooter.
- No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.

- Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are, and notify authorities of their location as soon as possible.
- Proceed to a safe location, and do not leave campus until advised it is safe to do so by police.

What to Expect from Responding Police Officers

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams; they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns, and might also be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying, and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

General Quick Response Guide

- Secure immediate area.
- Lock and barricade doors.
- Turn off lights.
- Close blinds.
- Silence cell phones.
- Block windows.
- Turn off radios and computer monitors.
- Keep occupants calm, quiet, and out of sight.
- Keep yourself out of sight and take adequate cover/protection, i.e. concrete walls, thick desks, filing cabinets
 - (cover may protect you from bullets).
- Place signs in exterior windows to identify the location of injured persons.

Contacting Authorities

- Use 914-337-9300 x2300 to contact the Concordia College Campus Safety office.
- Dialing 2300 from a campus phone will connect with Campus Safety.
- Dialing 911 from a cell phone will connect you with New York State Police Emergency Enhanced 911. Be sure to give the call taker your exact location. It is advisable to program 914-337-0500 into your cell phone to call the Bronxville Police Department directly.

What to Report

- Your specific location — building name and office/room number
- Number of people at your specific location
- Injuries – number injured, types of injuries
- Assailant(s) – location, number of suspects, race/gender, clothing description, physical features, type of weapons (long gun or hand gun), backpack, shooter's identity if known, separate explosions from gunfire, etc.

Un-Securing an Area

- Consider risks before un-securing rooms.
- Remember, the shooter will not stop until he or she has been engaged by an outside force.
- Attempts to rescue people should only be considered if it can be accomplished without further endangering the persons inside the secured area.
- Always consider the safety of masses vs. the safety of a few.
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.

Fire

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911. **NOTE: IN ALL CASES OF FIRE THE EASTCHESTER FIRE DEPARTMENT MUST BE NOTIFIED IMMEDIATELY.**

Know the location of the fire extinguishers, fire exits and alarm system in your area and know how to use them. Training and information is available through the Director of Campus Safety.

IMMEDIATE ACTION

- For the person discovering the fire:
 - Extinguish **ONLY** if you can do so safely and quickly
 - After the fire is extinguished, call Concordia Security
 - In case of emergency call 911
- If the fire cannot be extinguished:
 - Confine the fire by closing the doors.
 - Pull the nearest fire alarm if there is one.
 - Call the Fire Department 911
 - Contact Concordia Security
 - Alert others
 - Concordia Security will meet the Fire Department when they arrive.

- For occupants of the building:
 - Close the doors to your immediate area.
 - EVACUATE the building via the nearest exit. Assist others in exiting the building
 - DO NOT use elevators
 - Avoid smoke-filled areas.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. DO NOT PANIC.

- For persons evacuating from the immediate fire area:
 - Feel door from bottom to top. If it is hot DO NOT proceed; go back
 - If the door is cool, crouch low and open the door slowly. Close the door quickly if smoke is present so you do not inhale it.
 - If no smoke is present, exit the building via the nearest stairwell or exit.
 - If you encounter heavy smoke in a stairwell, go back and try another stairwell.
- For persons with mobility concerns, refer to evacuation procedures section.

Fire Drill Policy

1. Fire drills should be conducted at least four times a year in the dorms and assemble buildings at unexpected times and under varying conditions to simulate the unusual conditions that occur in the case of fire. Various means of exit could be made temporarily unavailable in order to familiarize occupants with secondary routes of evacuation.
2. Fire drills should involve all occupants. Everyone should leave the building when the fire alarm sounds. Exemptions are strongly discouraged. It may be advisable to notify wheelchair occupants prior to the planned fire drills.
3. In the conduct of drills, emphasis shall be placed upon orderly evacuation under proper discipline rather than upon speed. The floor proctors are expected to perform their assigned duties as if in an actual emergency situation.
4. Provisions should be made for timing and evaluating the orderliness of each drill.

Explosion

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

IMMEDIATE ACTION

1. Call 911.
2. Get out of building as quickly and calmly as possible (refer to evacuation procedures)
3. Contact Concordia Security at x2132 or 2300
4. If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
5. If there is a fire, stay low to the floor and exit the building as quickly as possible.
6. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
7. Assist others in exiting the building and move to designated evacuation areas.

Keep streets and walkways clear for emergency vehicles and crews.

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Utility Failure

1. In the event of a major utility failure during normal working hours (8 a.m. to 5 p.m., Monday through Friday), immediately notify College Services.
2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or holidays, notify Concordia Security.
3. If an emergency exists, activate the building alarm and also report the emergency by phone to Concordia Security.
4. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists. Follow building evacuation procedures as outlined.

Always observe steps 1 and 2 above whenever the following utility emergencies arise:

Electrical/Light Failure

Campus lighting should provide sufficient illumination in corridors and stairs for safe exiting. It is advisable to have a flashlight, portable two-way radio or cell phone available for emergency.

Elevator Failure

If you are trapped in an elevator use the emergency phone to notify the Fire Dept. If the elevator does not have an emergency phone, turn on the emergency alarm which will signal for help.

Plumbing Failure/Flooding

Cease using all electrical equipment. Notify College Services.

Serious Gas Leak

Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT.** Remember, electrical arcing can trigger an explosion. Notify College Services.

Ventilation Problem

If smoke odors come from the ventilation system, immediately notify College Services.

Weather Emergencies

Metropolitan New York can be subject to a variety of weather risks including lightning, high winds, hail, flooding, hurricanes, tornadoes, freezing rain and heavy snow. Be aware of the potential for threatening weather and take appropriate precautions. Avoid being caught in open areas when severe weather strikes.

Emergency Weather Closings

In severe weather emergencies, classes may be cancelled by order of the President or his designee. Until a decision "to close" is announced, the College will be considered open. Closing the College is defined as a suspension of classes, examinations and all other activities with the exception of essential services.

In the event of a school closing, local radio and television stations will be notified. Members of the College should listen to major broadcast stations for the latest information and/or check the Concordia website.

Tornado

A tornado watch means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions.

A tornado warning means that a tornado has been sighted. The County of Westchester will initiate a siren, or steady tone, for a period of 3 to 5 minutes. When you hear this siren, take cover immediately, danger is imminent.

Immediate Action

1. Remain calm and avoid panic
2. Go to an area of safety
Areas of Safety: Rooms and corridors in the innermost part of a building
Areas to Avoid: Stay clear of windows, corridors with windows, or large, freestanding expanses.
There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
3. DO NOT use elevators during a tornado warning. Persons with mobility concerns should go to an area of safety at the time of a tornado watch; DO NOT wait for a tornado warning.
4. Close all doors, including main corridors, making sure they latch.
5. Crouch near the floor or under heavy, well-supported objects and cover your head.
6. Be alert for fire. In the event of a fire, the Eastchester Fire Department should be notified.

Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. (Refer to Bomb Threat Checklist). Please **DO NOT** attempt to notify or evacuate an entire building. This could consume valuable time that would be better used to gather important information. Call 911

In the case of a written threat, it is vital that no one handles the document. This is evidence. Concordia Security should be called immediately, and they will respond to the location of the document. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

IMMEDIATE ACTION

1. Remain calm and immediately refer to the attached Bomb Threat Checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible (See Attachment)
3. Try not to anger the caller at any time.
4. While engaging the caller, pay particular attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
5. Note any characteristics of the caller's voice (gender, age, accent, etc.).
6. Attempt to obtain information on the location of a device (building, floor, room, etc.).
7. Attempt to obtain information on the time of detonation and type of detonator.
8. Immediately after the caller has ended the call, notify Concordia Security at x2132 or 2300. If practical, do not hang up the phone, but phone Concordia Security from a different telephone. Notify the immediate supervisor within your work area.
9. If the threat was left on your voice mail, do not erase.
10. If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!** Clear the area and immediately contact Concordia Security.

The decision to evacuate a College facility will be made after a thorough evaluation of the information available. If the decision is made to evacuate, instruct occupants to take purses, book bags and personal packages and exit the building. (If left behind, these items could be mistaken to contain explosives and lengthen the search process). Lock vaults, cash registers and files with records and retain key on person.

ASSIST THOSE PHYSICALLY CHALLENGED IN EXITING THE BUILDING.

Remember, elevators are reserved for handicapped use. **DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**

Once outside, move to a clear area at least 500 feet away from the building to your department's designated meeting area. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

Concordia Security and the police will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their areas for suspicious objects and report the location to Concordia Security. **DO NOT TOUCH THE OBJECT!** Do not open drawers, cabinets, or turn lights on or off. Do not lock doors or close windows. Exit safely and follow evacuation procedures.

Telephone Bomb Threat Checklist

KEEP CALM: Do not get excited or excite others.

TIME: Call received _____ am/pm Terminated _____ am/pm

EXACT WORDS OF CALLER: _____

DELAY: ASK CALLER TO REPEAT.

Questions you should ask:

A. Time bomb is set to explode? _____

B. Where located? Floor _____ Area _____

C. Kind of bomb? _____

D. Description _____

E. Why kill or injure innocent people? _____

Voice Description:

___ Female ___ Male

___ Calm ___ Nervous ___ Agitated

___ Refined ___ Rough

___ Young ___ Middle-Aged ___ Old

Other Descriptors:

Accent ___ Yes ___ No Describe _____

Speech Impediment ___ Yes ___ No Describe _____

Recognize Voice? If so, who do you think it was? _____

BACKGROUND NOISE:

Music Running Motor (Type) _____
 Traffic Whistles Bells
 Horns Aircraft Tape Recorder
 Machinery Other _____

ADDITIONAL INFORMATION:

1. Did caller indicate knowledge of facility? If so, in what way?

2. What line did the call come in on? _____
3. Is number listed on display? Yes No
4. Copy the number down _____

Signature _____ Date _____

Detecting Suspicious Packages/Letters

Bureau of Alcohol, Tobacco and Firearms (ATF)

REMEMBER

The item does not have to be delivered by a carrier.

Most bombers set up and deliver the bombs themselves.

Below is a list of possible indicators of suspicious packages:

1. If delivered by a carrier, inspect for lumps, bulges or protrusions without applying pressure.
2. If delivered by a carrier, balance check if lopsided or heavy sided.
3. Handwritten addresses or labels from companies are improper. Check to see if the company exists and if they sent a package or letter.
4. Packages wrapped in string are automatically suspicious. Modern packaging materials have eliminated the need for twine or string.
5. Excess postage on small packages or letters indicates that the object was not weighed by the Post Office.
6. No postage or non-cancelled postage.
7. Any foreign writing, addresses or postage.
8. Handwritten notes such as: "To Be Opened in the Privacy of", "CONFIDENTIAL", "Your Lucky Day is Here" or "Prize Enclosed."
9. Improper spelling of common names, places or titles.
10. Generic or incorrect titles.
11. Leaks, stains or protruding wires, string, tape etc.
12. Hand delivered or dropped off for a friend packages or letters.
13. No return address or nonsensical return address.
14. Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

If you have a suspicious letter or package CALL 911

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

Most bombs are homemade and are limited in their design only by the imagination of, and the resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual. Let a trained bomb technician determine what is or is not a bomb.

Violent or Criminal Behavior

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
2. If you are a victim or a witness to any on-campus offense **AVOID RISKS!**
3. Promptly notify Concordia Security at x2132 or 2300 as soon as possible and report the incident including the following:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
4. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Concordia Security and report the incident.
5. Assist police officials when they arrive by supplying them with all additional information and ask others to cooperate.
6. Should gunfire or discharged explosives become a hazard on the campus, take cover immediately using all available concealment. After the disturbance seek emergency first aid if necessary.
7. **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. The captor is emotionally imbalanced. Do not make mistakes that could place your personal safety in jeopardy.
 - Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
 - 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. Attempt to establish rapport with the captor. If medication, 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.

Refer to Attachment: Workplace Violence Response Procedures

ATTACHMENT

Workplace Violence Response Procedures

Responding to Threats

Any employee who is threatened by another, or who observes threatening behavior should report the threat to Concordia Security. Concordia Security will immediately work with Human Resource to investigate the report and discipline the offender, if the investigation warrants. In cases of serious threat, or a threat by a person other than an employee, the threatened employee or witness should notify Concordia Security immediately.

Responding to Weapon Possession

Any employee who observes a gun or other weapon in the possession of anyone in the building should immediately contact Concordia Security.

Responding to Violent Situations

If an employee is meeting with an individual he/she believes could become violent, the employee should:

- Try to avoid angering or further upsetting the individual
- Stay calm and listen attentively to the individual's concerns.
- Ask clarifying questions and express understanding (but not necessarily agreement) of the person's position; avoid arguing or contradicting.
- Position him/herself between the individual and the door in case escape is necessary.
- Leave the door open or, if the individual requests privacy, partly open.
- Alert someone nearby to listen for sounds of trouble and/or set up a code word that can be used to alert another person that help is needed.

If an employee encounters or is meeting with an individual who becomes violent, the employee should:

- Leave the area if possible.
- Call Concordia Security, or alert others to call if possible
- Warn others to evacuate the area, if possible.

Those nearby when an individual becomes violent should:

- Evacuate, if possible, or take cover if evacuation is not possible.
- Call Concordia Security
- Call an ambulance if it appears someone has been injured.
- Alert others in the building to evacuate.
- Attempt to help a co-worker being held hostage or dealing with a violent individual ONLY if the individual does not have a weapon.

Civil Disturbance or Demonstration

A civil protest will usually take the form of an organized public demonstration or disapproval or display of disagreement with an idea or course of action. Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. INTERFERENCE with the normal operation of the College.
2. PREVENTION of access to office, buildings or other College facilities.
3. THREAT of physical harm to persons or damage to College facilities.
4. UNAUTHORIZED entry into or occupation of any College room, building or area of the campus, or unauthorized or improper use of any College property, equipment or facilities.

If any of these conditions exist, Concordia Security should be notified and will be responsible for contacting and informing the appropriate officials. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

- a) Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked, and efforts should be made to conduct College business as normally as possible.
- b) If demonstrators are asked to leave, but refuse to leave by regular facility closing time:
 - Arrangements will be made by the Director of Campus Safety to monitor the situation during non-business hours or
 - Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (see section two).

NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

- a) In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:
 - Demonstrators will be asked to terminate the disruptive activity by a representative of the College.
 - The Director of Campus Safety will consider having a photographer available to secure positive identification of demonstrators in violation to facilitate later testimony including photographs if deemed advisable.
 - Key College and student leaders will be asked by the Director of Student Engagement to go to the area and help persuade the demonstrators to desist.

The Director of Student Engagement or his/her designee and the Director of Campus Safety will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities. (see attachment below)

- After consultation with the President and Director of Campus Safety by the Director of Student Engagement, the need for an injunction and intervention of civil authorities will be determined.

If determination is made to seek the intervention of civil authorities the demonstrators should be informed upon the arrival of law enforcement. (see attachment below)

Violent, Disruptive Demonstrations

In the event that a violent demonstration appears imminent in which injury to persons or property occurs, the Campus Safety Team will be notified:

- a) During business hours
 - Concordia Security will be notified immediately, which in turn will contact the Director of Student Engagement and other key administrators.
 - If advisable, the Director of Student Engagement will alert the President.
 - The President, in consultation with the Director of Student Engagement and the Director of Campus Safety, will determine the possible need for injunction.
 - Concordia Security will provide an officer with a radio for communication between the College and Concordia Security as needed.
 - If funds are on the premises and the situation presents itself, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person until it is deemed safe to return to normal operations. After the incident, count and verify cash funds

- b) After business hours
 - Concordia Security should be immediately notified of the disturbance
 - Concordia Security will investigate the disruption and report the incident to the Director of Student Engagement and the Director of Campus Safety.

- c) The Director of Student Engagement will:
 - Report the circumstances to the President
 - Notify key administrators, and if appropriate the administrator responsible for the building area
 - Arrange for a photographer to secure positive identification of protestors in violation to facilitate later testimony. Efforts should be made to video tape any police action for future reference.
 - If necessary, contact the police for assistance

The Director of Campus Safety reserves the right to call for police assistance without counsel from others if deemed to be of paramount importance to the safety of persons involved.

ATTACHMENT

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

ALWAYS identify self and position in the College. Police should be present before any Directives are made

This assembly and the conduct of each participant is seriously disrupting the operations of the College and is in clear violation of the rules of the College. You have been previously called upon to disperse and terminate this demonstration.

You have been given the opportunity to discuss your grievances in the manner outlined by College policy. In no event will the Administration of this College accede to demands backed by force.

Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will under the authority of the Board of Regents take whatever measures are necessary to restore order, including calling the police for assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will be subject to expulsion.

ATTACHMENT

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH ASSISTANCE OF POLICE

ALWAYS identify self and position in the College

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of the College, each of you are hereby suspended, subject to later review.

The police will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

(NBC) Nuclear, Biological or Chemical Threats

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. A simple spill is defined as a spill which meets all of the following criteria:

- a. consists of known substances
- b. can be handled by user with existing supplies of absorbent without posing a treat to any other individual and
- c. does not cause the release of vapors or aerosols. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the Eastchester Fire Department or the Westchester County HAZMAT Team.

Any spillage of a hazardous or radioactive material, other than simple spills, should be reported IMMEDIATELY to Concordia Security. When reporting, be specific about the nature of the involved material and exact location. Concordia Security will contact the necessary specialized authorities and medical personnel.

The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Concordia Security personnel.

Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Concordia Security. Required first aid and cleanup by specialized authorities should be started at once.

If an emergency exists, activate the building alarm. You must also report the emergency by phone (contact Concordia Security).

When the building evacuation alarm is sounded, an emergency exists. Follow the emergency evacuation procedures as outline in the Building Evacuation Section.

Reporting

- If the incident involves any radioactive materials, or is a major spill of hazardous materials, notify Concordia Security.
- If the incident involves an oil spill, or a release of hazardous material to the environment or beyond College boundaries, immediately notify Westchester County.
- Report to the New York State Department of Natural Resources must be made as soon as possible and not later than six hours after discovery of the incident.

Employee Awareness on Domestic Preparedness
Nuclear, Biological, Chemical (NBC)

Employees should report anything unusual or out of the ordinary they may identify with their surroundings. Awareness is the key to minimize danger to you and co-workers.

Upon observation of anything unusual or out of the ordinary, pertaining to nuclear, biological or chemical hazards, immediately cover your nose and mouth with a cloth for temporary respiratory protection.

1. The 4 Don'ts
 - a. Don't become a victim
 - b. Don't rush in
 - c. Don't TEST (Taste, Eat, Smell Touch)
 - d. Don't assume anything

2. Be SAFE
 - a. Safety comes first
 - b. Assess the situation before doing anything
 - c. Focus on avoiding the hazard
 - d. Evaluate the situation and report to authorities

3. Emergency Self-Decontamination
 - Chemical – Wash, Strip, Flush, Cover
 - Bio-Nuclear – Wet, Strip, Flush, Cover
 - a. Wet or Blot
For nuclear and biological contamination, wetting down exposed surfaces will help in preventing the contamination from re-suspending in the air.
For chemical contamination, carefully wash the agent off of exposed skin immediately.
 - b. Strip off all the clothing
 - c. Flush the affected area with large amounts of water
 - d. Cover the affected area

4. Notification
 - a. Call 911 and identify the following:
 - b. Location of the incident
 - c. Time of the incident
 - d. Number of victims
 - e. Symptoms of injured
 - f. Fire or explosion
 - g. Type of vehicle or container involved

5. Emergency Procedures

If you suspect or witness an NBC incident, protect yourself and move upwind and updrift. Do not walk through, inhale or touch any spilled material, vapor cloud, smoke, or leaking containers. Without endangering yourself, keep others away until help arrives.

6. If the substance is known, contact a member of the science faculty or the maintenance department to obtain a copy of the appropriate Material Safety Data Sheet.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Official CDC Health Advisory

Many facilities in communities around the country have received anthrax letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC

1. Anthrax organisms can cause infection in the skin, gastrointestinal system or lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is NOT spread from one person to another.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, however, prompt recognition and treatment are effective.

SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have a container, then COVER the envelope or package with anything (e.g. clothing, paper, trash can etc.) and DO NOT remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e. keep others away).
5. WASH your hands with soap and water to prevent spreading any powder to your face.
6. What to do next...
 - If you are at HOME, then report the incident to local police.
 - If you are at WORK, then report the incident to local police and notify Concordia Security.
7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigation and advice.

ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g. clothing, paper, trash can etc.) and do not remove this cover!
2. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e. keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
 - If you are at HOME, then report the incident to local police.
 - If you are at WORK, then report the incident to local police and notify Concordia Security.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. DO NOT USE BLEACH OR OTHER DISINFECTANT ON YOUR SKIN.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give the list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that the air handling system is contaminated, or warning that a biological agent has been released in a public space.

1. Turn off local fan or ventilation units in area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering.
4. Contact local police and Concordia Security.
5. SHUT down air handling system in the building if possible.
6. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give the list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

Mental Health Emergencies

In your role as a staff or faculty member at Concordia you may come in contact with students who are emotionally distraught. A student might directly confide his or her concerns to you or another student might share concerns about a classmate. Through your observation of a student's behaviors, you might infer that he or she is emotionally distraught. It is best to be prepared to deal with a student requiring emotional support, irregardless of how your concern developed.

Your Role as Faculty/ Staff

Faculty and staff play a central role in student help-seeking efforts. First, you are often in a direct position to observe students and be aware of their behavior. Second, students

frequently turn to informal help-givers like you to obtain advice and support. Although faculty and staff are not expected to provide counseling, it is often helpful for you to understand the critical role you can play in:

- Responding to student problems
- Being familiar with the signs that indicate a student is in need of help
- Understanding the steps in making a referral to professionals.

What You Should Know About Student Problems

- Stress, pressures, and problems are a normal part of college life. While many students cope with these demands successfully, a significant number of students have difficulties that interfere with their performance.
- Studies on the incidence of emotional troubles among college students predict that at least 20% of our student body suffers from discernible emotional problems such as depression, acute anxiety, substance abuse and other more serious conditions.
- An even greater number of students experience developmental problems in adjusting to college life and adulthood, such as defining identity, relating to others, and identifying educational and career goals.
- The most common difficulties in adjustment as well as more serious emotional problems affect students' academic performance, personal effectiveness, and the quality of life in the campus community.
- Thus, identifying students in need of help and assisting them in getting help are important responsibilities for all of us in the campus community.

Guidelines for supporting a student experiencing a mental health crisis:

1. First, contact a member of Concordia's counseling center staff for further consultation at x2144. The Counseling Center staff is experienced and knowledgeable about mental health emergencies and can facilitate further evaluations, hospitalizations (if necessary), help develop a safety plan and coordinate/ provide follow-up care.

2. If a student discloses to a staff/ faculty in person (directly), then it is that staff/ faculty's judgment as to call 911, seek medical help or call the counseling center for assistance.

It is the Counseling centers recommendation that for any student who reports being suicidal immediately call a member of the Counseling center staff at x2144.

If a member of the Counseling center is not available immediately call Lawrence Hospital. They will ask you for information about the student and the situation and will then advise you on what to do next.

3. If you feel you cannot afford the time to contact Lawrence Hospital then immediately call 911. If you believe the student to be at imminent risk for suicide or self-harm, DO NOT leave the student alone.

4. Contact Concordia Security at x2132 or 2300

NOTE:

For students who you suspect are in a mental health crisis, but have not directly disclosed to you and are not reporting suicidal intention, contact Concordia's Counseling Center staff for consultation. There may be information the counselors have to help the student and you. The counselors on staff can suggest resources, coordinate referrals, and provide helpful information to both you and the student.

Guidelines for responding to students who confide in you:

1. **LISTEN!**
 - Empathize with the feelings being expressed. Try to understand what the student is saying from her/his perspective (Which does not mean you have to agree with or approve of that perspective!)
 - Be as genuinely supportive as feels appropriate to you.
 - Keep your own limits in mind. For example, don't get more involved in the student's life than is comfortable for you.
 - Respect the natural boundaries that exist between faculty/staff and students. Don't allow your care and concern for a student to cross those roles.
 - Remember your training. Sometimes people with the best intentions end up doing more harm than good to a student due to their lack of training in the mental health area. **ALWAYS CONSULT WITH A MEMBER OF CONCORDIA'S COUNSELING CENTER.**

Please keep in mind, while it is important to respect the student's privacy, as a faculty or staff member it may be helpful to know that you are not bound by the same professional and legal standards of confidentiality as a psychotherapist. There are times when it is appropriate and necessary and ultimately in the student's best interest for you to discuss a troubled student with others who are trained and might be helpful.

Medical and First Aid

CALL CONCORDIA SECURITY IF YOU NEED ASSISTANCE: Ext 2132 or 2300

1. If serious injury or illness occurs on campus, immediately dial Concordia Security at x2132 or 2300. Give your name; describe the nature and the severity of the medical problem and the campus location of the victim.
2. In case of minor injury or illness provide first aid care.
3. In case of serious injury or illness Red Cross trained personnel should quickly perform the following steps:
 - Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
 - Ask victim, "Are you okay?" and "What is wrong?"
 - If you are alone, contact Concordia Security. If you have someone with you, have him or her contact Concordia Security while you remain with the victim.
 - Check breathing and give CPR if necessary.
 - Control serious bleeding applying pressure to the wound.
 - Continue to assist the victim until help arrives.
 - Look for emergency medical I.D., question witnesses and give all of the information to the paramedics.

Every department should have a person trained in first aid and CPR.

Procedure for Faculty and Staff Response to Medical Emergencies

In the presence of an emergency, faculty and staff may be called to respond:

Life Threatening Emergencies

1. Stay with person and have someone call “911” and contact Concordia Security x2132 or x2300.
2. Instruct the caller to give clear and specific directions to the location of the emergency. Have person also call receptionist (dial “0” making sure the receptionist knows the location of the emergency) and Health Services.
3. Send someone outside to meet rescue vehicles.
4. When emergency personnel responds, cooperate with them.
5. Complete incident report

Emergency phone numbers:

Bronxville Police	911	Concordia Security	2132 or 2300
Eastchester Ambulance	911	Receptionist	0
Eastchester Fire Dept.	911	Health Services	2243

Non-Threatening Emergencies

1. If during health care clinic hours, Monday thru Thursday from 9:00am until 2:00pm and Friday from 9:00am until noon, refer student to Health Services. Health Services is located in the upper mezzanine of Schoenfeld Hall and can be reached at x2243.
2. If Health Services is not available, refer student to emergency services at Lawrence Hospital in Bronxville. Lawrence Hospital is located less than one mile from Concordia. Direct students to take Tanglewylde Ave. to Pondfield Rd. Turn Right on Pondfield Road and the hospital is immediately after the railroad tracks. The emergency department is visible from the street, and signs are posted.
3. If Health Services is not available, and if the situation is serious enough, call Eastchester Police at 911.
4. Notify the Dean of Student’s office and Concordia Security of the incident.
5. File incident report.

Blood-Borne Pathogen Emergency

1. Contact College Services immediately at x2129.