



**COLUMBIA GORGE
COMMUNITY COLLEGE
THE DALLES CAMPUS
EMERGENCY RESPONSE MANUAL**

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EMERGENCY NUMBERS

COLLEGE

Emergencies.....	DIAL 911
Fire Department.....	DIAL 911
Police	DIAL 911
Ambulance (Paramedic)	DIAL 911
Accidents-Injuries	DIAL 911
Facilities Services.....	DIAL 6071
President's office	DIAL 6101
Operator.....	DIAL 0
Facilities Campus Cell Phone Daniel Saldivar.....	(541)980-8202

Please remember to dial a 9 first from campus phones

EMERGENCY PROCEDURES

Campus Telephones

- There is an inter-campus phone on each floor of Building 1 and Building 3 near the restrooms. These phones can be used to call college extensions or to call **911** (please note that you must **first dial 9** to access an outside line from our internal phone system).
- All campus phones can call four digit college extensions.
- Dial **8211** for Student Services on the Hood River campus.
- Dial **6071** or **(541) 980-8202** for Facilities which is staffed from Weekdays and 7 AM – 4 PM Saturday.

REPORTING EMERGENCIES NOT COVERED BELOW

1. Quickest and easiest way to obtain professional help for any type of emergency not specifically covered by these procedures is to phone:

FIRE OR LAW ENFORCEMENT : 9911

2. When calling, stay calm and carefully explain the problem and location to the dispatcher.
3. Notify faculty or staff members in the building as soon as possible.
4. Call Facilities Services at extension **6071** or **(541) 506-6071**
5. After hours Facilities Services number **(541) 980-8202**
6. Facilities Services Director number **(541) 980-8202**

KEEP YOURSELF CALM -- KEEP OTHERS CALM

BOMB THREATS

1. Bomb threats usually occur by telephone.
2. The person receiving a bomb threat call should remain calm and attempt to obtain as much information as possible from the caller by using the checklist given on the following page.
3. **Call 9911.** Give your name, location, and telephone number. Inform them of the situation, including any information you may have as to the location of the bomb, the time it is set to explode, and the time when you received the call.
4. Inform your supervisor
5. Administrative staff and Instructors will be responsible for building evacuation.
6. If you should spot a suspicious object, package, etc., report it to authorities, but under no circumstance should you touch it, tamper with it, or move it in any way.
7. If instructed to evacuate, move a safe distance away from the building (a minimum of 300 feet). If inclement weather conditions exist you may move to another building a safe distance away. Do not re-enter the building until it is safe to do so after hearing the "all clear" from police officials or college administrators.
8. Please note that the fire alarm system may be activated at some point to assure that the buildings are clear of all persons.

WHEN A BOMB THREAT IS RECEIVED:

QUESTIONS TO ASK:	CALLERS VOICE	BACKGROUND SOUNDS	
1. When is the bomb going to explode?	<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Street noise <input type="checkbox"/> Factory Machinery
2. Where is it right now?	<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter	<input type="checkbox"/> Crockery <input type="checkbox"/> Animal noises
3. What does it look like?	<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Voices <input type="checkbox"/> Clear
4. What kind of bomb is it?	<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy	<input type="checkbox"/> PA System <input type="checkbox"/> Static
5. What will cause it to explode?	<input type="checkbox"/> Rapid	<input type="checkbox"/> Deep	<input type="checkbox"/> Music <input type="checkbox"/> Local
6. Did you place the bomb?	<input type="checkbox"/> Soft	<input type="checkbox"/> Ragged	<input type="checkbox"/> Motor <input type="checkbox"/> Long distance
7. Why?	<input type="checkbox"/> Loud	<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Office <input type="checkbox"/> Booth
8. What is your address?	<input type="checkbox"/> Laughter	<input type="checkbox"/> Cracking voice	THREAT LANGUAGE:
9. What is your name?	<input type="checkbox"/> Crying	<input type="checkbox"/> Disguised	<input type="checkbox"/> Well spoken <input type="checkbox"/> Incoherent
	<input type="checkbox"/> Normal	<input type="checkbox"/> Accent	<input type="checkbox"/> Foul <input type="checkbox"/> Irrational
	<input type="checkbox"/> Distinct	<input type="checkbox"/> Familiar	<input type="checkbox"/> Slang <input type="checkbox"/> Street talk
	<input type="checkbox"/> Slurred	<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Message read by threat maker
If voice is familiar, who did it sound like?		<input type="checkbox"/> Taped	

EXACT WORDING OF THREAT: CALL 911 IMMEDIATELY

CHEMICAL SPILL

1. Any spillage of a dangerous chemical material on campus is to be reported to Facilities Services immediately at ext. **6071 or (541) 506-6071**.
2. When reporting, be specific about the nature of the material and the campus location. Facilities Services will contact the appropriate authorities and medical personnel.
3. Vacate the affected area at once and seal it off to prevent further contamination of others.
4. Anyone in the immediate area of the spill who may be contaminated is to avoid contact with others as much as possible, remain in the vicinity, and give their names to Facilities Services. Required first aid and clean-up by specialized authorities should be started at once.
5. Notify your supervisor and then evacuate the building by quickly walking to the nearest exit, alerting others as you go. Leave the elevators for the disabled and assist them as necessary.
6. Once outside, move to a clear area at least 300 feet away from the affected building. Keep the walkways clear for emergency vehicles.

DO NOT RETURN TO A BUILDING UNTIL TOLD IT IS SAFE

CIVIL DISTURBANCE OR DEMONSTRATION

1. Most campus demonstrations will be peaceful and everyone should attempt to carry on business as normally as possible. Avoid provoking or obstructing the demonstrators.
2. College staff should phone the President's Office at extension **6101 / (541) 506-6101**. After hours call **541-980-8202**. To avoid causing further disturbances, use a private office when making the call if possible.
3. The President's office and an administrator will assess the situation and take appropriate action.
4. If a class or lecture is disrupted, the offending person (s) should be requested to leave. If they refuse, call extension **6101**.

EARTHQUAKES

1. If indoors - stay there. Get directly next to any solid object or outside wall and assume the fetal position (do not get under furniture). Stay away from windows, doorways, shelves, and heavy equipment which may topple over on you. Do not use the elevator or stairs
2. If outdoors, get into an open area away from trees, buildings, walls and power lines and sit or lay down.
3. If driving, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside the vehicle until the shaking is over unless under a structure, then exit vehicle and lay next to vehicle.
4. If in a crowded public place do not rush for the doors. Move away from display shelves containing objects that could fall.
5. After the initial shock, evaluate the situation and if emergency help is necessary call **9911**. Protect yourself at all times and prepare for aftershocks.
6. Coordinate with your supervisor and begin turning off all potentially hazardous equipment such as gas and electric appliances. Damaged facilities should be reported to **Facilities Services at extension 6071**.
7. In the event of major damage or disruption, the college will announce and implement evacuation procedures which are detailed in the Emergency Procedures Handbook. Assist both the handicapped and injured.
8. There is a reasonable likelihood the fire alarm system will be activated. If an earthquake does occur, remain in the building (away from the windows) unless you smell chemicals or smoke.
9. Once outside, move to a clear area at least 300 feet away from the affected building(s). Keep driveways and walkways clear for emergency vehicles and personnel.

DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO.

Appendix C – Campus Muster Areas

The Dalles

Emergency Gather Point Map



EVACUATION PROCEDURES

1. Be aware of all marked exits from your area and building.
2. Columbia Gorge Community College has a multiple alarm systems. A fire alarm system, a voice /text paging system and digital display messaging system.
3. The fire alarm system is activated by a smoke/heat detector, or by pulling an alarm station.
4. The alarm system will be activated by staff in the event of fires, smoke, hazardous materials spill, or other problems requiring evacuation of the facility.
5. EXCEPTION: In the event of an earthquake, there is a reasonable likelihood the fire alarm system will be activated. If an earthquake does occur, remain in the building (away from the windows) unless you smell chemicals or smoke.
6. The elevators should not be used if there is any indication of fire or earth movement. Under other circumstances the elevators must be reserved for persons who are handicapped.
7. Instructors and supervisors are responsible for evacuating all handicap personnel.
8. Instructors and supervisors have the responsibility of assuring that all students and staff have evacuated their classrooms and work areas. Move as a group to your pre-designated assembly area as indicated below.
9. Once evacuated by the nearest fire exit, the designated safe area for these buildings shall be:

Building 1	North:	Go down paved "Exit" road
	South:	Grassy area between Scenic Dr. and lower parking lot
	East:	Grassy area between Scenic Dr. and lower parking lot

Building 2	West:	Main parking lot
	South:	Main parking lot
	East:	Front lawn well beyond flag pole

Building 4	East end of lower parking lot
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Building 3	North:	Sidewalk area West of building between parking lots
	South:	Sidewalk area West of building between parking lots
	West:	Sidewalk area West of building between parking lots
	East:	Grassy/dirt area East of building

EVACUATION PROCEDURES - (CONT)

10. Outside, proceed to a clear area that is at least 300 feet away from the affected building.
11. Keep driveways and walkways clear for emergency vehicles.
12. Remain in the assembly area until you hear the “all clear” announcement from a uniformed Public Safety Officer, or College Administrator.

EXPLOSION, AIRCRAFT CRASH OR SIMILAR INCIDENT

1. Immediately take cover under desks, tables, or other objects which will give protection against glass or debris.
2. After effects of the explosion have subsided, dial **911**, give your name, and describe the location and nature of the emergency.
3. If necessary or directed to do so by college staff, activate the building alarm system.
4. Notify your supervisor or instructor and then evacuate the immediate area of the explosion. Be aware of structural damage. Stay away from glass doors and windows. Do not touch or move any suspicious object.
5. Assist others, especially the injured and handicapped in evacuating the building.
6. Once outside, move to a clear area at least 300 feet away from the affected building. Keep the walkways clear for emergency vehicles.
7. To the best of your ability, and without re-entering the building, assist Public Safety officers or College Staff in their attempt to insure that everyone has evacuated safely.

DO NOT RETURN TO A BUILDING UNTIL TOLD TO DO SO

FIRE ALARM

1. Know the location of fire extinguishers and fire safety equipment in your area.
2. If a minor fire appears controllable, immediately call **911**, then promptly direct the charge of a fire extinguisher toward the base of the flame. Get help if necessary. The management has decided that **NO EMPLOYEE OR STUDENT** is expected to use portable fire extinguishing equipment and that **all** personnel shall evacuate the building in the event of a fire or fire alarm.
3. On large fires that are not immediately controllable, or after using the extinguisher, close all doors to confine the fire and reduce oxygen.
4. Activate the building fire alarm if necessary or if directed to do so by college staff.
5. Notify your supervisor or instructor, then evacuate the building by quickly walking to the nearest exit, alerting people as you go, and assisting the handicapped as necessary.
6. When fire alarms sound do not use elevators. An elevator may become inoperative and a trap. Give assistance to disabled persons using the stairs or ramp. If necessary carry disabled people to safety.
7. Evacuate building to a distance of at least 300 feet from the building and stay out of the way of emergency personnel. Do not return to the building until instructed to do so.
8. Notify either emergency personnel or fire fighters on the scene if you suspect someone may be trapped inside.
9. **DO NOT RETURN TO A BUILDING UNTIL TOLD TO SO DO OR UNTIL THE ALL-CLEAR ANNOUNCEMENT HAS BEEN GIVEN BY UNIFORMED PUBLIC SAFETY OFFICER OR COLLEGE ADMINISTRATOR.**

FIRST AID

1. Do not move a seriously injured person unless there is a life threatening situation.
2. Call **911**. Give your name, location and telephone number. Give as much information as possible regarding the nature of the injury or illness, whether or not the victim is unconscious, etc.
3. Return to the victim. Keep the victim as calm and comfortable as possible.
4. Remain with the victim until emergency personnel arrive.
5. Automated External Defibrillator's are available in most campus buildings in key locations on campus.

EMERGENCY MEDICAL AND FIRST AID PLAN

Columbia Gorge Community College has determined that medical services to the community, provided by Emergency Medical Technicians (EMT's), are satisfactory to the community and, therefore, satisfactory for the use by College personnel.

The medical service can be accessed by dialing "**911**" on any telephone.

All employees working within the College and on College property are in close proximity to a telephone.

Every College employee shall be given full knowledge of this plan, at initial hire, at regular yearly intervals, and if the plan should change.

No employee is expected to provide first-aid; however, should they decide to utilize their first-aid training, they shall do so solely as "Good Samaritans."

LOCKDOWN PROCEDURES

1. A lockdown will be initiated with the college voice and/or text based messaging system.
2. There are three levels of lockdown
 - Level 1 – Threat is outside of the school
 - Exterior doors and windows locked
 - No entering or leaving the building
 - Normal operations
 - Level 2 – Threat is inside of school buildings
 - Exterior and interior doors locked
 - No moving about inside of the building
 - No entering or leaving classrooms, offices or buildings
 - Level 3 – Threat is inside of the school and imminent danger present
 - All doors and windows locked
 - Lights off
 - Cellphones silenced
 - Move away from possible sightlines
 - Close window coverings
 - Run, hide, fight tactics in place
3. Other considerations:
 - a. Quickly move from hallways into the nearest lockable room.
 - b. Lock all exterior doors and windows and doors
 - c. Maintain order and keep students calm
 - d. Do not attempt to leave campus or move vehicles
 - e. Remain quiet and stationary until police or known college official gives the “all clear” signal
 - f. Ignore fire alarms during a lockdown

NUCLEAR ALERT OR AIR RAID

1. If a surprise attack and bright flash occurs:
 - Outside: Drop to the ground, face down and cover head with arms.
 - Inside: Get next to a solid item in the fetal position or lie flat, face down next to a wall. Avoid glass areas.
 - After shock wave, move inside for fallout protection.
 - College staff will contact civil defense authorities.

SCHOOL CLOSURES

If the weather becomes questionable, the President is responsible for advising whether classes will be held and if administrative offices will be open.

If there is a possibility of closing or delaying the start of school, the decision will normally be made before 7 am.

Local radio stations will be notified and they will broadcast news of the delay or closure.

Flash Alert text system will be employed to notify subscribers in the event of delay closure.

Class cancellation or College closure announced by the radio stations refers to classes only. The Calling Tree will be used to notify staff of delays in opening or closure of administrative offices. Administrative staff is to work their regular schedule unless notified via the College Calling Tree of work delays or office closures. Employees should notify their supervisors if they need to make alternate arrangements.

RADIO STATIONS:

KIHR	541-386-1511
KLCK	877-773-5525
KODL	541-296-2101
KACI	541-296-2211

CALL LETTERS:

FM 98.3	AM 1340
N/A	AM 1400
N/A	AM 1440
FM 93.5	AM 1300

UTILITY FAILURE

1. Major Utility Failure

Monday through Friday (8 am - 5 PM) Facilities Services - extension 6071
or 506-6071

After 5 PM weekends or holidays, call Daniel Saldivar – (541) 980-8202.

2. Utility Problems

Monday through Friday (8 am - 5 PM) Facilities Services - extension 6071
or 506-6071

After 5 PM weekends or holidays, call Daniel Saldivar – (541) 980-8202.

a) Gas leaks: Vacate the area. Call Facilities Services at Extension 6071
or 506-6071.

b) Ventilation: Call Facilities Services at Extension 6071 or 506-6071. If
smoke or strong, burning odors, vacate immediately.

c) Elevator failure: All campus elevators are equipped with emergency
alarms. If you discover an elevator failure, phone Facilities Services at
extension 6071 or 506-6071.

d) Plumbing/Flooding: Stop electrical equipment, call Facilities Services at
extension 6071 or 506-6071.

e) Electrical failure: Emergency lighting of limited duration allows for safe
exit. Please exit the building carefully and wait for further direction if
power remains off for more than ten minutes. Call Facilities Services at
extension 6071 or 506-6071.

3. If a potential danger is present **Call 911**.

VIOLENT OR CRIMINAL BEHAVIOR

DO NOT TAKE ANY UNNECESSARY CHANCES – SHELTER IN PLACE

If you are a victim of, are involved in, or witness any on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, etc.:

Phone **911 IMMEDIATELY** with the following information:

- a) Nature of incident
- b) Campus location of incident
- c) Description of person(s) involved
- d) Description of property involved
- e) Location or direction of persons involved

Notify Facilities Services office at 6071 or 506-6071 as soon as possible.

Police officers will want you to stand by so they can get your statement, but it may be a few minutes as their first priority is to stop the crime, locate, and detain any offenders.

Affected area, property or persons shall be protected and contained to assure preservation of evidence that might be a part of an investigation.

To protect campus population in certain types of situations, a lockdown of the campus may be imposed.

Everyone should report suspicious conduct, loitering, or soliciting on campus. Remember we are a team, a team with the mission of making our campus a safe, crime-free location.

VOLCANIC ERUPTION

Advance Warning of Eruption and Ash Fall:

1. Alert staff and students to prepare for dismissal.
2. Instruct staff and students to cover mouths and noses with handkerchiefs or some other article of clothing if they see ash in the air.
3. Instructions for the dismissal of college will be announced.

If Time Does Not Permit Dismissal:

1. Have all staff and students seek shelter inside the college until fallout wanes.
2. Close windows and shut all doors.

Note: Maintenance personnel will turn off heating, cooling and ventilation systems. Electricity will be left on.

DUTY ASSIGNMENTS

CONTROL

The President is responsible for the control and welfare of the students. He directs the staff in the implementation of EMERGENCY PROCEDURES and directs the assignment of duties as outlined.

ASSIGNMENT OF DUTIES

Every staff member has a responsibility to perform certain duties in times of emergency. Specific assignments are outlined.

Matrix of Responsibilities

	President	Chief Academic Officer	Chief Financial Officer	Chief Operations Officer	Chief Student Services Officer	Chief Technology Officer	Chief Institutional Advancement Officer
Direction and Control	P			S			
Emergency Public Information		S					P
Law Enforcement			P	S			
Traffic Control				P			
On Site Communications				S		P	
Warning and Alert				P		S	
Fire Response				P			
Hazardous Material Response				P			
Search and Rescue				P			
Evacuation	S			P			
Recovery and Assessment					P	S	
Mass Feeding		S					P
Utilities Services				P		S	
Student Liaison		S			P		
Debris Removal			S	P			
Damage Assessment			S	P			
Emergency Data Network						P	
Local Government Liaison				P			S
Medical Services		P	S				

P=Primary

S=Secondary

Chief Talent and Operations Officer under the President, or a designated representative, will assume overall direction of disaster procedures. He/she will, among other things, do the following:

- a) Cause the evacuation of student and college personnel when their safety is threatened by fire or other such peril.
- b) Cause students and college personnel to be relocated to designated areas of safety within the school, when such action is deemed necessary

Faculty will be responsible for the direct supervision of their classes. Each instructor will do the following:

- a) Direct the evacuation of students to designated assembly areas, in accordance with warning signals, written notification, or orders from the **Vice President of Instructional Services** and/or **College Administration Staff**
- b) Report the names of any students who are unaccountably absent.
- c) Seek medical attention for injured students.

Designated Facilities Team Personnel will be responsible for the use of emergency equipment, the handling of supplies, and the safe use of available utilities. They will do the following:

- a) Survey the area of responsibility and report damage to the Emergency Command Post.
- b) Assist in rescue operations, as required.
- c) Assist in fire-fighting activities, if directed to do so.
- d) Assist in controlling main shut-off valves for gas, water, and electricity.
- e) Disburse emergency equipment as needed.
- f) Exercise perimeter monitoring and control as needed.

Administrative Support Staff will assist and provide for the safety of essential school records and documents, operate telephones and act as messengers and carriers when directed.

PERSONAL SAFETY

Columbia Gorge Community College is committed to providing a safe and secure environment for students and staff. In our small community we often feel immune to the crime problems of the city, however, no community can be totally risk-free in today's society. There are things we can do together to reduce the opportunity for criminal/antisocial activities.

To reduce the possibility that any student or employee may be exposed to potential hazards, some suggested steps are described in this publication to reduce whatever risk there may be. All of us can further reduce our risk by thinking about personal safety and taking common sense precautions. Some suggested steps are:

PERSONAL SAFETY

Always be aware of your surroundings and those people who are nearby.

Report all suspicious persons and activities to any staff member.

Report any non-operating lighting to college staff and non-operating street lights to city offices.

When you leave your class to walk to your car, especially at night, walk with a class mate. Include college instructors and staff in this "buddy system."

PERSONAL PROPERTY

- Never leave your property unattended
- Engrave your personal items (bikes, calculators, etc.) with your driver's license number.
- Keep a written record of valuables, including descriptions and serial numbers. These are proof that the property is yours and will aid in the reporting process and recovery.
- Always report missing or stolen property immediately to the Executive Dean of Student Services
- Use a locking device on your bicycle

PERSONAL SAFETY (CONT.)

VEHICLE SAFETY

- Park in one of the lighted parking areas.
- Lock your vehicle and close all windows.
- Never leave items inside your vehicle.
- Never store or hide a spare key in or on your vehicle.
- Engrave accessories inside your vehicle with your driver's license number