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HEARTLAND COMMUNITY COLLEGE

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IMMEDIATE  
ACTION  
GUIDE

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FOR USE IN EMERGENCIES

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COMMUNITY COLLEGE

# GENERAL INFORMATION:

**SHELTER-IN-PLACE** (Stay where you are) is when the situation outside the immediate area is more hazardous than the immediate area.

- Close entrances, blinds and shades to the room/space
- Turn off all lights and equipment
- Avoid windows
- Assist others, if safe to do so
- Remain quiet
- Wait for help and/or further instructions

**LOCKDOWN** is when the situation outside of a room or building is more dangerous than inside.

- Lock doors to prevent anyone from entering
- Block the view into the room
- Complete all Shelter-in-Place actions above

**EVACUATION** is when the situation inside of a building poses a greater risk than the environment outside of the building.

- When ordered, evacuate building to a safe area
- Classes should remain together until a full account of the building occupants can be completed
- Follow instructor's directions

Normal campus "911" calls from campus phones go directly to MetCom (i.e., police dispatch) and are monitored by Heartland Safety and Security Services.

Normal campus "911" calls from cell phones go directly to MetCom; however, Heartland Safety and Security Services will not know of the call or respond.

"911" calls from Lincoln or Pontiac campuses will go directly to the local police dispatch and no monitoring is done by Heartland.

## EMERGENCY PHONE NUMBERS:

(all campuses)

All emergencies.....911

(Normal campus)

Safety and Security Services.....ext. 8300

Facilities Wbrk Order Hotline.....ext. 8450

# MEDICAL EMERGENCY:

**CALL 911** or Safety and Security Services (ext. 8300) if a serious injury or illness occurs.

**DO NOT MOVE THE VICTIM** unless the person is in danger. Keep the victim as calm as possible.

**CONTINUE** to assist the victim until help arrives.

**REPORT** all medical emergencies and accidents to Safety and Security Services (ext. 8300).

# FIRES:

## REMAIN CALM

**CONTROLLABLE FIRE:** On Normal campus, immediately contact Safety and Security Services (ext. 8300) if a controllable minor fire appears or smoke is detected. On all other campuses, contact the building staff when a controllable minor fire appears or smoke is detected.

- If trained and possible to do so safely, use a fire extinguisher and direct it toward the base of the flame.
- If the fire becomes large and uncontrollable, evacuate all rooms, closing the doors and windows to confine the fire and reduce oxygen – DO NOT LOCK DOORS!

**UNCONTROLLABLE FIRE:** Immediately contact the fire department by calling “911” from any phone.

- Evacuate all rooms, closing all doors and windows to confine the fire and reduce oxygen - DO NOT LOCK DOORS!
- Activate a pull station as you exit the building to evacuate the rest of the building.
- Be prepared to provide the following: exact location of the fire, any injured or trapped persons, and any hazardous materials in the area.

**FIRE ALARMS:** walk quickly to the nearest marked exit and ask others to do the same.

## DO NOT USE ELEVATORS

**UNABLE TO EXIT:** If you are unable to exit without assistance report to the Areas of Assistance located in each stairwell and activate the intercom to request assistance.

**OUTSIDE,** move to a safe area at least 500 feet up wind and away from the affected building(s).

- GO TO an assembly point and seek others from your class or office to determine accountability of all persons affected.

**DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by college or local emergency response personnel.

# TORNADO AND HIGH WIND WARNINGS:

## REMAIN CALM

**TAKE SHELTER:** Go to designated shelters:

- Hallways without windows.
- Lowest level possible.

**AVOID** areas with long, expansive roofs or glass windows (i.e. ACEC Auditorium, FRC Aerobics Room, Gym, Library, Café, CCB 1406/1407, WDC and ACEC Atriums).

**NOTIFY** others of the warning.

**REMAIN** in shelter area until you receive an “all clear” from a campus official.

**ACCOUNT** for all students and employees and notify Safety and Security Services (ext. 8300) of any unaccounted for persons.

# BOMB THREAT:

## REMAIN CALM

### PHONE THREAT

- What exactly did the caller say?
- Where is the bomb?
- When is it set to explode?
- What does the caller's voice sound like?
- What background noises did you hear?

### WRITTEN THREATS

- Leave the threat where it is and protect the area as a crime scene.

**NOTIFY** Safety and Security Services (ext. 8300) of the threat.

### EVACUATE IF ORDERED:

- Do not move or touch anything.
- Do a quick visual inspection of the area to look for things out of the ordinary.
- Leave all lights and electronic devices in the mode they are in, i.e., either on or off.
- Open all doors and windows.
- Do not use radios, cellular phones or any electronic device until at least 500 feet from the building or vehicles.
- Go to an assembly point and seek others from your class or office to determine accountability of all persons affected.
- Avoid vehicles and parking lots.
- Notify Safety and Security Services (ext. 8300) of any suspicious items.

# HAZARDOUS MATERIAL RELEASE:

## **EVACUATE and ISOLATE:**

- Evacuate the affected area immediately and secure the site to prevent others from entering.
- Isolate anyone potentially contaminated and wait for instructions from the fire department.

**REPORT** any spillage or release of hazardous materials immediately to Safety and Security Services (ext. 8300) or local emergency response agencies (911).

- Note the material involved, estimated quantities and exact location.

**STOP** the source of the spill or release if possible to do so safely.

**CONTAIN** the spill if it can be done safely.

Hazardous materials can be flammable, combustible, corrosive, explosive, or toxic.

# DISRUPTIVE OR POTENTIALLY VIOLENT SITUATIONS:

**NOTIFY** Safety and Security Services (ext. 8300) of any situations which appear to be potentially violent.

**DECIDE:**

- Remove yourself from the area if you feel threatened.
- Stay where you are for protection from potentially escalating violence until assistance arrives.



# ACTIVE SHOOTER:

## REMAIN CALM

**DECIDE:** Evacuation or Lockdown considering what can be done safely for you and others.

**TAKE ACTION** so long as it can be done safely and without risking safety of others.

**NOTIFY 911** immediately, and provide all available information.

- Remain on the phone until directed to hang-up or you can no longer do so safely.

## FOLLOW POLICE INSTRUCTIONS

### AVOID THE AREA OF THE SHOOTING

- Keep away from windows facing the incident or potentially near the incident

## EVACUATE OR LOCK DOWN/ DECISION FACTORS

- How close are you to the shooter?
- Can the shooter see you?
- What weapons are involved (i.e., gun, knife, explosives, biological, etc.)?
- Is the shooter moving and, if so, to where?
- Is the shooter targeting certain people or shooting indiscriminately?
- What are the building materials shielding you from the shooter?
- Do you have access to a place of safety?

## LOCK DOWN:

- Lock doors to prevent anyone from entering
- Block the view into the room
- Close entrances, blinds and shades
- Turn off lights and equipment
- Avoid windows
- Assist others, if safe to do so
- Remain quiet
- Wait for help and further instructions

## IF CONFRONTED BY THE SHOOTER:

- Focus on reducing tension
- Be aware of your non-verbal communications
- Stay calm and rational
- Avoid rushing the shooter unless absolutely necessary
- Focus on the person, not the weapon
- Try to stall or buy time

# HOSTAGE SITUATION:

## REMAIN CALM

**CALL 911** and provide available information:

- Incident location (i.e. building, floor, room)
- Description of person(s) involved
- Description of surroundings
- Your location and weapons involved
- Time length of incident

**DECIDE:** Shelter-in-place, evacuate, or lock down.

**GO TO** an assembly point and seek others from your class or office to determine accountability of all persons affected.



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