

## **Standard Response Protocol Video Captions**

0

00:00:00,300 --> 00:00:05,020

This training session introduces Heartland's new Standard Response Protocol.

1

00:00:05,540 --> 00:00:09,960

The purpose of this protocol is to simplify and standardize how the college will inform

2

00:00:09,960 --> 00:00:13,860

our students, employees, and guests of an emergency on campus.

3

00:00:14,620 --> 00:00:19,820

It's important to understand this is how the INSTITUTION will respond to various situations.

4

00:00:20,580 --> 00:00:25,080

In certain scenarios, individuals may need to make their own decisions regarding their

5

00:00:25,080 --> 00:00:25,960

personal safety.

6

00:00:26,260 --> 00:00:33,500

Run, Hide, Fight training about Active Assailants is available to you from HR via Vector Solutions

7

00:00:33,500 --> 00:00:38,940

TeachPoint or in person on request to the HCC Department of Public Safety.

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00:00:39,880 --> 00:00:45,460

The Standard Response Protocol was created in 2006 after John Michael Keyes' daughter,

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00:00:45,880 --> 00:00:48,380

Emily, was killed in a school shooting in Colorado.

10

00:00:48,940 --> 00:00:52,620

Her last text to her parents during the incident was, "I love u guys".

11

00:00:52,820 --> 00:00:58,740

Mr. Keyes started a non-profit organization to provide training to schools to keep students

12

00:00:58,740 --> 00:00:59,640

and staff safe.

13

00:01:00,040 --> 00:01:04,820

The Standard Response Protocol you will learn about today is currently in use by schools

14

00:01:04,820 --> 00:01:07,140

and colleges throughout the United States.

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00:01:07,820 --> 00:01:11,600

The language used in the Standard Response Protocol system

16

00:01:11,601 --> 00:01:13,060

puts everyone "on the same page".

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00:01:13,620 --> 00:01:19,620

The shared vocabulary among students, employees, campus guests, and first responders ensures

18

00:01:19,620 --> 00:01:23,880

common understanding of definitions and actions everyone should take.

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00:01:24,980 --> 00:01:31,480

These five simple icons comprise the complete Standard Response Protocol or "SRP" system.

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00:01:32,100 --> 00:01:36,820

We'll discuss each of these icons and their associated actions in greater detail.

21

00:01:37,620 --> 00:01:43,520

Each action in the SRP is followed by a directive and further instructions are provided for

22

00:01:43,520 --> 00:01:44,780

a particular situation.

23

00:01:44,920 --> 00:01:48,160

The first SRP we'll discuss is the "HOLD".

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00:01:49,240 --> 00:01:54,820

A "HOLD" indicates the hallways of a particular floor of a building may need to be kept clear.

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00:01:55,420 --> 00:02:01,440

Potential reasons for a HOLD might be: a person is experiencing a medical event or maintenance

26

00:02:01,440 --> 00:02:03,320

work is immediately necessary.

27

00:02:04,280 --> 00:02:09,660

Use of a HOLD notification will most likely involve one floor of a particular building.

28

00:02:10,160 --> 00:02:11,880

How will you be notified of a HOLD?

29

00:02:11,940 --> 00:02:18,080

There will be an announcement on our emergency notification public address system which will

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00:02:18,080 --> 00:02:22,640

be followed by the same announcement made through the speakers on all landline phones

31

00:02:22,640 --> 00:02:23,940

in the affected building.

32

00:02:24,420 --> 00:02:29,780

The announcement will be said twice on each system and will state: "This is Heartland Public

33

00:02:29,780 --> 00:02:35,180

Safety. First floor of the Student Commons building (or other specifically named building)

34

00:02:35,180 --> 00:02:38,020

please HOLD in your classroom or office.

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00:02:38,220 --> 00:02:44,540

We have to clear a non-emergency issue in the hallways. HOLD in your classroom or office

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00:02:44,540 --> 00:02:45,940

until further notice."

37

00:02:46,980 --> 00:02:52,540

The HCC Department of Public Safety has the ability to send this message to a single selected

38

00:02:52,540 --> 00:02:55,880

building so activities in other buildings will not be disrupted.

39

00:02:57,060 --> 00:03:01,520

Once the issue has been resolved, you will hear the following announcement two times

40

00:03:01,520 --> 00:03:03,640

on the PA and phone systems:

41

00:03:04,020 --> 00:03:10,280

"This is Heartland Public Safety. All clear. The HOLD is released, resume normal activities."

42

00:03:11,040 --> 00:03:16,340

Notification for the Pontiac and Lincoln campuses will come via the speakers on landline phones.

43

00:03:17,860 --> 00:03:19,540

What do you do during a HOLD?

44

00:03:20,160 --> 00:03:24,180

Remain in your classroom or office area until the "all clear" is given.

45

00:03:24,640 --> 00:03:27,820

Remain calm, there is no threat to your personal safety.

46

00:03:28,440 --> 00:03:32,640

Close the door to your classroom or office and conduct business as usual.

47

00:03:32,700 --> 00:03:38,580

Refer to the Standard Response Protocol instructional poster Heartland has placed by the door to

48

00:03:38,580 --> 00:03:39,780

every room on campus.

49

00:03:40,420 --> 00:03:45,280

These posters, which can be seen at the end of this presentation, provide specific actions

50

00:03:45,280 --> 00:03:48,620

to be taken for each of the five SRP protocols.



51

00:03:49,380 --> 00:03:54,300

If you are in a hallway when a HOLD is announced, move out of the hallway or leave the building

52

00:03:54,300 --> 00:03:55,580

as may be appropriate.

53

00:03:56,400 --> 00:04:00,580

The next Standard Response Protocol we'll discuss is the "SECURE".

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00:04:01,060 --> 00:04:06,580

Use of a SECURE notification will be due to a problem which is occurring OFF-CAMPUS.

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00:04:07,060 --> 00:04:11,540

This may include police activity NOT on Heartland grounds but nearby.

56

00:04:12,040 --> 00:04:17,240

It may involve civil unrest in the area or a loose animal capable of hurting someone.

57

00:04:17,720 --> 00:04:23,200

The SECURE status is a precautionary measure to keep our people safe should the OFF-CAMPUS

58

00:04:23,200 --> 00:04:26,080

issue find its way onto Heartland property.

59

00:04:27,120 --> 00:04:29,340

How will you be notified of a SECURE?

60

00:04:29,500 --> 00:04:34,960

There will be an announcement on our Emergency Notification public address system which will

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00:04:34,960 --> 00:04:39,160

be followed by the same announcement made through the speakers on all landline phones

62

00:04:39,160 --> 00:04:39,740

on campus.

63

00:04:40,500 --> 00:04:45,540

The announcement will be said twice on each system and will state: "This is Heartland Public

64

00:04:45,540 --> 00:04:46,880

Safety. SECURE.

65

00:04:47,400 --> 00:04:51,340

Due to a problem off-campus we will need to secure the buildings.

66

00:04:51,840 --> 00:04:55,280

There is no emergency on campus, but campus doors will be locked.

67

00:04:55,760 --> 00:04:58,740

Move inside quickly and continue business as usual."

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00:04:58,740 --> 00:05:05,040

The college will also send the same message via text on the HCC alert system, email, social

69

00:05:05,040 --> 00:05:10,760

media, the college website and on the Raab road digital sign if the Normal campus is

70

00:05:10,760 --> 00:05:11,180

affected.

71

00:05:11,760 --> 00:05:18,080

If you've not yet signed up for HCC alerts, now is the time. An easy to use QR code to

72

00:05:18,080 --> 00:05:23,300

sign up for HCC alerts is posted on the public safety page of the college website.

73

00:05:23,560 --> 00:05:27,760

Once the issue has been resolved you will hear the following announcement two times

74

00:05:27,760 --> 00:05:29,920

on the public address and phone systems:

75

00:05:30,660 --> 00:05:36,720

"This is Heartland Public Safety. All clear. The SECURE is released. Resume normal activities."

76

00:05:36,720 --> 00:05:42,400

The same message will then be published on HCC alerts, email, social media, the college

77

00:05:42,400 --> 00:05:44,140

website, and digital sign.

78

00:05:45,440 --> 00:05:50,660

Notification for the Pontiac and Lincoln campuses will come via the speakers on landline phones,

79

00:05:50,660 --> 00:05:55,000

HCC alerts, email, social media, and the college website.

80

00:05:55,820 --> 00:06:01,340

What do you do during a SECURE? Get inside a building and remain there until the all

81

00:06:01,340 --> 00:06:06,960

clear is given. Remain calm, there is no current threat to your personal safety. The SECURE

82

00:06:06,960 --> 00:06:12,440

is a precautionary measure. Close the door to your classroom or office and conduct business

83

00:06:12,440 --> 00:06:18,960

as usual. Refer to the SRP instructional poster Heartland has placed by the door to every room

84

00:06:18,960 --> 00:06:24,360

on campus. These posters, which can be seen at the end of this presentation, provide specific

85

00:06:24,360 --> 00:06:30,880

actions to be taken for each of the five SRP protocols. During a SECURE Public Safety

86

00:06:30,880 --> 00:06:35,600

Officers at the Normal campus will be checking all the exterior doors to ensure they are

87

00:06:35,600 --> 00:06:40,460

locked. Once the doors are locked, no one is to enter or leave a building until the all

88

00:06:40,460 --> 00:06:46,900

clear is given. Signs will be manually posted at each building entrance which state: "School

89

00:06:46,900 --> 00:06:52,340

is secured. No one in or out." At the Normal campus, there will be a short period of time

90

00:06:52,340 --> 00:06:57,140

between when the secure announcement is made and when the exterior doors are automatically

91

00:06:57,140 --> 00:07:02,440

locked so it's important to get inside as quickly as possible. College personnel at the

92

00:07:02,440 --> 00:07:08,620

Pontiac and Lincoln campuses will lock exterior doors and post the SECURE signs. The next SRP we

93

00:07:08,620 --> 00:07:15,900

will cover is the LOCKDOWN. A LOCKDOWN is ONLY used for an active and ongoing threat with

94

00:07:15,900 --> 00:07:23,240

a weapon on campus. Active Assailants may employ a variety of weapons to affect a mass

95

00:07:23,240 --> 00:07:30,980

casualty event such as firearms, knives, vehicles, and improvised explosive devices. How will you

96

00:07:30,980 --> 00:07:36,440

be notified of a LOCKDOWN? There will be an announcement on our Emergency Notification

97

00:07:36,440 --> 00:07:41,500

public address system which will be followed by the same announcement made through the speakers

98

00:07:41,500 --> 00:07:48,380

on all landline phones on campus. The announcement will be said three times on each system and will

99

00:07:48,380 --> 00:07:55,980

state: "This is Heartland Public Safety. LOCKDOWN! Campus is in lockdown. There is an active threat

100

00:07:55,980 --> 00:08:02,360

on campus with the weapon. Lock doors, turn off lights, stay out of sight." Heartland will also send

101



00:08:02,360 --> 00:08:08,900

the same message via text on the HCC alert system, email, social media, the college website

102

00:08:08,900 --> 00:08:15,400

and on the Raab road digital sign if the Normal campus is affected. If you've not yet signed up

103

00:08:15,400 --> 00:08:22,480

for HCC alerts now is the time. An easy to use QR code to sign up is posted on the public safety

104

00:08:22,480 --> 00:08:28,460

page of the college website. Notification for the Pontiac and Lincoln campuses will come by the

105

00:08:28,460 --> 00:08:36,680

speakers on landline phones, HCC alerts, email, social media, and the college website. What do you do

106

00:08:36,680 --> 00:08:41,920

during a LOCKDOWN? Exterior doors will be automatically locked on the Normal campus.

107

00:08:41,920 --> 00:08:47,840

If an active assailant is in your immediate area, you have personal safety decisions to make

108

00:08:47,840 --> 00:08:54,460

regarding your ability to run, hide, or fight. Please reach out to hr or the HCC department

109

00:08:54,460 --> 00:08:59,980

of public safety or active assailant training if you have not yet received it. Understand that

110

00:08:59,980 --> 00:09:05,400

an assailant can rapidly move from one area of campus to another. Even if an assailant isn't

111

00:09:05,400 --> 00:09:11,180

currently in your immediate area that situation can change rapidly. It is suggested that you get

112

00:09:11,180 --> 00:09:17,060

into a room, lock and barricade the door, turn off the lights, and silence your cell phone. Stay away

113

00:09:17,060 --> 00:09:22,800

from windows and scan the room for items which can be used as an improvised weapon.  
DO NOT open

114

00:09:22,800 --> 00:09:28,520

the door for anyone, even someone who's yelling, "Police open the door!". Police will be provided

115

00:09:28,520 --> 00:09:34,720

keys by HCC public safety so they don't need to ask you to open your door. Because a LOCKDOWN

116

00:09:34,860 --> 00:09:39,500

involves an active threat, law enforcement will be in charge of the response and how long the

117

00:09:39,500 --> 00:09:45,240

LOCKDOWN will go on. Be prepared to stay where you're at for an extended period of time until

118

00:09:45,240 --> 00:09:51,840

the all clear is given. Refer to the SRP instructional poster Heartland has placed by the door to every

119

00:09:51,840 --> 00:09:57,320

room on campus. These posters, which can be seen at the end of this presentation, provide specific

120

00:09:57,320 --> 00:10:03,300

actions to be taken for each of the five SRP protocols. This diagram depicts the preferred

121

00:10:03,300 --> 00:10:08,560

area in which to hide during a LOCKDOWN. It's unlikely the assailant will be able to see you

122

00:10:08,560 --> 00:10:14,120

when looking through a classroom or office window. It is preferred that windows of classrooms or

123

00:10:14,120 --> 00:10:19,440

offices not be covered as a covered window indicates to the assailant this is a room in

124

00:10:19,440 --> 00:10:24,860

which people are hiding. Cover the window only if the room you're in will not allow you to be out

125

00:10:24,860 --> 00:10:30,600

of sight of the window. Be sure that the door is LOCKED. History shows that once inside a building

126

00:10:30,600 --> 00:10:34,860

active assailants have rarely forced entry into an interior room which was locked.

127

00:10:34,860 --> 00:10:42,780

After a LOCKDOWN, campus will be EVACUATED by the POLICE. The evacuation will be done building by

128

00:10:42,780 --> 00:10:48,320

building and room by room. At the tactical discretion of the police, prior to the start

129

00:10:48,320 --> 00:10:53,900

of the evacuation, this message may be broadcast on the speakers of campus landline phones:

130

00:10:53,900 --> 00:10:59,460

"This is Heartland Public Safety. Police are leading a room by room evacuation of the

131

00:10:59,460 --> 00:11:05,660

Student Commons Building (or other specific building) do not leave your room. Police have keys

132

00:11:05,660 --> 00:11:12,260

and will unlock your door and give you directions. HCC public safety has the ability to direct this

133

00:11:12,260 --> 00:11:16,860

message to individual buildings so that there will be no confusion as to which building is

134

00:11:16,860 --> 00:11:24,040

being EVACUATED. A LOCKDOWN will draw multi-agency response so you should be prepared to see officers

135

00:11:24,040 --> 00:11:29,840

wearing different uniforms. Some will wear the usual daily patrol uniforms of the Normal Police

136

00:11:29,840 --> 00:11:37,540

Department, Bloomington PD, ISU PD, McLean County Sheriff, and Illinois State Police. Some may be

137

00:11:37,540 --> 00:11:43,600

dressed in tactical SWAT attire, but all will have police markings clearly displayed. Expect the

138

00:11:43,600 --> 00:11:50,340

officers to be well armed and display a no-nonsense demeanor. Don't be surprised if the officers are

139

00:11:50,340 --> 00:11:55,000

loud and demanding. They don't know the extent of the incident yet and will be looking for

140

00:11:55,000 --> 00:11:59,960

additional threats to everyone's safety. They will give direct instructions that you should follow.

141

00:11:59,960 --> 00:12:05,360

Be sure to keep your hands visible. You may bring your phone with you, but other items such as

142

00:12:05,360 --> 00:12:12,200

backpacks should be left behind. The next SRP we will cover is EVACUATE. We previously discussed what a

143

00:12:12,200 --> 00:12:17,420

police-led evacuation would look like after a LOCKDOWN. But what are other reasons that we would

144

00:12:17,420 --> 00:12:24,800

conduct an EVACUATION? It might be due to a fire alarm, gas leak, a bomb threat, a hazardous material

145

00:12:24,800 --> 00:12:30,460

spill, or other circumstances where it's safer to be outside of a building rather than inside it.

146

00:12:30,460 --> 00:12:36,440

An evacuation may need to be done of one particular building, a group of buildings,

147

00:12:36,440 --> 00:12:43,620

or the entire campus. An EVACUATION may be started by a PA announcement or it may start with a fire

148

00:12:43,620 --> 00:12:49,020

alarm. There will be an announcement on our Emergency Notification Public Address System



149

00:12:49,020 --> 00:12:54,000

which will be followed by the same announcement made through the speakers on all landline phones

150

00:12:54,000 --> 00:13:00,320

on campus. The announcement will be said twice on each system and will state: "This is Heartland Public

151

00:13:00,320 --> 00:13:07,160

Safety. EVACUATE the Student Commons Building and proceed to... (a specific area per the issue at hand)."

152

00:13:07,160 --> 00:13:14,140

Heartland will also send the same message via text on the HCC alert system, email, social media,

153

00:13:14,140 --> 00:13:21,000

the college website, and on the Raab road digital sign if the Normal campus is affected. Notification

154

00:13:21,000 --> 00:13:27,120

for the Pontiac and Lincoln campuses will come via the speakers on landline phones and HCC alerts,

155

00:13:27,120 --> 00:13:33,080

email, social media, and the college website. Where will you EVACUATE to? The EVACUATE announcement

156

00:13:33,080 --> 00:13:38,640

will provide specific instructions where you should EVACUATE to. This may be another location

157

00:13:38,640 --> 00:13:44,160

on campus or you may be instructed to leave campus completely. Instructors and Work Unit

158

00:13:44,160 --> 00:13:49,880

leaders should lead the evacuation from their classrooms or office areas. EVACUATE using the

159

00:13:49,880 --> 00:13:56,200

nearest exit which is safe to use. Use stairs and avoid elevators. Keep your group together and guide

160

00:13:56,200 --> 00:14:01,900

them to the stated rally point. It's okay to bring backpacks and personal items, but the evacuation

161

00:14:01,900 --> 00:14:08,760

should be done as rapidly as is safe to do so. Stay calm and exit the building in an orderly fashion.

162

00:14:08,760 --> 00:14:14,780

Any persons missing from your group after the evacuation should be reported to Public Safety.

163

00:14:14,780 --> 00:14:22,040

As previously mentioned, if an Active Assailant (a person using a firearm, knife, vehicle, or IED

164

00:14:22,040 --> 00:14:28,320

is in your immediate area, you have personal safety decisions to make regarding your ability to run,

165

00:14:28,320 --> 00:14:35,340

hide, or fight. You may choose to self EVACUATE in any scenario you deem your personal safety is in

166

00:14:35,340 --> 00:14:41,660

jeopardy. Other than an active assailant scenario, you may also self EVACUATE if you detect a fire,

167

00:14:41,660 --> 00:14:48,100

gas, leak, or other hazardous situation. Notify Public Safety if you choose to self EVACUATE

168

00:14:48,100 --> 00:14:54,800

as you might be the first person to encounter the problem! At the conclusion of an EVACUATION event

169

00:14:54,800 --> 00:15:00,300

an All-Clear will be given on the Emergency Notification public address system, the landline

170

00:15:00,300 --> 00:15:07,300

phone speakers, HCC alerts, email, website, social media, and the Raab road digital sign.

171

00:15:07,300 --> 00:15:15,520

The last SRP is SHELTER. Let's cover what a SHELTER is used for now... A SHELTER is used for

172

00:15:15,520 --> 00:15:20,860

conditions where it's more dangerous to be outside than it is to be inside. A hazard is something

173

00:15:21,060 --> 00:15:26,620

dangerous. It could be environmental like a tornado or earthquake. Or, it might be something

174

00:15:26,620 --> 00:15:33,320

like a chemical spill nearby. How will you be notified of a SHELTER? There will be an announcement

175

00:15:33,320 --> 00:15:38,440

on our Emergency Notification public address system which will be followed by the same announcement made through

176

00:15:38,440 --> 00:15:44,180

the speakers on all landline phones on campus. The type of message provided will depend on the kind

177

00:15:44,180 --> 00:15:51,920

of hazard involved, be it a tornado, earthquake, or hazardous material situation, Heartland will also

178

00:15:51,920 --> 00:15:58,580

send the same message via text on the HCC alert system, email, social media, the college website, and

179

00:15:58,580 --> 00:16:04,360

the Raab road digital sign if the Normal campus is affected. Notification for the Pontiac and Lincoln

180

00:16:04,360 --> 00:16:10,640

campuses will come via the speakers on landline phones and HCC alerts, email, social media, and the

181

00:16:10,640 --> 00:16:16,860

college website. Heartland broadcasts our Tornado Warning message when sirens are activated in the

182

00:16:16,860 --> 00:16:23,040

Town of Normal. The broadcast message is sent via our Emergency Notification Public address system.

183

00:16:23,040 --> 00:16:28,600

When Normal activates their tornado sirens, an alarm at the HCC Public Safety desk is

184

00:16:28,600 --> 00:16:34,520

automatically activated and our message to the campus is broadcast. The Heartland Department of

185

00:16:34,520 --> 00:16:40,200

Public Safety also follows the weather on a daily basis via a severe weather tracking system

186

00:16:40,200 --> 00:16:45,280

using next generation radar from the National Weather Service. Please understand that we will

187

00:16:45,280 --> 00:16:50,520

not initiate a SHELTER for a tornado warning issued for McLean county, which is geographically

188

00:16:50,520 --> 00:16:56,440

the largest county in the state. It is possible for a tornado warning to be issued for a location in

189

00:16:56,440 --> 00:17:01,940

McLean county which is far away from Heartland's campus. We only SHELTER for tornado warnings for

190

00:17:01,940 --> 00:17:07,560

the Town of Normal. Our automated tornado warning message broadcast on the Emergency Notification

191

00:17:07,560 --> 00:17:13,160

public address system states: May I have your attention please? There's a tornado warning

192

00:17:13,160 --> 00:17:18,620

in effect. Please proceed immediately to a first floor interior corridor away from outside windows.

193

00:17:18,620 --> 00:17:23,880

Remain there until the all-clear is given. When the tornado warning for the Town of Normal expires,

194

00:17:23,880 --> 00:17:29,260

an all-clear message will be broadcast, stating: "May I have your attention please? The all-clear

195



00:17:29,260 --> 00:17:37,280

has been given. You may return to your normal activities." Notification for the Pontiac and Lincoln campuses

196

00:17:37,280 --> 00:17:42,220

will come via the speakers on landline phones. The directors of both these campuses also monitor alerts from the National

197

00:17:42,220 --> 00:17:48,700

Weather service. If there is a hazardous material leak or spill making it unsafe to be outdoors on

198

00:17:48,700 --> 00:17:54,880

campus we will initiate a SHELTER. How will you be notified of a SHELTER for hazardous materials?

199

00:17:54,880 --> 00:18:00,520

There will be an announcement on our Emergency Notification public address system which will be

200

00:18:00,520 --> 00:18:04,760

followed by the same announcement made through the speakers on all landline phones on campus.

201

00:18:04,760 --> 00:18:10,760

The announcement will be said twice on each system and will state: "This is Heartland Public Safety.

202

00:18:10,760 --> 00:18:16,680

Those in the Student Commons Building (or other specifically named building) SHELTER. SHELTER in

203

00:18:16,680 --> 00:18:22,900

place. Close all windows and doors." Heartland will also send the same message via text on the HCC

204

00:18:22,900 --> 00:18:31,300

alert system, email, social media, the college website, and the Raab road digital sign. The

205

00:18:31,300 --> 00:18:36,320

HCC facilities department will shut down the HVAC system on the Normal campus to avoid

206

00:18:36,320 --> 00:18:41,440

circulating the air. Notification for the Pontiac and Lincoln campuses will come via the speakers

207

00:18:41,440 --> 00:18:48,280

on landline phones and HCC alerts. It is unlikely we will receive advanced notice of an impending

208

00:18:48,280 --> 00:18:53,800

earthquake. In the event of an earthquake, the safety strategy is drop, cover, and hold. Following

209

00:18:53,800 --> 00:18:59,000

an earthquake, the college will send relevant emergency messaging via our emergency notification

210

00:18:59,420 --> 00:19:06,880

system, Cisco phones, HCC alerts, email, website, and social media. Remain in your SHELTER location

211

00:19:06,880 --> 00:19:12,240

until the all-clear is given. When it's safe to do so, this announcement will be said twice

212

00:19:12,240 --> 00:19:19,160

on the PA and phone system and it will state: "This is Heartland Public Safety. All clear. The SHELTER

213

00:19:19,160 --> 00:19:25,540

is released. Resume normal activities." The college will also send the same message via text on the

214

00:19:25,540 --> 00:19:32,400

HCC alert system, email, social media, the college website, and the Raab road digital sign if the

215

00:19:32,400 --> 00:19:38,100

Normal campus is affected. Notification for the Pontiac and Lincoln campuses will come via the

216

00:19:38,100 --> 00:19:44,320

speakers on landline phones and HCC alerts. This is the Standard Response Protocol poster which

217

00:19:44,320 --> 00:19:55,520

has been placed near the door to every room on all three of Heartland's campuses. It provides a

218

00:19:56,320 --> 00:20:01,160

visual reminder of actions to be taken when any one of the five Standard Response Protocols is activated. Students, employees, and guests on campus should become familiar with the contents

219

00:20:01,160 --> 00:20:07,220

of this poster prior to an emergency situation. Those are all five actions in the Standard

220

00:20:07,220 --> 00:20:11,760

Response Protocol. Thank you for attending this SRP training session.