

Emergency Communications Policies and Procedures

York County Community College strives to maintain a safe and healthy environment for teaching, learning and working to occur. It is recognized, however, that there may be an emergency, or urgent situation which might interfere with the campus operations. Accordingly, a number of emergency response procedures have been established to ensure that appropriate attention is received in a timely manner. This information is included in the *Emergency Response Plan* (ERP) which has been adopted by the College and is updated periodically.

YCCC will cooperate fully with local law enforcement, state police, and federal officers in the execution of their duties. In addition, the YCCC Emergency Response Plan establishes procedures which empower the President with the general management of an emergency or urgent situation. If, for some reason, the President is not on campus or cannot provide direction for the situation at hand, another member of the Emergency Response Team (ERT) will be designated to direct the operations and decision making on campus, and, if the situation warrants, collaborate with law enforcement officials or other appropriate emergency response personnel (i.e., Fire Department, Paramedics/Ambulance, State Police, etc.).

- Emergency Response Team Members
 - President
 - Vice President and Academic Dean
 - Dean of Students
 - Dean of Finance & Administration
 - Safety & Security Manager
 - Manager of Facilities
 - Director of Information Technology
 - Director of Marketing & Communications
 - Director of Development & Special Assistant to the President
 - Director of Counseling and Wellness
 - Sanford Site Coordinator
 - Dean of Workforce Development

During the Academic year a Uniformed Security Officer is on campus Monday through Thursday from 4:00 pm – 10:00 pm and Saturdays 8:00 am – 4:00 pm.

The College conducts training for faculty, staff, and students about emergency procedures and will

run practice drills on a regular basis.

A critically important aspect of managing an emergency is to establish communication protocols which will inform the campus community before, during, and after the emergency. YCCC has instituted a number of systems which permit easy communication with those located within the building as well as those who may be traveling to the campus.

In an urgent or emergency situation, the College will speak in one voice and all information regarding the occurrence will be directed by the President or Designated Leader from the ERT (see membership above).

Calling for assistance in an emergency situation may come from a number of sources: campus telephones, emergency phones located in each classroom and conference room, Emergency call box phones in the 1st and 2nd floor hallways of the Pratt & Whitney building as well as in the auditorium.

In case of an emergency:

- **In classrooms, conference rooms, faculty, staff, or administrative offices**, dial 911. You will be connected to a 911 Call Center Operator.
- **In both elevators press the help button to be connected to an operator.**
- **In the corridors of the Pratt & Whitney building** press the Red Help Button on the phone. You will be connected to the College's Alarm Monitoring Company. The operator will answer, "You have reached York County Community College emergency line. Is this an emergency?"
 1. The caller should identify him/herself and describe the nature of the situation.
 2. Based on the nature of the emergency, the 911 or the Alarm Company Operator will contact the appropriate responders.
 3. When the caller completes the call, s/he should return to the site of the emergency and wait for an ERT member to arrive.

Note: The only way an ERT member is notified of a 911 emergency is when the call is placed from a campus phone. When a cell phone is used to place a call, the ERT will not be notified.

A situation is considered an emergency when an expected or unexpected incident or condition threatens life or safety and requires immediate action.

In contrast, an urgent situation within or adjacent to the buildings or affecting the normal operations of the College is an incident or condition that does not pose an immediate threat to life or safety but by nature, where timely delivery of information or instruction may directly affect the well-being of the recipient.

Situations, where the classroom/conference room phone would be used, include medical emergencies (i.e.; seizure, chest pain, difficulty breathing, fainting), fire, violent behavior or actions that would place others safety or health at risk.

Security is always on site when classes are being conducted and will respond in the event of an incident.

YCCC will communicate with members of the campus community when an emergency or an urgent situation arises by using several different means.

a) **Public Address System** – In the main campus the public address system has speakers located throughout the building, including the outside perimeter and will also be heard in the Pratt & Whitney building as well. The use of this public address announcement system will be restricted to conveying information in the case of an emergency or for testing purposes. The decision to use the public address system rests with the President or Designated Leader from the ERT to communicate that a viable threat exists to the college community. A viable threat might include situations involving an active shooter on campus or a hostile threat, or other situations which would create the need to “lock down” the building. The public address system will be active as soon as possible after the call is placed notifying the local authorities.

A lockdown means that everyone who is inside the building should remain in place in the respective classroom or office. A decision to lock down the facility would be taken very seriously and generally in consultation with local law enforcement officials (if applicable).

In case of an emergency requiring a **lockdown**, an announcement will be made over the public address system to indicate that a threat exists. The announcement will be **"The building is on lockdown. Please follow lockdown procedures."**

1. All doors must be shut and locked immediately.
2. Close all window blinds or shades if applicable.
3. Individuals inside the room should huddle in one corner of the room, farthest away from the door and windows and remain quiet until an **"All clear"** notification is announced over the public address system.
4. If the fire alarm sounds during a lockdown, remain in the room until given instructions or an **"All Clear"** notification is announced over the Public Address System.
5. Individuals in the building should not be using cell phones and should be following directions of any emergency response personnel who may provide directions.
6. When it is determined that the situation has changed and it is safe for individuals to leave, the public address system will announce an **"All clear. It is now safe to leave the room and the building."**
7. ERT and emergency responders will conduct a room to room search to make sure everyone is safe and/or give aid as needed.

The public address system may also be used to call for **an evacuation** of either building or both buildings on the main campus, for a variety of situations, for example, gas leak, hazardous materials spill. The announcement will be brief and concise. Evacuation maps are located in each room classroom, conference room, and office; the emergency evacuation map lists primary and secondary

escape routes. Instructors are encouraged to point out this information at the start of every semester. In case the announcement is for an evacuation, individuals should:

- remain calm,
- close doors and turn off lights when departing
- bring personal belongings along (the ones that you have with you)
- avoid talking and keep confusion to a minimum,
- walk – do not run to exits,
- exit in an orderly fashion,
- do not jam or crowd exits,
- assist individuals as needed (*note: when the fire alarm is activated, the elevator does not operate; exiting must be done by using the stairwells*),
- assemble in the front parking lot to the back wooden rail (furthest away from the building) at the assigned station along the fence (See location designation that's hanging on the wall of each room),
- members of the ERT will meet the Emergency Responders,
- Individuals should remain in place until further instructions are provided, such as an **“All clear. It is safe to re-enter the building”** over the public address system or College officials or emergency personnel provide further directions.

b) **The Fire Alarm** - will be used in any situation which would require the building to be evacuated as a result of a fire in the building. In the case where anyone witnesses' flames or the smell of smoke in the building, s/he should go to the nearest fire pull station and pull the lever to activate the system. Note: fire pull stations are located by throughout the hallways and at each exit. This action will result in an immediate response from the Fire Department. No announcement will be made through the College public address system to evacuate the building.

c) **Campus Website** - YCCC will use the campus website – www.yccc.edu – to post up-to-date information about any emergency or urgent situation on campus. All members of the campus community should check the website regularly for updates.

d) **Telephone recording** - the College main telephone number (207) 646-9282 will have a recorded response to provide information and instruction about the urgent or emergency situation at hand and concise directions to be followed. When the situation is resolved, the message will be changed to provide notification of return to normal operations, that is the resumption of classes or return to the workplace.

e) **RAVE Emergency Alert System** - Students, faculty, and staff can sign in (use your YCCC log in) to the emergency alert system and set up their communication preferences, i.e., cell or home phone number, text message or e-mail (to a designated account) for the following types of information: Campus Information about a delayed opening time, cancellation of all classes for all or part of a day, information about an emergency occurring in the building or surrounding areas with instruction not to report to the campus, or notification that the emergency is over and it is safe to return.

Public Media –

YCCC will notify the following **TV stations:**

- ❖ NECN (Channel 4),
- ❖ NBC/WCSH (Channel 6),
- ❖ ABC/WMTW (Channel 8),
- ❖ CBS/WGME (Channel 13),

YCCC will notify the following **Radio stations:**

- ❖ WOKQ (97.5); WPKQ (103.7);
SHARK (102.1; 105.3)
- ❖ WTSN (1270 AM); WBYY (98.7)

Updated: 1.7.19 Safety & Security & Administration