

## **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 emergency or urgent situations 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* 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 can not provide direction for the situation at hand, another member of the Emergency Response Team 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
  - Dean of Institutional Advancement
  - Manager of Facilities
  - Director of Information Technology
  - Administrative Assistant to the President

The security officer (on campus Monday through Thursday evenings and Saturday when the building is open) is aware of the College's Emergency Response Plan as well as the contents of this emergency communications document and will take necessary steps until a member of the Emergency Response Team responds.

The College will conduct trainings 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. As a one building campus, 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 Emergency Response Team (see membership above).

It is critically important that information be imparted in a timely manner and that it be accurate, factual and reliable.

***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 as well as the corridors of the B and C wings, and blue light phones located in the parking lot.

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 the corridors of the B and C wings and in the parking lot underneath blue lights**, 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 resource.
  3. When the caller completes the call, s/he should return to the site of the emergency and wait for the Emergency Response Team member to arrive.

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

Situations where the blue light phone would be used include: personal attacks or assaults, violent or extreme behaviors or actions that might pose a risk to the health or safety of others in the vicinity.

A situation is considered an emergency when an expected or unexpected incident or condition threatens life or safety and requires immediate action. It is important for others within and/or

adjacent to the building to be advised of the occurrence with accurate information in a timely manner.

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

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

- a) **Public Address System** - A public address system is installed in each room and hallway in the College and speakers are affixed to the outside of the building. The use of this public address announcement system will be restricted to imparting 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 Emergency Response Team 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 lock down means that everyone who is inside the building should remain in place in the respective classroom or office. No one will be permitted to leave or enter the building when it is in lock down. Accordingly, the doors to the College will be secured. A decision to lock down the facility would be taken very seriously and generally in consultation with local law enforcement officials.

In case of an emergency requiring a **lock down**, an announcement will be made over the public address system to indicate that a threat exists. The announcement will be “The building is in lock down. Please follow lock down procedures.”

1. All doors must be shut and locked immediately.
2. In locations where there are window blinds or shades, these window treatments should be completely closed.
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 lock down, 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 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.”***

The public address system may be used to call for **an evacuation** of the building for a variety of situations, for example, gas leak, hazardous materials spill, active shooter. The **announcement will be brief and the direction will call for an evacuation of the building.** Detailed instructions on how to safely leave the building are printed and posted in each 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 of a building evacuation, the posted directions instruct individuals to:

- remain calm,
- close doors and turn off lights when departing,
- bring personal belongings along,
- 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 with special needs (*note: when the fire alarm is activated, the elevator does not operate; all exiting must be done by using the stairwells*),
- assemble in the front parking lot behind the flag pole at the assigned station along the fence (this location is designated on the printed instructions in each classroom or office),
- members of the Emergency Response Team 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 be immediately evacuated as a result of a fire in the building or other situation which would involve bringing the Wells Emergency Responders onto the campus.

In the case where anyone witnesses flames or smells smoke in the building, s/he should go to the nearest fire station and pull the lever at the box to activate the system. This action will result in an immediate response from the Wells 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](http://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) **Emergency Alert System** - Students, faculty and staff can register to receive a communication to a variety of devices, 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.

To register or edit contact information in the Emergency Alert System, students, faculty, and staff can login go to:

[https://my.yccc.edu/ICS/Emergency\\_Alert\\_Info.jnz](https://my.yccc.edu/ICS/Emergency_Alert_Info.jnz)

- f) **Public Media** – YCCC will notify the following TV/Radio stations of any Campus Information about a delayed opening time, cancellation of all classes for all or part of the day, information about any emergency situation.