

Emergency Response Guide



LINCOLN
EDUCATIONAL SERVICES

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Evacuation Procedures

Evacuation routes and evacuation assembly areas may change depending on the nature and location of the emergency. Follow instructions of Security or Building Management .

If the fire alarm sounds or you are instructed to evacuate:

- Evacuate your area.
- Leave all personal belongings behind, unless instructed otherwise.
- Walk without delay, but do not run. **Do not use elevators. They will not operate if the fire alarm system is activated.**
- Assist those with temporary or permanent disabilities needing special assistance evacuating.
- Evacuate using the primary evacuation route to your designated outside evacuation assembly area listed on the front cover.
- Avoid any dangerous areas.
- Try to account for all students and staff when you reach the designated evacuation assembly area.
- Notify Security or Building Management if anyone is missing or injured.
- Supervise all students; prevent them from leaving the evacuation assembly area until the emergency is declared to be over.
- Remain at the evacuation assembly area.
- Do not re-enter the building until told to do so by Security, Building Management or the Fire Department.

See Front Cover For Emergency Phone Number(s)

EVACUATION

Power Outage or Utility Failure Procedures

If the power goes out or even partial outage:

- Remain calm.
- Notify Security or Building Management.
- Security or Building Management will attempt to assess the scope and expected duration of the outage.
- Security or Building Management will provide response directions to you once they complete their assessment.
- Remain in your area/room and do not move around the building unnecessarily.
- Do not attempt to use elevators.
- If you are in a dark area, proceed cautiously to an area that has emergency lights.
- Emergency lighting should come on automatically. If emergency lights do not come on in your area, notify Security or Building Management.
- Provide assistance to others in your immediate area who may be unfamiliar with the building.
- If instructed to evacuate, proceed cautiously to your designated evacuation assembly area listed on the front cover.

If there is loss of another utility:

- Notify Security or Building Management.
- Security or Building Management will assess the scope and expected duration of the outage.
- If there is an immediate problem or special needs, notify Security or Building Management.

See Front Cover For Emergency Phone Number(s)

UTILITY OUTAGE / FAILURE

Gas Leak Suspected

Natural gas leaks may occur and may bring danger of an explosion. Gas leaks are identified by an odor similar to rotten eggs. If a gas leak is suspected, do the following:

- Notify Security or Building Management.
- Evacuate from the affected area.
- Notify others who may be affected.
- Do not turn on or off any electrical device including light switches as these may create a spark and ignite the gas.
- If gas leak is inside building, ventilate by opening windows.
- If gas leak is outside the building, close windows and ventilation air intakes.
- Eliminate all ignition sources.
- Security or Building Management will assess and determine if there is a need to evacuate further.
- If you are asked to evacuate:
 - Leave lights on.
 - Do not lock doors.
- Follow normal evacuation route. Follow alternate route if normal route is too dangerous.
- Everyone should evacuate upwind of gas odor to a safe distance outside of the building (preferably to a distance of 300 feet or greater).
- Try to determine if anyone is missing after you have evacuated and report those missing to Security or Building Management.
- No one may re-enter the building until the Fire Department, Security or Building Management declare the building to be safe.
- Notify students and staff of termination of emergency.
- Resume normal operations.

See Front Cover For Emergency Phone Number(s)

GAS LEAK

Medical Emergency Procedures

- Notify Security or Building Management to report the medical emergency. Provide the following information:
 - Nature of the incident
 - Location and number of victim(s)
 - Nature of illness or injury
 - Hazards in the area (e.g., electrical shock, hazardous vapor, etc.)
 - Ambulance needed
- If the illness or injury appears life threatening, you should call 911 directly **and then notify Security or Building Management.**
- Keep all non-essential personnel away from the scene.
- Do not attempt to move the victim(s) unless they are in immediate danger.
- Do not attempt to treat the victim(s) if you are not formally trained and/or certified (i.e. first aid, CPR, AED).
- Keep the victim(s) calm and reassure them that help is on the way.
- Take "universal precautions" to prevent contact with bodily fluids.
 - *Universal Precautions* is a method of infection control in which all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens. Exposure occurs through contact with mucous membranes (e.g., eyes, nose, and mouth) or broken (cut or abraded) skin with contaminated blood.
- If you are providing medical treatment, use proper personal protective equipment (i.e. non-latex gloves, face shield barriers, and barriers for mouth to mouth resuscitation).
- Preserve the scene of the medical emergency in the event the incident will require an investigation by Security, Building Management or Police.
- Do not clean up any bodily fluids, unless trained and properly equipped.
- Keep all patient information confidential.

See Front Cover For Emergency Phone Number(s)

MEDICAL EMERGENCY

Lockdown Definition / Alert Signal

Lockdown: is a protective action employed to safeguard students and staff when there is an armed perpetrator approaching the campus or in a campus building. Lockdown is used to keep people away from a violent perpetrator while law enforcement engages the subject.

Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons inside the campus building.

Alert Signal

Security, Building Management or Campus Administration will issue a lock-down order by announcing a warning over PA system, sending a messenger to each classroom, or other alternate method.

Lockdown Procedures

- Direct all students, staff, and visitors into classrooms or secure rooms.
- Lock doors to rooms, if possible.
- Close blinds or cover windows and turn out lights.
- Move all persons away from windows and doors.
- Have all persons get down on the floor, preferably along a wall out of view.
- Everyone should remain quiet.
- All visitors to the building will automatically become part of the lockdown procedures and will not be able to leave the building.
- No one will be permitted to enter or leave the building.
- If the fire alarm goes off, do not evacuate unless you see fire or smoke.
- If possible, an emergency email or phone call will be sent out explaining the circumstance.
- Allow no one to leave the classrooms until the campus administrator or Police gives the "all-clear" signal.

See Front Cover For Emergency Phone Number(s)

LOCKDOWN

Shelter-In-Place Procedures

Shelter-in-Place: It is a temporary strategy designed to be used when it is safer to remain inside the building rather than evacuate to the outside. This can be required in a chemical release outside or an approaching tornado.

If Instructed to Shelter-In-Place:

- Follow instructions of Security or Building Management.
- Close all doors and windows to seal off the building from the exterior.
- If there is an outside hazardous material or terrorism threat, shut down ventilation systems.
- Leave all personal belongings behind, unless instructed otherwise.
- Relocate everyone to pre-determined shelter areas (inside room or hallway).
- Stay away from windows.
- Supervise everyone in shelter area; prevent them from leaving the shelter area.
- Notify Security or Building Management if there are any injuries.
- Remain in the shelter until advised by Security, Building Management or the Fire Dept.

Tornado

Tornado Watch

- If a tornado watch is reported, all staff members should review this procedure and take steps to be able to react to a Tornado Watch.
- Upon notification of a Tornado Watch, all doors and windows should be closed. Move everyone indoors.

Tornado Warning

- Move into tornado shelter area. If outside, return to the building and shelter in predetermined shelter areas of the building – interior hallways on the lowest floor. Do not shelter in rooms with long roof spans (e.g. auditorium or cafeteria)
- Assist any individuals with special needs.
- Close classroom doors.
- Move all staff and office visitors to shelter areas.
- Instruct all students, staff, and visitors to remain in the “drop and tuck” position until the “all clear” signal is announced.
- Try to determine if anyone is missing.
- Remain in the shelter area until warning expires or emergency personnel have issued an “all-clear” signal.

See Front Cover For Emergency Phone Number(s)

SHELTER-IN-PLACE / TORNADO

In the Event of an Earthquake

If you are indoors:

- **Do not run outside immediately.**
- Get under a desk, table, or supported doorway.
- Stay away from glass windows and mirrors.
- Watch for falling plaster, bricks, light fixtures, and other objects.
- Watch for high bookcases, cabinets, shelves, and other furniture or heavy equipment that might slide or topple.
- Do not use candles, matches, or other open flames during the tremor.
- Extinguish all fires if you are trained to use a fire extinguisher.
- Do not rush for stairways or elevators. Exits are likely to be jammed and elevators often stop operating. Seek safety where you are.
- Don't be surprised if the electricity goes out, if fire alarm starts ringing, or fire sprinkler systems go on. Expect to hear noise from breaking glass, cracks in walls, and falling objects.
- Avoid electrical lines, as they may be live.
- Remain under cover for a few minutes, and prepare for the possibility of aftershocks. Aftershocks often cause more damage to buildings which are already weakened by the initial shock.

Outdoors:

- **Do not run inside immediately.**
- Stay in the open.
- Beware of fires, downed utility lines, and aftershocks.
- Assist with evacuation of the building(s).

Before You Evacuate for a Hurricane

- Backup up all computer data and store off-site at a protected location.
- Secure all hardcopy records as much as possible.
- Move all electronic equipment (e.g., computers, printers, calculators) to a higher elevations and cover with large plastic garbage bags.
- Move everything as far as possible from exterior windows.
- Unplug all remain electrical equipment. Turn off circuit breakers.
- Leave relocation/contact information with campus administration.
- Evacuate the campus well in advance of hurricane threat.

See Front Cover For Emergency Phone Number(s)

EARTHQUAKE / HURRICANE

Criminal Behavior

- Be alert to what is going on around you.
- Do not approach or attempt to apprehend the person(s) involved.
- Notify Security, Building Management or 911 immediately if you witness a crime in progress or observe a suspicious person or activity, and be prepared to provide the following:
 - Your name
 - What is happening
 - Where is it happening
 - How many people are involved / Anyone injured
 - Description of the assailant – clothing, physical characteristics, etc.
 - Any weapons
 - Location of the assailant or direction of their escape
- Security, Building Management personnel or Police will be dispatched to assess the situation.
- Stay on the phone until Security, Building Management personnel or Police arrive and provide additional information as it becomes available or the situation changes.
- If possible, remain out of sight. Be concerned with your personal safety and act cautiously.
- If the offender has weapons or is suspected of having weapons, take cover immediately using all available concealment. Close and lock doors when possible to separate yourself and others from any armed offender.
- In the event of violent, hostile, or criminal behavior, leave the immediate area if possible, and direct others to do so.
- Always err on the side of caution and contact Security, Building Management or 911, and follow lockdown procedures if required.

Civil Unrest

- Notify Security, Building Management or 911 and provide the following:
 - Your name
 - What is happening
 - Where is it happening
 - How many people are involved
 - Any injuries, violence, property damage, etc.
- Security, Building Management or Police will assess the situation.
- Follow instructions of Security, Building Management or Police to ensure the safety of everyone.

See Front Cover For Emergency Phone Number(s)

CRIMINAL BEHAVIOR / CIVIL UNREST

Rescue

- Do not attempt rescue of anyone overcome by chemical vapors or gases in an enclosed room or area—only trained rescuers should enter the area protected with self-contained breathing apparatus.
- Notify Security or Building Management immediately.
- If exposed to a hazardous material, on clothing, skin or by inhalation, remove clothing, rinse area with water and seek medical treatment immediately.

Hazardous Material Spill Procedures

Inside Spills:

- Call Security or Building Management and provide the following information:
 - Location of the spill
 - Type of chemical spilled
 - Known hazards of the spilled chemical
 - Quantity spilled
 - Number and extent of injuries / illnesses
 - Has spill or vapors reached a floor drain or ventilation system?
- Attempt to provide ventilation to the affected area by opening the windows.
- Turn on local or building exhaust ventilation if available and safe to do so.
- If possible, control access to the affected area by closing doors.
- Obtain Material Safety Data Sheet (MSDS) on hazardous material involved.
- If hazardous materials come into contact with your skin, immediately flush the affected area with clear water for at least 15 minutes.
- If the threat warrants, implement evacuation procedures to ensure that no one is exposed to danger.
- Direct everyone to evacuate immediately, in a calm and orderly manner, to the designated evacuation assembly area for the building. **Do not use elevators.**
- Try to account for all personnel. Report anyone missing to Security or Building Management.
- Check people involved for adverse medical symptoms (shortness of breath, fainting, etc.) and request immediate medical attention, if necessary.
- Remain in the evacuation assembly area until directed by Security, Building Management or the Fire Department.
- Do not try to clean up the spill unless you are familiar with the hazardous material and are trained and have the proper equipment to perform the clean up.

Outside Spills:

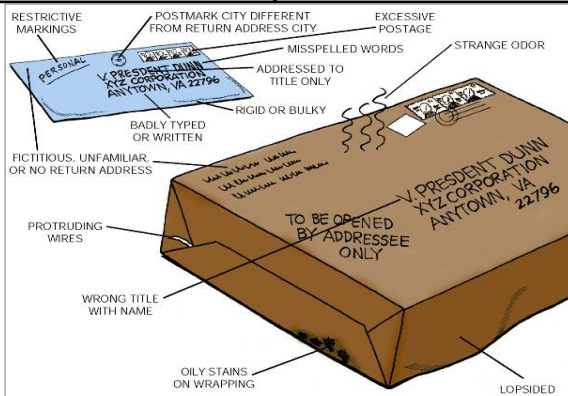
- Close all exterior windows and doors.
- Shut down room ventilation systems if possible.
- Shelter-In-Place inside the building and remain there until directed by Security, Building Management or the Fire Department.

See Front Cover For Emergency Phone Number(s)

HAZARDOUS MATERIAL SPILL

Suspicious Package Indicators

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| <ul style="list-style-type: none"> • Powder in or on the envelope • Excessive postage • Handwritten or poorly typed addresses • Incorrect titles • Title, but no name • Misspellings of common words • Oily stains, discoloration or odor • No return address • Excessive weight • Lopsided or uneven envelope | <ul style="list-style-type: none"> • Protruding wires or aluminum foil • Excessive security material such as masking tape, string, etc. • Visual distractions • Ticking sound • Marked with restrictive endorsements, such as "Personal" or "Confidential" • Shows a city or state in the postmark that does not match the return address |
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Suspicious Package Procedures

- Do not touch or handle any suspicious items.
- Isolate the suspicious item.
- Notify Security or Building Management that a suspicious package has been detected.
- Alert everyone in the area that a suspicious letter or package has been found and to clear the area.
- Close the door, prevent others from entering.
- If the suspicious item is believed to be a bomb, evacuate the building and follow procedures for Bomb Threats.
- Write down any reasons for identifying the package as suspicious (e.g., excessive postage; no return address; rigid envelope; feel, etc.).
- Contact the addressee to determine if package was expected.
- Any person who had direct contact with the package should wash their exposed skin with soap and water and seek medical surveillance.

See Front Cover For Emergency Phone Number(s)

SUSPICIOUS PACKAGE / ENVELOPE

Threatening Telephone Calls

- Remain calm.
- Do not hang up. Keep the caller on the line as long as possible and listen carefully.
- Signal someone to call Security or Building Management.
- Note the time of the call and try to get caller's number if you have caller ID.
- **Ask the caller the following questions:**
 - Where is the bomb?
 - When will it explode?
 - What does the bomb look like?
 - What kind of bomb is it?
 - What is the caller's name and motive for placing the bomb?
 - Are you an employee?
 - Are you a student?
- Write down any pertinent information such as background noises, gender of caller, and voice pitches and patterns.
- When caller hangs up, **DO NOT HANG UP**. Dial *57 to trace call (this may not work on your phone system). Leave line open.
- Make sure Security, Building Management or 911 has been notified.

Electronic Mail Threats

- Remain calm.
- Leave the e-mail message open on the computer, do not erase it.
- Notify Security, Building Management or 911 immediately.
- Print the message. Include the properties of the message.
- Save the e-mail.

Written Threats

- Remain calm.
- Notify Security, Building Management or 911 immediately.
- Do not handle written threat. Keep everyone from handling it or going near it.
- Save all packing materials.
- Write down everything you remember about the written threat.

Verbal Threats

- Note the description of the person who made the threat (e.g., name, race, sex, type and color of clothing, body size, hair color, and any distinguishing features).
- Write down the threat exactly as it was communicated to you.
- Notify Security, Building Management or 911 immediately.

Bomb Threat Evacuation

- Direct everyone to gather personal belongings.
- Direct everyone not to use cellular phones and pagers.
- Visually sweep room for suspicious items.
- Leave doors and windows open.
- Do not touch the light switch.
- Proceed to the designated evacuation assembly area and follow further instructions from Security, Building Management or Police.

See Front Cover For Emergency Phone Number(s)

BOMB THREAT

Suicide Threat

- Consider any students, faculty or staff reference to suicide as serious.
- **DO NOT LEAVE THE INDIVIDUAL ALONE.**
- Do not allow the individual to leave until help arrives, if possible.
- Notify Security or 911 immediately if you become aware of a suicide threat.
- Talk calmly to the person until appropriate personnel arrive at the scene.
- Remember:
 - Be positive
 - Engage the person in conversation
 - **Do Not** become confrontational
 - **Do Not** make fast movements toward the individual
- When trained personnel arrive, defer to their judgement on the course of action to be taken.

Suicide Attempt

- Notify Security or 911 immediately of any suicide attempt. Provide person's name if known.
- **DO NOT LEAVE THE INDIVIDUAL ALONE.**
- Try to calm the suicidal person.
- Try to remove the individual from any immediate means of hurting himself / herself.
- Take "universal precautions" to prevent contact with bodily fluids. *Universal Precautions* is a method of infection control in which all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens. Exposure occurs through contact with mucous membranes (e.g., eyes, nose, and mouth) or broken (cut or abraded) skin with contaminated blood.
- If you are providing medical treatment, use proper personal protective equipment (i.e. non-latex gloves, face shield barriers, and barriers for mouth to mouth resuscitation).
- Stay with the suicidal person until Security or other help arrives.
- Clear the area to allow emergency personnel to work and provide privacy for the victim.
- Keep everyone away from the scene.
- Remain with the situation as directed by Security or local authorities, working to defuse the crisis by remaining calm.
- Reassure everyone involved that everything possible is being done to return the situation to normal.
- Do not release any information beyond Security or suicide intervention personnel.

See Front Cover For Emergency Phone Number(s)

SUICIDE THREAT OR ATTEMPT

Fire Procedures

- Remain calm.
- Pull the nearest fire alarm, if not already activated.
- Only attempt to use a fire extinguisher if you have been formally trained.
- Remove anyone from immediate danger.
- Notify Security or 911 from a safe location.
- Close all doors to confine smoke and fire.
- Unless otherwise directed, evacuate the building and proceed to your designated evacuation assembly area listed on the front cover.
- Do not delay evacuation for the purpose of retrieving personal belongings.
- Consider persons with disabilities who may need assistance evacuating.
- Walk without delay, but do not run. **Do not use elevators.**
- Feel exit doors for heat, stay low and close to walls while evacuating.
- If smoke is present, stay low. The best quality of air is near the floor.
- Never allow the fire to come between you and an exit.
- Try to account for everyone when you reach the evacuation assembly area.
- Notify Security or Fire Department personnel if anyone is missing or injured.
- Everyone should remain at the evacuation assembly area until directed otherwise by Security or the Fire Department.

If You are Trapped in a Room / Area

- Wedge wet towels or cloth along the bottom of the door to keep out smoke.
- Close as many doors as possible between you and the fire.
- Use the telephone to notify Security or 911 of your problem and location.
- If you are trapped in an area and need fresh air, only break the window as a last resort, and use caution when breaking the window.

Explosion Procedures

Report Any of the Following to Security or 911:

- Is there structural damage or collapse?
- Any injuries?
- Is natural gas or any hazardous material leaking?
- Did the explosion disperse any liquids, mists, vapors or gas?
- Did the explosion only destroy a package or the bomb device?
- Are there unexplained odors?

If the Explosion is Inside:

- Evacuate along established routes to your designated evacuation assembly area listed on the front cover.
- Redirect to exits away from site of the explosion.
- **Do not use elevators.**
- Discontinue use of all radios, cell phones (any communication transmitting device).
- Try to account for everyone when you reach the evacuation assembly area.
- Notify Security or Fire Department personnel if anyone is missing or injured.
- Everyone should remain at the evacuation assembly until directed otherwise by Security or the Fire Department.

If the Explosion is Outside:

- If you are in danger due to fire, smoke, danger of collapse, broken glass, or other hazards, evacuate away from the scene of the explosion; follow shelter-in-place procedures.
- Keep AWAY FROM WINDOWS.
- If your room is safe, await instructions from Security or the Fire Department.

See Front Cover For Emergency Phone Number(s)

FIRE / EXPLOSION