



Emergency Response Guide

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Prepared for Garrett College
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INTRODUCTION

The Emergency Response Guide is designed to offer guidance to the campus community in response to incidents or emergencies that may occur on campus or at college facilities. This guide is used in conjunction with the College's Emergency Action Plan. The College's Emergency Action Plan, used by campus officials, effectively coordinates the use of College and community resources to protect life and property both during and immediately following a major crisis or disturbance on or near Garrett College or one of its off-site locations. It shall be placed into operation whenever an emergency affecting the College cannot be controlled using daily operating procedures.

As designed, this guide applies to all members of the campus community, including students, employees, visitors, contractors, and any other related entities. This guide does not replace any procedures previously established in relation to safety and emergency response, but supplements and supports prior documentation and practices.

The college operates three (3) off-site locations – the Northern Outreach Center (NOC) in Grantsville, the Southern Outreach Center (SOC) in Oakland, and the Career Training and Technical Center (CTTC) in Accident. While general and specific emergency procedures are the same as on main campus, personnel in off-site locations should call 911 for emergencies and/or local agencies for assistance. Employees working at off-site locations should remain in contact with their supervisors and Campus Security during emergency situations.

Each office should have the Emergency Response Quick Reference Guide readily available as a way to find emergency information quickly. A copy is included on [page 27](#) of this document and is available for download on the College website under the [Emergency Information](#) link and the College intranet Security page under the Emergency Preparedness and Response link.

GENERAL EMERGENCY PROCEDURES

General emergencies include campus emergencies or issues that warrant investigation. Specific emergency procedures begin on page 8 of this document.

No incident is ever the same. Therefore, no one response can dictate the best approach to handle an incident.

The College will do everything within its power and resources to prevent the loss of life and property.

a. Campus Emergencies

In the event of a life-threatening emergency, call 911, and follow the guidelines below:

- Clearly state the type of emergency to the dispatcher—police, fire, medical, etc.
- Clearly state the location of the emergency and your name, location, and telephone number.
- Describe the emergency and follow the dispatcher's instructions.
- Do not hang up until told to do so by the dispatcher.
- Contact Campus Security at 240-321-5799.

b. Non- Life-Threatening Emergencies

Immediately call Campus Security at 240-321-5799 for non- life-threatening emergencies or to report an incident or crime.

MEDICAL EMERGENCIES

a. Basic First Aid is required

If basic first aid is required in the event of a medical emergency, follow these steps:

- Do not move an injured person unless it is a life-threatening situation.
- Call Campus Security (240-321-5799). Campus Security Officers will administer basic first aid and/or indicate if additional medical resources will be required.
- Stay with the injured person until a Campus Security Officer arrives.
- Basic first aid kits are available in campus buildings listed in the table below.

Building	Location
100- GIEC/CEWD	Rooms 114, 122
200- STEM	Rooms 214, 241, 242
300- Tech Center	Room 319
400- Student Center	Room 404A
500-Library	Room 501
600- Learning Center	Rooms 621
700- Fine Arts	Room 721
750- Maintenance	Rooms 752, 760, 774
800- Performing Arts	Rooms 807, 810, 821, and Corridor 850 by dressing rooms
900-CARC Aquatic Complex	Rooms 902, 910, 922, 931
950- CARC Gymnasium	Rooms 950, 951,
1000- CAOS	Room 1010
1200- Laker Hall	Room 105
3000-NOC	Room 1306
4000- SOC	Rooms 4007, 4008
5000- CTTC	Rooms 5101, 5106, 5108

First Aid Kit Locations

b. Outside Medical Assistance is required

If outside medical assistance is required, follow these steps:

- Do not move an injured person unless it is a life-threatening situation.
- Call 911.
- Clearly describe the medical emergency and give your name, location, and telephone number.
- Do not hang up until told to do so by the dispatcher.
- Stay with the injured person and try to keep them calm until medical help arrives.
- Call Campus Security (240-321-5799).

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c. Automated External Defibrillator (AED) is required

An AED can be beneficial to help restore a normal heart rate in a patient experiencing an abnormal heart rhythm. If an AED is required in the event of a medical emergency, follow these steps:

- Call 911 or identify a nearby individual to do so.
- Call Campus Security (240-321-5799).
- If trained or feel comfortable in doing so, use an AED. Note: The AEDs on campus prompt the user on the steps to follow.
- If an AED is used, notify Campus Security of its activation so adequate measures can be taken to rearm and resupply the device.
- All AED cabinets and/or carrying cases have a Public Access AED Use Report Form with a quick-response (QR) code. Campus Security or CARC/Athletics personnel must scan the code within 48-hours of attaching electrodes to the person even if no shocks were delivered.
- The AEDs are available in campus buildings listed in the table below.

• Building	Location
100- GIEC/CEWD	Main Hallway by Restrooms
300- Tech Center	East Hallway by Restrooms
400- Student Center	Outside Room 509
700- Fine Arts	Outside Room 707
800- Performing Arts	Outside Room 810
900-CARC Aquatic Complex	North Wall of Pool Area
950- CARC Gymnasium	Outside Room 975
1500- Clubhouse/Wrestling Complex	Wrestling Area by Clubhouse Entrance
4000- SOC	Offices Common Area
5000- CTTC	Main Hallway by Restrooms

AED Locations

INJURY/ACCIDENT REPORTING

a. Employee on-campus accidents/injuries

If an employee has an accident or incurs an injury on campus, follow these steps:

- Call 911 if the injury cannot be treated with basic first aid.
- Notify the injured employee's supervisor as soon as possible.
- Notify the Human Resources Department and Campus Security (240-321-5799).
- Campus Security will complete an Incident Report and file it within twenty-four (24) hours of the reported accident or injury.
- Complete an Employee's Report of Injury, Illness, or Near Miss Form found on the College intranet Campus Health and Safety page within twenty-four (24) hours of the incident and send to compliance@garrettcollege.edu
- Complete any additional required documentation as requested.

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b. Student on-campus accidents/injuries

If a student has an accident or incurs an injury on campus, follow these steps:

- Call 911 if the injury cannot be treated with basic first aid.
- Notify Campus Security by calling 240-321-5799.
- Notify the Director of Student Development who will follow up with the student and notify parent/guardian if necessary.
- Campus Security will complete an Incident Report and file it within twenty-four (24) hours of the reported accident or injury.

EVACUATION

a. Evacuation Procedures

Campus evacuations fall into two categories: small-scale and large-scale. A small-scale evacuation refers to evacuation of a single area. A large-scale evacuation refers to an evacuation of one or more areas.

b. Evacuation Bags

Evacuation Bags are situated in a pre-determined office in campus buildings. Employees in those offices are responsible to aid in both small-scale and large-scale evacuations in coordination with and support from campus operations and emergency personnel. These employees are considered Building Representatives and are defined in section “c” below.

The Coordinator of Safety and Security will ensure each Bag is stocked with the necessary items needed to conduct a successful building evacuation. Each Bag will have a minimum of one (1) yellow safety vest, one (1) hand-crank flashlight, one (1) whistle, and one (1) note pad with pencil. Additional items may be added as deemed necessary.

Evacuation Bags are located in the following offices:

Building	Bag Location
100- GIEC/CEWD	Room 114- CEWD Offices
200- STEM	Room 214- STEM Breakroom
300- Tech Center	Room 319- IT Offices
400- Student Center	Room 404A- Copy Room
500- Library	Room 501- Breakroom
600- Learning Center	Room 621- Breakroom
700- Fine Arts	Room 721- Fine Arts
750- Maintenance	Room 767- Copy Room
800- Performing Arts	Room 821- Copy Room
900- CARC Aquatic Complex	Room 902- Front Desk
950- CARC Gymnasium	Room 951- Athletic Offices
1000- CAOS	Room 1001- Front Office
3000- NOC	Room 1301- Front Office
4000- SOC	College Wing Lobby Area
5000- CTTC	Room 5100D- CTTC Offices

c. Building Representatives

There can be only one Building Representative per building. The responsibilities of the Building Representatives are to:

- Ensure occupants leave the building during emergencies.
- Assist and/or direct occupants with limited mobility to a safe location.
- Direct building occupants to nearest evacuation rally point.
- Collect information on missing personnel known, or suspected to still be in the building, and report to emergency personnel or Incident Commander.
- Assist and/or direct occupants to the Shelter-in-Place location if appropriate.

d. Evacuation Map with Designated Area Locations

Best practice is to locate an escape route and evacuation rally point in advance. Evacuation Maps are located throughout each building and within each room or office. An Evacuation Rally Point map is included on [page 28](#) of this document and is available for download on the College website under the [Emergency Information](#) link and the College intranet Security page under the Emergency Preparedness and Response link.

Not all evacuation routes and rally points suit each type of emergency event. If a designated evacuation route or rally point is in use by emergency personnel or otherwise compromised, choose an alternate area or follow the commands of emergency or college personnel.

e. Evacuation Protocol

If asked to evacuate, even if problems are not obvious, it is your responsibility to comply.

If an evacuation is mandated, follow these steps:

- Evacuate the room or area immediately to a pre-established evacuation rally point or to an alternative safe area.
- Collect essential personal belongings—medications, car keys, wallet, purse, cell phone, etc.—only if time and safety permits.
- Take the stairs—do not use the elevator.
- Assist disabled persons with the evacuation—mobility aids may need to be left behind—Building Representatives will act as the liaison to the Incident Commander (IC) and will notify the IC if there are any disabled persons needing assistance.
- Assist students and community members with evacuating if necessary.
- After evacuating, stay in one of the designated evacuation rally points for your building. Permission to return to the evacuated building is determined only after the “all clear” has been given.

In the event of a prolonged evacuation, the Building Representative will direct people to a location designated a safety area by the IC.

f. Evacuation Protocol for Persons with Disabilities

Persons with disabilities are strongly encouraged to contact Disability Support Services (if a student) or the Office of Human Resources (if an employee) to discuss safety issues and the College’s evacuation plan.

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In the event of an emergency, the Garrett College community must observe the following evacuation procedures to assist people with disabilities:

- Be aware that people with disabilities often need more time to make necessary preparations in an emergency.
- Be aware that rescue, fire, and police personnel, and Building Representatives will check all exit corridors and exit stairwells for trapped persons, including persons with disabilities who are unable to use stairs.
- Offer assistance whenever possible.

Emergency Evacuation for Persons with Physical Disabilities

Please be aware that people with disabilities and their service animals may be entirely self-sufficient under normal circumstances but may need extra assistance in an emergency. Ask the person how you can help them most effectively. Offer assistance. Never assume assistance for persons with disabilities is unneeded.

Emergency Evacuation for Persons with Mobility Impairments

Persons using wheelchairs on ground level floors can evacuate along with other persons. On a non-ground level floor, persons using manual wheelchairs may be evacuated while remaining in the wheelchair or removed from their wheelchairs and evacuated, leaving the wheelchair behind. Prior to lifting or carrying an individual, determine what exit routes from buildings can be used to deter from lifting or carrying an individual and discuss with the person to determine the way he/she prefers transportation. If the person refuses to be carried, tell the person to remain in an area of rescue or stairwell and seek help from emergency personnel.

Emergency Evacuation for Persons with Visual Impairment

To assist a visually impaired person, help guide the person by asking if they would like to take your arm at the elbow. Do not grasp the arm of a person with low vision or blindness. Give the person verbal instructions as you guide them, and advise about steps, rough terrain, doorways, debris, etc. Verbal compass directions, estimated distances, and directional terms are the most familiar tools for persons with vision loss.

A service animal could become confused or disoriented in a disaster. People who are visually impaired may have to depend on others to lead them, as well as their service animals, to safety during a disaster.

Emergency Evacuation for Persons with Audio Impairments

Individually notify deaf and hearing-impaired persons of an emergency and the required response. Write directions on paper if necessary. Do not assume that hearing impaired persons can hear the fire alarm or that they will know what to do by watching others.

Emergency Evacuation for Persons with Respiratory Impairments

Stress can aggravate many respiratory illnesses. In an emergency, oxygen and respiratory equipment may not be readily available. Refer people with respiratory illnesses to emergency personnel.

Emergency Evacuation for Persons with Other Impairments

Ask the person how you can help them most effectively. If necessary, lead the person to a safe location and tell the person to wait there, and then go seek help from Campus Security and/or emergency personnel immediately.

SPECIFIC EMERGENCY PROCEDURES

The following specific emergency procedures detailed in this section were determined based upon a risk/threat assessment survey and include:

- Violence Risk and Threat Assessment
- Securing the Building (Lockdown)
- Active Shooter/Threatening Confrontation
- Bombs
- Fire
- Shelter-in-Place
- Inclement Weather
- Lightning
- Hurricane
- Earthquake
- Flooding
- Tornado
- Outbreak/Epidemic/Pandemic
- Hazardous Materials/Spill/Exposure
- Bloodborne Pathogens
- Bio-Terrorism or Biological Disaster
- National/Regional Emergency
- Protest, Marches, and Demonstrations
- Utility Failure
- Major Communications Outages

VIOLENCE RISK AND THREAT ASSESSMENT

The objective of threat management is to assess the value of a threatening situation, determining the intent, motive, and ability, which provides the essential ingredients for assessing the level of risk to the College. After determining the value of a threat, a strategy is developed for defusing the potential risk.

a. Disturbance, Fights, or Physical Abuse

Do not ignore a potentially dangerous situation. If you hear yelling or threatening language, confront it immediately or ask someone for help. Knock on a closed door to see if everything is all right or approach individuals to ask if there is a problem. It is better to interrupt a situation that could be dangerous than to ignore it. If you are uncomfortable doing so, call Campus Security (240-321-5799) for assistance.

If you witness a fight or some other physical abuse, do not become involved, but contact Campus Security (240-321-5799) immediately. It is recommended that you then return to the scene of the incident, if safe to do so, and attempt to disperse onlookers and discourage others from becoming involved in the confrontation. If in doubt, call 911.

For instances of dating violence, domestic violence, stalking, or sexual assault, please refer to the [Equal Opportunity, Harassment, and Nondiscrimination Policy](#), visit the College's [Institutional Compliance webpage](#), or contact the Title IX Coordinator.

b. Concern or Threat Reporting

Immediately report communications containing any of the following references to the appropriate Dean or other College Official. In all cases, an [Incident Report](#) should be completed and filed with the [Campus Safety and Security](#) office. In cases involving students, the report should go to the Director of Student Development as well as Campus Security.

Threats

All threats of harm to College employees and students received in writing, by telephone, e-mail, or fax, through an informant, on social media, or in-person should be reported to Campus Security (240-321-5799). Any assault or attempted assault should also be reported. In all of these situations, an [Incident Report](#) should be filed with the Campus Security Department.

Communications of Concern

Many communications do not make explicit threats but are nonetheless cause for concern. Report any communication that meets one or more of the following criteria:

- A particular complaint or sense of outrage over the handling of a College incident;
- References to a special history or destiny shared with an employee or student;
- Evidence of suspicious behavior, stalking behavior, or research into personal affairs of an employee or student;
- References to death, suicide, weapons, sexual misconduct, violence, assassinations, or acts of terrorism;
- Obsessive desire to contact an employee or student;
- Belief that an employee or student owes the person a debt;
- Perception of an employee or student as someone other than themselves;
- Reference to public figures that have been attacked;
- References to individuals (or their acts) that have attacked public figures or committed notorious acts of violence or terrorism;
- References or claims of mental illness—psychiatric care, anti-psychotic medication, etc.;
- References to bodyguards, security, safety, danger, etc.

SECURING THE BUILDING (LOCKDOWN)

Most buildings on campus are lockdown capable, meaning that in the event of an incident requiring a lockdown, Campus Security will remotely lock all exterior doors equipped with electronic access control readers to limit an intruder's access to campus. It is critical that doors not be propped open using wood blocks or other items that may obstruct the doors from securing properly.

Most classroom doors are opened, but remained locked. This is done so that doors may be pulled shut and will be locked without having to use a key in the event of an emergency.

During a lockdown, if you cannot easily and safely escape the building, it is important to:

- Lock yourself in an office or classroom. Fashion barricades out of any available items in your location.

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- Turn off all lights and electronics in the room (set phones to silent).
- Close windows; pull down blinds, cover glass panels on doors.
- Hide behind, under furniture in a safe place and remain until the “all clear” is given.
- If possible, quietly notify 911 of your location.
- Do not let anyone besides law enforcement into the room.

ACTIVE SHOOTER/THREATENING CONFRONTATION

Every situation is different and the threatened individual will have to rely on their best judgment as to the best course of action, given the unique situation. Your own safety and the safety of others is the top priority. The College offers training to all college employees and students on-line via Blackboard or in a classroom setting with a qualified instructor.

General guidelines to manage an active shooter or threatening confrontation include:

a. Immediate or Imminent Violence

If you hear gunshots or witness an armed person, move away as quickly as possible.

People that have the opportunity to safely escape should do so by:

- If there is a way out, get out! This is your first and best option.
- Get out whether others agree to or not.
- Leave your belongings behind.
- Keep others from entering the danger zone.
- Evacuate to a safe location, which will be as far from the threat as possible.
 - Do Not use the pre-determined rally points used for a general evacuation.
- Notify 911 as soon as it is safe to do so.

If you cannot flee, find a place to hide:

- Lock and/or barricade the door.
- Silence your cell phone.
- Hide behind large objects if possible.
- Your hiding place should:
 - Be out of the shooter's view.
 - Provide protection if shots are fired in your direction.
 - Not trap or restrict your options for movement.
 - Allow for an escape route if you need to move quickly.
- Remain very quiet and do not leave until directed by law enforcement officers.

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the armed individual by:
 - Causing distractions to interfere with the ability to aim accurately.
 - Cause as much chaos in the room as possible to create sensory overload.
 - Control the armed individual using body weight, not strength.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.
- Once the armed individual is incapacitated, notify 911.

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When law enforcement officers arrive:

- Keep your empty hands raised and visible, with your fingers spread apart.
- Remain calm and follow instructions.
- Avoid pointing or yelling.
- The first police officers to arrive will not respond to or aid those who are injured. They will go directly to locating the threat.
- Know that help for the injured is on its way. Rescue team officers and emergency personnel will care for the injured as soon as possible.
- The area is a crime scene. Police officers may secure all witnesses until identified and questioned.

b. Confrontation by Threatening Person

When confronted by a threatening person follow the general behavioral guidelines below and make conscious observations.

Behavioral Guidelines When Confronted by Threatening Person

General behavioral guidelines to manage confrontation by a threatening person include:

- Be calm, cooperative and patient—time is on your side.
- Offer to listen, but do not judge or argue with perceptions.
- Treat each concern as important and valid—a person in a crisis will only respond to someone who is willing to listen, understanding, respectful, and non-threatening.
- Allow the hostile person their personal space (at least 3 feet).
- Maintain polite eye contact.
- Keep gestures and body language open and non-threatening.
- Use a low, soft, slow voice when speaking.
- Ask/tell the person before you make any moves.
- Be truthful - to lose credibility can be catastrophic—assure the person you will do everything you can to resolve their grievances in a fair manner.
- Ask the aggrieved party to suggest a solution—a person in crisis will be more accepting of a solution that they helped formulate.
- Always look for a win-win outcome—retaining dignity (saving face) is paramount to the person in crisis.

Observations to Make When Confronted by Threatening Person

Most importantly, be extremely observant. Note as much as possible about the aggressor, including:

- Clothing—color, type.
- Individual descriptors: gender, height and weight.
- Other descriptions unique to the individual—tattoos, hair color, facial hair.
- Type(s) and number of weapons.
- Direction of travel or building entered.
- State of mind; what was said.

BOMB THREATS

The Bureau of Alcohol, Tobacco, Firearms and Explosives said this of bombs, “*Bombs can be constructed to look like almost anything and can be placed or delivered in a number of different ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.*”

a. Suspicious Items

If you suspect an item delivered to campus may be a bomb, then:

- Do not move the item.
- Calmly notify others in the immediate area and evacuate.
- Do not activate the fire alarm.
- Call Campus Security (240-321-5799). Do not use a cellular phone! A cell phone could potentially set off the package.
- Clearly state the location of the suspicious item, your name, location, and telephone number from which you are calling.
- Campus Security will notify the Coordinator of Campus Safety and Security, who will work with College administrators to determine if/when 911 should be called and if evacuation is necessary.
- Evacuate if told to do so and comply with all directions given by College officials.
- Return to area will be allowed only after the “all clear” notification is given by emergency personnel.

b. Bomb Threats

All bomb threats are taken seriously. Bomb threats can be delivered in a variety of ways including in-person, via telephone, or in writing. The most dangerous means is in-person while the most common means is via telephone.

In-Person Bomb Threat

The person invoking the bomb threat may be unstable and/or delusional and directing the threat at an individual, group, or themselves. If a person announces a bomb threat:

- Remain Calm
- Do not approach the individual. Never get close enough that you could panic the person or be used as a hostage.
- If possible, try to segregate the person from others.
- Try to draw the attention of one or two others and instruct them to first notify 911 then call Campus Security (240-321-5799). Do not use a cell phone.
- Talk to the person in a calm and rational manner—put the person at ease.
- Try to get the person to speak and let them do most of the talking—ask questions about the bomb, its location, and description.
- Let law enforcement replace you as the negotiator when they arrive at the scene.
- Once you leave the scene, relay all information to any other officer present.
- Immediately write down everything you remember.
- Remain accessible to law enforcement until you are told to do otherwise.

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Telephone Bomb Threat

If an individual communicates a bomb threat over the telephone, then:

- Remain calm.
- If the caller allows you to talk, ask questions from checklist below and keep the caller talking as long as possible. The Bomb Threat Checklist should be located by every landline on campus. A copy of the checklist is included on [page 29](#) of this document and is available for download on the College intranet Security page under the Emergency Preparedness and Response link.
- Signal a co-worker to notify Campus Safety and Security while you continue talking. Do not use a cell phone.
- Campus Security will notify other personnel as required.
- Evacuate the building if deemed necessary by College personnel.
- Return to the evacuated building will be allowed only after the “all clear” is given.

FIRE

Be sure you know the location of fire extinguishers, exits, and pull stations in your area. If a building fire alarm sounds (or if you are told to pull the alarm by a college official or other emergency personnel), evacuate the building immediately. **Always evacuate when you hear the fire alarm.** There is no way to know whether the alarm is false or not. Evacuate and proceed immediately to the nearest pre-established Evacuation Rally Point. All classrooms and offices have an Evacuation Map posted by the door and maps are posted throughout the buildings.

a. Discovery of Fire and/or Smoke

If you discover a fire and/or smoke, perform the following steps:

- Only attempt to extinguish a fire if it is minor and can be quickly and easily extinguished with a fire extinguisher and you have been trained on its use.
- Report the fire and/or smoke by activating the nearest fire alarm.
- Start evacuation procedures and ensure 911 is called.
- Isolate the fire by closing all doors and windows on your way out, if possible.
- Evacuate to an evacuation rally point remaining clear of emergency response vehicles.
- Assist disabled persons. Give all pertinent information on location of disabled person to emergency responders if they are unable to evacuate.
- Do not use elevators when evacuating – use the stairs.
- Do not stop for personal belongings or records.
- Do not stand in smoke (the greatest danger during a fire).
 - Drop to your knees and crawl to the nearest exit, cover your nose and mouth with a cloth, if possible, to avoid inhaling smoke.
- Return to evacuated building only when “all clear” notification has been given.

b. Trapped by Fire and/or Smoke

If you become trapped by fire and/or smoke then follow these steps:

- If possible, call 911.
- Clearly tell the dispatcher you are reporting a fire.

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- Give your name, location of the fire (building, floor, room number), and your telephone number.
- Do not hang up until told to do so.
- If a window is available, open it and place an article of clothing outside the window as a marker for emergency personnel.
- Stay near the floor where there is the least smoke.
- Cover your mouth with clothing, preferably wet, to avoid inhaling smoke.
- Do not open a door if smoke is pouring in or around the bottom or if it feels hot.
- Shout to alert emergency personnel of your location.

Notify both the responding fire department and/or Campus Security on the scene if you suspect someone may be trapped inside the building.

SHELTER-IN-PLACE PROCEDURES

Severe weather could suddenly develop which would initiate Shelter-In-Place (SIP) procedures. The most likely scenario would be a tornado warning or sighting close to campus. Should this occur, the following procedures are recommended:

- If outside, seek shelter in the closest large building.
- Seek shelter in any marked “Severe Weather Shelter” locations, indicated by placards above doors or in hallways and on evacuation maps located throughout the College.
- Move to the lowest floor in the building, if possible, and take shelter in an interior room with no windows, or a room like a closet, or bathroom.
- Close and lock windows and doors, pull down blinds.
- Center yourself under large furniture, or other objects, or sit with your back against the wall in a tucked position to protect yourself from flying glass or debris.
- Turn off lights if possible.
- Remain in location until the “all clear” is given.
- Remain off the cell phone, especially after a tornado strike.
- If anyone is seriously injured, contact 911. If possible, have someone contact Campus Security (240-321-5799) as well.

The Shelter-in-Place locations are:

Building Name	SIP Location
100- GIEC/CEWD	Restrooms/ Inner Hallway
200- STEM	Room 205
300- Tech Center	Restroom hallway
400- Student Center	Tech Center Restroom hallway
500- Library	Hallway outside of 502-508
600- Learning Center	Faculty Row (hallway of rooms 680-690)
700- Fine Arts	Auditorium (Room 715)
750- Maintenance	Waiting Area (Room 767)
800- Performing Arts Center	Audience Chamber and 850 Corridor
900- Aquatic Complex	Locker Rooms/ Restrooms

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950- Gym	Locker Rooms/Restrooms
1000- CAOS	Hallway outside of Rooms 1012-1013
1100- Garrett Hall	First floor hallway
1200- Laker Hall	First floor hallway
3000- Northern Outreach Center (NOC)	Room 1309
4000- Southern Outreach Center (SOC)	Hallway outside of 4008
5000- Career Training and Technical Center (CTTC)	Room 5107

INCLEMENT WEATHER

Garrett College will make every attempt to keep offices and services operating in inclement weather. There will be times when weather is too severe for normal College operations. In these cases, the College will follow its [College Closing and Delay](#) policy.

The Director of Institutional Compliance and the Grounds Supervisor, in consultation with the President, will assess the situation according to current procedure to decide on the status of the College—open, closed, start late, or close early. Information on the frequently asked questions pertaining to College delays and closings can be found on the [website](#). The announcement of the decision will be published on:

- Local radio stations
- Local television stations
- Via [Regroup](#)
- The Garrett College [website](#)
- Weather line- 301-387-3198
- College social media accounts

Please note: The final judgment on traveling to class or work shall be the responsibility of the individual, but college expectations for work and study will be uniform.

a. Winter Weather

Because of Garrett County’s location, we are susceptible to severe winter weather conditions. The National Weather Service has three different types of alerts in relation to winter weather.

Category Name	Category Description
Winter Storm Warning	<ul style="list-style-type: none"> • Confidence is high that a winter storm will produce heavy snow, sleet or freezing rain and cause significant impacts. • Take Action!
Winter Storm Watch	<ul style="list-style-type: none"> • Confidence is medium that a winter storm could produce heavy snow, sleet or freezing rain and cause significant impacts. • Be Prepared!

Garrett College Emergency Response Guide

Winter Weather Advisory	<ul style="list-style-type: none">• Light amounts of wintry precipitation or patchy blowing snow will cause slick conditions and could affect travel if precautions are not taken.• Be Aware!
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b. Heavy Snow or Blizzards

The College will continuously monitor the weather and if a blizzard or heavy snow is in the forecast, the College will make a determination on whether to close the campus or delay classes and activities. If you are stranded on campus during a blizzard, take the following actions:

- Notify Campus Security (240-321-5799) of your location.
- Stay inside.
- If the heat goes out, keep windows and doors shut.
- Eat and drink. Food provides the body with energy for producing its own heat. Keep the body replenished with fluids to prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing. Remove layers to avoid overheating, perspiration, and subsequent chill.

c. Ice

There are occasions when an ice storm will occur during business hours. The most common occurrence during ice storms are slips and falls. The best tips to protect yourself on campus from slips and falls are:

- Wear proper footwear. A pair of insulated and water-resistant boots with good rubber treads is a must for walking during or after a winter storm.
- Take short steps and walk at a slower pace so you can react quickly to a change in traction when walking on an icy or snow-covered walkway.

Report hazardous conditions to Campus Security (240-321-5799) or Facilities (301-387-3197).

LIGHTNING

It is important to note that no place outside is safe when thunderstorms are in the area. If you hear thunder, lightning is close enough to strike you. When you hear thunder:

- Immediately move to safe shelter: a substantial building with electricity or plumbing, or an enclosed, metal-topped vehicle with windows up.
- Stay in safe shelter at least thirty (30) minutes after you hear the last sound of thunder.

a. Indoor Lightning Safety

- Stay off corded phones, computers, and other electrical equipment that put you in direct contact with electricity.
- Avoid plumbing, including sinks, baths, and faucets.
- Stay away from windows and doors, and stay off porches.
- Do not lie on concrete floors and do not lean against concrete walls.

b. Outdoor Risk Reduction Tips

If you are caught outside with no safe shelter anywhere nearby, the following actions may reduce your risk:

- Immediately get off elevated areas such as hills, mountain ridges or peaks.
- Never lie flat on the ground.
- Never shelter under an isolated tree.
- Never use a cliff or rocky overhang for shelter.
- Immediately get out and away from ponds, lakes, and other bodies of water.
- Stay away from objects that conduct electricity (barbed wire fences, power lines, windmills, etc.).

c. CARC Lightning Procedures

When thunder is heard or lightning is seen, the on-duty life guards evacuate the pool and surrounding areas. Employees and patrons will shelter in the “main street” area of the Community Aquatics and Recreation Complex (CARC) until the threat has passed. CARC staff will close the pools for at least thirty (30) minutes after each thunder or lightning event until the storm has passed.

HURRICANE

Garrett County has a “medium-low” to “medium” ranking for hurricane risk, with the higher ranking attributed to the potential flooding risk that is associated with the large amounts of rainfall that occur during a hurricane.

If a hurricane is forecasted for our area:

- Listen to the radio or TV for information.
- Ensure a supply of water for sanitary purposes, such as cleaning and flushing toilets. Fill sinks, tubs, and other larger containers with water.
- You should evacuate if you are directed by local authorities to do so. Be sure to follow their instructions.
- If you are on campus and unable to evacuate, go to the Shelter-in-Place location indicated on evacuation maps. If you cannot make it to one of the pre-determined locations, follow these guidelines:
 - Stay indoors during the hurricane and away from windows and glass doors.
 - Close all interior doors – secure and brace external doors.
 - Keep curtains and blinds closed.
 - Take refuge in a small interior room, closet, or hallway on the lowest level.

EARTHQUAKE

Earthquakes strike suddenly, violently, and without warning. There is a minimal likelihood of an earthquake occurring in Garrett County; however, the possibility is always present. Therefore, it is important to know safety precautions during an earthquake.

a. Indoor Earthquake Response

Persons indoors during an earthquake are advised to:

Garrett College Emergency Response Guide

- Take cover next to or under a heavy piece of furniture (such as a desk or table) or against an inside wall and hold on.
- Avoid areas where glass, mirrors, pictures, could shatter or where heavy bookcases or other furniture could fall.
- Not stand in doorways, as they are not a reliable area for safety.
- Remain inside while the earthquake is occurring as running outside increases the risk of being injured.
- Abide by the saying “drop, cover, and hold”.

Only when it has been determined safe to do so, evacuate the building to an evacuation rally point.

b. Outdoor Earthquake Response

Persons outdoors during an earthquake are advised to:

- Move into the open.
- Stay away from buildings, trees, light poles, and utility wires that could fall.
- Once in the open, stay there until the shaking stops.

c. After the Earthquake

Expect aftershocks. Although aftershocks can be smaller than the initial quake, they can cause additional damage and bring down weakened structures. Aftershocks can occur in the first hours, days, weeks, or even months after the initial quake.

After the earthquake subsides:

- Check for injured persons in your building or area.
 - Do not move the injured individual unless there is serious danger to the person’s safety.
 - Notify emergency responders of the individual’s condition and location.
- Remain calm and evacuate the building or area in an orderly manner.
- Do not use any open flames or smoke until you are certain there are no gas leaks.
- If you smell gas in your building, evacuate immediately and notify college officials.
- Stay away from fallen or damaged electric wires.
- Do not enter the building(s) until the “all clear” has been given.

If asked to evacuate, it is your responsibility to comply.

FLOODING

There are two flood categories Garrett County utilizes—a County Flood Watch and a County Flood Warning.

Category Name	Category Description
County Flood Watch	<ul style="list-style-type: none">• Conditions are favorable for flooding• Individuals should be aware but no action needs to be taken

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County Flood Warning	<ul style="list-style-type: none">• Rising water threatens to close roads, wash out bridges, and inundate property• Shelter or higher ground should be sought
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a. Before A Flood

- Have emergency supplies available—keep a portable, battery-operated radio and flashlight in working order.
- Determine if you are in a flood-prone area and what the average flood depths are in the community.
- Identify dams and levees in your area—be aware of what could happen if they fail.
- Learn the community's flood evacuation route and the location of high ground.

b. During a Flood or After Heavy Rains

- Listen to the radio or television for weather information and instruction.
- If water enters the facility, turn off all utilities in the area—disconnect electrical appliances, but do not touch any electrical equipment if the floor is wet or under water.
- Stay clear of water on the floor.
- Be aware of loose or downed electric wires and falling or fallen objects.
- Do not drive in the event of a flood—six inches of water is enough to float a car.

c. After a Flood

- Listen to the radio or television for advice and instructions.
- Report broken utility lines or other hazards to 911 or Campus Security (240-321-5799).
- Locate usable openings if swollen doors, mud, or buckled floors prevent regular doors from being used.
- Remember that water sources may be contaminated due to flooding of sewers and other breaches. Listen to the radio for advice on using tap water or other water for drinking.
- Avoid walking through floodwaters—swift moving water as little as six inches deep can sweep you off your feet.

TORNADO

Garrett County has a high ranking for the chance of a tornado occurring. Due to low frequency and intensity of tornado events in the county, most consider the threat to be reduced to “medium”.

a. Before A Tornado

- Be alert to changing weather conditions. Look for approaching storms.
- Look for the following danger signs:
 - Dark, often greenish sky.
 - Large hail.
 - A large, dark, low-lying cloud (particularly if rotating).
 - Loud roar, similar to a freight train.

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- If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

b. During a Tornado

If you are inside a structure (building):

- Go to a pre-designated Shelter-in-Place area as outlined on the evacuation maps, or the lowest building level.
 - If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck.
- In a high-rise building, go to a small interior room or hallway on the lowest floor possible.
- Do not open windows.

If you are outside with no shelter:

- Avoid areas with many trees.
- Protect your head with an object or with your arms.

If you are not in a sturdy building, there is no single research-based recommendation for what last-resort action to take because many factors can affect your decision. Possible actions include:

- Immediately get into a vehicle, buckle your seat belt and try to drive to the closest sturdy shelter. If your vehicle is hit by flying debris while you are driving, pull over and park.
- Take cover in a stationary vehicle. Put the seat belt on and cover your head with your arms and a blanket, coat, or other cushion if possible.
- Lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat, or other cushion if possible.

c. After a Tornado

- Continue to monitor your battery-powered radio or television for emergency information.
- Be careful when entering any structure that has been damaged.
- Be aware of hazards from exposed nails and broken glass.
- Do not touch downed power lines or objects in contact with downed lines. Report electrical hazards to the police and the utility company.
- Use battery-powered lanterns, if possible, rather than candles to light without electrical power. If you use candles, make sure they are in safe holders away from curtains, paper, wood or other flammable items. Never leave a candle burning when you are out of the room.
- Never use generators, pressure washers, grills, camp stoves, or other gasoline, propane, natural gas or charcoal-burning devices inside - or even outside near an open window, door, or vent. Carbon monoxide (CO) - an odorless, colorless gas that can cause sudden illness and death if you breathe it - from these sources can build up and poison the people inside. Seek prompt medical attention if you suspect CO

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- poisoning and are feeling dizzy, light-headed, or nauseated.
- Hang up displaced telephone receivers that may have been knocked off by the tornado, but stay off the telephone, except to report an emergency.
- Cooperate fully with public safety officials.
- Respond to requests for volunteer assistance by police, fire fighters, emergency management, and relief organizations, but do not go into damaged areas unless assistance has been requested. Your presence could hamper relief efforts and you could endanger yourself.

OUTBREAK/EPIDEMIC/PANDEMIC

An outbreak, which is a sudden localized incidence of a disease, can become an epidemic if it spreads over a larger area, infecting more people. If the spread escalates further, an epidemic can become a pandemic, which affects an even greater geographical area, with people in multiple countries and sometimes multiple continents becoming infected. Individuals infected should immediately report their illness to the Garrett County Health Department.

a. Regional/National Operations

If a regional/national outbreak, epidemic, or pandemic occurs, decisions to furlough non-essential staff may be required to focus on keeping the College operating. Decisions for such downsizing of personnel shall come from the College President and/or the Senior Leadership.

b. College Operations

The College's decision to remain open or close (and for what length), cancel programs and events will depend on several factors—timing and locality (national, regional, or local)—and in coordination with the Garrett County Health Department.

c. Pandemic Plan

If a pandemic occurs, the College will refer to its Pandemic Plan and communicate to the campus community on the steps that it needs to take in order to eliminate or reduce exposure.

d. Contaminated Food Outbreak

According to the Mayo Clinic, “Food poisoning, also called foodborne illness, is illness caused by eating contaminated food. Infectious organisms — including bacteria, viruses and parasites — or their toxins are the most common causes of food poisoning”.

Signs of food poisoning include:

- Abdominal pain
- Diarrhea
- Nausea and vomiting
- Mild fever
- Weakness
- Headaches

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If you, students, or employees begin manifesting signs of food poisoning:

- Call 911 and Campus Security (240-321-5799).
- Determine if you all ate the same thing.
- Advise the responders of the potential source of the contamination.
- Follow the directions of first responders.

HAZARDOUS MATERIALS/SPILL/EXPOSURE

Hazardous materials are explosive, flammable, corrosive, oxidizing, toxic, combustible, infectious, or radioactive materials that when assembled in a manner or in sufficient quantities can cause harm and endanger the public.

a. Chemical Spills & Releases

If the substance presents a clear and immediate danger to building occupants and cannot be controlled, the following steps should be taken:

- Confine the substance by shutting the door(s) or closing the supply valve(s), (i.e. a gas shutoff valve in the event of a gas leak).
- Evacuate the room and building to the nearest Evacuation Rally Point.
- Call Campus Security (240-321-5799) to notify the proper authorities.
- Clearly tell the officer you are reporting a chemical spill/release and any and all of the following information known to you:
 - Name of material
 - Exact location of the spill or release
 - Extent of contamination—water system, air handling system, quantity
 - Appearance & characteristic—solid, liquid, gas, odor, color
 - Injuries
 - Your name, department, phone number, and location

If needed, the Hazardous Materials Team from Garrett County Fire and Rescue will be alerted and a chemical cleanup company will be contacted.

Only return to the evacuated building/area when the “all clear” has been given.

b. Chemical Odor

If a chemical odor is present, such as a solvent-type odor or a chemical spill is observed and neither poses an immediate safety threat:

- Call Campus Security (240-321-5799) and notify the nearby faculty or staff.
- Campus Security will notify responsible personnel to assess the situation and respond with appropriate clean-up materials if the spill or release is within the scope of the College’s response capabilities.
- If the spill or release is beyond the scope of the College’s capabilities, Garrett County Fire and Rescue will be notified.
- Campus Security will evacuate the area and establish a safe perimeter.
- Entrance to the evacuated building(s) will be allowed only after the “all clear” notification.

Bloodborne Pathogens

Bloodborne Pathogens refers to disease-causing microorganisms present in blood or potentially infectious body fluids. If exposed to a potential bloodborne pathogen, report it immediately to Campus Security and fill out an incident report.

a. High-Risk Exposure

A “high-risk” exposure incident is an accidental puncture injury, mucus membrane, or non-intact skin exposure to human blood or body fluid. A high-risk exposure is infectious, regardless of the source. If a high-risk exposure incident is suspected:

- Immediately and thoroughly wash the exposed site with soap and water, or flush the eye and mucus membrane with water or saline for 15 minutes.
- Report the incident to your supervisor immediately.
- Notify Campus Security (240-321-5799), who will notify the appropriate personnel.
- Exposed individuals may be taken to Garrett Regional Medical Center, located at 251 N 4th Street Oakland, MD. The hospital phone number is (301) 533-4000.

If you are unsure whether the above pertains to your situation, call the Garrett Regional Medical Center at (301) 533-4000.

Contact with the following bodily fluids or materials are not covered by this section: semen, feces, nasal secretions, saliva, sputum, spit, sweat, tears, urine, and vomit. If any of the preceding bodily fluids contain visible blood, then follow the high-risk exposure procedures.

If the exposed person does not consent to post-exposure information being released, the only information provided to the College will be a written report indicating whether a Hepatitis B vaccine was recommended for the exposed person and whether the person received the vaccination. The written report will be kept separately from the exposed person’s personnel file.

b. Cleanup of Bodily Fluids Containing Blood

If a spill or contaminated area is located on campus property, contact Campus Security (240-321-5799). An individual trained in cleaning bloodborne pathogens will be contacted and the area will be treated according to College procedures.

BIO-TERRORISM OR BIOLOGICAL DISASTER

Bio-terrorism or biological disasters include the release of toxic gas, disease, or other dangerous biological material. If airborne toxic chemicals are released in the community, the outside air can be a hazard to your health. Take shelter immediately and perform the following steps:

- Close all doors and windows.
- Stay inside until the “all clear” is given.

College officials will contact local authorities immediately.

Facilities will see that all HVAC systems are shut down.

NATIONAL/REGIONAL EMERGENCY

If an incident should take place that requires national or regional attention, follow information disseminated by the College administration pertaining to response and operations.

PROTESTS, MARCHES & DEMONSTRATIONS

a. Peaceful Protest, March, or Demonstration

If a peaceful protest, march, or demonstration occurs, notify Campus Security (240-321-5799). Campus Security will monitor for acts of vandalism or signs of escalation and will contact outside assistance as needed.

Pre-planned large demonstrations may have local law enforcement presence ahead of time.

b. Disruptive/Destructive Protest, March, or Demonstration

If a disruptive or destructive protest, march, or demonstration occurs, notify Campus Security (240-321-5799) and include the identification of key individuals noting clothing, a physical description, activity engaged in, and any other useful information pertaining to the incident. Campus Security will contact outside assistance as needed.

UTILITY FAILURE

a. Electrical Failure

In the event of an electrical failure, call Campus Security (240-321-5799) or Facilities (301-387-3197) and clearly state the building(s) that are affected.

In an electrical incident, it is imperative to:

- Turn off all computers and other electrical equipment, if not already shutdown.
- Do not touch any wires—keep others away from any downed or exposed wires.
- Do not approach any power lines—treat them as if they are live.

b. Plumbing Failure

In the event of a plumbing failure, call Campus Security (240-321-5799), who will notify Facilities. If it is within the scope of their capabilities, Facilities will repair the problem. If it is not within the scope of their capabilities, Facilities will contact the proper utility company and shut-off the water main to prevent flooding or water damage, if necessary.

Be aware of, and stay away from, electrical power sources in wet or flooded areas.

c. Elevator Failure

There are two elevators, serviced and inspected on a routine basis, on the McHenry campus. They are located in Laker Hall and the Performing Arts Center.

If trapped in an elevator, follow these procedures:

- Remain calm and pick up the phone or push the emergency button.
- Clearly state who you are, how many are trapped, your location, and what floor

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you think you are stuck on.

- Do not attempt to climb out on your own - the elevator can resume operation any time.

Power to the elevator will be shut off if a rescue attempt becomes necessary. Campus Security will contact Garrett County Fire and Rescue if needed.

MAJOR COMMUNICATIONS OUTAGES

Major communications outages have a direct impact on the College business with respect to financial losses and operational interference. The College will refer to existing IT contingency plans depending on the extent of the outage. Individual voice, data, or video services outages do not constitute a major communications outage and therefore are not emergencies.

In the event of any of the following outages listed below, contact the Information Technology Department Help Desk at 301-387-3027.

Major communication outages include:

- Outages that directly affect the safety of students, faculty, staff, or members of the College community.
- Entire building or campus loses telephone services.
- Entire building or campus loses data/information technology service.



EMERGENCY RESPONSE QUICK REFERENCE GUIDE

Campus Security: 240-321-5799 or security@garrettcollege.edu

For Any Emergency Call 911

ARGUMENTS/CONFRONTATIONS

- Determine severity of situation
- Inform participants they are causing a disturbance and to end now
- If continues evacuate, call **Campus Security**
- If serious, call **911**

FIRES/EXPLOSIONS

- Activate fire alarms
- Close all windows and doors
- Evacuate to designated sites (*See evacuation map*)
- If smoke present, remain low to the ground
- Touch doors before entering another room. If warm, do **not** enter

BOMB THREAT

- Keep caller on line as long as possible
- Stay calm and ask questions from Bomb Threat Checklist
- Call **Campus Security** and provide all information
- Turn off cell phones, handheld radios, and pagers

SHOOTING/ HOSTAGE SITUATION

- If you can evacuate safely, do so. Otherwise, lockdown/barricade immediately.
- Call **911** and provide detailed information
- Call **Campus Security**
- Do **not** leave concealed position until the "all clear" is given.

EVACUATION

- Required when alarm system is activated
- Exit in an orderly fashion
- Leave by nearest safety exit (*See evacuation map*)
- Evacuate to designated location
- Seek out Emergency Evacuation Personnel
- Do not re-enter until authorized

SHELTER IN PLACE

- For natural disasters, *i.e.*, tornados
- Close all windows and doors
- Call **911**
- Seek shelter in designated areas (*See evacuation map*)
- Sit in "**tucked**" position along an interior wall
- Remain until "all clear" is given

MEDICAL EMERGENCIES

- Stay calm
- Call **911**
- Call **Campus Security**
- Begin life-saving efforts if capable
- AED is located in **several buildings** (*See evacuation map for locations*)
- First Aid Kits are located in all buildings (*See evacuation map for locations*).

DIRECTORY OF NON-EMERGENCY INFO #S:

PUBLIC SAFETY (Garrett Central Alarm)	301-334-1929
BIOLOGICALS (Health Dept)	301-334-7770
CHEMICALS (Health Dept.)	301-334-7777
RAPE CRISIS	301-334-9000
MD SUICIDE HOTLINE	1-800-422-0009
POISON CONTROL CENTER	1-800-222-1222
GARRETT REGIONAL MEDICAL	301-533-4000
MARYLAND STATE POLICE	301-387-1101
GARRETT COUNTY SHERIFF'S DEPT.	301-334-1911

REPORT SUSPICIOUS PACKAGES OR BEHAVIOR TO CAMPUS SECURITY

687 MOSSER ROAD • MCHENRY, MARYLAND 21541 • 301-387-3000

REV. 1-3-2019

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Evacuation Rally Points

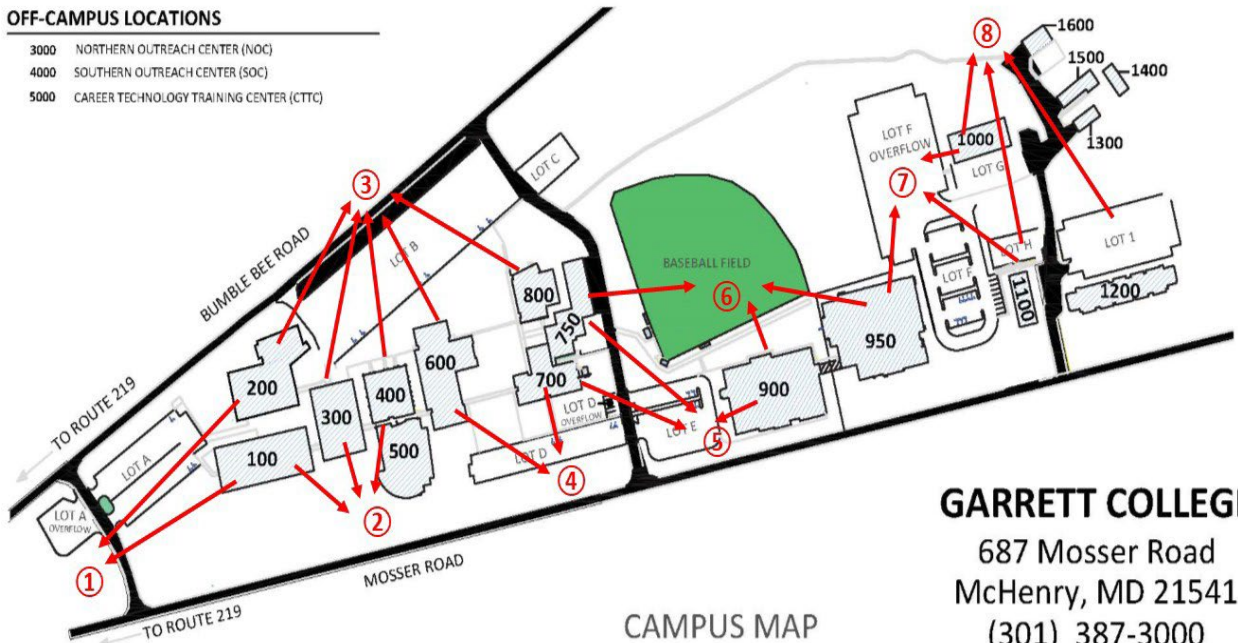
LEGEND

100	CONTINUING EDUCATION WORKFORCE DEVELOPMENT (CEWD)
	GARRETT INFORMATION ENTERPRISE CENTER (GIEC)
200	STEM
300	INFORMATION TECHNOLOGY
400	STUDENT CENTER
500	LEARNING RESOURCE CENTER
600	SHAW LEARNING CENTER
700	FINE ARTS / BUSINESS ADMIN.
750	MAINTENANCE
800	SPECIAL EVENTS CENTER
900	CARC-AQUATICS & FITNESS
950	CARC-GYMNASIUM
1000	CENTER FOR ADVENTURE & OUTDOOR STUDIES (CAOS)
1100	GARRETT HALL
1200	LAKER HALL
1300	STORAGE
1400	TECH WORKSHOP
1500	BASEBALL CLUBHOUSE / CAOS STORAGE
1600	BASEBALL / SOFTBALL PRACTICE FACILITY

OFF-CAMPUS LOCATIONS

3000	NORTHERN OUTREACH CENTER (NOC)
4000	SOUTHERN OUTREACH CENTER (SOC)
5000	CAREER TECHNOLOGY TRAINING CENTER (CTTC)

- ① - Evacuation Site 1
- ② - Evacuation Site 2
- ③ - Evacuation Site 3
- ④ - Evacuation Site 4
- ⑤ - Evacuation Site 5
- ⑥ - Evacuation Site 6
- ⑦ - Evacuation Site 7
- ⑧ - Evacuation Site 8



GARRETT COLLEGE
 687 Mosser Road
 McHenry, MD 21541
 (301) 387-3000

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:



Homeland Security

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