Emergency Response Guide

Region 01

Emergency Numbers:

Access Outside Line Dial - 911

Campus Security

Gary Campus
Valparaiso Campus (Ivy Tech Drive)
Valparaiso Campus (Valley Drive)
East Chicago Campus
Michigan City Campus

(219) 981-4820
(219) 476-4730 & 4731
(219) 464-8515 ext 265
(219) 392-3600
(219) 879-9137

This handbook is intended for use by the employees of Ivy Tech Community College of Indiana staff housed in the designated facilities. The handbook is applicable to emergencies that may occur in the Gary, East Chicago, Valparaiso, Michigan City Campuses, as well as the Portage Site. The handbook has been designed for quick reference during emergency conditions on these campuses.

Recipients of the handbook should become familiar with its contents and all new employees should be made familiar with these procedures during orientation.

Once the procedures are reviewed, the handbook should be kept in a readily accessible location, preferably near the telephone.

In instances where emergency procedures for local Hospitals, the Fire Department, or the Police Department differ from those in this handbook, such procedures will supersede the instructions in the handbook.

Campus Telephone Numbers

Gary Campus
1440 E. 35th Avenue
Gary, IN 46409
(219) 981-1111

Valparaiso Campus – Ivy Tech Drive
3100 Ivy Tech Drive
Valparaiso, IN 46383
(219) 464-8514

Valparaiso Campus – Valley Drive
2401 Valley Drive
Valparaiso, IN 46383
(219) 464-8515

Michigan City Campus
3714 Franklin
Michigan City, IN 46360
(219) 879-9137

East Chicago Campus
410 E. Columbus Drive
East Chicago, IN 46312
(219) 392-3600
Other Campus Locations

Employees at the campus sites, including Portage, should follow the emergency procedures developed for those sites.

Portage Office
2610 Portage Mall
Portage, IN 46368
(219) 762-9603

Fire

Know the location of the fire alarms, extinguishers, and fire evacuation routes and fire exits in the area you are working. Follow fire exits marked on charts where available.

1. **ACTIVATE ALARM.** Upon discovering a fire, explosion or smoke in the building, close the door to the room where the fire is located, and immediately activate the fire alarm system.

2. **CALL FOR HELP.** After sounding the alarm, call campus security, if time permits. Identify yourself and the location of the fire (floor and room number, if possible).

3. **WARN OTHERS.**

4. **EVACUATE IMMEDIATELY UPON ALARM.** Taking your belongings with you, follow the evacuation map for fire, posted at all elevators, stairways, in classrooms and labs. Do not re-enter the building until instructed to do so.

5. Do not use elevators during a fire emergency.

6. Advise firefighters on the scene if you suspect someone may be trapped.
Tornado or Severe Thunderstorm Watch

1. Security staff will monitor the radio for weather information. Announcements will be made to 1) provide information, and 2) if warranted, direct individuals to take shelter.

Gary Campus:  (Multipurpose Room/T-Building Lower Level)
East Chicago Campus:  (Stairway Area North and South End of the Building)
Valparaiso Campus (Ivy Tech Drive):  (Any interior is a safe room for stormy/tornado weather)
Valparaiso Campus (Valley Drive):  (West Hallway- Lower Level)
Michigan City Campus:  (Proceed to the Basement)
Portage Site:  (Conference Room)

Severe Thunderstorm Warning

Be prepared to move to place of shelter if threatening weather approaches.
1. Keep people indoors and away from windows. Close windows and blinds. If large hail begins to fall, it may be necessary to seek shelter.
2. Report injuries and damage to campus security.

Tornado Warning

An actual tornado has been identified in the area by spotters and/or radar. Seek shelter immediately; move students and staff to safe areas (maps are posted in each classroom and at the entrances to stairwells and elevators).
1. Mobility-restricted individuals. The faculty and/or staff members and other designated personnel assist the mobility-restricted individuals to the designated areas.
2. Ensure all windows and blinds are closed. Stay away from windows and exterior walls.
3. If time permits, interior hallways on the lower floors and small interior rooms on the lower floors offer the best shelter.
4. Where possible, turn off all natural gas, oxygen/acetylene tanks, etc.
5. Monitor weather conditions via radio and contact with pertinent law enforcement agencies.
6. Remain in safe area until warning expires

Tornado Aftermath

1. After the all clear, leave badly damaged buildings; do not attempt to return to the buildings unless directed to do so by emergency personnel or campus security.
2. See “Medical Emergencies” regarding care of injured persons.
3. Report all damages and injuries to campus security.
4. Do not attempt to turn on/off or use utilities or equipment.
Earthquake

During the Quake

1. If you are indoors, stay there. Get under a desk or table, or stand in a doorway or corner. Stay clear of windows, bookcases and outside walls. DO NOT USE THE ELEVATORS!
2. If in a crowded public place, do not rush for the doors. Move away from display shelves containing objects that could fall.

After the Quake

1. Check for injuries. Apply first aid. Do not move seriously injured individuals unless they are in immediate danger.
2. Telephones should be kept open for emergencies. IF YOU DETECT GAS, DO NOT USE THE PHONES (INCLUDING CELL PHONES).
3. If you suspect or know that someone is trapped in the building, notify emergency personnel on the scene first and then campus security. Give the time when the victims were last seen, number of victims, and their last known location.
4. Do not touch downed power lines or damaged building equipment.
5. If building is damaged, follow the evacuation maps located at elevators, stairways, and in classrooms and labs. Do not re-enter until directed to do so by emergency personnel or campus security.
6. If you evacuate, immediately go to designated area on the regional evacuation plan, per the Emergency Action Plan. Be sure to account for yourself, so time will not be wasted by emergency personnel who may be looking for you.
7. Be prepared for aftershocks.
Suspicious Mail or Bomb Threats

What Constitutes Suspicious Mail

Some typical characteristics which, in combination, may trigger suspicion:

- Unexpected or from a person or source unfamiliar to you.
- Addressed to someone no longer with your department or otherwise inappropriate.
- No return address or one that cannot be verified as legitimate.
- Shows a city or state in the postmark that does not match the return address.
- Strange odors, stains, or protruding wires.
- Unusual weight based on size, or lopsided, or oddly shape

What You Should Do If You Receive Suspicious Mail

- Do not try to open it.
- Isolate it.
- Call campus security.

What You Should Do If You Receive a Bomb Threat

1. Most bomb threats are received by telephone.
2. Remain calm and attempt to obtain as much information as possible from the caller. If your phone has Caller ID, also list the source of the call if available.
3. Notify campus security and/or call 911, as the situation warrants. **(Better yet, if possible, attract another employee’s attention and ask them to contact campus security and/or call 911 while you keep the caller on the line.)** Give your name, location, and telephone number. Inform security of the situation, including any information you may have as to the location of the bomb, time it is set to explode, time you received the call, and any distinguishing information about the caller.
4. **DO NOT USE THE FIRE ALARM, HAND-HELD RADIOS OR CELL PHONES.**
5. Inform your supervisor.
6. If you should spot a suspicious object, package, etc., which may be a potential bomb, **DO NOT TOUCH, MOVE, EXAMINE OR DISTURB THE OBJECT.** Clear the area and notify campus security and/or call 911.
7. If instructed to evacuate, gather your belongings and follow the evacuation map located at stairways, elevators, and in classrooms and labs. Do not re-enter the building until instructed to do so.
Bomb Threat Or Other Threatening Phone Call

Recording Form

DATE AND TIME CALL RECEIVED

Date _____/_____/______  Time_______________________a.m./p.m.

If you have Caller ID, record the incoming phone number: _______________

Your phone number: __________________________________

EXACT WORDING OF THREAT

QUESTIONS TO ASK

1. When will the bomb explode? ________________________________________________
2. Where is the bomb? _______________________________________________________
3. What does the bomb look like? _____________________________________________
4. What kind of bomb is it? __________________________________________________
5. What will cause it to explode? ______________________________________________
6. Did you place the bomb? __________________________________________________
7. Why? _____________________________________________________________________

CALLER'S VOICE AND MANNER DESCRIPTION: (CIRCLE APPROPRIATE ITEMS)

female  male  familiar* accent  distinct  disguised
calm   angry   loud   soft   slow   rapid
excited sobbing laughing profane incoherent nasal
slurred  lisp  raspy cracking stutter deep

* If familiar, who did the caller sound like? __________________________________________

BACKGROUND NOISES: (CIRCLE APPROPRIATE ITEMS)

street noises  trains/airplanes  whistle sounds  animal noises  house noises
music  radio  television  office machines  general office
phone  static  party noises  PA system  clear

Your Name: ____________________________ (please print)
Evacuation of People Needing Mobility Assistance

Procedure

Faculty and supervisory staff having people with disabilities under their direction shall meet with them as soon as possible to discuss evacuation procedures in case of fire or other emergency.

Faculties are encouraged to place the following statement on their syllabi: If you need accommodation because of a documented disability, you are required to register with Disability Support Services at the beginning of each semester. If you will require assistance during an emergency evacuation, notify your instructor immediately. Evacuation procedures and maps are posted in your classrooms.

Evacuation of people with disabilities who are ambulatory, such as those who have vision or hearing impairments:
- Should take place normally with other building occupants.
- Escorts should be offered from within the class or work area at the beginning of the semester.

People who are dependent upon equipment for their mobility:
- Should be assigned an Escort from within the class or work area at the beginning of the semester.
- Should not use elevators unless directed to do so by the emergency personnel.
- Remain in a protected place to await arrival of emergency personnel. Individuals who cannot evacuate the building due to mobility problems should proceed to the designated handicapped stairway in the building, accompanied by a prearranged Escort. Emergency personnel are trained to look for persons with mobility difficulties in these designated areas.
- Once the stairs have begun to clear of other evacuating people, the Escort and the person needing mobility assistance should enter the stairway and remain on the landing near the door.
- A reliable person should be advised before they leave the area that there is a person needing mobility assistance still in the building, and their location.

If the stairway becomes smoke-filled or unsafe before the arrival of emergency personnel:
- Move back into the building and proceed to another usable stairway.
- If another stairway is not available, find a room that is safe and close the door.
- Wave a coat or similar object in a window to gain attention.
- If there is a direct and immediate threat, the individual should be moved. If there is potential for fire, explosion, biohazards, or gas in the area where the person needing mobility assistance is located, a Buddy along with the Escort will need to assist the person to leave the building.

Faculty and staff who have individuals needing mobility assistance under their direction are responsible for notification of emergency personnel about the location of these people within the building.
Biological Agent (Anthrax) Threats

Biological agent or hazardous chemical threats usually occur by surface (mail) or aerosolization (air) delivery. In the unlikely event the college is involved with a biological agent (anthrax) or hazardous chemical occurrence, following the procedures below will promote a high level of safety while minimizing the disruption associated with these incidents.

**What Constitutes Suspicious Mail**

Some typical characteristics, which in combination may trigger suspicion:
- Unexpected or from a person or source unfamiliar to you.
- Addressed to someone no longer with your department or otherwise inappropriate.
- No return address or one that cannot be verified as legitimate.
- Shows a city or state in the postmark that does not match the return address.
- Strange odors, stains, or protruding wires.
- Unusual weight based on size, or lopsided, or oddly shaped.

**What Should You Do If You Receive Suspicious Mail**

- Do not try to open it.
- Isolate it.
- Call campus security.

**What Should You Do If You Open a Potentially Contaminated Letter or Package**

- If you open a letter or package that is alleged to be contaminated, set it down gently in place.
- If you find a potentially contaminated note, LEAVE IT ALONE!
- Do not move the contaminated material more than necessary. Cover the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Contact campus security.
- If possible, close doors in the area of the letter/package.
- If available, move to an area that will minimize your exposure to others.
- If possible, wash your hands with soap and water, and remain in the area.
- Do not allow others into the area. If anyone enters, they should stay until instructed to leave by campus security personnel or emergency management responders.
- List all people who were in the room or area when this suspicious letter or package was recognized.
- Give this list to the campus security personnel, law enforcement officials, and emergency management responders for follow-up investigations and advice.
Biological Agent (Anthrax) Threats (cont'd)

What You Should Do If You Find a Powder Spill On a Surface

- Do not try to clean up the powder. Cover the contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Contact campus security.
- If possible, close doors in the area of the letter/package.
- If available, move to an area that will minimize your exposure to others.
- If possible, wash your hands with soap and water, and remain in the area.
- Do not allow others into the area. If anyone enters, they should stay until instructed to leave by campus security personnel or emergency management responders.
- List all people who were in the room or area when this suspicious spill was recognized. Give this list to the campus security personnel, law enforcement officials, and emergency management responders for follow-up investigations and advice.

What You Should Do In Case of Room Contamination by Aerosolization

- Turn off local fans or ventilation units in the area.
- Leave the area immediately
- Close the door or section off the area to prevent others from entering
- Contact campus security.
- Shut down air handling system in the building, if possible.
- List all people who were in the room or area. Give this list to campus security, law enforcement officials, and emergency management responders for follow-up investigations and advice.

What You Should Do If You Receive a Threat by Telephone

- Listen carefully to the caller so you can recall the details later. Listen for background noises. Do not argue with or antagonize the caller.
- Call campus security immediately.
- If possible, have the building's ventilation system shut down.

Do Not Panic. Prompt Recognition and Treatment Are Effective.

- Follow the directions in the "What You Should Do If You Open a Potentially Contaminated Letter or Package" or "What You Should Do In Case of Room Contamination By Aerolization" sections.
- Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
- For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.
1. Do not move a seriously injured person unless the person is in a life-threatening situation (i.e. falling debris, fire, explosion).

2. Someone should stay with the injured person, if possible. Keep the victim as calm and comfortable as possible. Administer CPR if qualified.

3. Notify campus security. Give your name, location, and telephone number. Provide as much information as possible: nature of injury or illness, whether victim is conscious, type of treatment being administered, etc.

4. Access an outside line and dial 911 for life threatening injuries requiring immediate and urgent attention; also contact security so that they can direct emergency personnel. Be prepared to provide:
   - The nature of the injury
   - Where in the building the emergency exists
   - The number you are calling from and, if possible, have someone stay close to that number until aid arrives.

5. Return to the victim and remain with the victim until campus security or emergency crew arrives. Do not attempt to clean up spilled body fluids.

6. Transportation is to be provided only by an ambulance. Faculty, staff, and classmates are NOT to transport someone who is injured.

7. Work-related illnesses and injuries should be treated at the following facilities:

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Methodist Hospital (Northlake)</td>
<td>600 Grant Street, Gary, IN</td>
<td>219/886-4000</td>
</tr>
<tr>
<td>Methodist Hospital (Southlake)</td>
<td>8701 Broadway, Merrillville, IN</td>
<td>219/738-5500</td>
</tr>
<tr>
<td>St. Catherine Hospital</td>
<td>4321 Fir Street, East Chicago, IN</td>
<td>219/392-7448</td>
</tr>
<tr>
<td>St. Margaret Hospital</td>
<td>5454 Hohman Avenue, Hammond, IN</td>
<td>219/932-2300</td>
</tr>
<tr>
<td>St. Mary Medical Center</td>
<td>1500 S. Lake Park Avenue, Hobart, IN</td>
<td>219/942-0551</td>
</tr>
<tr>
<td>St. Anthony Hospital</td>
<td>301 Homer, Michigan City, IN</td>
<td>219/872-8511</td>
</tr>
<tr>
<td>Porter Memorial Hospital</td>
<td>814 LaPorte Avenue, Valparaiso, IN</td>
<td>219/465-4600</td>
</tr>
<tr>
<td>LaPorte Health Center</td>
<td>311 Boyd Boulevard, LaPorte, IN</td>
<td>219/878-8832</td>
</tr>
<tr>
<td>LaPorte Health Center</td>
<td>220 Dunes Plaza (Hwy. 421 &amp; 20)</td>
<td>219/326-2654</td>
</tr>
</tbody>
</table>

   - The exception is for clinical students, who may be treated at the clinical site if it is an appropriate treatment facility.
   - All worker's compensation and student accident/illness forms are located at each campus.
Chemical Spills
(Immediately Dangerous to Life or Health)
If a chemical spill takes place that, in the opinion of the person responsible for such material, poses an immediate threat to themselves or other building occupants, the following steps should be taken:

1. Sound the building fire alarm if there is any reason to believe the released material may affect individuals outside the immediate spill area. Make every attempt possible and reasonable to direct evacuating individuals away from the immediate spill area.
2. Call campus security.

Be prepared to give:
   - Building
   - Floor
   - Room number
   - Type of incident
   - Chemical(s) involved
   - Estimate volume of material(s) involved

3. If you come into physical contact with the spilled material, remove any contaminated clothing immediately and flush all areas of body contact with copious amounts of water.
4. Evacuate the building to a safe distance and leave a clear access for emergency personnel. Do not return to the building until instructed to do so by emergency personnel or campus security.
5. Ensure that medical assistance is obtained for those injured or exposed (shower, medical attention, etc.). Continue to rinse body contact areas with copious amounts of water for at least 15 minutes, unless directed otherwise by appropriate emergency medical personnel.

Chemical Spills
(Not Immediately Dangerous to Life or Health)
Chemical spills involving materials which the person responsible for has definitive information indicating that the release material does not pose an immediate threat to them or other building occupants should be handled in the following manner.

1. If you are thoroughly familiar with the hazards of the spilled material, and you have been trained to confine and clean up spills, and you have access to appropriate personal protective clothing and equipment, attempt to confine the spread of the spill as much as possible.
2. If you come into physical contact with the spilled material, remove any contaminated clothing immediately and flush all areas of bodily contact with copious amounts of water.
3. Notify campus security.
Be prepared to give:
- Building
- Floor
- Room number
- Type of incident
- Chemical(s) involved
- Estimate volume of material(s) involved

4. Campus security will then notify the appropriate department(s) to assist in the cleanup of the released materials.

5. Continue to rinse body contact areas with copious amounts of water for at least 15 minutes.

**Hazardous Gas**
(flammable, toxic, corrosive, oxygen, cryogenic)

If a suspected hazardous gas presents any danger, the following steps should be taken:

1. Leave the area

2. Notify security with room information. Be prepared to give:
   - Building
   - Floor
   - Room number
   - Type of incident

3. Security will announce if evacuation is necessary.

**Utility Failure**

Immediately call the Facilities/Maintenance Department. Be prepared to give: Location including floor, room number, nature of problem, person to contact, and extension.

**Electrical Failure**

Proceed to the exit and wait for further instructions.

**Elevator Failure**

If you are trapped in an elevator, activate elevator alarm and/or use the emergency telephone (if available). NEVER ATTEMPT TO EXIT AN ELEVATOR STOPPED BETWEEN FLOORS.
Utility Failure (cont’d)

Flooding/Plumbing Failure

Notify maintenance immediately. Do not touch energized electrical appliances while you are standing in an area filled with water.

Natural Gas Leak

1. Leave the area.
2. Notify security with room information. Be prepared to give:
   - Building
   - Floor
   - Room number
   - Type of incident
3. Security will announce if evacuation is necessary.

Drugs and Alcohol

Knowingly possessing, using, transmitting, or being under the influence of a controlled substance, unauthorized drug, or alcohol in College buildings, or on College grounds is prohibited at all times.

1. The individual thought to be under the influence of a controlled substance, alcohol, prescription or non-prescription drug whose behavior is disruptive to the educational or work process will be requested to leave.
2. If the individual refuses to leave / continues to stay in the area:
   - Dismiss the class if in a classroom.
   - Leave the area if in a classroom.
   - Note the description of the individual and his/her location, provide that information and the name if possible to security.
   - Security will notify the police department if necessary.
   - After resolution, document the incident in writing and supply a copy to the Security at your campus.
3. If individual is not disruptive but suspected of being under the influence of a controlled substance, immediately report the individual to the Security at your campus.
4. Security will contact Executive Deans/Deans or appropriate Human Resources office.
Workplace Violence

Abusive or Threatening Individual
1. Stay calm and collect your thoughts. Assess the level of threat. Don’t risk staying in a situation if you think physical attack is possible.
2. If the situation at any point appears dangerous, go to a safe place and call for assistance from Security and/or 911 as the situation warrants. Please notify Security.
3. If the situation does not appear to be dangerous, take steps to de-escalate the conflict.
   - Move individual away from an audience
   - Use a clear, calm, strong voice
   - Keep your body language non-threatening
   - Do not use words that threaten or intimidate
   - Be respectful—do not shame, blame or judge the individual
   - Listen to the individual and allow them to ventilate
   - Do not argue—let them express their anger
   - Empathize with the individual—imagine yourself in the same situation
   - Ask the individual how the problem may be solved
   - Think about the possible ways to solve the problem
   - If you are unable to solve the problem, ask for help
   - Thank the individual for bringing the concern to your attention
   - If at any time, the conflict becomes dangerous, go to a safe place and call for assistance from Security and/or 911, as the situation warrants. Security will notify the police department.
4. Document the events even if you solved the problem. Give documentation to Security staff.
5. Security will contact Executive Deans/Deans or appropriate Human Resources office.

Weapons Suspected in the Office Area
- Seek out the nearest colleague.
- Confidentially tell the colleague that you suspect an individual has a weapon in the office area. Give the name/location of the individual who is suspected if possible.
- Tell the colleague to inform Security immediately.
- Continue work as usual. Security will notify the Police Department.

Weapons Pulled or Displayed
- If an individual pulls a gun in the office area, DO NOT try to disarm the individual.
- Remain calm.
- STAY AWAY from the individual with the gun. Talk to the individual in as controlled a manner as possible.
- Ask the individual to put the gun down and move away from it.
- Do what you can to get the attention of another colleague and Security and/or 911, as the situation warrants, so that help can be summoned.
Workplace Violence (cont’d)

Hostage Incident

- Follow the instructions of the hostage taker.
- Do not try to disarm or negotiate with the hostage taker.
- Do not offer yourself as a hostage.
- Do focus your attention on what is happening and make mental lists of events and a description of the perpetrator(s).
- If hostages are taken away, make sure you know who they are and remember what the hostage taker says at this specific moment in the incident.
- When it is feasible, contact Security and/or 911, as the situation warrants, for help.
  When police arrive and follow their instructions.

Criminal Activity

If you observe a crime in progress or behavior that you suspect is criminal, immediately notify campus security or access an outside line and dial 911, as the situation warrants. Report as much information as possible including what the person(s) is/are doing; where it is happening; physical and clothing description of those involved; if weapons are involved and what type; vehicle description and license number, if appropriate; and, direction of travel when last seen. **Do not approach or attempt to apprehend the person(s) involved.**

Stay on the telephone with campus security or the 911 dispatcher and provide additional information as the situation changes until the first campus security officer or police arrive at your location.