



PREPARING FOR EMERGENCIES

TIDEWATER COMMUNITY COLLEGE



Revised 3/10

Preparing for Emergencies

TCC is committed to ensuring students, faculty, and staff are prepared to remain safe during an emergency.

TCC has developed *Preparing for Emergencies* as a tool to help its students, faculty, and staff prepare for and respond to the unexpected consequences resulting from emergencies and disasters. It is designed to be a quick reference to assist the TCC community in planning ahead to know what to do before, during, and after an emergency to ensure their own safety and the safety of those around them.

Table of Contents

INTRODUCTION	1
COMMUNICATIONS	3
MEDICAL.....	5
FIRE AND EXPLOSION.....	7
BOMB THREAT	9
Bomb Threat Report Form.....	11
CIVIL UNREST	13
HOSTILE INTRUDER.....	15
INFRASTRUCTURE FAILURE.....	17
HAZMAT THREAT	19
SEVERE WEATHER	21
SHELTER-IN-PLACE.....	23
EVACUATION	24
PHONE NUMBERS AND PROCEDURES	26
TCC FACILITIES MANAGEMENT	26
NON-EMERGENCY CITY POLICE	27
TCC SECURITY.....	28

Emergency Preparedness

The best time to prepare for disasters is before they strike. The best way to minimize potential loss and speed up the process of recovery from hurricanes, snow storms, fires, or terrorist acts is to plan ahead.

The first step is to be informed and be prepared. *TCC Alerts* is an emergency notification system that allows Tidewater Community College to contact you during an emergency. If you haven't already done so, sign up for *TCC Alerts* and you'll be registered to receive urgent text messages to your cell phone, e-mail address, pager, or Smart Phone. *TCC Alerts* are also posted on the website, www.tcc.edu.



- Staying informed and being prepared is everyone's personal responsibility!
- Your judgment often determines whether or not an incident is an emergency. If in doubt, err on the side of safety.

- Be informed and prepared in advance. Know common risks to which you might be exposed. Be aware of your surroundings at all times.
- Prior planning includes being familiar with possible hazards in your building and knowing evacuation routes and location of the nearest fire alarm activation pull station and fire extinguishers.
- Have an emergency kit available.
- If you carry a book bag, backpack, or purse keep a small flashlight with batteries.

Questions regarding emergency procedures and response should be addressed to:

Pete Sommer
Director of Emergency Preparedness
757-822 -1783
psommer@tcc.edu

TCC Emergency Communications

- > The TCC Emergency Communications Network is utilized to alert faculty, staff, and students of imminent and urgent situations that may affect one or more of the campuses or other locations.
- > In an emergency, notifications to students, faculty, staff, and visitors would begin as soon as information is available.
- > The components of the TCC Emergency Communications Network that may be utilized are:
 - *TCC Alerts* (sign up today)
 - TCC Website: www.tcc.edu
 - WTCC (video bulletin board)
 - TCC Information Center 822-1122
 - NOAA weather radio all hazards
 - Local television and radio stations (see page 4 for list of stations)
 - TCC's Public Information Officer is Laurie White. She can be contacted at lwhite@tcc.edu or 822-1085



- Local television stations:

Channel 3	www.wtkr.com
Channel 10	www.wavy.com
Channel 13	www.wvec.com
Channel 15	www.whro.com
Channel 43	www.wvbt.com

- Local radio stations:

WHRV 89.5 FM
WHRO 90.3 FM
WKOC 93.7 FM
WVCL 95 FM
WROX 96 FM
WGH 97.3 FM
WVHT 94.5 FM
WWDE 101.3 FM
WOWI 102.9 FM
WTAR 850 AM
WNIS 790 AM
WGH 1310 AM

Medical Emergencies

- > Remain calm.
- > **Call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- > Do not move the patient unless safety dictates.
- > Use pressure to stop bleeding.
- > Be aware of hazards associated with bloodborne pathogens. Avoid contact with body fluids. Wear proper Personnel Protective Equipment (PPE) if available. If exposed to suspected infectious material, wash the exposed area thoroughly with soap and water and seek medical attention.
- > Comfort the patient and reassure that medical assistance is on the way.
- > If you provide first aid, consider the following:
 - Is immediate action needed in order to save a life?
 - Will I place myself in harm or jeopardy?



> First aid is just that. Do not jeopardize your health or the health of the patient. Wait for professional help if you are not able to provide proper first aid safely.

> **If trained**, provide CPR.

BASIC CPR Reminder:

Tilt the head back and **listen for breathing**. If not breathing normally, pinch nose and cover the mouth with yours and blow until you see the chest rise. Give 2 breaths. Each breath should take 1 second.

If the victim is **still not breathing normally**, coughing or moving, begin chest compressions. Push down on the chest 1-1/2 to 2 inches 30 times right between the nipples. Pump at the rate of 100/minute, faster than once per second.

CONTINUE WITH 2 BREATHS AND 30 PUMPS UNTIL HELP ARRIVES

NOTE: This ratio is the same for one-person & two-person CPR.

Excerpted from source: depts.washington.edu/learncpr/

Fire and Explosion

- > Activate the fire alarm.
- > Warn others in the area of the emergency and call for help.
- > **Call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- > Remain calm and follow any specific evacuation instructions.
- > Evacuate the building as quickly and calmly as possible.
- > **Do not** use the elevator!
- > Direct visitors or anyone needing assistance to the nearest exit or Area of Rescue.
- > Move to the designated Emergency Assembly Area and ensure everyone is accounted for.
- > Report name and location of others who need assistance evacuating.
- > Do not leave until directed to do so by college officials.



TIPS:

- Only if the fire is the size of an office trash can should fire fighting be attempted using the closest fire extinguishers. Fires beyond this size will likely spread quickly and are beyond the capability of TCC resources to safely extinguish.
- When using a fire extinguisher, remember:

P.A.S.S.

Pull - the pin

Aim - at base of fire

Squeeze - the handle

Sweep - back and forth as you spray

- If fire is present, stay low to the floor and exit the building as quickly as possible.
- If items are falling, get under a sturdy table or desk.
- If trapped in debris, tap on a pipe or wall to alert rescuers.
- Untrained persons should not try to rescue people who are inside a collapsed building; wait for emergency personnel.

Bomb Threat (Suspicious Mail or Package)

Bomb Threat:

- Remain calm.
- Keep the caller on the line as long as possible.
- Listen carefully. Note the time of call and telephone number displayed if you have Caller ID.
- **Ask the caller the questions on the Bomb Threat or Suspicious Call Report on page 11** (also available at www.tcc.edu/emergency/forms).
- **Do not** hang up!
- Notify TCC Security (see page 28) immediately.
- Gather up personal belongings and be prepared to evacuate.
- Identify any “unusual or suspicious” items in your area and report them to TCC Security (see page 28). **DO NOT TOUCH THEM!**
- If evacuation is ordered, move to the designated Emergency Assembly Area and ensure everyone is accounted for.
- Building wardens will ensure evacuation routes and Emergency Assembly Areas are safe.



Suspicious Mail or Package:

- If a suspicious object or potential bomb is discovered, remain calm.
- **DO NOT HANDLE THE OBJECT. CLEAR THE AREA.**
- Call TCC Security (see page 28).
- Gather up personal belongings and be prepared to evacuate.
- Do not use cell phones, radios, or other wireless devices.
- Any student, faculty, or staff who had direct contact with the package should wash their exposed skin with soap and water after reaching a place of safety.
- If evacuation is ordered, move to the designated Emergency Assembly Area and ensure everyone is accounted for.
- Building wardens will ensure evacuation routes and Emergency Assembly Areas are safe.

**TIDEWATER COMMUNITY COLLEGE
BOMB THREAT OR SUSPICIOUS CALL REPORT**

Contact TCC Security immediately and provide the information below.
(form available at www.tcc.edu/emergency/forms)

Name of Person Receiving Call _____

Time Call Received _____ Date of Call _____

Number Displayed On Caller ID: _____

Phone Number Where Call Was Received: _____

Caller's Identity: Male: _____ Female: _____

Adult: _____ Juvenile: _____

Approximate Age: _____

QUESTIONS TO ASK: (pretend difficulty with hearing, keep caller talking)

1. When is the bomb going to explode? _____

2. Where is the bomb? _____

3. What does it look like? _____

4. What kind of bomb is it? _____

5. What will cause it to explode? _____

6. Did you place the bomb? _____

7. Why? _____

8. Where are you calling from? _____

9. What is your address? _____

10. What is your name? _____

Caller's Voice (circle all applicable):

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice is familiar, who did it sound like?

Were there any background noises? If yes, please describe.

Exact words of caller: _____

Do not hang up!

Demonstrations and Civil Unrest

Peaceful Demonstrations:

- TCC Security will verify with college officials if the demonstration or gathering is authorized.
- If you choose not to be involved in the demonstration or gathering, avoid the designated area.
- Notify TCC Security (see page 28) to report any interference or concerns.



Civil Unrest:

- Remain calm.
- Notify TCC Security (see page 28).
- If there is an immediate threat of bodily harm, **call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- If there is threat or damage to TCC property, TCC Security will call **911** for assistance.
- Move to a safer location within TCC facilities.
- Remain aware of your surroundings and be prepared to talk to officials.
- Gather up personal belongings and be prepared to evacuate.
- Follow instructions of college officials.

Hostile Intruder

- > Remain calm.
- > **Call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- > If you know the location of the intruder or threat consider escaping if a safe escape route is immediately available to you.
- > Immediately seek protection in the safest area to you.
- > Secure area by locking or barricading doors using whatever means available.
- > Stay behind solid objects away from doors and windows.
- > **Do not** huddle together making a single target within the room.
- > Minimize noise that may attract attention to your location.
- > Turn off lights, computers, and radios.
- > Set cell phones to vibrate.
- > Ensure everyone is accounted for, documenting anyone who is missing.



- > Wait for directions from college officials and first responders.
- > To be safe, request identification from an individual before opening the door.
- > Follow all directions of authorities; do not challenge law enforcement. You may be directed to raise your hands over your head or even be handcuffed for safety purposes.

Infrastructure Failure

Utility and Communications Emergencies:

- Remain calm.
- If you discover a significant water leak, gas leak, or other major utility failure, call TCC Security (see page 28) to report so that the appropriate emergency services and/or utility department can respond.
- Call Facilities Management (see page 26). The failure may be isolated to one section of a building, one building, or may be widespread.
- Gather up personal belongings and be prepared to evacuate.
- **Do not** attempt to correct the problem unless you are “qualified” to do so.
- Provide assistance to others in the immediate area who may be unfamiliar with the building/workspace.
- Turn off equipment such as computers and monitors to avoid potential serious damage once the power is restored.

- If you are in a dark area, proceed cautiously to an area that has emergency lights.
- Follow instructions of college officials.
- If you are on an elevator, stay calm. Use the emergency button or telephone to alert authorities. **Do not** attempt to open the elevator car door or in any way “shake” or “jar” the car to move unless directed to do so by emergency personnel.

HAZMAT Threat/Spill

If a HAZMAT Exposure Occurs:

- If hazardous materials come into contact with your skin, immediately and continuously flush the affected area with clear water.
- Remove contaminated clothing and keep it separated.
- **Call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- Warn others.
- Move to a safer area but remain in the vicinity.
- Locate and follow instructions on the Material Safety Data Sheet (MSDS).
- Gather up personal belongings and be prepared to evacuate.
- Account for everyone.
- If an evacuation is ordered, exit the building and move to the Emergency Assembly Area.
- **Do not** re-enter the area until directed.

If a Hazardous Chemical Spill Occurs:

- Report the spill to faculty immediately.
- No effort to contain or clean up spills and/or releases should be made unless you are “qualified” to perform such work.
- If “qualified”, isolate the spill to reduce or eliminate its spread.
- Notify TCC Security (see page 28).
- Warn others.
- Move to a safer location but remain in the vicinity.
- Locate and follow instructions on the Material Safety Data Sheet (MSDS)
- Gather up personal belongings and be prepared to evacuate.
- Account for everyone.
- If an evacuation is ordered, exit the building and move to the Emergency Assembly Area.
- **Do not** re-enter the area until directed.

Severe Weather

Each of the TCC Campuses and the District Administration office have been provided one or more National Oceanic Atmospheric Administration (NOAA) weather/all-hazard radios. The National Weather Service (NWS), in cooperation with emergency management, provides alerts for more than just weather events. This is the early warning system and provides critical information necessary to protect life and property in a timely manner.

Weather Advisory Definitions:

- **WATCH:** Conditions are favorable for the development of severe weather in the area. Everyone should closely monitor the situation in case of deterioration.
- **WARNING:** Severe weather has actually been observed and is imminent or is occurring in the area.



When a WATCH is issued:

- Check flashlights, emergency lights.
- Check and recharge cell phone and radios.
- Verify designated Internal Assembly Areas for your building.
- Continue normal activities but pay close attention to TV or radio and changing weather (See page 4 for station listings).

When a WARNING is issued:

- Keep a working flashlight available.
- Be watchful of high winds and lightning strikes.
- Gather up personal belongings and be prepared to evacuate.
- Follow directions of college officials.
- When directed to do so, move to your Internal Assembly Area. Crouch near the floor, close to a wall and protect your head.
- Account for everyone.

Shelter-in-Place

A Shelter-In-Place warning may be issued for a variety of reasons such as Hostile Intruder, HAZMAT Threat, Severe Weather, or any situation when it's best to stay where you are to avoid any uncertainty outside.

- Remain calm; information may be limited.
- Gather up personal belongings and be prepared to evacuate.
- Follow instructions of college officials.
- Remain indoors until directed otherwise.
- Close windows and exterior doors.
- Seek shelter in interior spaces away from windows and doors.
- Account for everyone.
- An “ALL CLEAR” message will be passed when it is safe to exit the shelter.



Evacuation Procedures

Evacuation of TCC Campuses, if necessary, will generally fall into two categories:

Limited or Partial Evacuations – A building, designated area, or group of buildings may be evacuated for a specific time.

General Evacuation – One or more campus or other facility is evacuated for an indefinite period of time.

It is very important that, regardless of the type or duration of an evacuation, everyone listen very carefully to official information and evacuation orders issued from college officials.

General Guidelines:

- Plan ahead. Know evacuation routes from your office, classroom, and building.
- Gather up personal belongings and be prepared to evacuate.
- Remain calm and follow any specific evacuation instructions.

- Evacuate the building as quickly and calmly as possible.
- **Do not** use the elevator.
- Direct visitors or anyone needing assistance to the nearest exit or Area of Rescue.
- Move to the designated Emergency Assembly Area and ensure everyone is accounted for.
- Report name and location of others who need assistance evacuating.
- **Do not** leave until directed to do so by college officials.

Phone Numbers and Procedures

> When reporting water, power, heat or cooling outages, report the situation to:

TCC Facilities Management

Chesapeake **822-5175**

Regional Automotive Center **822-5079**

Norfolk **822-1304**

Portsmouth **822-2235**

Visual Arts Center **822-1824**

Virginia Beach **822-7125**

District Administration **822-2547**

or call TCC Facilities Management & Services at **822-1177**

> In case of internal telephone system outage, use cell to call the Help Desk at **822-2457** or **2459**.

> In case of a critical incident relating to computer systems, call the Help Desk at **822-2457** or **2459**.

- > **If you have an emergency** requiring Police, Fire, or EMS:
 - **Call 911 (9-911 from college phone)** to report the incident, then advise TCC Security (see page 28) so that first responders can be directed to you.
- > Be prepared to provide the following:
 - Your name and telephone number.
 - Location of emergency.
 - Extent of the incident, injury, or illness.
- > Stay on the line until told to hang up or first responders arrive.
- > **If you dialed 911 by mistake, do not** hang up; wait for the connection and then advise the dispatcher it was an error.

- > **If you have a non-emergency** requiring City Police:
 - **Call non-emergency City Police:**

Chesapeake	382-6161
Norfolk	441-5610
Portsmouth	393-5300
Suffolk	923-2350
Virginia Beach	385-5000

TCC Security:

	<u>Desk Phone</u>	<u>24/7 Cell Phone</u>
Chesapeake Campus	822-5099	327-9940
Regional Automotive Ctr.	822-5082	327-9899
Norfolk Campus		327-9924
Andrews Bldg.	822-1201	
Martin Bldg.	822-1113	
Roper Bldg.	822-1437	
Walker Bldg.	822-1302	
Portsmouth Campus	822-2707	592-7742
Visual Arts Center	822-1880	327-9907
Suffolk Center	822-2250	327-9942
Virginia Beach Campus	822-7038	327-9900
Advanced Technology Ctr.	822-7548	
District Administration	822-1302	
or call		
TCC Safety & Security Office	822-1797	



TIDEWATER COMMUNITY COLLEGE

From here, go anywhere.™

www.tcc.edu

TCC Information Center

757-822-1122

1-800-371-0898