

Heartland Christian College
Emergency Preparedness/Crisis Management Plan
HCC Students

Introduction

Emergencies, accidents and disasters can occur on HCC property at any time without warning. Being physically and psychologically prepared to handle such situations is a personal and organizational responsibility.

This Emergency Preparedness/Crisis Management Plan has been developed to cover general preparedness responsibilities and assist in minimizing the negative effects from such events. The information in this plan will help you be better prepared to protect yourself and those around you.

If you find that this guide does not cover specific information or have questions: Please call the HCC Office at 660-284-4800.

This Plan will go over a series of emergencies and outline the steps to take to handle each event.

If any of the following crisis situations result in the need to lock down or close the HCC campus, students and HCC employees are provided such information through the use of the Legacy building intercom, email, text messages, and/or phone calls through the HCC Office as possible. If the Office is unable to remain open, contacts will be made from a suitable off-campus site.

Personal Threat, Assault and Civil Disturbance

Stalking

Stalking is pursuing or harassing another in an aggressive, often threatening and illegal manner.

- When an occurrence of stalking seems to be taking place:

- Contact HCC personnel or security team Liaison and seek the safety of others
- Do not confront alleged stalker
- Take note of physical characteristics and other identifiers that can be reported

- To report an alleged occurrence of stalking:

- Make contact with HCC security team Liaison

Assault

Assault is a sudden, violent attack against another person.

When coming upon a victim or if you are a victim:

- Call 911 – do not hang up until told to do so
- Have another person press emergency button on HCC phone if possible
- Make contact with HCC security team Liaison
- Remain with victim until emergency assistance arrives provided it is safe to do so

Violence

Violence includes rough or injurious physical force, action, or treatment.

In the case of violent action:

- Call 911 – do not hang up until told to do so
- Secure your area (lock doors, safes, files, vital records, and expensive equipment)
- Have another person press emergency button on HCC phone if possible
- Make contact with HCC security team Liaison to report incident
- Do not unsecure your area until instructed to do so by proper authorities

Civil Disturbance

Civil disturbances include riots, demonstrations, threatening individuals, crimes in progress, or assemblies that have become significantly disruptive.

In case of a civil disturbance:

- Call 911 – do not hang up until told to do so
- Secure your area (lock doors, safes, files, vital records, and expensive equipment)
- Have another person press emergency button on HCC phone if possible
- Make contact with HCC security team Liaison to report incident
- Avoid provoking or obstructing demonstrators
- Avoid area of disturbance
- Continue with normal routines as much as possible
- If the disturbance is outside, stay away from doors or windows. **STAY INSIDE!**
- Prepare for evacuation or relocation
- Do not unsecure your area until instructed to do so by proper authorities

Intruder

An intruder includes anyone who comes onto premises without invitation, permission, or welcome; intruder situations can include violent actions.

Initial Actions

- Call 911 – do not hang up until told to do so
- Have another person press emergency button on HCC phone if possible
- Leave immediate area whenever possible
 - Stay low and do not run in a straight line
 - Attempt to keep objects (trees, cars, trash cans, etc.) between you and the hostile person
- Once in safety, make contact with HCC security team Liaison to report incident

Hiding Actions

- If unable to leave, secure your area
 - Quickly scan hallway & direct any students/staff in the hallway into your room immediately
 - Lock your door
 - Once your door is locked, *Do Not* open the door for anyone
 - Lock/block doors & windows, close window blinds
 - Turn off lights and computer monitors
- Hide as well as possible in your area
 - Move to an area of the room that is not visible from the door
 - Remain very quiet and still
 - Check attendance of those with you for later reporting; write names down if possible
 - If fire alarm goes off after lockdown, do *NOT* evacuate rooms
- Choose an article that could be used to defend yourself if needed
- Fight off intruder if he/she gains entry into your area and lives are endangered
- Do not unsecure your area until proper authorities unlock your door

Special Circumstances

- If you are in an open area such as the commons or lunch room, move as quickly as possible to a room that can be secured
- If outside the building, stop, drop, and remain still if unable to run to safety
- If in bathrooms, move to a stall, lock it, and stand on the toilet
- If in hallway, immediately move to the closest room

Power Outage

In the event of a power outage, all campus personnel should attempt to remain calm. To report a minor, localized power outage, call the HCC front office at 660-284-4800. It is important to keep flashlights and batteries in key locations.

In case of a major, campus wide outage:

- Remain calm
- Do not light candles or any type of flame for lighting (flashlights may be used)
- Unplug electrical devices(including computers) and turn off light switches
- Follow the direction of HCC leaders

Vehicular Accident

If you witness a motor vehicle accident involving injuries:

- Call 911 immediately and remain on scene until released by police or paramedics
- Look for hazards that could affect you or responding emergency personnel
- DO NOT attempt to remove the injured unless it is more dangerous to leave them where they are: i.e. a fire, or dangerous location
- Attempt to keep the victim calm and reassure them that help is on the way
- Be helpful and answer any questions by emergency responders

If you are involved in a motor vehicle accident involving an HCC vehicle: (HMR-019)

- Contact local law enforcement
- Exchange personal and insurance information with any other driver involved
- Do not discuss fault with anyone other than HCC official, police, or insurance agent
- Contact HCC office as soon as possible to complete specific paperwork

Flooding

In the event of major flooding, Heartland Christian College is responsible for the notification of all appropriate emergency services.

- Contact HCC security team Liaison to report flooding
- Evacuate campus immediately as directed by Police and Emergency services
- Use extreme caution around appliances and near outlets

In the event of severe storms, HCC administration monitors the National Weather Service to determine necessary actions up to evacuation or the cancellation of classes.

Hazardous Materials

Hazardous materials include, but are not limited to:

- Chemicals (liquid and solid)
- Hazardous waste
- Oils (such as diesel and gasoline)

Major Spills

- Activate the nearest fire alarm
- Immediately evacuate the area, closing doors behind you
- Call 911 - do not hang up until told to do so
- Contact the security team Liaison
- DO not attempt to clean up the spill yourself

Minor Spills

- Alert people in the immediate area of the spill
- Contact HCC Office; Office contacts appropriate personnel for clean-up of area
- Do not attempt to clean up the spill yourself

Chemical Spills on Body

- Flood exposed area with running water from faucet or safety shower for at least 15 minutes.
- Remove contaminated clothing at once. Put in a plastic bag and seal. Avoid contact with eyes.
- Make sure chemical has not accumulated in shoes or under jewelry.
- Report the incident to the security team Liaison

Natural Disaster and Inclement Weather

It is of upmost importance to remain calm and listen for information from HCC administration and Emergency Services. Heartland Christian College Administration provides instructions for immediate actions if necessary

Earthquakes

Indoors:

- STAY INDOORS, do not exit building or use elevators
- TAKE COVER underneath table, desk or doorway, if possible
- STAY AWAY from all windows and large glass objects
- AVOID being underneath heavier objects such as lights, wall hangings and other items, which may fall
- HELP DIRECT people with special needs to a safe place, if necessary
- WHEELCHAIR bound individuals should lock brakes

Outdoors:

- Move to an area AWAY FROM trees, buildings, walls, and power lines
- DROP TO KNEES and get into a fetal position close your eyes and cross your arms over the back of your neck for protection
- REMAIN in position until shaking has stopped

After Shaking Stops:

- DO NOT USE cell phones, EXCEPT to report serious injuries
- ASSIST in the building evacuation of people with special needs, if safe to do so
- TUNE radios to an emergency broadcast or local radio stations for news updates and instructions

- **BE PREPARED** to evacuate if instructed to do so. (The decision to evacuate from campus will be based on the severity of the earthquake and damage to buildings.)

Tornado

A TORNADO WATCH means that conditions are favorable for tornados and severe thunderstorms in and close to the watch area. A TORNADO WARNING is an URGENT announcement that a tornado has been reported and warns you to take immediate action to protect life and property.

Indoors:

- **STAY INDOORS**, do not exit building or use elevators. You could be trapped in them if the power is lost. Locate an interior room
- **GO** directly to an enclosed, windowless area in the center of the building, corners or building support columns are best. Avoid middle of exterior walls
- **STAY AWAY** from all windows and large glass objects
- **CROUCH DOWN** and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly
- **AVOID** being underneath heavier objects such as lights, wall hangings and other items, which may fall
- **REMAIN INSIDE** until Tornado has passed or cleared to leave
- Do not use matches or lighters, in case of leaking natural gas pipes or fuel tanks nearby
- **HELP DIRECT** people with special needs to a safe place, if necessary
- **IF INSTRUCTED** to evacuate, see “EVACUATION” section of this guide

Outdoors:

- **MOVE AWAY** From trees, buildings, walls, and power lines
- **SEEK** the lowest possible ground, i.e. ditch, small trench. Lying flat in a ditch or low-lying area may be the only thing available. Note: Never enter an opening or trench where a “Cave in or Flooding” may be possible
- **STAY AWAY** from power lines and puddles with wires in them, they may be “Live”
- **DO NOT USE** matches or lighters, in case of leaking gas pipes or fuel tanks
- **REMAIN** in position until “noise and high winds” have stopped
- **DO NOT ENTER** any building that is deemed or looks UNSAFE

Severe Thunderstorms

Indoors:

- **STAY INDOORS**, do not exit building or use elevators. You could be trapped in them if the power is lost
- **STAY AWAY** from all windows and large glass objects
- **CROUCH DOWN** and cover your head. Interior stairwells are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly
- **AVOID** being underneath heavier objects such as lights, wall hangings and other items, which may fall

- REMAIN INSIDE until storm has passed or cleared to leave
- Do not use matches or lighters, in case of leaking natural gas pipes or fuel tanks nearby
- HELP DIRECT people with special needs to a safe place, if necessary
- IF INSTRUCTED to evacuate, see “EVACUATION” section of this guide

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Hail

- SEEK protective SHELTER immediately
- REMAIN indoors or under protective shelter until hail has stopped

Lightning

- SEEK protective SHELTER immediately
- If OUTDOORS, DO NOT STAND underneath tall isolated objects. Avoid projecting above the surrounding landscape. Seek shelter in a low area under a thick growth of small trees. Open areas, SEEK LOW AREAS such as a ravine or valley
- GET OFF or AWAY from OPEN WATER as well as metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out, keeping people several yards apart
- REMEMBER – lightning may strike some miles from the parent cloud. If you feel your hair stand on end, lightning may be about to strike you. DROP TO YOUR KNEES and BEND FORWARD, putting your hands on your knees. Do not lie flat on the ground

Suspicious Package

If you receive or discover a package or device that you think might be dangerous, do not touch it, tamper with it, or move it. Immediately contact the HCC security Liaison.

If you receive an unexpected piece of mail or parcel from an unknown sender, use this checklist to recognize its potential danger:

- Foreign mail, air mail, and special deliveries
- Restrictive markings such as "confidential" or "personal"
- Excessive postage

- Handwritten or poorly typed address
- Incorrect titles
- Misspellings of common words
- Oily stains or discolorations on package
- Excessive weight
- Rigid, lopsided, or uneven envelopes
- Protruding wires or tinfoil
- Excessive tape or string
- Visual distractions
- No return address

Bomb Threat

If you receive a phone call with a bomb threat:

- DO NOT HANG UP!!
- Remain calm.
- Take the caller seriously.
- Ask a lot of questions, using the included checklist below as a guide.
- Have someone else call 911 on another line or call 911 immediately after hanging up.
- Press the emergency button on HCC phone if possible
- Make contact with HCC security team Liaison to report incident

Bomb Threat Checklist

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____ Why? _____

What is your address? _____

What is your name? _____

Caller's Voice:

Calm	Angry	Soft	Accent
Nasally	Stutter	Disguised	Slurred
Slow	Excited	Distinct	Lisp
Raspy	Rapid	Heavy Breathing	Ragged
Loud	Deep	Crying	Familiar

If Familiar or Known:

Name of caller: _____

Number from which call originated: _____

Male/Female: _____ Race: _____ Approx. Age: _____

Number at which call was received: _____

Time: _____ Date: _____

Important Background Noises

Street Noise	Other Voices	Music	Motor Noise
Factory Machinery	PA System	Long Delays	Office Machinery
Animal Noises	Static	House	

Additional Comments: _____

Evacuation

Always be prepared. Learn all exits and routes to help determine the nearest exit to your location and the best route to follow if evacuation is necessary.

If time permits during evacuation, and it is safe to do so, secure your workplace and take personal items.

In most emergencies, complete evacuation of the campus is not necessary. If, however, there is a major hazardous materials release, flood, or other MAJOR incident, it may be necessary to relocate all Campus personnel to a safer location.

Evacuation from a Building:

- Walk, do not run.
- If safe to do so, assist people with special needs as indicated by that person, or direct to the nearest stairwell, and contact HCC personnel for assistance with location.
- Gather outside at a designated staging area.
 - Legacy Building & Gymnasium: In grass on south side of parking lot nearest lake
 - Ozark House: Across the street in the grass in front of apartment building
- If you cannot return to your building, wait for instructions from the HCC administration or other organization in charge.

“In-Place” Evacuations

In some instances, it is safer to evacuate “in-place” than it is to leave a building, e.g., smoke or fire is immediately outside your room, live electrical wires bar access to the exit, individuals with mobility disabilities are above or below ground floors.

- If the hazard is fire or smoke, see “FIRE” section of this guide.
- If safe to do so, go to the nearest stairwell and tell someone who is evacuating to notify emergency personnel of your location and that you are unable to evacuate the building.
- Call 911 and tell them your name, your location, that you are unable to evacuate, and why you are unable to evacuate the building. Follow directions of the 911 operator.

On-Campus Staging Areas

In the event of a building or area evacuation, you will be notified where staging areas will be located. Food, water, first-aid, shelter, and information will be available at designated staging areas

Fire

If You Discover a Fire or See Smoke

- If building alarm is not sounding, manually activate the alarm by using a fire alarm pull station located near an exit
- Immediately exit the building
- Call 911 from the nearest safe phone
- Press emergency button on HCC phone if possible
- Contact HCC security team Liaison to report fire

If Building Fire Alarm is Activated or Someone Informs You of a Fire

- Walk to the nearest exit
- If able, assist people with special needs
- Notify emergency personnel if you know or suspect someone is trapped or still inside the building
- Gather outside at a designated area away from the building and do not attempt to re-enter the building until authorized to do so by the emergency responders

If Caught in Smoke

- Drop to hands and knees and crawl towards the nearest exit
- Stay low as smoke will rise to ceiling level
- Hold your breath as much as possible; breathe through your nose and use a filter such as a shirt or towel

If Trapped in a Room

- Close as many doors as possible between you and the fire
- Wet and place a cloth material around or under the door to help prevent smoke from entering the room
- If room has an outside window, be prepared to signal someone outside

Clothing on Fire: [Stop, Drop, Roll]

- Roll person around on floor to smother flame
- Only drench with water if safety shower is immediately available
- Obtain medical attention. Call 911
- Contact HCC security team Liaison to report incident

Using a Fire Extinguisher

Only use a fire extinguisher if the fire is very small and you have been trained to do it safely. If you can't put out the fire, leave immediately and make sure the building alarm is activated and emergency personnel notified. TOTAL AND IMMEDIATE EVACUATION IS THE SAFEST.

Additional Information to Note:

- Location of designated assembly areas
- Location of exit stairwells
- Location of fire extinguishers
- Locations of emergency pull stations
- Location of nearest safety shower and eyewash
- Location of telephones

Personal Injury

In all "serious cases" call 911 for emergency treatment

Heart Related Illnesses

- Get victim to a cool place
- Loosen tight clothing
- Apply cool, wet cloths to the skin
- Fan the victim
- If victim is conscious, give cool (not cold) water to drink
- Press emergency button on HCC phone if possible
- Notify HCC security team Liaison to report incident
- Call 911 for an ambulance if victim refuses water, vomits, or loses consciousness

Minor Cuts & Punctures

- Vigorously wash injury with soap and water for several minutes
- Bandage as necessary
- Seek medical attention as needed

If IMPALED by a foreign object

- DO NOT REMOVE THE OBJECT. Seek medical attention immediately.

Material Splashed in Eye

- Immediately rinse eye and inner surface of eyelid with water continuously for 15 minutes.
- Forcibly hold eye open to ensure effective wash behind eyelids.
- Seek medical attention as needed

Medical Emergency

- Call 911 Immediately
- Press emergency button on HCC phone if possible
- Notify HCC security team Liaison to report incident