



*the County College
of Monmouth*



EMERGENCY MANAGEMENT QUICK REFERENCE GUIDE

Dial 9-911 For All Emergencies

**Long Branch Higher Education Center
Broadway and Third Avenue, Long Branch, NJ 07740**

August 2010

How to Recognize, Handle, and Report a Suspicious Package or Envelope

If you receive a suspicious letter or package

What should you do?

1 Handle with care
Don't shake or bump

2 Isolate and look for indicators

3 Don't Open, Smell or Taste

4 Treat it as Suspect!



Some characteristics of suspicious packages and envelopes include the following:

- Inappropriate or unusual labeling
- Excessive postage
- Handwritten or poorly typed addresses
- Misspellings of common words
- Strange return address or no return address
- Incorrect titles or title without a name
- Not addressed to a specific person
- Marked with restrictions, such as "Personal," "Confidential," or "Do not x-ray"
- Marked with any threatening language
- Postmarked from a city or state that does not match the return address
- Appearance
- Powdery substance felt through or appearing on the package or envelope
- Oily stains, discolorations or odor
- Lopsided or uneven envelope
- Excessive packaging material such as masking tape, string, etc.
- Other suspicious signs
- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

Handling and Reporting of Suspicious Packages or Envelopes

- DO NOT OPEN IT
- Do not shake or empty the contents of any suspicious package or envelope.
- If you become exposed to a powder or other substance, do not leave the area, carry the package or envelope, show it to others or allow others to examine it.
- Put the package on a stable surface; do not sniff, touch, taste, or look closely at it or at any contents that may have spilled.
- Alert others in the area about the suspicious package or envelope.
- Call the Police (dial **9-911**) or tell someone to call the Police.
- Cover the suspected contaminated object with whatever is available to prevent the contents from spreading. Use whatever is available, such as a wastepaper basket, newspaper, etc.
- Move to a safe area.

Bomb or Bomb Threat

Definition

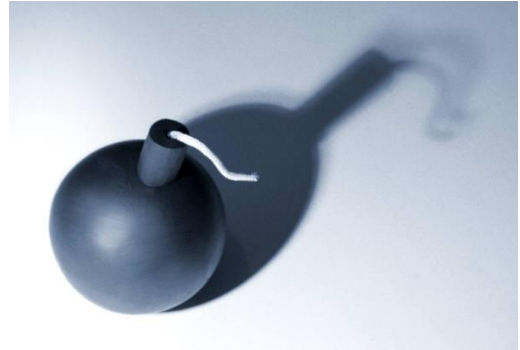
A device or threat of a device, which may explode.

There are three likely methods of receiving a Bomb Threat – Telephone, Letter/E-Mail, or Delivered Package.

Transmissions May Set Off A Bomb

Do not use: Radios/Walkie-Talkies/Cell Phones/ Beepers within 300 feet of the bomb threat location

Procedure



- Stay calm.
- Obtain as many details as possible if a bomb threat is made. **FOLLOW THE CHECKLIST PROVIDED ABOVE.**
- Dial **9-911** to notify the Police.
- Dial Ext. 1514 to notify a Security Officer.
- Follow Police guidance with regards to evacuation.
- If evacuating the building, look for unusual devices and listen for suspicious noises. Report suspicious items to the Police.
- Do not touch anything suspicious.
- Assist Emergency Responders as requested.

BOMB THREAT CHECKLIST

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is address?
9. What is your name?

EXACT WORDING OF BOMB THREAT

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

Telephone number at which call is received: _____

Time call received: _____

Date call received: _____

CALLER'S VOICE

- | | |
|----------------|----------------|
| _____ Calm | _____ Nasal |
| _____ Soft | _____ Angry |
| _____ Stutter | _____ Loud |
| _____ Excited | _____ Lisp |
| _____ Laughter | _____ Slow |
| _____ Rasp | _____ Crying |
| _____ Rapid | _____ Deep |
| _____ Normal | _____ Distinct |

-
- | | |
|---|-----------------------|
| _____ Slurred | _____ Whispered |
| _____ Ragged | _____ Clearing Throat |
| _____ Deep Breathing | _____ Cracking Voice |
| _____ Disguised | _____ Accent |
| _____ Familiar (If voice is familiar, who did it sound like?) | |
-
-

BACKGROUND SOUNDS

- | | |
|---------------------|-------------------------|
| _____ Street Noises | _____ Factory machinery |
| _____ Voices | _____ Crockery |
| _____ Animal Noises | _____ Clear |
| _____ PA System | _____ Static |
| _____ Music | _____ House noises |
| _____ Long distance | _____ Local |
| _____ Motor | _____ Office machinery |
| _____ Booth | _____ Other (explain) |
-

BOMB THREAT LANGUAGE

- | | |
|-------------------|------------------------------------|
| _____ Well spoken | _____ Incoherent |
| _____ Foul | _____ Message read By threat maker |
| _____ Taped | _____ Irrational |
-

REMARKS: _____

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____

**Department of the Treasury
Bureau of Alcohol, Tobacco & Firearms**

Evacuation

Occupants of the Long Branch Higher Education Center will be notified that an emergency evacuation condition exists, necessitating the evacuation of the building in one of the following ways:

- Activation of the building fire alarm. This is signaled by either an audible or visual (strobe) alarm or both.
- Verbal notification or a global notification using a Public Address (PA) System by authorized internal or external emergency response personnel.

Upon notification that a building must be evacuated, occupants of the building should walk quickly and calmly (DO NOT RUN) to the nearest marked building exit. Room specific evacuation guidelines are as follows:

- Classrooms 102 – 112 exit through the double doors and out the Broadway exit across the street to the McDonalds Parking Lot.
- Classrooms 114 - 121 exit through the back double doors out the Parking Lot entrance and proceed to corner of Liberty & Union Avenues.
- Student Success Center, Student Lounge & Main Office area will exit through Broadway Glass Lobby exit and proceed left to the corner of Liberty Street & Broadway (Bank).
- Community Development Room – Less than 50 people exit using the Broadway Glass Lobby exit and proceed left to the corner of Liberty Street & Broadway (Bank). Alternate exit use the rear stairs to the Parking Lot exit and proceed to corner of Liberty & Union Avenues.

DO NOT USE ELEVATORS. If necessary, use an alternate exit if the nearest exit is inaccessible.

In classrooms, the instructor is responsible for immediately evacuating his/her class from the building and ensuring that the classroom is clear and door(s) are closed upon exiting.

Occupants of offices should make sure that doors are shut as they leave. In large offices occupied by many individuals, the department head or supervisor should ensure that all doors are closed.

Once outside, evacuees should stand a minimum of three hundred (300) feet from the building. If possible, department heads, faculty, and security officers should verbally advise employees, students, and other evacuated individuals to gather and remain at the designated Assembly Areas until notified otherwise. If necessary, the Security Officer or other emergency response personnel may direct you to an alternate location. Please provide them with your complete cooperation. Please note that the main parking lot and adjoining roadways may be used by emergency response vehicles and therefore, must not be used as assembly areas.

Evacuation Procedures for Individuals with Disabilities

Individuals with physical disabilities will be evacuated by a designated staff person assigned to the 2nd floor evacuation plan. All other persons with disabilities should evacuate the building according to the regular evacuation procedures. Elevators must not be used during an emergency evacuation condition unless use is authorized by an appropriate emergency responder (e.g. Police, Fire, etc.). If necessary, individuals who are sight impaired should seek assistance from any of the buildings occupants.

- If evacuation is necessary, follow the procedures below:
- If on the ground floor, exit by normal means to the suggested external Assembly Area.
- If above or below the ground floor, seek a safe location/room (see suggested Rescue Area table above), preferably one with a window, communication device, and a solid door.
- If possible, dial **9-911** (or have someone call for you) to contact the College Dispatcher and advise that you are a person with a physical disability (identify the disability) and are in need of rescue assistance from an emergency responder. Provide your building, floor and room number, and telephone number from which the call is being placed. If it is safe to do so, remain by the phone.
- If a telephone is not readily accessible, have someone advise an emergency responder of your specific location.

EVACUATION

Severe Weather / In-Place Sheltering

Natural Disasters: Thunderstorms, Floods, Hurricanes, Earthquakes, Winter Storms, Etc.

Definition

Conditions are favorable for the above listed natural disasters.

Procedures

- Regular College operations may be suspended. Advance preparation enables the College to cope with such situations. Adhere to Closing the College procedures.
- The first condition for making a decision to suspend operations is safety. The final decision for closing any or all College locations is made by the College President or designee.



Tornado Watch or Warning

Definition

Tornado Watch: Conditions are favorable for severe weather.

Tornado Warning: Severe conditions have been sighted; take shelter immediately.

Procedures

- In the event an actual tornado is sighted in the area (tornado warning), Police will notify all students, employees, faculty, via a public address system, verbal notification (i.e. bullhorn), e-mail, phone mail, and/or telephone.
- All persons in campus buildings should go to the lowest level possible within the building. Enter an interior room or hallway with no windows or stay away from windows.
- Persons should remain in a place of shelter until an all-clear signal is sounded. The all clear will be communicated by the same methods indicated above.
- After the all-clear is sounded, assess any damage and/or injuries. Report all damage and injuries to the local Police immediately by calling **9-911** and the Facilities Department Manager at 732-224-2299.

In-Place Sheltering

In the event of an external release of a hazardous material or a terrorist alert/event, emergency response personnel, including Police, may require building occupants to remain indoors (shelter in-place) when external hazards are too great to risk exposure to evacuees.

Building occupants will be notified via one or more of the following methods:

- Broadcast Voicemail/Text Message
- Broadcast E-Mail
- College Radio Station (WBJB 90.5 FM)
- Verbal (PA, bullhorn, etc.)

Occupants will be advised by the Security Officer or the local Police to either shelter in their existing building or proceed to an alternate on-campus sheltering location.

If occupants are advised to shelter in their existing building, the following guidelines should be adhered to:

- Follow the instructions of all emergency personnel.
- Close all doors and seal gaps under doorways with towels, clothing, etc. if possible.
- If you suspect that gas or vapor has entered the building you are in, hold a wet cloth over your nose and mouth.

Emergency response personnel will determine and communicate to building occupants when it is safe to exit the building.

Telephone Failure

In the event of a telephone failure on the College Campus, the following communication options can be utilized.

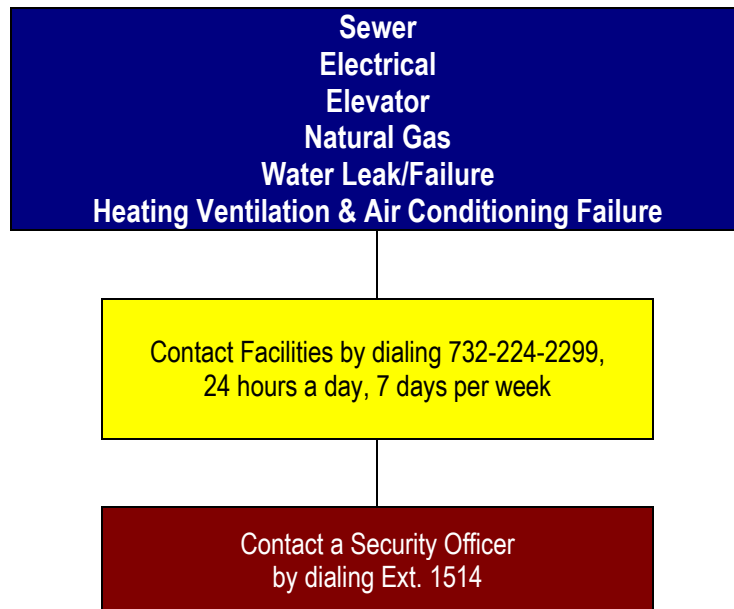
- If the fax machine uses a regular handset, that handset can be used for ordinary voice telephone service. If the fax machine is connected directly to the telephone wall outlet, then the fax machine must be disconnected and a regular handset must be connected in its place. The handset can be used for ordinary voice communication outside the College and to pay phones and other fax phones inside the College. The fax machine numbers at the Long Branch Higher Education Center are 732-571-2474 (Main Office) and 732-229-9261 (Room #121).
- Cellular phones may be another source of external communication in the event of a telephone failure.



Computer Failure

For catastrophic computer/information technology failures that disrupt machines or network infrastructure on the campus, contact the College's Help Desk at 732-224-2829.

Utility Failure



NOTE: ELEVATORS ARE EQUIPPED WITH EMERGENCY INTERCOMS THAT COMMUNICATE DIRECTLY WITH AN EMERGENCY DISPATCHER.

Refer to the evacuation section below for further guidance on evacuation if necessary.

Power Failure

In the event of a power failure staff, instructors and students should stay in their office and/or classroom area and await instructions from the Security Officer. If the power failure is prolonged, the Security Officer and staff will secure the building entrances/exits. Staff, instructors and students will be instructed to proceed to the designated holding area and await further instructions.

LBHEC Designated Holding Areas:

Student Success Center
Student Lounge
Main Office Area

UTILITY FAILURE

Media/Civil Disturbance/Student Disruptions

Definition

An incident that disrupts or has the potential to disrupt the orderly functions of the College.

Media

All requests from newspaper, broadcast and online journalists for information about an emergency or other situation involving Brookdale Community College should be directed to the Public Relations and Marketing Department at 732-224-2705 or 2386. If a Public Relations and Marketing representative is not available, calls should be directed to the Brookdale Community College Police by calling 732-842-1950. The Police will then notify the Executive Director, Public Relations and Marketing.

Student Disruptions/Civil Disturbances

- Call the Police by dialing **9-911**.
- Keep the students in their classrooms.
- Faculty should not leave students unsupervised.
- Staff should not intervene in the dispute.



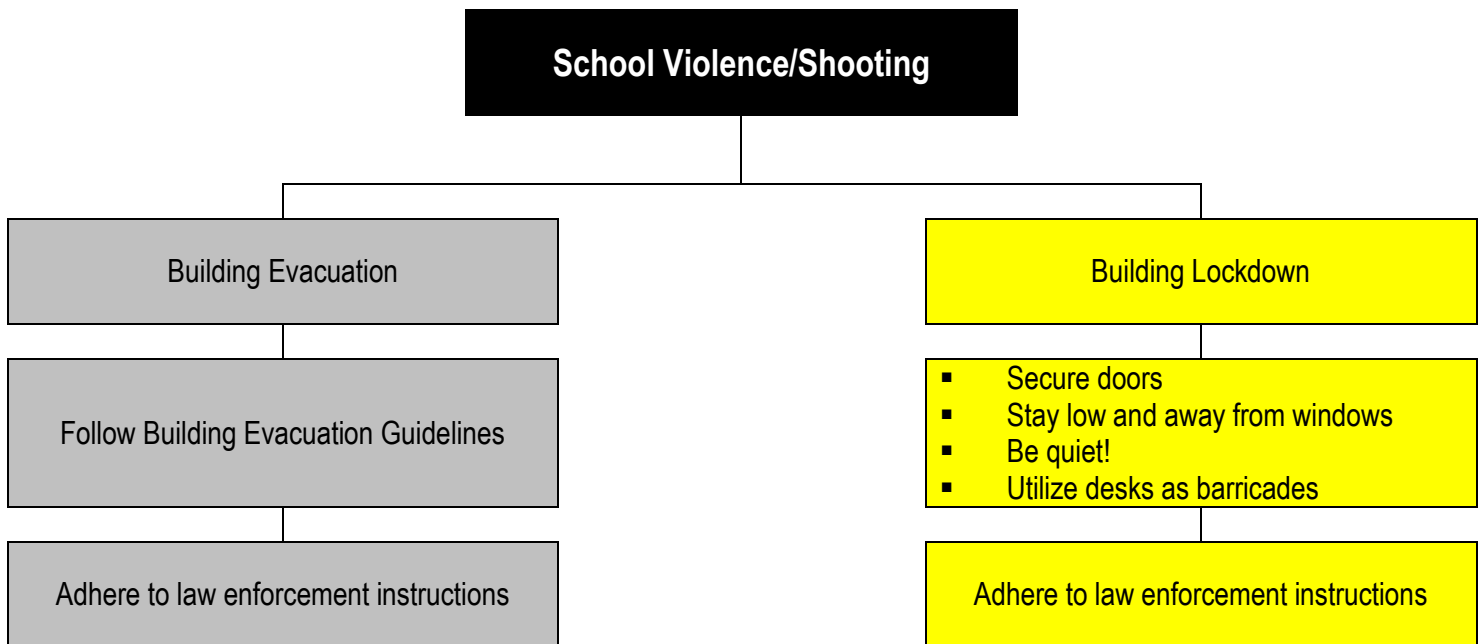
MEDIA / CIVIL DISTURBANCE / STUDENT DISRUPTIONS

Hostage / School Violence

- Remain calm.
- Contact the Police immediately by dialing **9-911** and/or Security at Ext. 1514.
- In the event of a Hostage Situation, evacuate the building immediately.
- In the event of a School Violence/Shooting situation, law enforcement will initiate either a building evacuation or building lockdown.



School Violence/Shooting



HOSTAGE / SCHOOL VIOLENCE

Fire

Definition

A fire/smoke condition in a building or on the premises requiring the evacuation of a building(s).

Notification

Notification of a fire will come in one of three ways:

- Automatic Fire Alarm
- Manually Pulled Alarm
- Person to person contact (i.e. telephone)



Fire Procedure

Anytime that a fire or potential fire related hazard (smoke, gas, etc.) is evident, the building fire alarm must be sounded and the building evacuated immediately following appropriate evacuation guidelines. Dial **9-911** to notify Police/Fire responders.

Smoke or fire that is visible

| | |
|-----------------------------|--|
| R ESCUE | Rescue anyone in immediate danger from the fire, if possible. Do not jeopardize your own safety. Before entering a room, the door should be checked for heat by placing your hand on the door. |
| A LARM | Pull the nearest fire alarm box and contact Police from a safe location. Give the exact location of the fire. |
| C ONTAIN | Close all doors on the way out. |
| E XTINGUISH/EVACUATE | If it is safe to do so, small controllable fires should be extinguished using the guidelines below. Staff members should assist in the evacuation of students and other staff members. Do not use elevators. |

How to use a fire extinguisher

| | |
|-----------------|--|
| P ULL | Pull the pin. |
| A IM | Aim the nozzle at the base of the flames. |
| S QUEEZE | Squeeze the handle. |
| S WEEP | Sweep the agent over the base of the flames. |



FIRE

Closing the College

Definition

Weather related or other emergency condition(s) necessitating the closing of the College.

Procedures

If the College decides to cancel classes or close entirely due to an emergency, announcements will be made on the following radio and television stations and the College's website:

- WBJB 90.5 FM
- WJLK 94.3 FM
- NJ 101.5 FM
- WHTG 106.3 FM
- WOBN 92.7 FM
- 1010 WINS
- TV News 12 NJ
- www.brookdalecc.edu
- Text Message

The President, or designee, will determine closings and/or cancellations. When announcing closings and/or cancellations, all affected locations, including the off campus sites, will be specified by the President's Office.

Notification of an off campus school closing will be accomplished via a phone chain, to the off campus facility, originating at the Vice President's Office in charge of Outreach, Business and Community Development.

Whenever possible, the decision to cancel classes or close the College will be made by 6:00 a.m. for daytime activities and by 3:00 p.m. for evening activities.

Recorded information regarding closings will be made to the general public on the College's main telephone number at 732-842-1900 and through the College's voicemail system (broadcast feature) for all staff assigned extensions.

CLOSING THE COLLEGE

Basic First Aid Procedures or Response



Medical Emergencies

Dial 9-911 for Police

State your name, name of the injured/ill person, location, and type of emergency. Stay with the victim until an emergency responder arrives.

Advise Security Officer by dialing
Ext. 1514



Crisis Intervention

Students in need of crisis intervention counseling for emotional/psychological events or substance use or abuse should contact the College's Counseling Department at the following Counseling Department numbers; 732-224-2555, 732-224-2586, or 732-224-2505 from 9am to 7pm Mondays through Thursdays and 9am to 5pm on Fridays. The local police should be contacted during all other hours.

BASIC FIRST AID PROCEDURES / CRISIS INTERVENTION

Campus Security

Campus Security is available from Monday through Thursday 8am to 10pm and Friday 8am to 5pm.

It is the goal of the Security Officers to serve equally all members of the college community--staff, students, and visitors--without regard to race, color, creed, ethnicity, sex, national origin, age, religion, veteran's status, marital status, handicap, or sexual orientation.

DIAL 9-911 OR EXT. 1514 FOR ANY EMERGENCY SITUATION, FROM ANY CAMPUS PHONE.

CAMPUS SECURITY REQUESTS THAT ALL INCIDENTS INVOLVING SUSPICIOUS PERSONS, ACTIVITIES, BEHAVIORS, THREATS, THEFTS/LOSSES AND OTHER CRIMES, AND POTENTIAL SAFETY AND SECURITY ISSUES BE REPORTED ASAP.

Security Officers will assist students, staff, and visitors with a variety of services including:

- Motor vehicle accidents
- Safety inquiries
- Lost & Found

Workplace Violence

Violence, threats, intimidation, and other disruptive behavior will not be tolerated at the College. All reports of incidents will be taken seriously and will be dealt with appropriately.

The Public Employees Occupational Safety and Health Administration (PEOSHA) defines workplace violence as any physical assault, threatening behavior, or verbal abuse occurring in the work setting.

Workplace violence includes:

- Beatings
- Stabbings
- Suicides
- Shootings
- Rapes
- Near-suicides
- Psychological traumas
- Intimidation
- Threats or obscene phone calls
- Abusive/offensive language, gestures, or contact
- Being followed, sworn at or shouted at

Examples of Workplace Violence

- Verbal threats to inflict bodily harm, including vague or covert threats
- Attempting to cause physical harm; striking, pushing or other aggressive physical acts against another person
- Verbal harassment; abusive or offensive language, gestures or other discourteous conduct towards another person
- Inappropriate remarks, such as making delusional statements
- Disorderly conduct (e.g. shouting, throwing or pushing objects, etc.)
- Making false, malicious or unfounded statements against another person that tend to damage their reputations or undermine their authority
- Fascination with guns or other weapons; bringing weapons into the workplace.