Emergency Number

911

Emergency Public Safety Officer Cell

Phone Number

434.981.6362

or

Speed dial 1 from classroom phones

Department of Public Safety &

Campus Police Office Phone Number

434.961.5319
EMERGENCY QUICK-REFERENCE GUIDE

What is a Reference Guide?
The purpose of the Emergency Quick-Reference Guide is to educate you on the proper procedures for handling a crisis situation.

How to Use this Reference Guide
In the Table of Contents on the following page you will see a listing of types of emergencies with an icon for each type. These icons are located throughout this guide at the top corners of pages to aid in finding information quickly. Once you have located the type of emergency for which you need information, follow the basic procedures listed. Remember that each emergency is unique and will require the use of common sense in addition to these guidelines. Please familiarize yourself with this information now, so that you are able to find the information you need quickly when an emergency does occur.

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http://www.pvcc.edu/student-services/security-%26-safety
Notes

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**Bomb Threats**

**Notify Department of Public Safety Immediately!**

**Email Threat**
- After notifying the PVCC Department of Public Safety, forward the email threat to the officer on duty and the IT Security Officer.

**Telephone Threat**
- Remain calm.
- Do not hang up. Keep the caller on the line as long as possible, and listen carefully.
- Note the time of the call and the specific telephone on which it came.
- Note the caller’s number if your phone is equipped with caller ID.
- Note the exact words of the caller.

**Ask the caller the following questions or listen for the following information:**
- Where is the bomb located?
- When will it go off?
- What does it look like? What kind is it?
- What is your name and motive for placing the bomb?
- Are you an employee? Are you a student?

**Make note of the following:**
- Background noises, gender of caller, voice pitch/speech patterns/accents

**Written Threat**
- Remain calm.
- Notify the Department of Public Safety immediately.
Emergency Call Boxes

- Emergency call boxes are located in or near the parking lots. The call boxes connect to PVCC's Department of Public Safety. A flashing blue light on each call box helps identify the exact location of the call box in use.

Emergency Call Box Locations:
- Parking Lot 1
- Parking Lot 2, end of lower island
- Parking Lot 3, end of island near basketball court
- Parking Lot 3, end of lower island near walk-through to lot 4
- Parking Lot 4, end of upper island
- Dickinson Building - two locations
- Kluge-Moses Building - two locations
- Stultz Center for Business & Career Development - two locations

Civil Disturbance

Outdoors
- Implement appropriate emergency procedures by moving students, faculty, staff and visitors to a safe location (as conditions permit) inside buildings to protect against trauma or danger.
- If not able to move inside, take cover outside as able.
- Consider persons with disabilities who may need assistance.
- Notify the Department of Public Safety of the type of disturbance, its location, the number of people causing it, who is involved, any weapon present and your name. Provide as much information as possible.
- Maintain a calming influence over your group. Reassure students, faculty, staff and visitors that everything possible is being done to return the situation to a normal condition.
- Should a gunshot be heard, get everyone on the ground immediately.

Indoors
- Always contact the Department of Public Safety when you have an emergency in any room.
- Notify the Department of Public Safety of the type of disturbance, its location, the number of people causing it, who is involved, any weapon present and your name. Provide as much information as possible.
- Keep students, faculty, staff and visitors quiet and away from doors and windows.
- Lock all room doors.
- Account for all persons. Report any missing persons to the Department of Public Safety immediately.
- Close window shades, curtains or blinds.
- Maintain a calming influence over your group. Reassure students, faculty, staff and visitors that everything possible is being done to return the situation to a normal condition.
- Should a gunshot be heard, instruct everyone to get down on the floor immediately and take cover.
**Earthquake or Structural Collapse**

**If You Are Inside**

- Watch for falling objects.
- Crawl under a table, counter, etc.
- Get into a protective position by tucking your head to your knees and cover your head with your arms.
- Consider persons with disabilities who may need assistance.
- Stay away from:
  - Windows
  - Glass partitions
  - Mirrors
  - Overhead fixtures
  - Filing cabinets
  - Bookcases
  - Electrical appliances
  - Hanging objects
- Evacuate the building only after debris has stopped falling and building / structure has stopped shaking/moving.

**If You Are Outside**

- Move to an open area away from building structures.
- Watch for fallen:
  - Power lines
  - Street lights
  - Trees

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**Emergency Communications**

**Text and E-mail Alerts**

- Sign up is required to receive text and e-mail alerts about potential, developing or existing emergencies at PVCC.
- A link to this service, called e2Campus Emergency Notification System, is provided on the home page of the PVCC Web site, [www.pvcc.edu](http://www.pvcc.edu)

**Inclement Weather Notification**

- The PVCC Web site is the first method of notification, followed by the e2Campus alert, local television stations, then local radio stations (both FM and AM).
- A text/e-mail message will be sent via the e2Campus Emergency Notification system.
- The following phone numbers will also have delay/closing information:
  - PVCC Main Phone Line: 434.977.3900
  - PVCC Inclement Weather/Emergency Message Line: 434.971.6673
TORNADO, HURRICANE OR SEVERE WEATHER, CONTINUED

Always listen to and follow instructions given by the Department of Public Safety or alert messages.

Severe Weather Shelter Areas

All persons should move to an interior hallway, restroom or other interior room without windows.

Rooms that are safest at PVCC are as follows:

Keats Building (490 College Drive): Upper and Lower Hallways, Restrooms

Main Building (501 College Drive): 155, 158, 159, 160, 174, 175, 248, 249, 251, 252, 607, 701, 813, 822, 823, 832, 834, 849, 850

Stultz Center for Business & Career Development (600 College Drive): 100, 101, 109, 111, 113, 119, 131

V. Earl Dickinson Building (400 College Drive): 102, 106, 129, 130, 132, 222, 223, 226

These rooms are designated with the words “severe weather shelter area” on the room number signs as well as posters outside of the rooms.

Off-Campus Sites

Jefferson School: PVCC’s designated “safe rooms” are on the first floor in the family bathroom across from J111, the family bathroom on the left past the Vinegar Hill Café, and through the emergency back hallway to the right of J112.

Giuseppe Center: All persons should move to an interior hallway, restroom or other interior room without windows.

Do not return to your office or classroom until an all-clear announcement is issued by a public safety officer or alert messages.

EARTHQUAKE OR STRUCTURAL COLLAPSE, CONTINUED

If You Are in a Vehicle

- Stop your vehicle in the nearest open area.
- Stay in your vehicle until the tremors have subsided.

After the Incident

- Remain calm.
- Be prepared for after-shocks.
- When a building evacuation is ordered, building occupants will be directed to the nearest exit and should remain at least 500 feet from the building. Designated building safety coordinators will assist in directing the evacuation.
- Proceed to your designated evacuation assembly area (Parking Lot # 3.)
- Open doors carefully.
- Watch for falling objects.
- DO NOT:
  - Use elevators
  - Move seriously injured persons unless they are in danger
  - Use matches/lighters or other sources of ignition
  - Use telephones, as emergency response personnel will need clear access to communication lines
Building Evacuation

- Any campus safety officer or PVCC emergency personnel may issue an evacuation notification of a classroom or office area. The purpose is to move people away from any potentially threatening situation.

- Before a classroom or office can properly evacuate, the designated evacuation assembly area (Parking Lot #3) must be communicated to all students, faculty and staff.

- When a building evacuation is ordered, building occupants will be directed to the nearest exit and should remain at least 500 feet from the building. Designated building safety coordinators will assist in directing the evacuation.

- Consider persons with disabilities that may need assistance evacuating.

- Individuals with disabilities should exit to the next building or outside by wheelchair accessible exit (when available) or otherwise to stairway landing (considered an area of refuge.) Campus public safety officers or emergency personnel will conduct the rescue.

- The last person should close and lock doors while exiting.

- If smoke is present, stay low. The best quality air is near the floor.

- You may walk briskly, but do not run.

- Report to a public safety officer any missing persons and location where they were last seen.

- DO NOT:
  - Use elevators
  - Go to restroom
  - Take personal items
  - Return to the building until instructed to do so by a campus public safety officer or College authority.

Tornado, Hurricane or Severe Weather

Definitions

- **Weather Watch** is issued by the National Weather Service when severe weather conditions are possible in the area.

- **Weather Warning** is issued by the National Weather Service when severe weather has been sighted in the area.

Hazardous Weather Conditions

- The Department of Public Safety constantly monitors severe and changing weather conditions. Whenever weather conditions reach the point that they could affect our campus, a decision to postpone or cancel classes may be announced.

- Announcements are available and will be posted on the Web site, www.pvcc.edu, and a text/e-mail alert will be sent via e2Campus Emergency Notification System. Local television and radio stations are also notified.

- Should weather become severe after the College opens, impending closing announcements will be made by College authorities.

Tornado/Hurricane Warning

- When the National Weather Service issues a tornado or hurricane warning, the Department of Public Safety will monitor its path. If the College is near or within the projected path, the College will take every precaution necessary to ensure that all students, faculty, staff and visitors remain safe and informed.

- During immediate hazardous weather, such as a tornado, persons already inside should shelter in place since it will be safer to remain in place than to venture outside to move to another area. Persons outdoors should move inside the nearest building and seek shelter in the interior of the building away from doors and windows.

- In the event of slow-moving hazardous weather, such as a hurricane, persons should plan to shelter in place.
Suspicous Packages & Envelopes, continued

Examples

- Package or envelope discovered with a suspicious powdery substance on the outside.
- Package or envelope received unexpectedly or sent by someone unfamiliar to you.
- Excessive postage, handwritten or poorly typed addresses, incorrect titles or titles with no names, or misspelling of common words.
- Package or envelope addressed to someone no longer with the College.
- Outdated postmarks.
- No return address or one that cannot be verified as legitimate.
- Return address not consistent with postmark.
- Unusual weight, given package size; lopsided or oddly shaped.
- Unusual amount of tape, string or other wrapping material.
- Marked with restrictive endorsements, such as “Fragile”, “Personal”, “Confidential”, or “Rush-Do-Not-Delay.”
- Strange odor, stains or noises (rattling, clicking, etc.)
- Appears to contain electrical wire or aluminum foil.

Fire or Explosion

If You Discover Fire or Smoke Remember: R.A.C.E.

- Rescue: Remove anyone from immediate danger.
- Alarm: Activate the nearest fire alarm pull station.
- Contain: Close all doors to confine smoke and fire.
- Extinguish/Evacuate: If the fire is small, and you have been trained in fire extinguisher use, you can attempt to extinguish a fire; otherwise, follow your evacuation plan and proceed to the nearest exit and designated evacuation assembly area (Parking Lot #3) outside the building. Designated building safety area coordinators will assist in directing the evacuation.

If You Catch Fire, Do Not Run!

- Stop where you are, and
- Drop to the ground, and
- Roll over and over to smother flames.

Response to Fire Alarms or Explosion

- Remain calm.
- Evacuate and stay with your class or office group.
- Notify the Department of Public Safety at 434.981.6362.
- Faculty should remember to take the class roster to the designated evacuation assembly area (Parking Lot #3).
- Once you have reached the designated area, report any missing person to a PVCC public safety officer.
- Return to the building only when directed by a public safety officer or College authority.

If You are Trapped in Your Office or Classroom

- Wedge wet towels or cloth materials along the bottom of the door to keep out smoke.
- Try to close as many doors between you and the fire as possible.
- Use the telephone (Speed Dial 1) to notify a public safety officer of your situation and location.
- Be prepared to signal your location through the window.
- Do not open or break windows unless necessary to alert emergency personnel to your location or to escape.

Evacuation Reminders

- If leaving a room, feel the door with the back of your hand before opening it. Do not open any door that feels hot.
- Do not return to your area for personal belongings.
- If smoke is present, stay low. The best quality air is near the floor.
- Use the stairway or exit to evacuate.
Hazardous Material Spills

- If a corrosive or toxic chemical comes in contact with your skin, immediately flush the affected area with water for at least 15 minutes, then as soon as possible notify a public safety officer of a medical need. The public safety officer will contact EMS for transportation to emergency room.
- Do not attempt to clean up a chemical spill unless you are trained and have the proper protective equipment to perform the cleanup.
- Evacuate the area when there is possible danger of harmful or flammable vapors. Notify others in your immediate area to evacuate.
- Consider persons with disabilities who may need assistance evacuating.
- Initiate the fire alarm when necessary.
- When a building evacuation is ordered, building occupants will be directed to the nearest exit and should remain at least 500 feet from the building. Designated building safety coordinators will assist in directing the evacuation.
- Notify a public safety officer of any missing persons and where they were last seen.
- To increase ventilation to the affected area, call the facilities department at 434.961.5447 for assistance.
- If possible, control access to the affected area by closing doors.
- Check those involved for adverse medical symptoms (shortness of breath, fainting, etc.) and request immediate medical attention as appropriate.
- Evacuees should remain in the designated evacuation assembly area (Parking Lot #3) until a public safety officer or College emergency personnel indicates that it is safe to return to the affected area.
- The number for Poison Control is 1.800.222.1222.

Suspicious Packages & Envelopes

What to Do if You Find a Suspicious Package or Envelope

- Never touch any package that is suspicious! Do not attempt to move or open as it could explode or spread.
- Isolate the suspicious package by evacuating the room and locking the door, if possible.
- If the suspicious package is discovered while handling, avoid dropping, throwing or any other abrupt shock movement. This can cause detonation of certain devices. Gently set the package down.
- Call the Department of Public Safety immediately from a safe location. Important: Do not use a radio or cell phone within 100 feet of the object.
- Describe what the package looks like and its location.
- Evacuate others in the area by following established evacuation procedures. Consider persons with disabilities who may need assistance evacuating.
- If you have had direct skin contact with the package, wash hands, arms, etc. with soap, and rinse with a plentiful quantity of water for 15 minutes.
- Account for any missing person. Always notify a public safety officer of any missing person when evacuating an area.
- Always follow precautionary directions given by College authority.

Cont. next page
**POWER OUTAGE**

- Immediately contact the facilities manager at 434.961.5447 to report an outage to any room, building, or area on campus.
- Notify the Department of Public Safety at 434.961.5319 or cell phone number 434.981.6362.
- All PVCC buildings are equipped with automatic standby electrical generators that will provide for minimal lighting.
- Open blinds to let in outside light.
- Turn off electrical equipment or appliances that may be damaged or cause damage once power is restored, i.e., computers, monitors, cooking equipment, etc. Those in a shop or lab should turn off gas burners or equipment which, if unattended when power is suddenly restored, might pose a danger or a fire hazard.
- Remain where you are unless directed by a public safety officer to relocate or evacuate.

**LOCKDOWN**

**Room, Building or Campus**

**Room Lockdown Response**

A Room Lockdown Response is used when it may be more dangerous to evacuate the building than to stay in the assigned rooms. Examples: Violent or potentially violent incident by an angry or deranged person or persons threatening with a gun or other deadly weapon; robbery in progress, etc.

**Room Lockdown Procedure**

- Remain calm and stay with your group of students, faculty, staff or visitors.
- Lock room doors and windows, and close shades immediately.
- Notify a public safety officer of the situation as soon as possible without endangering yourself.
- Notify the officer of the type of disturbance, its location, the number of people causing it, who is involved, any weapon present and your name. Provide as much information as possible.
- Keep persons quiet and away from doors and windows. Consider persons with disabilities who may need assistance.
- If a gunshot is heard, keep people down near the floor and shielded under/behind room furniture as much as possible.
- Maintain a calming influence over your group. Reassure students, faculty, staff and visitors that everything possible is being done to return the situation to a normal condition.
- Notify a public safety officer as soon as possible of any medical emergencies.
- Conduct a count of all persons, and report any missing person to a public safety officer.
- Remain in the secure room until released by a public safety officer.
- If gunshots are fired and fleeing is necessary, run away in a zigzag manner, not a straight line.
Lockdown, continued

Room, Building or Campus

Building or Campus Lockdown Response

- The decision to initiate a building or campus-wide lockdown rests with the Department of Public Safety and PVCC emergency personnel.
- Ensure all instructions issued by a public safety officer or emergency personnel are followed immediately.
- A lockdown consists of moving all students, faculty, staff and visitors off the grounds and into the buildings, securing all entrances and denying access to any unauthorized persons.
- Always begin the lockdown procedure immediately following the notification.
- Cancel all outdoor activities until approved otherwise by the Department of Public Safety.
- No person should leave a building under a lockdown order.
- The building or campus lockdown will remain in effect until cancelled by a public safety officer or PVCC emergency personnel.

Medical Emergency

On Main Campus

- Report all medical emergencies occurring on campus to the Department of Public Safety at 434.981.6362 or call 911.
- Always determine and report if the person is conscious or unconscious.
- A public safety officer will be dispatched to the scene.
- All public safety officers are trained in first aid, CPR and AED (Automated External Defibrillator) use.
- The public safety officer will call 911 whenever necessary, if another caller has not already placed the call.
- The person reporting the emergency must stay on the telephone line until released by the 911 communications officer (dispatcher) in order to assure that all necessary information is completed.
- The responding public safety officer may provide first aid until the EMS squad arrives.
- The EMS will take over treatment of injured or sick persons and transport them to a local hospital, whenever necessary.
- Students, faculty, staff and visitors needing treatment beyond first aid will be sent to a local medical establishment or hospital for treatment.

Off-Campus Sites

- Call 911 and request an EMS unit.
- Report accident or illness incidents to the Department of Public Safety immediately after the situation is under control. An incident form is required following any accident or illness. The form can be found on the PVCC Web site, www.pvcc.edu.