Civil Disturbance: Terrorism / Acts of Violence

On site
If any kind of violence or terrorism occurs on site the first step is to notify the Campus Director and the Emergency Coordinator who will immediately notify the Police and proceed to guard the safety of the employees and students depending on the act.

Civil Disturbance
Civil disturbances include riots, demonstrations, protests, threatening individuals, or assemblies that have become significantly disruptive.

In case of a civil disturbance:

1. Call 911 immediately
2. Avoid provoking or obstructing demonstrators.
3. Secure your area (lock doors, safes, files, vital records and expensive equipment).
4. Avoid area of disturbance.
5. Continue with normal routines as much as possible.
6. If the disturbance is outside, stay away from the doors or windows. STAY INSIDE.

Lock-Down Procedures

1. Direct all employees, students and visitors into an office/classroom.
2. Lock office/classroom doors.
3. Turn off the lights.
4. Cover windows.
5. Move people away from windows and doors.
6. Allow no one outside of offices/classrooms until all-clear signal is given by the Emergency Coordinator or Campus Director.

Workplace Violence/Terrorism

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation or other threatening, disruptive behavior that occurs at the work site. It can affect or involve employees, students, visitors and/or others. A number of different actions in the work environment can trigger or cause workplace violence. It even may be the result of a non-work-related situation such as domestic violence or “road rage.” Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

What to do:

1. If you hear sounds of an explosion, gunfire, scuffling or observe intentional acts of violence, call the Campus Director and/or Emergency Coordinator who will immediately call 911.
2. Campus Director and Emergency Coordinator will attempt to communicate to other building occupants that a workplace violence incident is occurring.
3. Don’t return to the area until a police officer or the Emergency Coordinator tells you it is safe to do so.
Intruder / Hostage

1. Intruder:
   a. Ask another staff person to accompany you before approaching the intruder.
   b. Politely greet the intruder and identify yourself.
   c. Ask intruder the purpose of his/her visit.
   d. Inform intruder that all visitors must register at the front desk.
   e. If intruder’s purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

   If intruder refuses to leave:
   e. Warn intruder of consequences for staying at the College’s property. Inform him/her that you will call the police.
   f. Notify the Police and the Emergency Coordinator and Campus Director that the intruder refuses to leave. Give police a full description of the intruder.
   g. Walk away from the intruder if he/she indicates a potential for violence.
   h. Campus Director may issue a lock down procedure.

2. Hostage:
   a. If hostage taker is unaware of your presence, do not intervene.
   b. Notify the Emergency Coordinator who will immediately notify the Campus Director and call 911.
   c. Seal off area near hostage scene.
   d. Let authorities take over the situation.

   If taken hostage:
   e. Follow instructions of hostage taker.
   f. Try not to panic. Calm any employees or students if they are present.
   g. Treat the hostage taker as normally as possible.
   h. Be respectful to hostage taker.
   i. Ask permission to speak and DO NOT argue or make suggestions.

Identifying a potentially violent situation:
If you ever have concerns about a situation that may turn violent, alert the Emergency Coordinator immediately. It is better to err on the side of safety than to risk having a situation escalate.

The following are warning indicators of potential workplace violence. Call 911 immediately if you observe any of these behaviors in a co-worker, student or visitor.

1. Intimidating, harassing, bullying, belligerent or other inappropriate and aggressive behavior.
2. Numerous conflicts with customers, co-workers or supervisors.
3. Possession of a weapon on campus, making inappropriate references to guns, or making threats about using a weapon to harm someone.
4. Statements showing fascination with incidents of workplace violence, indicating approval of the use of violence to resolve a problem, or indicating identification with perpetrators of workplace violence.
5. Statements indicating desperation (over family, financial or other personal problems) to the point of contemplating suicide.
6. Direct or veiled threats of harm.
7. Substance abuse.
8. Extreme changes in normal behaviors.

Suspicious Package

If you are suspicious of a package or object and are unable to verify the contents with the addressee or sender, follow these steps:
1. Do not touch or move the package/object.
2. Call 911 immediately.
3. Do not open the package/object.
4. Isolate the package/object and evacuate the immediate area.
5. Do not put it in water or a confined space such as a desk drawer or a filing cabinet.
6. If possible, open windows in the immediate area to assist in venting potential explosive gases.
7. If you have any reason to believe a letter or a parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent.

**Letter and parcel bomb recognition checklist. Be cautious of:**

1. Foreign mail, air mail and special deliveries
2. Restrictive marking such as "confidential" or "personal"
3. Excessive postage
4. Handwritten or poorly typed address
5. Incorrect titles or addressed to title only
6. Misspellings of common words
7. Oily stains, crystallization or discolorations on package
8. Excessive weight
9. Rigid, lopsided or uneven envelopes
10. Protruding wires or tinfoil
11. Excessive tape or string
12. Visual distractions
13. No return address
14. Strange odor

**Active Shooter**

An active shooter is a person or persons who appear to be actively engaged in killing or attempting to kill people in populated areas on campus. Active shooter situations are dynamic and evolve rapidly, demanding immediate response by the community and immediate deployment of law enforcement resources to stop the shooting and prevent harm to the community.

**Guidelines**

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter. If you find yourself involved in an active shooter situation, try to remain calm and call 911 as soon as possible.

**If an active shooter is outside or inside your building, you should:**

1. Try to remain CALM.
2. Try to warn other employees, students and visitors to take immediate shelter.
3. Proceed to a room that can be locked or barricaded. Lock and barricade doors or windows.
5. Turn off radios or other devices that emit sound. Silence cell phones.
6. Keep yourself out of sight and take adequate cover/protection, i.e. concrete walls, thick desks, filing cabinets.
7. Have one person CALL 911 and provide:
   o Your name and location and state that "we have an active shooter on campus, gunshots fired."
   o If you were able to see the offender(s), give a description and location of the person(s).
   o If you observed any victims, give a description of the location and number of victims.
   o If you observed any suspicious devices (improvised explosive devices), provide the location and a description.
8. If you heard any explosions, provide a description and location.
9. Wait patiently until a uniformed police officer, or a College official known to you, provides an "all clear."
10. Unfamiliar voices may be an active shooter trying to lure you from safety; do not respond to voice commands until you can verify with certainty that they are being issued by a police officer or College official.
11. Attempts to rescue people only should be attempted if rescue can be accomplished without further endangering the persons inside a secured area.

12. Depending on circumstances, consideration also may be given to exiting ground floor windows as safely and quietly as possible.

**If an active shooter enters your office or classroom, you should:**

1. Try to remain calm. Try not to do anything that will provoke the active shooter.
2. Only as a last resort when it is imminent that your life is in danger, make a personal choice to attempt to negotiate with or overpower the assailant(s) if there is no possibility of escape or hiding.
3. Call 911, if possible, and provide the information listed above.
4. Barricade the room or proceed to a safer location if the active shooter(s) leave the area.

**If you are outside and encounter an active shooter, you should:**

1. Try to remain calm.
2. Move away from the active shooter or the sounds of gunshot(s) and/or explosion(s).
3. Look for appropriate locations for cover/protection, i.e. brick walls, retaining walls, large trees, parked vehicles, or any other object that may stop bullet penetration.
4. Try to warn other faculty, staff, students and visitors to take immediate shelter.
5. Call 911 and provide the information listed above.

**Keeping updated**

If an active shooter situation develops, the College will implement its Emergency Management Plan and will combine efforts with law enforcement to support them in their efforts to manage the event. The College will provide the most accurate and timely information available to employees, students and the community through emails, text messages and the WTC website.