

# Union College Campus Safety

## Emergency Action Guide

### Emergency Telephone Numbers

At Union College, for campus emergencies dial Campus Safety at ext. **6911**.

**Off Campus or Cell phone users dial 518-388-6911.**

In the City of Schenectady or contact with off campus resources, dial "911"  
for LOCAL police, fire and medical emergencies.

**UNION**  

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**C O L L E G E**  
FOUNDED 1795

## Contents

Bomb Threat .....	3
Criminal or Suspicious Behavior .....	5
Evacuation Procedures Guidelines .....	7
Evacuation of Persons with Disabilities .....	8
Fire .....	10
Hazardous Material Spills — Exposure.....	11
Hostile-Armed Intruder(s) .....	12
Medical Emergency .....	15
Injury Emergency.....	16
Shelter in Place .....	17
Lockdown .....	17
Suspicious Mail/Package Screening Procedures .....	18
Tornado/Severe Weather .....	19
Utility Failures .....	20
Student In Distress .....	21
Media .....	22

# Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please **do not** attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. However do not ignore the threat; report it immediately to Campus Safety at (518) 388-6911. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the Department of Campus Safety. If the threat should come via e-mail or other electronic means, make sure to save the information on your computer, cell phone or other mobile device. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption:

## Immediate Action

- Remain calm. If applicable, pay attention to your telephone display and record the information shown in the display window.
- The objective is to keep the caller on the line as long as possible in order to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller:
  - Pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
  - Note characteristics of the caller's voice (gender, age, education, accent, etc.).
- Attempt to obtain information on the location of a device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- **Immediately** after the caller has ended the call, **notify the Department of Campus Safety at (518) 388-6911.**
- If the threat was left on your voice mail, **do not erase it.**
- Notify the immediate supervisor within your work area.

## Decision to Evacuate

The decision to evacuate a College facility shall be made after a thorough evaluation of the information available, including but not limited to:

- The nature of the threat
- Urgency of the threat
- The specificity of location and time of detonation
- Circumstances related to the threat (i.e. political climate, events leading to the threat, etc.)
- Discovery of a device or unusual package, luggage, etc.

The Department of Campus Safety will contact the police and discuss the incident with affected department supervisors and administrators to make a decision regarding evacuation and searches.

Employees are directed to make note of any unusual package or circumstance that may assist in the search. Employees may also be asked to volunteer to search based on their intimate knowledge of their surroundings.

### **Decision Maker(s)**

The decision to evacuate will be made by the appropriate College authority based on a review of the above stated variables. Evacuation will be accomplished by activating the facility fire alarm system and will follow the instructions developed for each facility/building. This decision may to be discussed with administrators and police for their input.

### **Subsequent Procedures/Information**

Staff can be of assistance to the Department of Campus Safety in several ways. Staff will be more familiar with their work area than the Safety Officers. As the search is conducted, staff may be asked to identify boxes or objects in their work area. The importance of good housekeeping will be very apparent at this time. Throughout the year, it is important to keep areas free of unnecessary debris. If an evacuation is necessary, classes will be dismissed. If a device, package, bag, etc. is discovered, the Department of Campus Safety will ensure that the appropriate authorities are notified to respond, such as the NY State Police Bomb Disposal Unit. The decision to resume normal activities in the building will be made by the EMC in consultation with the president and/or appropriate responding agencies.

# Criminal or Suspicious Behavior

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

Promptly notify Department of Campus Safety at (518) 388-6911 to report the incident, including the following:

- Nature of the incident.
- Location of the incident.
- Description of person(s) involved.
- Description of property involved.

## **If you observe a criminal act, or whenever you observe a suspicious person on campus:**

- Immediately notify the Department of Campus Safety at (518) 388-6911 to report suspicious activity.
- Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
- If there is gunfire or an explosion, you should take cover immediately using all available concealment. After the disturbance, seek emergency first aid if necessary.

## **What to Do If Taken Hostage**

The initial 45 minutes are the most dangerous. Follow instructions, be alert-and stay alive. The captor is likely to be emotionally imbalanced.

- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or have the opportunity to escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone. Be patient, wait. If the opportunity presents itself, attempt to establish rapport with the captor. If medications, first aid, or rest room privileges are needed by anyone, say so. In all probability, the captors do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

## **Contact with suspect**

- Officer should not approach unless completely safe. As a rule, wait for local law enforcement.
- Maintain cover and be deliberate in action.
- Be aware of a possible hostage situation.
- Direct suspect to a position that allows officers to establish control and protect bystanders.

- Determine if there are other suspects, weapons, explosives, etc.
  - Officers looking for suspects in peripheral area should estimate the distance they might be able to travel in a given time after crime occurred. Variables such as whether the suspect is on foot, in a vehicle, in campus buildings, time of day, traffic, weather conditions, classes are in session, campus is closed, and other considerations may impact the distance the suspect may be from the scene.
  - Units should place themselves in a position where they may intercept fleeing suspects if safe to do so.
  - After the suspect is removed from the area/building, the entire location should be completely searched for possible additional suspect(s) or victims.

# Evacuation Procedures Guidelines

**Exigent circumstances:** A situation where an immediate decision must be made due to the nature of the emergency or threat. An example of this may be a credible bomb threat or explosion.

## Building Evacuation

- a. All building evacuations will occur when a building alarm (fire alarm) sounds and/or upon notification by the Department of Campus Safety.
- b. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- c. **Assist people with disabilities in exiting the building!** Remember that elevators are reserved for people with disabilities. **In case of fire or earthquake, do not use the elevators.**
- d. Once outside, proceed to the predetermined assembly area that should be at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- e. Do not return to an evacuated building unless told to do so by a College official.

## Campus Evacuation

- a. Evacuation of all or part of the campus will be announced by the Department of Campus Safety or appropriate agency.
- b. All persons (students and staff) are to vacate immediately the area of campus in question and relocate to the predetermined evacuation site.

## Lockdown:

It may be safer to lock buildings down without evacuating in certain situations (e.g. armed intruder on campus).

- a. Plans will be developed to lock the affected areas in a timely manner.
- b. Subjects in affected buildings will be instructed to stay away from windows to minimize exposure.

# Evacuation of Persons with Disabilities

- a. If you are unable to leave the building due to a physical disability:
  - Go to the nearest area where there are no hazards.
  - Contact Campus Safety by telephone (518) 388-6911 or use other means to advise them of the situation.
  - Be sure to give them the room number so they can send help to you.
  - If possible, signal out the window to on-site emergency responders.
  - Try to establish a "buddy" system to have someone ready to assist you.
  
- b. To assist visually impaired persons
  - Announce the type of emergency.
  - Offer your arm for guidance.
  - Tell the person where you are going, obstacles you encounter.
  - When you reach safety, ask if further help is needed.
  
- c. To alert people with hearing limitations
  - Turn lights on/off to gain the person's attention, or
  - Indicate directions with gestures, or
  - Write a note with evacuation directions.
  
- d. To evacuate people using crutches, canes, or walkers
  - Evacuate these individuals as injured persons.
  - Assist and accompany to evacuation site if possible, or
  - Use a sturdy chair (or one with wheels) to move the person, or
  - Help carry individual.
  
- e. To evacuate wheelchair users
  - Non-ambulatory persons' needs and preferences vary.
  - Individuals at ground floor locations may exit without help.
  - Others have minimal ability to move—lifting may be dangerous.
  - Some non-ambulatory persons have respiratory complications.
  - Remove them from smoke and vapors immediately.
  - Wheelchair users with electrical respirators get priority assistance.
  - Most wheelchairs are too heavy to take down stairs.
  - Consult with the person to determine best carry options.
  - Reunite the person with the chair as soon as it is safe to do so.
  
- f. Evacu-Chair Devices – Devices to move disabled persons from upper floors are located in the following campus locations:
  - Campus Safety
  - College Park Hall 4<sup>th</sup> floor
  - Library – 2nd floor

## To Implement an Evacuation

- Remain calm.
- Alert others to assist with evacuation.
- Communicate clearly and succinctly.  
Example: "We have a \_\_\_\_\_ type of emergency. Evacuate to \_\_\_\_\_." Take your belongings. DO NOT use the elevators."
- Assist persons with disabilities (see above section).
- Check offices, classrooms, and restrooms.
- Turn equipment off, if possible.
- Close doors, but do not lock them.
- Take emergency supplies, rosters.
- Keep exiting groups together.
- Instructors assist students.
- Gather at the evacuation site and await instructions.
- Account for faculty, staff, and students when all gathered.
- Exit the building via the nearest safe exit route. Walk; do not run. Do not use elevators to exit.
- Move away from the building, report to the designated evacuation point.
- Keep existing groups together.
- Account for faculty, staff, and students and sign in at evacuation point.
- Remain at evacuation point until directions are received.
- Do not reenter the building until emergency staff gives the "all clear" signal. (The silencing of the building fire alarm system is normally used as the "all clear" signal. In some cases, the fire alarm will be silenced and staff members placed at building entrances to keep people out until the incident has been resolved.)

# Fire

- Know the location of fire exits and alarm systems in your area and know how to use them.
- If you discover a minor fire, **immediately** contact the Department of Campus Safety at (518) 388-6911.
- Activate the building alarm (fire alarm) on your way out of the building.
- If you are in a room when the alarm sounds, cease all operations and prepare to vacate the area:
  - **FEEL THE DOOR FOR HEAT.**
  - If the door is **not hot**, evacuate
  - If the door is **hot, DO NOT OPEN IT.** Go to a phone or window and contact someone for help. Place wet towels under the door and stay low where the air is better.
- Close all doors to confine the fire and reduce oxygen available to it. **Do not lock doors.**
- When the building evacuation alarm is sounded, assume an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- **Proceed quickly to the predetermined Evacuation Assembly Point.**
- **Assist people with disabilities in exiting the building!**
- **Do not use the elevators during a fire.**
- Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 500 feet away from the affected building to the designated assembly area. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- A temporary command post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- **Do not return to an evacuated building** unless told to do so by a College official.

**Note:** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window, as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location.

**Do not jump.** Response time by the Schenectady Fire Department is excellent. If necessary, stay near the floor where the air will be less toxic, wet towels and place them under doorways.

# Hazardous Material Spills — Exposure

1. Preplanning is essential when working with chemicals and other hazardous materials. Know what substances are in your work area, and the dangers they present.
2. To report any incident call Campus Safety at (518) 388-6911. Be prepared to explain:
  - Location and type of spill
  - Injuries
  - Approximate amount of material involved
  - Any identifiable reaction
  - Who was in contact with spilled substance
3. Equipment or processes containing hazardous materials should be halted and the area evacuated. Close doors to contain the situation until trained responders arrive or you have knowledge that opening doors and windows to ventilate area is appropriate. If a determination has been made to contain the area, contact the building engineers to shut off the ventilation system.
4. Account for everyone in the room and compile a list of all individuals who might have been contaminated by the spill.
5. If direct contact is made with a spilled substance, immediately remove contaminated clothing. Flush any point of bodily contact with plenty of water for at least 15 minutes. Report the injury to Campus Safety at (518) 388-6911.

# Hostile-Armed Intruder(s)

## Hostile Intruder(s) on the Grounds of the College

*This is a police response situation. Responding Campus Safety Officers are not trained or equipped to confront an armed suspect, but they will make every effort to help with the police response and take every action possible to assist with evacuation and intelligence on the situation.*

When a hostile person(s) is actively causing death or serious physical injury or the threat of imminent death or serious physical injury to person(s) on the campus, we recommend the following procedures be implemented:

- Run away from the threat if you can, as fast as you can.
- Contact Campus Safety at (518) 388-6911 if possible or dial 911 on a cell phone.
- Do not run in a straight line.
- Keep vehicles, bushes, trees, and anything that could possibly block your view from the hostile person(s) while you are running.
- If you can get away from the immediate area of danger, summon help and warn others.
- If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this really a good spot to remain hidden?
- If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- If you are caught by the intruder and you are not going to fight back, do not look the intruder in the eyes, and obey all commands.
- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

The above is only a guide and cannot cover every possible situation that might occur but it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is the most important factor in the optimal management of these types of situations.

## **Hostile Intruder in a Non-Residence Hall Building**

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, we recommend the following procedures be implemented.

*While the following is only a guide that refers primarily to academic buildings, it should be stated that these procedures are also relevant to administrative buildings and other common buildings on the campus:*

- Faculty should immediately lock the students and themselves in the classroom if possible. Cover any windows or openings that have a direct line of sight into the hallway.
- If communication is available, call Campus Safety at (518) 388-6911.
- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
- Lock the windows and close blinds or curtains.
- Stay away from the windows.
- Turn off lights and all audio equipment.
- Try to remain as calm as possible.
- Keep everyone together.
- Keep classrooms secure until police arrive and give you directions.
- If you are not in a classroom, try to get to a classroom or an office.
- Stay out of open areas and be as quiet as possible.
- If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
  1. You can try to hide, but make sure it is a well-hidden space or you may be found as the intruder moves through the building looking for potential victims.
  2. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as, desks, cabinets, fixtures, etc. between you and the hostile person(s). Once outside, do not run in a straight line. Use trees, vehicles, and other objects to block you from the view of intruders.
  3. If the person(s) is/are causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
  4. Your last option if you are caught in an open area in a building may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
  5. If you are caught by the intruder and are not going to fight back, obey all commands.
  6. Once the police arrive, obey all commands. This may involve your being handcuffed, or keeping your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

## Hostile Intruder(s) in a Residence Hall

When a hostile person(s) is/are actively causing deadly harm or the imminent threat of deadly harm within the residence hall, we recommend the following procedures be implemented:

- Lock yourself in your room.
- If communication is available, call Campus Safety at (518) 388-6911.
- If away from your room, join others in a room that can be locked.
- Don't stay in the open hall.
- Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempted to exit.
- Barricade yourself in your room with desks, beds, or anything you can push against the door.
- Lock your window and close blinds or curtains.
- Stay away from the window.
- Turn all lights and audio equipment off.
- Try to stay calm and be as quiet as possible.
- If you are caught in the open such as hallways and lounge areas, you must decide what you are going to do. This is a very crucial time and can possibly mean life or death depending on your actions.
  1. You can try to hide, but make sure it is a well hidden space or you may be found as the intruder moves through the dorm looking for more potential victims.
  2. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person (s) while in the building. Once outside, don't run in a straight line.
  3. If the person(s) is/are causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
  4. Your last option if you are caught in an open area in the dorm maybe to fight back. This is dangerous, but depending on your situation, this could be your last option.
  5. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.
  6. Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

# Medical Emergency

- If serious injury or illness occurs on campus, immediately dial Campus Safety at (518) 388-6911. Give your name, and describe the nature and severity of the medical problem and the campus location of the victim.
- Have someone remain on the phone with Campus Safety to provide updated information regarding the incident
- In case of minor injury or illness, provide first aid care to the level of your ability.
- Be prepared to provide specific locations to the scene. Request available assistance from other persons present to assist the responding EMS personnel in getting to the location as quickly as possible.
- In case of serious injury or illness quickly perform the following steps:
  - Keep the victim still and comfortable. **Do not move the victim.**
  - Ask victim, "Are you OK?" and "What is wrong?"
  - Check breathing and give artificial respiration if necessary.\*
  - Control serious bleeding by applying direct pressure on the wound.\*
  - Continue to assist the victim until help arrives.
  - Look for emergency medical IDs such as bracelets on injured persons, question witness(s), and give all information to the responding emergency personnel

**\*Note:** Only qualified trained personnel should provide first aid treatment, artificial respiration or CPR, and/or utilize an AED.

## Union College Campus AED Locations – Public Access Devices

**Achilles Center:** Main Lobby – Adjacent to Notifier Fire Panel in stairwell.

**Memorial Fieldhouse:** Main Arena – Inside front entrance to the left

**Viniar Pavilion:** North Entrance on right wall

**Alumni Gymnasium:** Fitness Center – Wall by Attendants Desk

**Alumni Gymnasium:** Weight Room – Lower Level – Pool Area

**Bailey Field:** South End on wall between men's & ladies restroom

**College Park Hall:** Inside main entrance by security desk

**College Park Soccer Field:** AED is located on garage. Removed during Winter months

**Reamer Center:** AED is on 1<sup>st</sup> floor next to mailroom.

**Nott Memorial:** 1<sup>st</sup> floor – inside main auditorium to the right by coat rack

**Memorial Chapel:** 1<sup>st</sup> floor to the left of the lobby by the telephone

**Old Chapel – Hale House:** In foyer adjacent to Kitchen entrance by Dining Room

**Wold Science Center:** 1<sup>st</sup> floor adjacent to café

**Yulman Theater:** 1<sup>st</sup> floor adjacent to rest rooms (left of main lobby)

**Facilities Services:** Main Floor in hallway by stockroom – Local Alarm Only

**Wicker Wellness Center:** Lobby by nurse station

**West College:** Dining Area

**Garnet Commons:** Main Foyer

**Feigenbaum Arts Center:** Inside South entrance

AED's that are tied into the campus phone system will report to the Campus Safety hotline number. Campus Officers will be immediately dispatched to these locations upon receipt of an alarm. Wicker Wellness, West College and Facilities Services AED's are local alarm only and will require the person to call 911 directly. Garnet Commons is tied into the Fire Alarm System.

# Injury Emergency

Regardless of the source or type of Injury Emergency, careful attention to administrative procedures must be paid to ensure the handling of injuries.

After a Workplace or classroom Injury or Illness:

1. Notify your supervisor or instructor immediately.
2. Seek medical treatment by either contacting Campus Safety at (518) 388-6911 for an ambulance, or contact the Nurse in Health Services at (518) 388-6120.
3. Make sure a report is filed with the Campus Safety Department or the Health Services Department.
4. If the incident occurred within a Science Lab, notify EHS as well (518) 388-6340.

# Shelter in Place

Shelter-in-place is appropriate for threats posed by atmospheric contamination or severe weather incidents. These threats could include accidents or attacks involving chemical, biological or radiological hazards or extreme weather events such as tornadoes and severe thunderstorms.

## Shelter-in-Place Procedures:

- Close and lock all exterior windows and doors to prevent inadvertent opening.
- Move all personnel to interior rooms for shelter-in-place.
- Turn off all heating, ventilation, and air conditioning (HVAC) systems if the hazard is identified as a chemical, biological or radiological release.

# Lockdown

Lockdown is appropriate for threats posed from outside or inside the building. These threats could include a violent or armed person attempting to enter the school, a perpetrator already inside, or nearby criminal or terrorist activity.

## Lockdown Procedures:

- Direct persons to a position out of the line-of-sight of doors and windows.
- Check outside of the classroom/office door (i.e., hallways) for nearby students, and move them into classrooms or other safe locations
- Close and lock all doors and windows.
- Cover door window and close window blinds.
- Turn off room/office lights and remain quiet.
- People outside of buildings should move away from the school if possible or another appropriate, safe location.

Do not open the door until the threat is cleared by law enforcement or College officials.

# Suspicious Mail/Package Screening Procedures

What constitutes "suspicious mail"? Some typical characteristics detected by Postal Inspectors over the years, which ought to trigger suspicion, include parcels that:

- Are unexpected or from someone unfamiliar to you.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have protruding wires, strange odors, powders, or stains.
- Show a city or state in the postmark that doesn't match the return address.
- Have hand-written or poorly typed addresses.

## **If you receive suspicious mail**

### **• What you should do**

1. If it is a letter that you have opened, set it down gently at the location where you first read it.
2. Move to an area that will minimize possible exposure. Avoid contact with others when possible, and remain in the area. If it is a note that you happen to find, **leave it alone**.
3. Advise a coworker in the immediate area what has happened and ask them to call Campus Safety at (518) 388-6911.
4. For possible contamination situations, have the building's ventilation system shut down and turn off any fans in the area.
5. Do not allow others into the area.
6. Remain calm.

### **• What you should *not* do**

1. Do not pass the letter or note to others to look at.
2. Do not disturb any contents in the letter or note.
3. Do not ignore the threat. It must be treated as real until properly evaluated.

## **If you receive a threat by telephone**

### **• What you should do**

1. Call Campus Safety at (518) 388-6911 immediately.
2. For contamination threats, have the building's ventilation system shut down.
3. Remain calm.
4. Listen carefully to the caller so you can recall the details later. Listen for background noises.

### **• What you should *not* do**

1. Do not ignore the threat. It must be treated as real until properly evaluated.
2. Do not argue with or antagonize the caller.

# Tornado/Severe Weather

1. A tornado warning is issued when a tornado has been sighted in the area.
2. Once notified, remain calm. It may be necessary to move to a place of safety. Lead your students/employees following directions posted in the room for Tornado Evacuation. Stay indoors, away from windows and large unsupported ceilings. Account for everyone in your room.
3. If outside, take shelter inside the nearest building in either a center room or basement area.
4. After the storm has passed, call Campus Safety (518) 388-6911 to report any injuries or damage to buildings.
5. If the building is severely damaged, evacuate the building as soon as possible after the storm has passed.

Remember to never put yourself in harm's way.

# Utility Failures

At Union College, in case of utility failure (electrical, water, gas, or telephone), call the Facilities Services office on campus at (518) 388-6181 or Campus Safety at (518) 388-6911.

If phones are out, use of college e-mail or cell phones may be of assistance.

Remain in place until notified by Campus Safety to leave or the utility failure is over. Exit hallways, exit stairs, or exit doors should be used to evacuate while emergency lights are on.

Emergency lighting is temporary and is not provided to continue building operations. The college President's Office will determine if employees should continue working or if the college will close.

# Student In Distress

If you are in contact with a student who appears to be an immediate threat to his or her own safety or that of others, call Campus Safety at (518) 388-6911.

## **Quick Reference for Helping Students having difficulties.**

### Recognize Symptoms

- Significant change in academic performance or classroom conduct
- Unusual behavior or appearance
- Traumatic event or change in relationships
- Reference to suicide, homicide, or death

### Respond to the Student

- Speak privately with student
- Directly and candidly discuss your observations and concerns
- Offer support and assistance

### Refer to a Mental Health Professional at the Counseling Center

- Be caring, firm, and straight-forward in your referral
- Consider calling from your office or escorting student to the Counseling Center.

Consult with On-Campus Resources – Discuss your concerns about a student with any of the following on campus resources.

- Counseling Center – (518) 388-6161
- Student Health Center – (518) 388-6120
- Dean of Students – (518) 388-6116
- Campus Safety – (518) 388-6911

# Media

The Office of Communications & Marketing serves as the point of contact for all media inquiries. During an emergency situation, it is especially important that reporters be directed to the Media Relations Office. The Office of Communications & Marketing speaks on behalf of the College and has the most accurate and up-to-date information available about an incident. In addition, Communications & Marketing works closely with emergency responders to coordinate what information can or should be released to the general public.

When receiving any calls from a media representative, please take the following steps:

- Direct all media inquiries to the Office of Communications & Marketing at (518)388-6131.
- To assist the Office of Communications & Marketing in responding as quickly as possible, feel free to obtain the following information and forward it to the Media Relations Office:
  - The reporter's name and phone number
  - The media organization he/she represents
  - The type of information he/she is seeking
  - The reporter's deadline
- Regardless of the situation or what the media questions might be, never say "No Comment". A better response is "Thanks for calling. Allow me to refer you to our The Office of Communications & Marketing, who handles media questions and they will be able to assist you."
- Never talk "off the record" with the media. Always assume that they will use any information that they obtain in their report.