Lewiston-Auburn College Campus

IMMEDIATE EMERGENCY PROCEDURE GUIDELINES MANUAL

PLEASE READ
Become Familiar with this document
Become comfortable with this document

Revised June 2019

Classroom and Faculty
The University of Southern Maine's Lewiston-Auburn College is committed to maintaining a safe environment for all faculty, support personnel, students and visitors. The development of the following emergency plan is a direct result of the University's concern for creating a safe campus for all users. The policies and procedures contained in the following manual are intended to provide guidelines to be followed whenever possible. This being stated, the University acknowledges that no policy or procedure is practical for every circumstance. Therefore, no policy or procedure contained herein is to supersede an individual's best judgement, commonsensical action or initiative based upon unforeseen circumstances. The policies and procedures within this manual are a compilation of recognized emergency practices; deviation from recommended protocols should not be taken lightly but only in unusual circumstances.
# Table of Contents

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armed Person on Campus Procedure</td>
<td>1</td>
</tr>
<tr>
<td>Bomb Threat Procedure</td>
<td>2, 3, 11</td>
</tr>
<tr>
<td>Chemical Spills Procedure</td>
<td>4</td>
</tr>
<tr>
<td>Court Ordered Protection Papers Procedure</td>
<td>5</td>
</tr>
<tr>
<td>Incident Report Log Procedure</td>
<td>6</td>
</tr>
<tr>
<td>Fire Procedure</td>
<td>7</td>
</tr>
<tr>
<td>Person Down on Campus Procedure (Medical Emergency)</td>
<td>8</td>
</tr>
<tr>
<td>Suicide Attempts Procedure</td>
<td>9</td>
</tr>
<tr>
<td>Unwanted Person on Campus Procedure</td>
<td>10</td>
</tr>
<tr>
<td>Bomb Threat Checklist</td>
<td>11</td>
</tr>
</tbody>
</table>
Emergency Response Procedure for
ARMED PERSON ON CAMPUS
(Act of Violence)

If the person clearly presents a threat (displays weapon or firearm)
DO NOT CONFRONT OR ATTEMPT TO DISARM THE PERSON.

This procedure provides the USM LAC Community with guidelines for action and information regarding an armed person in the building. The University of Southern Maine has a zero tolerance policy for any weapon or firearm on campus with the exception of law enforcement personnel.

1. If the person clearly presents a threat (displays a weapon or firearm):
   - Call 911 and stay on the line with the dispatcher
     ➢ Text 911 from any cell phone
     ➢ The dispatcher may ask for the address – it is 51 Westminster Street, Lewiston ME

2. Have a 2nd person notify the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel so a lockdown can be initiated.
   - Call 753-6536 from any cell phone to reach the Student Success Center 6536 from any phone on campus
     or
   - Call 754-5909 from any phone to reach Maintenance Department 212-1476 (2nd maintenance line if needed)

3. LOCKDOWN
CLASSROOM RESPONSIBILITIES
   ➢ Barricade the classroom door immediately with furniture from the classroom.
   ➢ Block the door window.
   ➢ Turn off the lights.
   ➢ Secure your students and yourself in a corner of the room away from the door.
   ➢ Wait for further instructions from the Police Department or recognized authority. Once police arrive DO NOT MOVE. They do not know if you are the intruder.
Emergency Response Procedure for
BOMB THREAT

DO NOT PULL THE FIRE ALARM
When possible, refrain from using cell phones or walkie talkies in the immediate area.

This procedure provides the USM LAC Community with guidelines for action and information regarding a bomb threat.

WHEN RECEIVING A BOMB THREAT FOLLOW THE STEPS BELOW:
1. Listen, be calm and courteous, do not interrupt the caller. Try to keep the caller on the phone as long as possible. Write down as much information as possible (note any background sounds). Ask the following questions:
   - 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?
   - Why did you place the bomb?
   - Where are you calling from?
   - What is your name?

2. DO NOT HANG UP even if the caller does.

3. COPY THE PHONE # and/or LETTER ON THE PHONE WINDOW DISPLAY

4. Note the time of the call and notify the Student Success Center staff (room 119). The Student Success Center staff will notify the appropriate personnel.
   - Call 753-6536 from any cell phone to reach the Student Success Center
   6536 from any phone on campus
   or
   - Call 754-5909 from any phone to reach Maintenance Department
   212-1476 (2nd maintenance line if needed)

Continued on page 3
5. If the threat is received in writing, the letter or note should be set down and not handled until police arrive and secure it as evidence.

Note the time and where the note/letter was found and notify the Student Success Center (room 119). The Student Success Center staff will notify the appropriate personnel.

- **Call 753-6536** from any cell phone to reach the Student Success Center
  
  **6536** from any phone on campus

  or

- **Call 754-5909** from any phone to reach Maintenance Department
  
  **212-1476** (2\textsuperscript{nd} maintenance line if needed)

6. Using the attached “FBI Bomb Data/Homeland Security” form, fill out as much information as possible, and give to the Lewiston Police upon their arrival. Be available for the police to provide information about the threat.

7. While evacuating the building **REFRAIN FROM USING CELL PHONES OR WALKIE TALKIES IN THE IMMEDIATE AREA**. Leave the University property immediately. If you do not have transportation, proceed to the Consolidated Communications parking lot across from the Westminster Street Entrance.
Emergency Response Procedure for
CHEMICAL SPILL
Lewiston Police or Fire Department (911)

DO NOT PULL THE FIRE ALARM
DO NOT TOUCH LIGHT SWITCHES or COMPUTERS
When possible, refrain from using cell phones or walkie talkies in the immediate area.

This procedure provides the USM LAC Community with guidelines for action and information regarding a chemical spill.

1. Contact the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel.
   - Call 753-6536 from any cell phone to reach the Student Success Center
     6536 from any phone on campus
     or
   - Call 754-5909 from any phone to reach Maintenance Department
     212-1476 (2nd maintenance line if needed)
Emergency Response Procedure for
COURT ORDERED PROTECTION PAPERS
Protections from abuse, restraining, and/or trespass orders

This procedure provides the USM LAC Community with guidelines for action and information regarding court ordered papers such as protection from abuse, restraining and/or trespass orders.

1. If you have any court ordered protection paper(s) provide copies, in person, to the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel. We have procedures in place for such papers.
Emergency Response Procedure for
INCIDENT REPORT LOG
As required by Federal Law

This procedure provides the USM LAC Community with guidelines for action and information regarding any incident on campus.

1. An incident can be:
   ▶ A fall – inside or outside
   ▶ A medical event – inside or outside
   ▶ A theft – inside or outside
   ▶ A threat made to an individual
   ▶ A vehicle that has been physically damaged

2. Notify, in person, the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel. We have procedures in place for incidents which may include additional ones that are not listed above.
Emergency Response Procedure for
FIRE PROCEDURE

This procedure provides the USM LAC Community with guidelines for action and information regarding a fire.

What to do:

**In the event of a fire alarm:**
1. Evacuate the building by use of stairways using the closest emergency exit (last person to leave a room is to close the doors and shut the lights; elevators will be *inoperable*).
   - Disabled persons on second floor should go to an area of refuge on that floor (near the enclosed stairway exits).
2. Take personal belongings that are *already with you*: coat, purse, backpack, etc.
3. Take car keys if they are *already with you*.
4. Evacuate the building **IMMEDIATELY**.
5. Move away from the building to a designated assembly area so as to allow room for the fire trucks and other emergency vehicles.
6. Do not re-enter the building until advised by the fire department that the building is safe to re-enter.

**In the event of fire or smoke, but alarm has not been activated:**
1. Manually activate a fire alarm pull station.
2. Follow above procedure.
Emergency Response Procedure for 
DOWN PERSON ON CAMPUS 
(Medical Emergency)

This procedure provides the USM LAC Community with guidelines for action and information regarding a person down on campus (medical emergency).

1. **Call 911** and stay on the line with dispatcher
   - Text 911 from any cell phone
   - The dispatcher may ask for the address – it is **51 Westminster Street, Lewiston ME**

2. Have a 2nd person notify the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel.
   - **Call 753-6536** from any cell phone to reach the Student Success Center
   - **6536** from any phone on campus
   - or
   - **Call 754-5909** from any phone to reach Maintenance Department
   - **212-1476** (2nd maintenance line if needed)

3. Continue medical assistance until Local Emergency Response arrives.

**THIS CAMPUS HAS 2 AED UNITS ON SITE**

1. **NEAR THE CAFÉ**
2. **IN THE HALLWAY BETWEEN BUILDINGS**

4. Any person reporting or witnessing the event should report, in person, to the Student Success Center to complete an Incident Report form with a staff member.
Emergency Response Procedure for
POSSIBLE SUICIDE ON CAMPUS
(when person is NOT an immediate threat to themselves or others)

This procedure provides the USM LAC Community with guidelines for action and information regarding a possible suicide in the building.

1. Threat Assessment
   If person is threatening suicide and is clearly NOT an immediate threat and no weapon or firearm is displayed.

2. Notify the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel.
   - **Call 753-6536** from any cell phone to reach the Student Success Center
     **6536** from any phone on campus
   - or
   - **Call 754-5909** from any phone to reach Maintenance Department
     **212-1476** (2nd maintenance line if needed)

3. **IF THE SITUATION BECOMES DANGEROUS, PROCEDURES FOR AN ARMED PERSON ON CAMPUS SHALL BE ACTIVATED**
Emergency Response Procedure for
SUSPICIOUS/UNWANTED PERSON ON CAMPUS
(when person is NOT an immediate threat)

This procedure provides the USM LAC Community with guidelines for action and information regarding a possible suspicious or unwanted person in the building. The University of Southern Maine has a zero tolerance policy for any weapon or firearms on campus with the exceptions of law enforcement personnel.

1. Threat Assessment
   If person is NOT carrying a weapon or firearm or is acting suspicious and is clearly NOT a threat and no weapon or firearm is displayed.

2. Notify the Student Success Center staff (room 119). The Student Success Center Staff will notify the appropriate personnel.
   - Call 753-6536 from any cell phone to reach the Student Success Center
     6536 from any phone on campus
     or
   - Call 754-5909 from any phone to reach Maintenance Department
     212-1476 (2nd maintenance line if needed)

3. **IF THE SITUATION BECOMES DANGEROUS, PROCEDURES FOR AN ARMED PERSON ON CAMPUS SHALL BE ACTIVATED**
**BOMB THREAT PROCEDURES**

A quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:
1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:
- Call
- Handle note as minimally as possible

If a bomb threat is received by e-mail:
- Call
- Do not delete the message.

**Signs of a suspicious package:**
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*Refer to your local bomb threat emergency response plan for evacuation criteria*

**DO NOT:**
- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

---

**BOMB THREAT CHECKLIST**

**DATE:**

**TIME:**

**TIME CALLER HUNG UP:**

**PHONE NUMBER WHERE CALL RECEIVED:**

**Ask Caller:**
- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

**Exact Words of Threat:**

**Information About Caller:**
- Where is the caller located? (background/noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

**Caller's Voice**
- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distressed
- Exhale
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Rapped
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

**Background Sounds**
- Animal noises
- House noises
- Kitchen noises
- Doorbell noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long Distance
- Other Distance

**Threat Language**
- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

---

**WHO TO CONTACT**

- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBPI@dhs.gov

Homeland Security

2014
FBI BOMB PROGRAM

BOMB THREAT CALL CHECKLIST

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

Exact Word of the Threat:

Sex of caller Age Race Length of call

BOMB THREAT QUESTIONNAIRE:

CALLER'S VOICE:

<table>
<thead>
<tr>
<th>Calm</th>
<th>Laughing</th>
<th>Lisp</th>
<th>Disguised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angry</td>
<td>Crying</td>
<td>Raspy</td>
<td>Accent</td>
</tr>
<tr>
<td>Excited</td>
<td>Normal</td>
<td>Deep</td>
<td>Familiar</td>
</tr>
<tr>
<td>Slow</td>
<td>District</td>
<td>Ragged</td>
<td>If voice is familiar</td>
</tr>
<tr>
<td>Rapid</td>
<td>Stuttered</td>
<td>Clearing throat</td>
<td>who did it sound like?</td>
</tr>
<tr>
<td>Soft</td>
<td>Nasal</td>
<td>Deep breathing</td>
<td></td>
</tr>
<tr>
<td>Loud</td>
<td>Stutter</td>
<td>Cracking voice</td>
<td></td>
</tr>
</tbody>
</table>

BACKGROUND SOUNDS:

<table>
<thead>
<tr>
<th>Street noises</th>
<th>House noises</th>
<th>Factory</th>
<th>Local</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crockery</td>
<td>Motor</td>
<td>Machinery</td>
<td>Long distance</td>
</tr>
<tr>
<td>Voices</td>
<td>Office Machinery</td>
<td>Clear</td>
<td>Animal Noises</td>
</tr>
<tr>
<td>Booth</td>
<td>PA System</td>
<td>Static</td>
<td>Music</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

THREAT LANGUAGE:

<table>
<thead>
<tr>
<th>Well spoken (educated)</th>
<th>Foul</th>
<th>Incoherent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Irrational</td>
<td>Taped</td>
<td>Message read by threat maker</td>
</tr>
</tbody>
</table>

REMARKS:

:

Report call immediately to Phone number

Fill out completely, immediately after bomb threat Date / / Phone number

Name Position

EBCC-X Bomb Threat Call Checklist