

EMERGENCY

RESPONSE GUIDE



If you are in an emergency situation and need immediate help, call 911 and Public Safety (718) 482-5555.



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REPORTING EMERGENCIES

If you discover an emergency at LaGuardia Community College:

- Stay calm.
- Call 911 and Public Safety for Personal Safety and Medical Emergencies.
- Give your name, location, and follow emergency-specific instructions.

EMERGENCY PHONE NUMBERS

Call 911

Call Public Safety at (718) 482-5555

EVACUATION/ SHELTER-IN-PLACE

DEFINITION: In the event of a crisis, if there is evidence of possible harm to students, faculty, staff, and visitors, instructions for protecting yourself in your current location or to evacuate may be given.

Evacuation Actions:

- Occupants should use the nearest and safest EXIT when an evacuation order is given.
- Evacuate calmly, close doors as you leave to contain fire/smoke.
- Persons requiring evacuation assistance shall assemble near blue striped wall near the elevators for rescue by first responders.
- **Notify first responders of any persons with disabilities who may still be in the affected area or building.**
- Based upon the type of emergency, occupants may be asked to move farther away from impacted areas.

Shelter-In-Place Actions

- Public Safety will provide instructions.
- Stay in your current location. If outside, move away from the area and await further instruction.
- Encourage all individuals to stay inside of the buildings and rooms.
- Close and lock doors and windows. Keep path of entry doors clear for emergency personnel.
- **Notify first responders of any persons with disabilities who are in the shelter.**
- Do not leave the shelter area until an "All Clear" announcement is received from emergency personnel.

FIRE

FIRE

Hazardous Materials

Bomb Threat/ Suspicious Package

Active Threat/ Shooter

FOR FIRE AND SMOKE CONDITIONS - PULL FIRE ALARM, CALL 911 AND PUBLIC SAFETY AT (718) 482-5555

- Evacuate when fire alarm is activated. Do not assume a false fire alarm.
- Evacuate the area using the NEAREST SAFE EXIT. Do not use elevator unless authorized by emergency personnel.
- Close all doors, windows, and other openings behind you as you evacuate.
- Once outside, move away from the building and allow first responders to enter.
- Persons requiring evacuation assistance shall assemble near blue striped wall near the elevators for rescue by first responders.
- **Notify first responders of any persons with disabilities who may be in the affected area.**

PROTECT YOURSELF

- If a person is on fire: **Stop, drop and roll!**
- In smoke filled environments, stay low and go!
- Evacuate the area using the NEAREST SAFE EXIT.
- Do not use elevator unless authorized by emergency personnel.

REMEMBER

- Use a fire extinguisher on small fires if you are able to do so.
- Never attempt to put out a fire with your back to a wall. Always leave a way out for yourself.
- A fire can double in size every 30 seconds. Speed is essential.

BE PREPARED

- Locate and learn how to use fire extinguishers.
- Learn evacuation routes.
- Practice exiting your area by imagining you are in a smoke-filled environment.

HAZARDOUS MATERIALS

FIRE

ON CAMPUS

- Call Public Safety to report any injuries or exposures.
- Isolate area of spill/leak. Do not attempt to clean.
- Alert others in immediate area.
- If known, note any characteristics about the spilled material.

Hazardous
Materials

NEAR CAMPUS

- Follow CUNYAlert Emergency Notification System messaging for shelter-in-place or evacuation instructions.
- Sign up for CUNYAlert on LaGuardia's website:
laguardia.edu/publicsafety

Bomb
Threat/
Suspicious
Package

Active
Threat/
Shooter

Call Public Safety: (718) 482-5555

BOMB THREAT/ SUSPICIOUS PACKAGE

FIRE

BOMB THREAT

If you receive a bomb threat call:

- Be calm and courteous and do not interrupt the caller.
- Ask questions about location of the device, time device is set to go off, type of device.
- Keep the caller on line as long as possible to obtain relevant information:

Hazardous
Materials

Note	Listen Carefully
Date and time of call	Accent
Gender of the caller	Voice description e.g., calm, loud, nervous
Approximate age	Background noise
Emotional state	

Bomb
Threat/
Suspicious
Package

SUSPICIOUS PACKAGE/OBJECT

- Do not touch or move the object.
- Do not use cell phone or radios in the immediate area.

WRITTEN THREAT

- Do not handle suspicious mail or packages.
- Note date, time, location where the written threat was received.

Active
Threat/
Shooter

THREAT VIA ELECTRONIC MEDIA

- Save all communication documents, e.g., email, text, social media posts, telephone messages, notes of telephone conversations.

Call Public Safety: (718) 482-5555

ACTIVE THREAT/ SHOOTER

DEFINITION: A situation where a person displays a knife, gun or other weapons in a threatening or violent manner.

RUN

- If you can do so safely, exit the building immediately. Leave possessions behind.
- Tell anyone that you encounter to do the same.
- DO NOT pull the fire alarm as it may cause unknowing occupants to evacuate to a danger zone.
- When safe to do so, call 911 and Public Safety.
- **Give your name, location of incident, number of shooters, type of weapon, perpetrator's route, and if there are any injured persons.**

HIDE

- If you are unable to safely evacuate go to nearest room.
- Lock and/or barricade the door.
- Stay away from doors/windows.
- Turn off the lights.
- Stay low to the ground and shield behind large objects.
- Stay quiet. Silence cell phones.
- Do not answer door unless an "All Clear" announcement has been given.

FIGHT

- As a last resort, fight – fighting back is dangerous but it may be your only option in the situation.
- Act as a group if possible.
- Improvise weapons.
- Act with physical aggression.
- Commit to your actions.
- Once assailant is under control, call 911 and Public Safety.

How to Act when Law Enforcement Arrives

- Remain calm and follow officers' instructions.
- Do not carry items - raise hands and spread fingers.
- Don't make quick movements toward officers, or try to hold onto them for safety.
- Do not point, scream, or yell.

Call Public Safety: (718) 482-5555

MEDICAL EMERGENCY

Medical
Emergency

WHAT YOU SHOULD DO

Call Public Safety with the following information:

- Your name, and a call-back number.
- Exact location.
- Type of emergency.
- Description of individual's injury or illness.
- Follow Public Safety's instructions.

GENERAL GUIDANCE

- Ensure your own safety before helping others.
- Administer CPR (cardiopulmonary resuscitation) or use the AED (Automated External Defibrillator) if necessary.
- Keep injured person warm with a coat or blanket.
- Do not move the injured person unless there is an immediate danger.
- Do not give the injured person anything to eat or drink.

FOR REPORTING INFECTIOUS DISEASES

- Call the Health Center at (718) 482-5280, Monday-Friday, 9am - 5pm, and Public Safety all other times.

Mental
Health
Crisis/
Suicide

Behavioral
Threats

Personal/
Sexual
Violence/
Harassment

Call Public Safety: (718) 482-5555

MENTAL HEALTH CRISES/ SUICIDE THREATS

Medical
Emergency

DEFINITION: Someone is experiencing emotional and/or mental distress and could pose immediate danger to self or others.

IMMEDIATE THREAT OF SUICIDE OR HARM TO OTHERS

Call 911 and Public Safety (718) 482-5555

- Attempt to calm the distressed person if you are able.
- Do not leave the suicidal person alone.

Mental
Health
Crisis/
Suicide

MENTAL HEALTH CRISIS NUMBERS

Public Safety

24 hours/day, 7 days a week

(718) 482-5555

Wellness Center Room C249

Monday-Friday, 9:00 am - 5:00 pm

(718) 482-5471

Behavioral
Threats

FREE, CONFIDENTIAL MENTAL HEALTH CRISIS SERVICES

New York City Well

1-(888) 692-9355 or

Text "WELL" to 65173

Personal/
Sexual
Violence/
Harassment

Call Public Safety: (718) 482-5555

BEHAVIORAL THREATS

Medical
Emergency

For situations that pose an immediate threat of danger on campus, call Public Safety at (718) 482-5555 if it is safe to do so. Refer persons who pose a potential threat to Public Safety and your supervisor. For your safety and others', never meet with anyone who has threatened you or may be a danger to you.

Mental
Health
Crisis/
Suicide

VERBALLY ABUSIVE BEHAVIOR

Examples include: disorderly conduct, threats, disruptive/aggressive challenges to course instruction, harassment/bullying (in person or electronically), verbal altercation, use of profanity, and physically challenging body language.

- Remain calm.
- Listen carefully. Let the person know you are willing to help if you can.
- If the behavior persists, get the attention of others around you.
- If the situation is escalating, or if you feel there is an immediate threat and if you are safely able to do so, call Public Safety.
- If in immediate danger, leave the area using any excuse necessary.
- Once in a safe location, call Public Safety to report the incident if you have not already done so.
- Report the incident to your supervisor after reporting to Public Safety.

Behavioral
Threats

PHYSICALLY AGGRESSIVE BEHAVIOR

Examples include: possession of weapon, fighting, physical altercation.

- Do not engage the physically aggressive person. Leave your workspace immediately. Go to a location with other people.
- Call Public Safety if you are safely able to do so.
- Report the incident to your supervisor after reporting to Public Safety.

Personal/
Sexual
Violence/
Harassment

Call Public Safety: (718) 482-5555

PERSONAL AND SEXUAL VIOLENCE/HARASSMENT

Medical
Emergency

Sexual Assault, Domestic/Dating Violence, and Stalking are serious violations of the law. Report them to 911 or Public Safety at (718) 482-5555. Sexual harassment and gender-based harassment are violations of the College's Policy on Sexual Misconduct www.laguardia.edu/sexual-misconduct/ and should be reported to LaGuardia's Title IX Coordinator (718) 482-5088. Learn More: www.laguardia.edu/title-ix/

Mental
Health
Crisis/
Suicide

IF YOU ARE THREATENED WITH OR ARE A VICTIM OF PHYSICAL VIOLENCE CALL PUBLIC SAFETY AT (718) 482-5555.

REPORTING SEXUAL ASSAULT, DOMESTIC/DATING VIOLENCE, AND STALKING ON OR OFF CAMPUS:

Behavioral
Threats

- **Seek medical attention** as soon as possible: Campus Public Safety or the police can help you get medical care or you can go on your own or with a friend to an emergency room.
- If you are a victim of rape, go to an emergency room and ask for a rape exam. For a list of hospitals with rape exam services, visit: www.svfreenuy.org
- Do not bathe or brush your teeth after an assault if you plan to seek medical attention. Keep the clothing you were wearing in a paper, not plastic, bag. If the assault took place in a room do not move furniture and/or clean.
- **Call the College's Title IX Coordinator* or Public Safety** so that the College can take measures to protect and support you.
- Members of the College community are mandatory reporters. They must report known information related to incidents of sexual violence/harassment/gender-based harassment. Consult the CUNY Policy on Sexual Misconduct to determine if you are a mandatory reporter.
- A student/staff/faculty member whose incident comes to the attention of the Title IX Coordinator may request no investigation be conducted/not be reported to the police. In all cases, the Title IX Coordinator will weigh the complainant's request against the College's obligation to provide a safe, non-discriminatory environment for all.

Personal/
Sexual
Violence/
Harassment

ON CAMPUS COUNSELING & REPORTING RESOURCES

Public Safety (718) 482-5555

Title IX Coordinator, Room E512
(718) 482-5088

Health Center, Rooms MB40 & Room C235
(718) 482-5280. (Confidential counseling for students)

Wellness Center, Room C249 (718) 482-5471
(Confidential counseling for students)

OUTSIDE RESOURCES / HOTLINES

Deer Oaks (888) 993-7650 (Confidential counseling for faculty and staff)

NYC Alliance Against Sexual Assault
Mon-Fri 9am-6pm (212) 514-7233

Family Justice Center
Mon-Fri 9am-5pm (718) 575-4545

Safe Horizons (212) 227-3000

National Sexual Assault Hotline
(800) 656-4673 24/7

*The Title IX Coordinator helps to coordinate interim supportive measures for victims of sexual violence and confidentially conducts investigations of sexual assault, domestic/dating violence, and stalking complaints as well as complaints of sexual harassment and gender-based harassment.

ELECTRIC OUTAGE/GAS SMELL/ FLOOD

DEFINITION: When a utility and/or facility-related system is interrupted or fails, such as electricity, gas, heat, ventilation or telephones.

- Call Public Safety to report power outage/flood/gas smell or other building related emergencies.
- Stay calm - give location information when reporting.
- Follow the instructions given by Public Safety.
- For injuries and health emergencies, call 911 and Public Safety.
- If evacuating the building is required, use stairwells. DO NOT USE ELEVATORS.

IF IN LABORATORY OR SHOP:

End activities. Secure hazardous materials. Follow your laboratory/studio emergency shutdown procedure if you are able to do so safely.

IF YOU SMELL GAS

IN A LABORATORY:

Shut off local valve and main control shut off valve. If smell persists, exit immediately and call Public Safety. Alert others in the area.

IN OTHER AREAS:

Evacuate immediately and call Public Safety as you exit. Alert others in the area.

Electric
Outage/
Smell Gas/
Flood

Severe
Weather/
Natural
Disaster

Cyber
Threat

Call Public Safety: (718) 482-5555

SEVERE WEATHER/ NATURAL DISASTER

DEFINITION: A significant weather emergency may impact LaGuardia Community College such as a snow storm, hurricane, severe thunderstorm, or tornado. These events may cause strong winds, rain, hail, ice or snow.

INCLEMENT WINTER WEATHER SNOW/ ICE/WIND

- Check CUNYAlert emergency notification email and text alerts, College website and College email.
- Closings, delayed openings or other restrictions of travel can be monitored through email and the College website www.laguardia.edu.

HURRICANE/SEVERE STORM/FLOODING

- Check CUNYAlert emergency notification email and text alerts, College website and College email.
- When advised, evacuate to designated safe areas.
- If able, remove items near windows and secure loose objects.
- Stay indoors during high winds, and keep away from exterior walls and doors.
- Stay in a safe area until warning expires or until an "All Clear" announcement is made via the Emergency Notification System or from emergency personnel.

IF IN LABORATORY OR SHOP -

- End activities.
- Secure hazardous materials.
- Follow your laboratory/studio emergency shutdown procedure if you are able to do so safely.

EARTHQUAKE

- Drop down onto your hands and knees so the earthquake doesn't knock you down.
- Cover your head and neck with your arms to protect yourself from falling debris by crawling under a sturdy desk or table.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- Stay away from glass, windows, outside doors and walls.

Call Public Safety: (718) 482-5555

Electric
Outage/
Smell Gas/
Flood

Severe
Weather/
Natural
Disaster

Cyber
Threat

CYBER THREAT

EXAMPLES OF THREATS THAT SHOULD BE REPORTED TO PUBLIC SAFETY:

- Cyber Harassment - threats of physical violence, cyber bullying, invasions of privacy, blackmail, coercion.
- Criminal Activities - Identity theft, email fraud, illegal solicitations, child or adult pornography/exploitation, trafficking of drugs, firearms or incendiary devices.

EXAMPLES OF THREATS YOU SHOULD REPORT TO THE DIVISION OF INFORMATION TECHNOLOGY (718) 482-6134:

- Hacking - Use of computer to gain unauthorized access to data in a computer.
- Malware - Software that is intended to damage or disable computers or computer systems.
- Ransomware - A type of malware that prevents or limits users from accessing their systems or files by locking user files unless a ransom is paid.

BEST PRACTICES

- Never share passwords.
- Never use thumb drives or other media that does not belong to you.
- Avoid unfamiliar websites when at work.
- Always encrypt sensitive data on laptops and/or portable devices.
- Never open suspicious emails or attachments.
- Never try to fix the issue yourself.
- Never forward suspicious emails or attachments.
- Never respond to requests for personal information.
- Never provide payment to retrieve access to your PC or data.
- Never forget to take your flash drive, memory stick/thumb drive and other media with you.

Never share your passwords, PIN numbers, social security number and other personal data.

CUNY students, faculty and staff can download the latest McAfee antivirus software for free by visiting the free and discounted software section of the CUNY eMail located on the CUNY portal: <http://cuny.edu/portal>

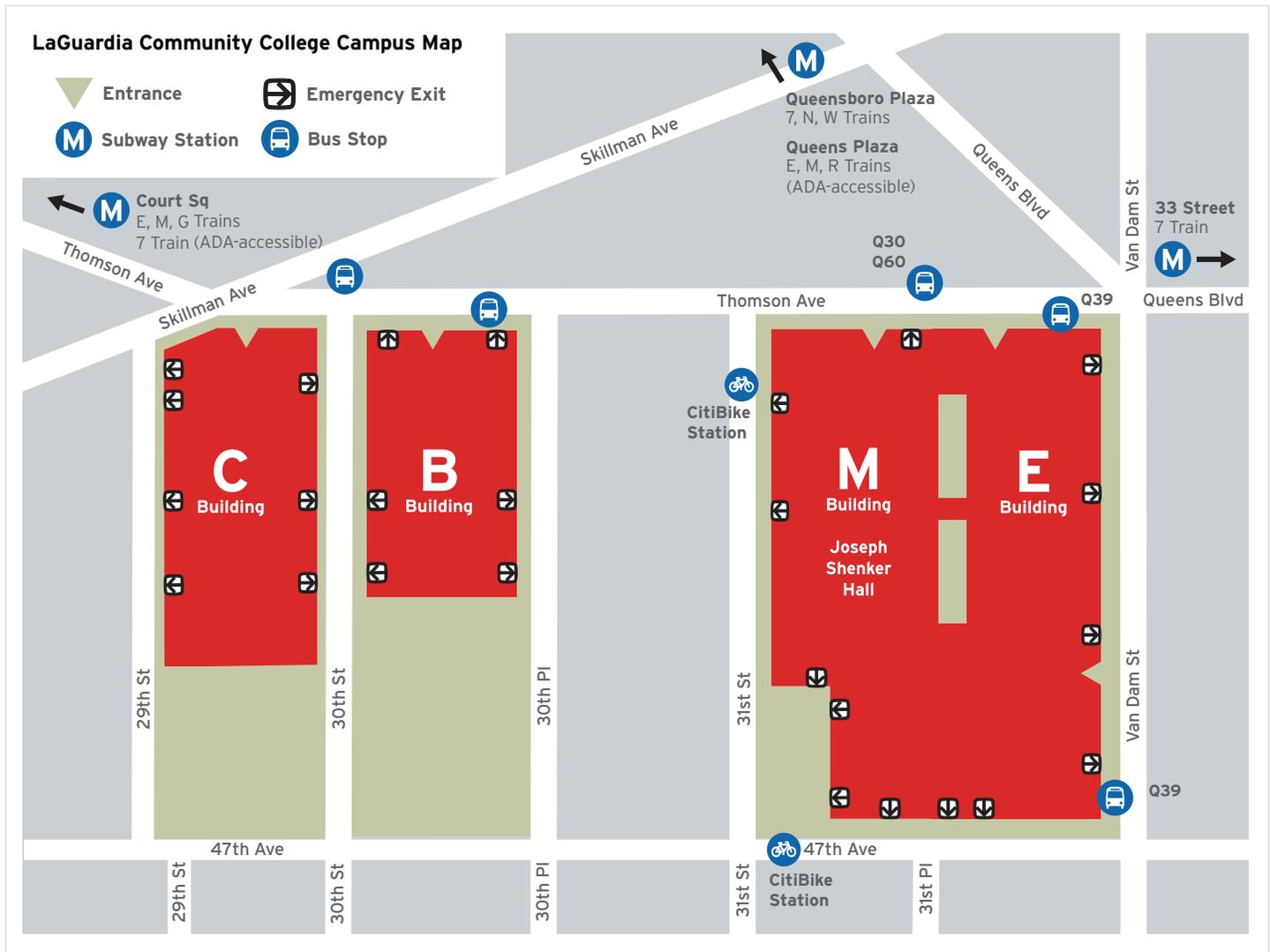
Electric
Outage/
Smell Gas/
Flood

Severe
Weather/
Natural
Disaster

Cyber
Threat

Call Public Safety: (718) 482-5555

CAMPUS MAP & IMPORTANT INFO



BUILDING ADDRESSES

Public Safety stations are located in main lobby entrances of each campus building.

E Building

31-10 Thomson Avenue
 Long Island City, NY 11101

Shenker Hall M Building

31-10 Thomson Avenue
 Long Island City, NY 11101

B Building

30-20 Thomson Avenue
 Long Island City, NY 11101

C Building

29-10 Thomson Avenue
 Long Island City, NY 11101

AUTOMATED EXTERNAL DEFIBRILLATOR (AED) LOCATIONS

E Building

1st Floor Central Public Safety office
 1st Floor Pool area
 2nd Floor near room E242
 3rd Floor Elevator Lobby
 4th Floor Elevator Lobby

Shenker Hall M Building

Basement Gym area
 Basement Room MB40
 2nd Floor Elevator Lobby
 3rd Floor Elevator Lobby

B Building

Atrium near room BA03
 1st Floor Public Safety Post
 1st Floor near B124
 2nd Floor near room B200
 2nd Floor near room B218
 3rd floor near room B333
 3rd floor near room B309

C Building

1st thru 4th floors near Elevator lobby
 7th and 9th floors near Elevator lobby