



Community College

DARE TO DO MORE



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 on the LaGuardia Community College campus:

- **Stay calm**
- **Call 911 and Public Safety** for Personal Safety and Medical Emergencies.
- Give your name, location, and follow emergency-specific instructions located in this Emergency Response Guide.

EMERGENCY PHONE NUMBERS

Personal Safety/Violence: Call 911 and Public Safety.

Dial 5555 when using campus phones.

“If you see something, say something”

EVACUATION

SHELTER-IN-PLACE

INSTRUCTIONS

Definition: In the event of a disaster, if there is evidence of possible harm to students, visitors, staff or faculty, 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 in a calm manner, 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 shelter-in-place instructions.
- Stay in your current location. If outside, move immediately to the nearest building 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

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 thirty 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

ON CAMPUS

Call Public Safety to report any injuries or exposures.

- For injuries resulting from a spill call 911, then call Public Safety.
- Isolate area of spill/leak. Do not attempt to clean.
- Alert others in immediate area.
- If known, note any characteristics about the spilled material.

NEAR CAMPUS

Follow CUNYAlert Emergency Notification System messaging for shelter-in-place or evacuation instructions.

Call Public Safety at (718) 482-5555

BOMB THREAT/SUSPICIOUS PACKAGE

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:

Note

- Date and Time of call
- Gender of the caller
- Approximate age
- Emotional state

Listen Carefully

- Accent
- Voice description e.g., calm, loud, nervous
- Background noise

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.

THREAT VIA ELECTRONIC MEDIA

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

Call Public Safety at (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 at
(718) 482-5555

MEDICAL - EMERGENCY

WHAT YOU SHOULD DO

Call Public Safety with the following information:

- Your name, and a call-back number.
- Exact location.
- Age of the persons needing assistance.
- 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).
- 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 during office hours and Public Safety all other times.

MENTAL HEALTH CRISIS/SUICIDE THREATS

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

On or Off-Campus: 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.

HELPING A PERSON EXPERIENCING EMOTIONAL DISTRESS POTENTIAL MENTAL HEALTH/SUICIDE THREAT

Call 911 and Public Safety (718) 482-5555

MENTAL HEALTH CRISIS NUMBERS

Public Safety

(718) 482-5555

Wellness Center Room C249

(718) 482-5471

Monday - Friday 9am to 5pm

OUTSIDE RESOURCES/HOTLINES

New York City Well

1-(888) 692-9355 or
Text WELL to 65173

BEHAVIORAL THREATS

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 those you are responsible for at the College, never meet with anyone who has threatened you or may be a danger to you.

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.

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 AND SEXUAL VIOLENCE/HARASSMENT

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

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



Reporting Sexual Assault, Domestic/Dating Violence, and Stalking on or off Campus:

- 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.
- Preserve evidence if you decide to take legal action against your attacker. Go to an emergency room and ask for a rape exam. For a list of hospitals with rape exam services, visit: www.svfreenyc.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 NYPD. 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.

On Campus Counseling & Reporting Resources

- Public Safety (718) 482-5555
- Title IX Coordinator - LAGCC, Room E512 (718) 482-5088
- Health Center, Rooms MB-40 & 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
- National Sexual Assault Hotline (800) 656-4673 24/7
- Safe Horizons (212) 227-3000

*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.

Actions:

- 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 our 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.

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.

Actions:

Inclement Winter Weather Snow/Ice/Wind

- Check CUNY Alert 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 CUNY Alert 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.

CYBER THREAT

IF YOU RECEIVE THREATENING OR ABUSIVE MESSAGES CALL PUBLIC SAFETY AT (718) 482-5555.

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 IT AT (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.

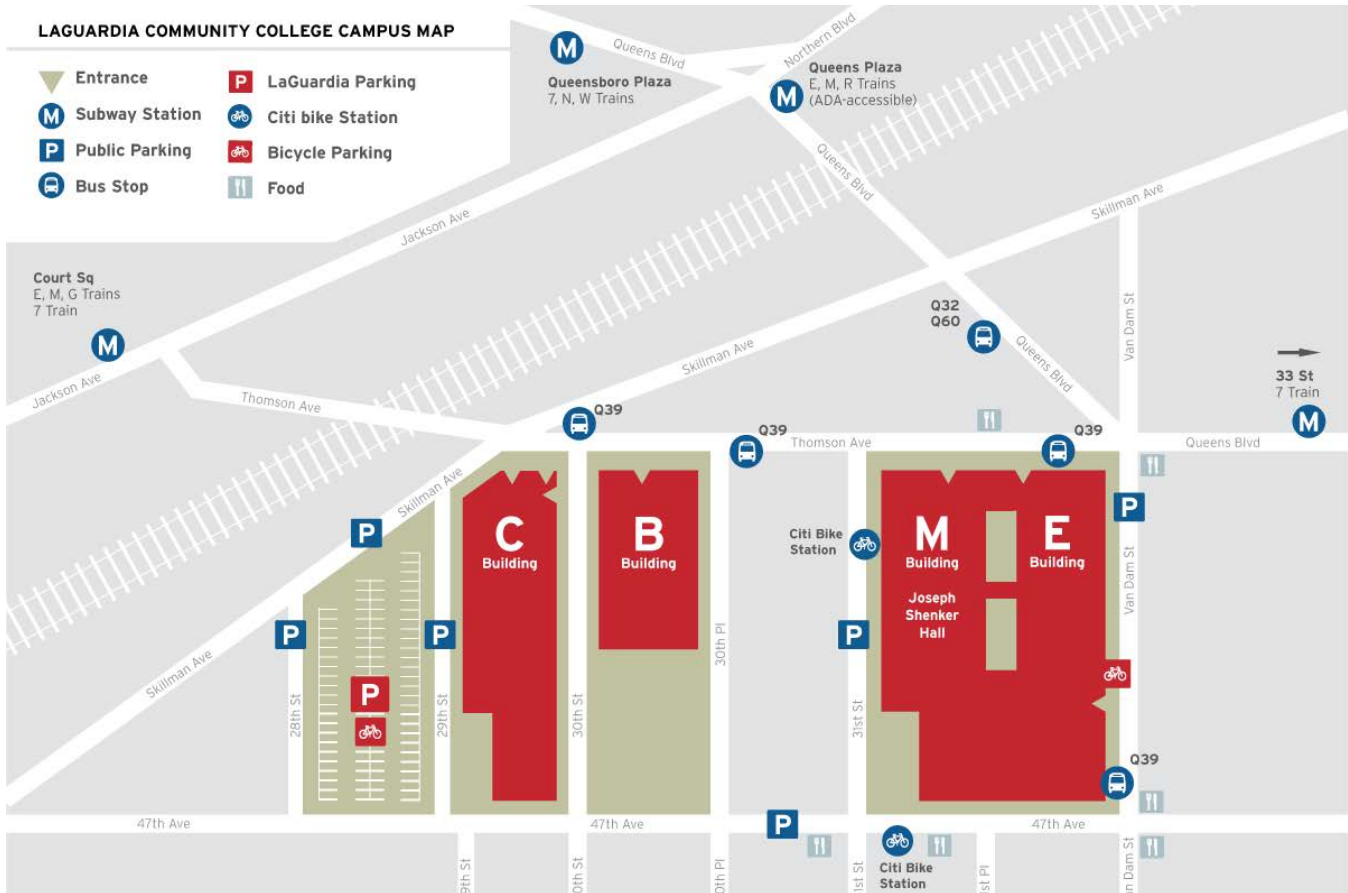
BEST PRACTICES

- 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 eMall located on the [CUNY portal](#).

CAMPUS MAP & IMPORTANT INFO



Building Addresses

E Building

31-10 Thomson Avenue,
Long Island City, NY 11101

B Building

30-20 Thomson Avenue,
Long Island City, NY 11101

Shenker Hall M Building

31-10 Thomson Avenue,
Long Island City, NY 11101

C Building

29-10 Thomson Avenue,
Long Island City, NY 11101

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

Automated External Defibrillator (AED) Locations

Shenker Hall

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

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

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