



Quick Reference Guide
for Handling Campus
EMERGENCIES

GLENDALE COMMUNITY COLLEGE

INTRODUCTION

This manual is a quick reference source for dealing with the more common emergency situations that may occur at Glendale Community College. Each of the listed emergency categories consists of a left and right page. The left page contains general information concerning the type of emergency. The right page contains simple, action steps to be followed during the emergency.

For all emergencies or crisis situations occurring on campus, notify Public Safety at the numbers below.

See something, say something!

**GCC MAIN
Public Safety
623.845.3535
On campus call 53535**

**GCC NORTH
Public Safety
623.845.4111
On campus call 54111**

Information Concerning Bomb Threats By Telephone

Although not a common occurrence, the college occasionally receives "Bomb Threats." The most common method of making a bomb threat is by telephone. Such calls are usually very brief and to the point.

A staff member or student worker answering a bomb threat call should look at the college telephone to see if an extension number or name is shown on the display feature. He or She should also listen carefully, remain calm and try to gather as much information as possible. Information from the caller such as the time the bomb will explode, its location and what it looks like are extremely important. Listen for background noises and the caller's manner of speech. This can assist in identifying the caller or the caller's location. The details of the call should be written down and forwarded to the Public Safety.

The following checklist page can be used to document this call.

WHAT TO DO

1. Remain calm and listen carefully. If possible, keep the caller talking and try to find out the location of the bomb and the time it is set to explode. The **BOMB THREAT CHECKLIST** may help to document this information.
2. Notify Public Safety as soon as the caller hangs up. Write down what you can remember about the call and provide Public Safety with that information.
3. Be available for an interview by the responding Public Safety Officer.
4. Assist Public Safety personnel in a search and/or evacuation of the threatened area, if requested to do so.
5. **DO NOT** shut off lights, close doors or windows as you leave the area. Such actions may trigger an explosion.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600
Glendale Police: 623.930.3000

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555
Phoenix Police: 602.262.6151

**BOMB THREAT BY TELEPHONE CHECKLIST
DO NOT HANG UP; REMAIN CALM!**

Take the caller seriously. Ask a lot of questions using this checklist. Have a coworker call Public Safety or call immediately upon hanging up.

ASK:

When is the bomb going to explode? _____

Where is it right now? _____

What does it look like? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

What is your name? _____

Exact wording of threat: _____

CALLER'S VOICE: (circle all that apply)

- | | | | |
|-----------------|----------|----------|-----------|
| Calm | Loud | Laughter | Deep |
| Breathing | Lisp | Nasal | Angry |
| Deep | Normal | Crying | Ragged |
| Slow | Stutter | Soft | Disguised |
| Accent | Cracked | Raspy | Excited |
| Clearing Throat | Distinct | Slurred | Familiar |

IF KNOWN:

Name of caller _____

Approximate age _____

Date call was received _____

Time call was received _____

Number where call was received _____

Phone number or extension where call originated

Male/Female _____

Race _____

BACKGROUND SOUNDS: (circle all that apply)

- | | | |
|--------------|--------------|---------------|
| Street Noise | Factory | Machinery |
| Animal Noise | Other Voices | PA System |
| Static | Music | Long Distance |
| House | Motor | Office |

Information Concerning a Crime in Progress

Campus safety programs require the cooperation and support of the campus community. All students, staff, and visitors are encouraged to become active participants by taking common sense precautions with their personal safety and the security of their property. Community members are encouraged to report any observation of a suspected crime, unusual or suspicious activity, or an emergency situation. If you see what appears to be a crime in progress or some suspicious activity, e.g., someone hiding behind

a vehicle, vehicles driving up and down the parking aisles when there are open parking spaces available, people loitering in the parking lots, someone sitting in a vehicle with the engine running, someone wandering around the inside of a building for no apparent reason; please notify Public Safety.

When in doubt, report it anyway, and the Public Safety Department will dispatch an officer to investigate the situation.

WHAT TO DO

When you see a crime in progress:

1. Remain calm and notify Public Safety in person, or by telephone, as soon as possible.
2. Make a mental or written note of as much information (e.g., license plate number, vehicle description, perpetrator's description, your observations, etc.) as you can remember. Do this from a safe distance.
3. Provide the gathered information to the responding Public Safety personnel or local agency.

MAIN

EMERGENCY NUMBERS

911 Emergency
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or 623.845.3535
Glendale Police: 623.930.3000

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Phoenix Police: 602.262.6151

Information Concerning Disruptive Person(s)

Besides complying with local, state and federal laws, Glendale Community College adheres to a code of conduct that is located in the college catalog as well as the Student Handbook. The code establishes behavior standards for the entire campus community (students, staff and visitors). The code allows the teaching and learning process to move forward without people disruption when followed properly.

The underlying reasons causing a disruption can usually be dealt with after the incident. What matters most during the incident are the real victims of the disruption—the other students. Therefore, it is important to deal with the disrupter's actions in a formal manner by first addressing the problem through verbal direction, then later documenting the incident on a **"Student Conduct Disruption/Discipline Report"** found online.

Whenever disruptive individuals fail to comply with staff direction, the Public Safety Department should be immediately notified.

WHAT TO DO

Whenever you observe or are the subject of unruly or disruptive acts by an individual, do the following:

1. If the disruption is occurring outside of the classroom setting, notify Public Safety and wait for an officer to respond to the scene.
2. If the disruption occurs in a classroom, the instructor should try to deal with the situation by requesting the individual to stop his/her course of conduct. Immediately notify Public Safety if the individual continues to cause a disruption.
3. For either of the above situations, prepare a Student Conduct Disruption/Discipline Report located online.

NOTE: Knowing that possible disciplinary actions will be taken when a disruptive or unruly act occurs tends to dissuade similar actions from occurring in the future.

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NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555
Phoenix Police: 602.262.6151

Information Concerning Evacuations

Campus community members may be advised to evacuate a college building during an emergency or for other safety reasons. The signal to evacuate will normally be given by activating the **ALERTUS** system.

Reasons for evacuation:

- Gas
- Fire
- Power Outage
- Flash Flood

WHAT TO DO

When **ALERTUS** is activated and you are verbally advised to evacuate a building or area:

1. Remain calm, and leave the building and/or area in a safe and orderly manner.
2. As you are leaving the building:
 - a. Assist persons with disabilities or others requiring assistance.
 - b. Hold on to handrails while on the stairway.
 - c. **DO NOT** use elevators, matches or lighters.
3. Proceed to a safe location away from the danger after leaving the building or area.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111

Information Concerning Explosions

Explosions can occur for many reasons. Leaking gas, chemical accidents or bombs can cause an explosion.

If an explosion occurs, the main focus of everyone on campus is to assist the injured and safeguard against fires and gas leaks. The immediate response of outside resources such as the Fire Department, Police Department and Southwest Gas is needed to effectively deal with the situation.

WHAT TO DO

If this type of emergency occurs:

1. Try to remain calm and prepare yourself for further explosions by crawling under a table or a desk.
2. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.
3. Do not move seriously injured persons unless they are in immediate danger of being killed by a subsequent fire, building collapse or other occurrence.
4. Evacuate when requested.
5. Open doors carefully and watch for falling objects. Do not use telephones, elevators, matches or lighters.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600
Glendale Police: 623.930.3000
Southwest Gas: 602.271.4277

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555
Phoenix Police: 602.262.6151
Southwest Gas: 602.271.4277

Information Concerning Fires

The closest fire department is located at 9658 N. 59th Avenue. When there is a need for medical assistance or fire equipment, units will respond immediately.

Campus community members may deal with small, extinguishable fires as long as personal safety is not compromised and persons are trained in the use of fire extinguishers. The fire extinguishers located in the hallways and laboratories may be used for this purpose. However, always remember that personal safety should be your first concern. Never place yourself in a position where the fire is between you and the exit.

No matter how small the fire, always notify Public Safety. The notification will result in the dispatch of an officer to the scene to address the situation.

FIRE EXTINGUISHER INSTRUCTIONS

- Pull safety pin from handle.
- Aim at the base of the fire.
- Squeeze the trigger handle.
- Sweep from side to side at base of fire.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600

WHAT TO DO

If a fire occurs in your area:

1. Put it out if it is a small, extinguishable fire and you are trained in the use of fire extinguishers. Otherwise, alert all occupants in your area of the situation.
2. Never allow the fire to come between you and the exit.
3. Notify Public Safety if time allows. If not, evacuate promptly and pull the fire alarm as you exit the building. Watch for the responding officer and provide information.
4. Don't panic if trapped. Use the telephone to notify Public Safety of your location.

DO NOT:

Use the elevator or break windows.

Return for personal belongings as you may not get a second chance to leave.

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555

Information Concerning Gas Leaks

The college uses natural gas in various buildings on campus. Gas has a characteristic aroma of rotten eggs. Whenever gas is detected in a building or other enclosed area, it should be treated as an emergency and immediately reported to Public Safety. Gas leaks, when left unreported, can result in an explosion with subsequent injuries or death.

To limit the possibility of an explosion, avoid using light switches, fire alarms or telephones when gas is detected.

WHAT TO DO

If you smell gas (characterized by rotten egg smell):

1. Remain calm. Shut the gas off if the source of the leak is immediately apparent and can be easily corrected (e.g., Bunsen Burner, kitchen appliance, etc.).
2. Evacuate the building/area when the source of the leak is not apparent.
3. When evacuating:
DO NOT activate the fire alarm, use the phone or turn on lights in the affected area.
Verbally notify everyone in the affected area, and proceed to the closest exit and evacuate the building.
4. Notify Public Safety from an unaffected area.

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Southwest Gas: 602.271.4277

NORTH

EMERGENCY NUMBERS

911 Emergency
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Fire Department: 602.495.5555
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Southwest Gas: 602.271.4277

Information Concerning Hazardous Material Accidents

The college complies with OSHA regulations pertaining to Hazardous Chemical/Material handling and the Bloodborne Pathogens Standards.

Incidents involving human blood will normally require the use of universal precautions and engineering implements (e.g., latex gloves, goggles, CPR mask, face protection, etc.). Such use will protect the victim, the first aid provider and the employee cleaning the contaminated surface. In the case of hazardous chemicals/materials, special protection equipment may be required.

WHAT TO DO

When you have an incident that involves human blood or the release/spillage of a hazardous chemical/ material, please remain calm and:

1. Immediately notify Public Safety or use an emergency telephone. Provide information regarding the type of emergency, i.e., blood, chemical, hazardous material.
2. If a hazardous chemical/material is involved, evacuate the affected area. If a toxic or flammable gas is involved, do not pull the fire alarm. Verbally request people to evacuate the building as quickly as possible.
3. Avoid coming in contact with human blood without proper protection. If you do come in contact with blood, immediately wash your hands and advise the responding Public Safety personnel.

MAIN

EMERGENCY NUMBERS

911 Emergency

Public Safety: 53535

or 623.845.3535

Fire Department: 623.931.5600

Glendale Police: 623.930.3000

**Maintenance & Operations Dept:
53030 or 623.845.3030**

NORTH

EMERGENCY NUMBERS

911 Emergency

Public Safety: 54111

or 623.845.4111

Fire Department: 602.495.5555

Phoenix Police: 602.262.6151

**Maintenance & Operations Dept:
53030 or 623.845.3030**

Information Concerning Sick/Injured Employees

MCCCD is self-insured for on-the-job employee injuries. The injured employee must go to a designated facility for medical treatment in order to be covered. When the injury is serious or life threatening, the employee may be taken to a hospital instead. In either case, the employee’s supervisor is required to complete an “Authorization for Examination or Treatment” form. The employee must take this form with them when they go to the medical facility. In addition, the supervisor must complete a “Supervisors Report of Industrial Injury” and forward the paperwork to designated staff. Employees using their own doctor for initial treatment will not be covered by MCCCD’s compensation program.

Sick employees are not covered by MCCCD’s compensation program. Instead, their medical insurance provides the needed coverage. Always notify the employee’s supervisor concerning a sick employee.

WHAT TO DO

When you observe or are informed that a college employee is ill or injured:

1. Immediately notify Public Safety. Notify 911 followed by Public Safety in life-threatening situations. If the incident involves blood or other bodily fluids, ensure Public Safety is provided with this information.
2. Keep the ill or injured person as comfortable as possible while waiting for the officer or medical assistance to arrive. Do not attempt to move a person who has fallen and appears to be in pain.
3. Provide the responding officer and supervisor with your version of what happened after the ill or injured person has been attended to and the incident has concluded.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555

Information Concerning Medical Emergencies

The Glendale Fire Department responds to medical emergencies at Glendale Community College.

You can notify the Fire Department directly by dialing 911 when there is a need for immediate medical attention. Notify Public Safety immediately after the call.

The Fire Department medical team will respond to our general address. Upon arriving, they will ask to be taken to the specific building and room containing the sick/injured person. Therefore, it is important to notify Public Safety so they can assist in guiding the responding fire department medical team to the exact location of the emergency.

WHAT TO DO

Whenever you observe or are informed that a student or visitor is ill or injured:

1. Immediately notify Public Safety. Notify 911 followed by Public Safety in life-threatening situations. If the incident involves blood or other bodily fluids, ensure that Public Safety is provided with the information.
2. Keep the ill or injured person as comfortable as possible while waiting for the officer or medical assistance to respond. Do not attempt to move a person who has fallen and appears to be in pain.
3. Do not discuss the possible cause of the accident or any condition that may have contributed to the accident. Under no circumstances should insurance information be discussed with anyone.
4. Provide the responding officer with a description of what happened after the person has been attended to and the incident is concluded.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555

Information Concerning Power Outages

During the summer monsoon season, SRP will occasionally experience power outages that affect the college campus. The power failures are usually of short duration and have minimal impact on the campus. However, there is always the chance that a power outage can last for a long period of time.

The college does not maintain auxiliary power units to provide emergency power. There are battery operated emergency lights in the hallways and other exit paths. The emergency lights activate automatically when the power goes off.

During a power outage, please remain in the rooms until advised to leave the building. Generally, the power will come back on after a few minutes.

WHAT TO DO

If the building you are in experiences a power outage:

1. Remain calm.
2. If you are teaching a class, have the students remain seated and stand by for instructions from Public Safety. Public Safety personnel will make contact and provide information and assistance.
3. Provide assistance to visitors, students, and other staff in your immediate vicinity. Give special attention to persons who may require an elevator to exit the building.
4. Leave the building in an orderly manner when requested to do so by Public Safety.
5. Leave the building if the fire alarm bells and/or the ALERTUS system is activated.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
SRP: 602.236.8888
Fire Department: 623.931.5600

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
APS: 602.371.7171
Fire Department: 602.495.5555

Information Concerning Suspicious Letters or Packages

There is always the possibility a staff member may receive a written bomb threat or a suspicious letter/parcel in the mail, or find a suspicious package on campus grounds. In such situations, the safety of persons is of paramount importance; of secondary importance is the preservation of evidence and property.

A note/letter containing a written bomb threat should not be handled after the discovery is made. The item should be properly collected as evidence and sent for fingerprint and other laboratory analysis. Suspicious letters/packages should not be moved after discovery. In such situations, the Glendale Police Department will be notified by Public Safety.

BE CAUTIOUS OF:

- Foreign mail, air mail and special deliveries.
- Restrictive markings such as "Confidential" or "Personal."
- Misspelling of common words
- Oily stains or discoloration on a package
- Rigid, lopsided or uneven envelopes
- Protruding wires or tin foil
- No return address
- Excessive tape or string

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Fire Department: 623.931.5600

WHAT TO DO

If you find a suspicious package on campus grounds:

1. Remain calm. **DO NOT** allow anyone to handle the item or go near it.
2. Notify Public Safety.
3. Write down everything you can remember about receiving or finding the letter or parcel/package. Provide the information to Public Safety.
4. Assist officers in the evacuation of the threatened area when requested. **DO NOT** shut off lights, or close doors or windows as the area is evacuated.

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Fire Department: 602.495.5555

Information Concerning a Person with a Weapon

The possession of a firearm or other instruments commonly used to inflict bodily harm is prohibited at Glendale Community College and other MCCCDC colleges. All persons who attend classes, employed by the district/college, visiting the district/campus or who otherwise have business within MCCCDC, are prohibited from carrying weapons, concealed or otherwise (with or without a permit), on their person or anywhere on college property. Arizona Certified Peace Officers, who currently work with a law enforcement agency, are excluded from the **NO WEAPONS** policy.

The District Governing Board's **NO WEAPONS** policy is enforceable under the Arizona Revised Statutes, Title 13, section 13-2911, entitled "Interference with the peaceful conduct of an educational institution" and Title 13, section 13-3102, titled "Misconduct involving weapons."

WHAT TO DO

Whenever a staff member observes or becomes aware that a person on the college campus is in possession of a firearm or other instrument commonly used to inflict bodily injury, he/she should:

1. Notify Public Safety.
2. Notify his/her supervisor.

MAIN

EMERGENCY NUMBERS

911 Emergency
Public Safety: 53535
or 623.845.3535
Glendale Police: 623.930.3000

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
Phoenix Police: 602.262.6151

Information Concerning Severe Weather

Most of Arizona's severe weather occurs from June through September. Monsoon storms may occur on a daily basis during this period. These storms can consist of blowing sand, lightning, heavy rains, wind shear and severe wind gusts. Downburst, macroburst, microburst and sandstorm are the names commonly used to describe and quantify the severity of the storm.

Most of the danger from a monsoon storm comes from lightning and severe winds. The winds may be strong enough to move objects, knock down telephone/electric poles and damage structures such as buildings. Although less destructive than a tornado, some monsoon storms, such as a microburst, can be just as lethal.

At the inception of and during a monsoon storm, it is best to be inside a shelter such as a permanent structure or a motor vehicle for protection against flying objects and lightning. After the storm, it is important to check for downed power lines, flooded areas and/or other dangers that may be present.

WHAT TO DO

In case of severe weather, do the following:

1. Remain calm and seek shelter.
2. Move to a hallway or basement, if possible. Stay away from windows and glass doors.
3. Watch for downed power lines and other dangerous conditions after the storm has subsided.
4. Move to high ground or evacuate the building when major flooding occurs. Follow the directions of Public Safety and/or the responding emergency service provider, the Glendale Fire and Police Department.
5. Immediately notify Public Safety concerning unsafe conditions.

MAIN

EMERGENCY NUMBERS

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Public Safety: 53535
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SRP: 602.236.8888
Fire Department: 623.931.5600

NORTH

EMERGENCY NUMBERS

911 Emergency
Public Safety: 54111
or 623.845.4111
APS: 602.371.7171
Fire Department: 602.495.5555

Please provide the appropriate address
when notifying any emergency response unit.



GLENDALE COMMUNITY COLLEGE

GCC MAIN

6000 West Olive Avenue
Glendale, Arizona 85302

www.gccaz.edu
623.845.3000

GCC NORTH

5727 West Happy Valley Road
Phoenix, Arizona 85310

www.gccaz.edu/gccnorth
623.845.4000



CHANDLER-GILBERT | ESTRELLA MOUNTAIN | GATEWAY | GLENDALE | MARICOPA SKILL CENTER | MESA
PARADISE VALLEY | PHOENIX | RIO SALADO | SCOTTSDALE | SOUTH MOUNTAIN | SOUTHWEST SKILL CENTER

The Maricopa County Community College District is an EEO/AA institution and an equal opportunity employer of protected veterans and individuals with disabilities. GCC is accredited by the Higher Learning Commission.