



**WHAT IS AN EMERGENCY?** An emergency is any immediate threat to life and/or property that requires immediate response from police, fire, or ambulance personnel. Your judgment often determines whether an incident is an emergency. If you consider a situation to be an emergency, then it is an emergency and the procedures in this booklet should be followed. **If in doubt, err on the side of safety!**

***You should call 911 in ALL emergencies***

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## GENERAL EMERGENCY

1. Call 9-1-1. (9-9-1-1 to get an outside line first).

**When reporting an emergency:**

- Stay on line with the dispatcher.
- Provide the address, location and a description of the emergency.
- Provide the complete phone number at your location.
- Provide a thorough description of the incident to ensure the appropriate resources are dispatched.

2. Notify front desk: 1-8911

3. Notify a MEMS Team member:

Public Safety 480-731-8436 or 623-826-7784  
Risk Manager 480-731-8879 or 602-290-7403  
Emergency Coordinator 480-731-8184 or 480-789-3231  
MEMS PIO 480-731-8789 or 480-518-7072

4. If evacuation is required, pull fire alarm.

5. Follow normal evacuation route. Follow alternate route if normal route is too dangerous.

6. Gather in designated locations. Supervisors (and faculty) take headcount.

7. Missing personnel and last known location to be immediately relayed to Public Safety/Evacuation team.

8. Refer public inquiries to information posted on web: [www.maricopa.edu/mems](http://www.maricopa.edu/mems)

9. Refer media to MEMS PIO (480-731-8789 or 480-518-7072).

10. Depending on severity of the incident, the central source for information updates is:

**[www.maricopa.edu/mems](http://www.maricopa.edu/mems)**

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## ANIMALS – As a threat

Animals are not allowed on premises. The only exception is assistance animals.

### In the case of rabid or dangerous animals:

1. First ensure the safety of students, employees and visitors.
  2. Call 9-1-1, if necessary. / Notify front desk 1-8911.
  3. If possible, leave the area.
  4. Notify a MEMS Team member:  
Public Safety 480-731-8436 or 623-826-7784  
Risk Manager 480-731-8879 or 602-290-7403  
Emergency Coordinator 480-731-8184 or 480-789-3231
  5. Provide description of animal(s) and the animal's location.
  6. If possible, seal off area if animal(s) still present.
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## BOMB THREAT

### Upon receiving a message that a bomb has been planted on the premises:

1. Use bomb threat checklist (back page)
  2. Ask where the bomb is located,  
when will the bomb go off,  
what materials are in the bomb,  
who is calling, and  
why caller is doing this.
  3. Listen closely to caller's voice and speech patterns, and to noises in background.
  4. After hanging up phone, immediately dial 9\*57 to trace call.
  5. Notify your supervisor and a MEMS Team member:  
Public Safety 480-731-8436 or 623-826-7784  
Risk Manager 480-731-8879 or 602-290-7403  
Emergency Coordinator 480-731-8184 or 480-789-3231  
MEMS PIO 480-731-8789 / 480-731-8248
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## BUILDING / SITE / COLLEGE ATTACK

Weapons of mass destruction likely to be employed by terrorists fall into four basic categories: Nuclear, Biological, Chemical, and Conventional. Follow these procedures to protect human life.

**Nuclear:** Defense against nuclear weapons depends primarily on distance from the point of detonation. Follow same action steps for "Conventional."

**Conventional:** The danger from the blast effect of conventional explosive devices is similar to nuclear devices with a higher rate of survivability.

### If responding to the threat of an imminent conventional or nuclear blast nearby:

1. Move people to specifically identified rooms. Interior hallways may be used as an alternate.
2. Close all doors leading into hallways to minimize flying glass.
3. All people assume the duck, cover and hold position on the ground.
4. Shelter in place to protect from fall-out if attack is far enough away.
5. Account for all employees - keep people inside buildings. Allow individuals (employees or guests) to leave at their own discretion once cleared to do so by police/fire, Public Safety, emergency management, or military authorities.

**Biological:** Defense against biological attacks is difficult. Awareness is usually not possible for days or weeks. The first signs may emerge as personnel notice a higher than usual incidence of various symptoms.

**Should a biological attack be discovered while work/classes are underway:**

1. Reverse-evacuate all people into site/school buildings.
2. Shelter-in-place.
3. Close all doors and windows.
4. Seal doors, windows, and vents with plastic and duct tape.
5. Keep students and employees inside buildings. Allow people to leave at their own discretion, or parents to pick up young children, once cleared to do so by police/fire, Public Safety, emergency management, or military authorities.

**Chemical:**

1. Reverse-evacuate all people into school buildings.
2. Shelter-in-place.
3. Close all doors and windows.
4. Seal doors, windows, and vents with plastic and duct tape.
5. Be prepared to treat those who experience a reaction to chemical agent.
6. The decision to evacuate should be made after consulting with police/fire, Public Safety, emergency management, or military authorities.

**If the site/college is the target:**

1. Follow evacuation procedures.
2. Evacuate to a pre-determined off site location(s).

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## RIOT/STUDENT UNREST

1. Call 9-1-1, if situation is dangerous to people or property. Follow reporting emergency guidelines.
2. Notify front desk: 1-8911
3. Notify a MEMS Team member:
  - Public Safety 480-731-8436 or 623-826-7784
  - Risk Manager 480-731-8879 or 602-290-7403
  - Emergency Coordinator 480-731-8184 or 480-789-3231
  - MEMS PIO 480-731-8789 / 480-731-8248
4. Evacuate the area if advised by emergency personnel or Public Safety.
5. Keep other students/staff calm.
6. Lock classroom/office doors.
7. If in lockdown, do not allow students/staff to leave the classroom/office until you receive an all-clear signal from police/fire or Public Safety
8. Make a list of students/staff that are missing. Relay this information to Public Safety/Emergency personnel as soon as possible.

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## COLLEGE VEHICLE INCIDENT

- Driver/Monitor:**
1. First ensure the safety of students and employees.
  2. Call 911, if necessary.
  3. Notify Risk Manager 480-731-8879 or 602-290-7403 (college notify Public Safety first)
  4. Prepare Traffic Accident Incident Form.
  5. Exchange insurance information with other involved drivers.

- College Personnel:**
1. Notify Risk Manager and Public Safety.
  2. Identify location(s) to which injured have been taken.
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## **CRIME IN PROGRESS**

1. Remain calm.
2. Call 9-1-1
3. Notify Public Safety 480-731-8436 or 623-826-7784.
4. From a safe distance, write down or make a mental note of as much information as possible (i.e., suspect description, clothes worn, vehicle description and license plate number).

## **DISRUPTIVE PERSON**

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

### **Outside the building/classroom:**

1. Notify Public Safety 480-731-8436 or 623-826-7784.
2. Wait for responding officer.
3. Describe the incident to the responding officer.

### **Inside the building/classroom:**

1. The employee/instructor should immediately contact front desk 1-8911.
2. Front desk notifies Public Safety 480-731-8436 or 623-826-7784
2. The employee/instructor should calmly address the situation with the disruptive person to defuse the incident.
3. Wait for responding officer.
4. Describe the incident to the responding officer.
5. *Classroom:* Prepare and forward a "STUDENT CONDUCT DISRUPTION/DISCIPLINE REPORT"

## **FIGHTS/ASSAULTS**

DO NOT TAKE MATTERS INTO YOUR OWN HANDS.

1. Ensure the safety of students, employees and visitors first.
2. Call 911, if necessary.
3. Notify front desk 1-8911.
4. Notify Public Safety 480-731-8436 or 623-826-7784
5. Evacuate the area.

## **INTRUDER / HOSTAGE**

*(Intruder: an unauthorized person who enters District/college property)*

1. Notify front desk 1-8911.
2. Notify Public Safety 480-731-8436 or 623-826-7784.
3. DO NOT APPROACH.
4. Provide detailed description of intruder.
5. Be prepared to evacuate area and assist with evacuation.

### **If taken hostage:**

1. Follow instructions of hostage taker.
2. Try not to panic. Calm students if they are present.
3. Treat the hostage taker as normally as possible.
4. Be respectful to hostage taker.
5. Ask permission to speak and do not argue or make suggestions

## WEAPONS

1. Call 9-1-1 if an unauthorized weapon is suspected to be in on site.
  2. DO NOT APPROACH SUSPECT.
  3. Notify front desk 1-8911.
  4. Notify Public Safety 480-731-8436 or 623-826-7784
  5. If suspect threatens you with a weapon, do not try to disarm them. Back away with your arms up.
  6. Remain calm.
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## FIRE

### **In the event of fire or smoke:**

1. Activate fire alarm. (*Fire Department/Public Safety respond to all fire alarms.*)
  2. Evacuate to an assembly area (See map, back page).
  3. Follow normal evacuation drill route. Follow alternate route if normal route is too dangerous.
  4. Supervisors and faculty take a head count after being evacuated.
  5. Report missing personnel/students to evacuation team/Public Safety. The last known location of personnel/students will be relayed.
  6. No one may re-enter building(s) until entire building(s) is/are declared safe by fire/police.
  7. Evacuation team/Director of Public Safety notifies employees/students when situation is clear and normal operations may resume.
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## GAS LEAK

### **If gas odor has been detected in the building:**

1. Notify Facilities (Darren S.) 480-731-8177 / Cell 602-791-4597 (College: also notify Public Safety)
2. Do not pull fire alarm.
3. When advised, evacuate employees/students to a safe distance outside of building.
4. Follow normal fire drill route. Follow alternate route if normal route is too dangerous.
5. Supervisors/faculty take headcount.
6. Missing personnel and last known location will be relayed to Evacuation Team/emergency personnel.
7. No one may re-enter building(s) until fire or police personnel declare entire building(s) safe.
8. Facilities notifies employees/students upon termination of emergency. Normal operations may resume.

### **If gas odor has been detected outside the building:**

1. Notify Facilities (Darren S.) 480-731-8177 / Cell 602-791-4597 (College: also notify Public Safety)
  2. Notification will be made whether to shelter-in-place or evacuate at fire/police direction.
  3. If evacuated, no one may re-enter building(s) until fire/police declare entire building(s) safe.
  4. Facilities notifies employees/students upon termination of emergency. Normal operations may resume.
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## POWER OUTAGE

### **If the fire alarm is activated, follow evacuation procedures; otherwise:**

1. If in a meeting room or class, remain in the room until directive is clear (alarm, bullhorn, text, etc).  
Then follow directive (evacuate, shelter-in-place, lockdown, etc.)
  2. If in an elevator, use the emergency phone to notify front desk/facilities/fire/public safety.
  3. Provide assistance to those in need (i.e. visitors, handicapped).
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# HAZARDOUS MATERIALS EVENT

## Incident occurred on site/campus:

1. Call 9-1-1.
2. Notify Facilities (Darren S.) 480-731-8177 / Cell 602-791-4597.
3. As directed by authorities: evacuate, lockdown or shelter-in-place.
4. Fire officer in charge will recommend shelter or evacuation actions.
5. Follow normal evacuation or sheltering procedure.
6. Supervisors/faculty take headcount.
7. Missing personnel and last known location will be relayed to fire/police.
8. Resume normal operations only after approval from fire officials.

## Incident occurred near site/college property:

1. Fire or police will notify public safety/facilities/Chancellor's Office.
  2. Fire officer in charge of scene will recommend shelter or evacuation actions.
  3. Follow procedures for sheltering or evacuation.
  4. Resume normal operations only after approval from fire officials.
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## EVACUATION / LOCKDOWN / SHELTER-IN-PLACE

Evacuations are conducted when a situation inside a building is dangerous to people. The evacuation directive is issued to clear a room / building / site in a timely and orderly manner. Evacuation directives may come in the form of alarms, verbal direction from authorities, door-to-door, text or e-mail messages, or other means.

Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to people outside site/college buildings. MEMS Team/Facilities/Director of Public Safety will issue lock-down order by announcing (via speaker, bullhorn, text message, e-mail) and/or sending a messenger to each floor/classroom, or other alternate method.

In the event of a lockdown/shelter-in-place is decided, follow the direction of authorized personnel (Evacuation Team/MEMS Team/Public Safety Officers/other personnel delegated by administrator on duty.

These directions will include:

1. Go into offices/classrooms or secure rooms, lock doors, cover windows.
2. Move all people away from windows and doors.
3. Have all people get down on the floor.

Allow no one outside of offices/classrooms until the police/fire/authorized personnel give the all-clear signal. An all-clear signal needs to be determined.

### EVACUATION:

1. Follow evacuation drill procedures and route. Follow alternate route if normal route is too dangerous.
2. Take employee list/classroom roster and emergency kit.
3. Direct employees/students to follow normal evacuation drill procedures.
4. If safe to do so:
  - a. Close all windows.
  - b. Lock doors.
5. Assist with disabled and non-English speaking individuals.
6. Proceed to assembly area.
7. Evacuated staff will stay with their department. If visitors or students are evacuated, stay with visitors/students unless relieved by buddy/teacher.
8. Account for employees/take roll again when group arrives at the relocation center.

Supervisors/faculty:

When in designated assembly areas, account for all employees/students and visitors. Immediately inform response authorities of missing staff and/or student(s).

**REVERSE EVACUATION**

Reverse Evacuation/Shelter-in-place provides refuge for employees, students, and visitors within site/campus buildings during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change, depending on the emergency. Be prepared to go into lockdown/shelter-in-place once inside.

1. Proceed to the determined designated safe areas in each building.
2. Evacuation Team/MEMS Team/Facilities/Public Safety direct individuals to assemble in safe areas.
3. Bring all people inside building(s).
4. Supervisors are responsible for departmental personnel accountability. (Faculty account for all students after arriving in the safe area.)
5. Close all exterior doors and windows.
6. Personnel will contact each classroom/department for a headcount.
7. All individuals must remain in safe areas until notified by authorized personnel that situation is clear.

If advised:

1. Turn off any ventilation leading outdoors.
2. Cover up food not in containers or put it in the refrigerator.
3. Cover mouth and nose with handkerchief, cloth, paper towels or tissues.

**SHELTERING PROCEDURES:**

Sheltering provides refuge for employees, students, and visitors within buildings during an emergency. Shelters are located in areas that maximize the safety of occupants. Safe areas may change depending on the emergency.

1. Fire/Police/Facilities/Public Safety will notify employees of a sheltering-in-place occurrence through phone, loud speakers, runners, text, e-mail, or other means.
2. Employees/students/visitors assemble in safe areas. Bring all people inside building(s).
3. Department supervisors account for employees (Faculty account for all students) when in safe area.
4. Contact Evacuation Team/MEMS Team/Facilities if employees/students are missing.
5. All must remain in safe areas until notified by fire/police or authorities that situation is clear.

If advised:

1. Close all exterior doors and windows.
2. Turn off any ventilation leading outdoors.
3. Seal doors, windows, and vents with plastic sheets and duct tape if available.
4. Cover up food not in containers or put it in the refrigerator.
5. Cover mouth and nose with handkerchief, cloth, paper towels or tissues.

Supervisors/Faculty if advised of sheltering in place:

1. Verify information through Supervisor/Evacuation Team/Public Safety.
2. Lock office areas/classrooms.
3. Warn employees/students/visitors, if advised.
4. Account for all employees/students and visitors.
5. Stay with employees/students/visitors.
6. Refer media to MEMS PIO.

# **MEDIA**

1. All staff must refer media to MEMS PIO 480-731-8789 / 480-731-8248. Only authorized individuals may provide public comment on behalf of the institution.
2. MEMS PIO assumes responsibility for issuing public statements during an emergency.
3. MEMS PIO serves as college spokesperson unless he/she designates a spokesperson. If spokesperson is unavailable, an alternate will be designated.
4. Designated liaison\* acts as contact for emergency responders and assists Evacuation Team/MEMS Team with coordinating media communications.

During an emergency, adhere to the following procedures:

1. Present all factual information to MEMS PIO.
2. Do not argue with media.
3. Maintain log of all telephone inquiries.
4. Respect privacy of victim(s) and family of victim(s). Do not release names to media.
5. Only authorized individuals may provide public comment on behalf of the institution. Refrain from exaggerating or sensationalizing crisis.

\* Liaison Officer is a federal designation for an in-house delegated person to coordinate activities with outside agencies.

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# **MEDICAL**

## **MEDICAL-EMPLOYEE**

**In the event that an employee needs first aid or medical assistance:**

1. Call 9-1-1 if needed.
2. Notify Facilities 480-731-8177 / Cell 602-791-4597.
3. Notify Risk Manager 480-731-8879 / Cell 602-290-7403 – Advise if blood or bodily fluids are involved.
4. Keep the ill or injured person as comfortable as possible.
5. Do not perform any first aid beyond your certified training.
6. Do not move a person that has fallen or appears in pain.
7. Report any details leading to the injury to responding officers and emergency services.
8. Supervisor prepares necessary industrial report forms.
9. If needed, Supervisor provides transportation to nearest healthcare facility:  
U.S. Health Works, 1492 S. Mill Ave., Suite 101.

## **MEDICAL-STUDENT**

**In the event that a student or visitor is ill or injured:**

1. Call 9-1-1 if needed.
2. Notify Facilities 480-731-8177 / Cell 602-791-4597.
3. Notify Risk Manager 480-731-8879 / Cell 602-290-7403 – Advise if blood or bodily fluids are involved.
3. Keep the ill or injured person as comfortable as possible.
4. Do not perform any first aid beyond your certified training.
5. Do not move a person that has fallen or appears in pain.
6. Report any details leading to the injury to responding authorities and emergency services.
7. Do not discuss possible cause of an accident or condition that may have contributed to the accident.
8. Document or report to supervisor to which health care facility student/visitor was taken or if released.

## **MEDICAL - SERIOUS INJURY/DEATH**

### **If incident occurred on site/campus:**

1. Call 9-1-1.
2. Notify Risk Manager 480-731-8879 / Cell 602-290-7403.
3. Notify Public Safety 480-731-8436 or 623-826-7784.
4. If possible, isolate affected student/staff member.
5. Risk Manager/Public Safety will make necessary notifications.
6. Refer media to MEMS PIO.

### **If incident occurred off site/campus:**

1. Call 9-1-1.
2. Notify Risk Manager 480-731-8879 / Cell 602-290-7403.
3. Notify Public Safety 480-731-8436 or 623-826-7784
3. Follow directions of Risk Manager/Legal.
4. Announce availability of counseling services for those who need assistance.
5. Refer media to MEMS PIO.

## **MEDICAL - SUICIDE**

### **Suicide attempt on site/campus:**

1. Verify information.
2. Notify Risk Manager 480-731-8879 / Cell 602-290-7403.
3. Notify Public Safety 480-731-8436 or 623-826-7784.
4. Follow directions of Risk Manager/Legal.

### **Suicidal death/Serious injury:**

1. Verify information.
2. Call 9-1-1.
3. Notify Risk Manager 480-731-8879 / Cell 602-290-7403.
4. Notify Public Safety 480-731-8436 or 623-826-7784.
5. Follow directions of police/fire.

### **Post-crisis Intervention:**

1. Meet with Risk Manager to determine appropriate resources.
2. Assess stress level of staff. Recommend counseling to overly stressed staff.
3. Refer media to MEMS PIO. Do not let media question employees or students.
4. Supervisors/faculty should follow-up with employees/students who received counseling.
5. Resume normal routines as soon as possible.

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## **SUSPICIOUS PACKAGE**

1. Remain calm.
  2. Do not let anyone handle item or go near it.
  2. Notify Risk Manager 480-731-8879 / Cell 602-290-7403.
  3. Notify Public Safety 480-731-8436 or 623-826-7784.
  4. Risk Manager/Public Safety Director will make the determination to call emergency services.
  5. Write down any pertinent information concerning the package (i.e. how received, when, how found)
  6. Follow evacuation procedures if told to do so.
  7. Do not shut off lights, close doors or windows.
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# WEATHER

## **Severe Weather Watch has been issued in an area near site/college:**

1. Reverse evacuation.
2. Bring all people inside building(s).
3. Close windows and blinds.
4. Severe weather safe areas are under desks and in hallways away from windows and large rooms.
5. If possible, watch [www.maricopa.edu/mems](http://www.maricopa.edu/mems) and/or local media for updates.

## **Severe Weather Warning has been issued in an area near site/college or severe weather has been spotted near site/college:**

1. Move employees/students/visitors to safe areas.
  2. Supervisors/faculty account for all students/staff. (Faculty takes class rosters.)
  3. Report missing personnel to Public Safety 480-731-8436 or 623-826-7784. Relay the last known location of missing personnel.
  4. Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.
  5. If possible, watch [www.maricopa.edu/mems](http://www.maricopa.edu/mems) and/or local media for updates.
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# MAPS OF DESIGNATED ASSEMBLY AREAS

ASSEMBLY AREA MAP [to be added]

# BOMB THREAT QUESTIONS & CHECK LIST

- 1) When is the 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 location? \_\_\_\_\_
  - 9) What is your name? \_\_\_\_\_
  - 10) Exact wording of threat: \_\_\_\_\_
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## A. Caller's Voice (circle as many as apply)

Calm	Nasal	Angry	Stutter	Excited	Lisp
Slow	Raspy	Rapid	Deep	Soft	Ragged
Hoarse	Clearing	Throat	Laughter	Deep Breathing	Foul
Crying	Cracked	Voice	Normal	Disguised	Distinct
Accent	Slurred	Familiar	Well-Spoken	Incoherent	
Taped	Irrational	Read			

If voice is familiar, whom did it sound like? \_\_\_\_\_

## B. Background Sounds:

Street Noises	Factory	Machinery	Animal Noises	Voices
Clear	PA System	Static	Local Call	Music
Long Distance	House Noises	Phone Booth	Motor	Office Machinery

C. Sex of Caller:    Male    Female    Unknown

D. Race:

E. Age:

F. Length of call:

G. Unique threat language:

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Person taking call: \_\_\_\_\_

Number where call received: \_\_\_\_\_