

Gordon-Conwell Theological Seminary

**EMERGENCY
RESPONSE GUIDEBOOK**

Jacksonville Campus

July 2013 Version

Emergency Phone Numbers

To report any police, fire, or medical emergency, call:

Using campus phone: 911 (You will be connected with the Jacksonville Sheriff's Office)

Off campus or from a cell phone: 911 (You will be connected with an emergency dispatch center, they will forward your call to the appropriate agency for response)

In the event of a fire, activate the building's fire alarm system BEFORE calling 911.
Evacuate the building immediately!

When calling 911:

- Stay on the line with the dispatcher.
- Provide the address of the building (7235 Bonneval Road, Jacksonville, FL) involved and your exact location. This is especially critical if you are calling from a cell phone.
- Provide a thorough description of the incident to ensure that proper resources are dispatched.
- DO NOT HANG UP until the dispatcher tells you to do so.

NOTE: Some Building or department-specific information may differ from the details offered in this guide. Please see the back section of this guide for any additional information or modification of this guidebook.

Other Emergency Phone Numbers:

Gordon- Conwell Theological Seminary, Enrollment Manager/Security Administrator:

CALL: David Hilburn, Jacksonville Campus at: (904) 354-4800

Telephoned Bomb Threat

Instructions: *(please familiarize yourself with this guideline prior to an event)*

If a staff member receives a **Telephoned Bomb Threat**, he/she should remain calm and observe the following procedures:

- Note the time of the call
- Attempt to keep the caller on the line as long as possible
- Try to notify another staff member by a motion, signal or note so that they can make the Enrollment Manager/ Security Administrator and Administration (Crisis Management Team) aware of the situation. If this can be accomplished, the staff member should call the Enrollment Manager/ Security Administrator at (904) 354-4800.
- Use the attached Bomb Threat form to record relevant information.
- Try to secure the answers to the questions on the ***Bomb Threat Form (Always keep accessible)*** without placing undue pressure on the caller.

If a suspected bomb threat is received through the mail, DO NOT handle the letter or envelope unnecessarily and immediately report its receipt to the Enrollment Manager/ Security Administrator at (904) 354-4800.

If none of the above personnel can be reached immediately, and the contents of the letter indicate immediate action should be taken, **call 911** and follow the instructions given.

If, however, there is no reason to believe that the danger presented by the threat is imminent, call the Enrollment Manager/ Security Administrator at (904) 354-4800, for further instructions.

If a suspicious object or package is found and there is reason to believe that it may contain a bomb, do not touch the object, keep all persons away from the object and **call 911 immediately** and follow the instructions given.

Flooding

In case of imminent or actual flooding:

Flooding can occur due to major rainstorms, water main breaks, or loss of power to sump pumps.

1. If you can do so safely:

- Secure vital equipment, records, and hazardous materials by moving to higher, safer ground.
- Shut off all non-essential electrical equipment.
- Wait for instructions from the Enrollment Manager/ Security Administrator.

2. Move all personnel to a safe area, away from the building in danger. Locate those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.

3. Do not return to the building until instructed to do so by Enrollment Manager/ Security Administrator.

4. Call the Jacksonville Office Coordinator/Security Administrator at (904) 354-4800 for assistance with flood clean up.

Civil Disturbance

Civil disturbances include riots, demonstrations, threatening individuals, or assemblies that have become significantly disruptive.

In the event of a civil disturbance:

- Call 911 from any campus phone or 911 from a cell phone or from off campus.
- If the event is in its initial stage and has not reached a critical point; call the Enrollment Manager/ Security Administrator at (904) 354-4800.
- Provide the location and all possible details to the Enrollment Manager/ Security Administrator.
- Do not provoke or become involved in the disturbance.
- If safe to do so, secure your work area, log off computers, and secure sensitive files.
- If the disturbance is outside, stay away from doors and windows. Remain inside.

Gas Leak - Fumes - Vapors

If you detect natural gas, fumes or vapors:

- Call 911 from any campus phone or 911 from a cell phone or from off campus to report the situation.
- Clear the area immediately if instructed to do so by the emergency dispatcher, providing assistance to those with special needs.
- Provide your location and the location of the odor to the dispatcher.
- Provide as many details as possible to the dispatcher.

If a building or area evacuation is ordered by the emergency responders:

- Leave all ventilation systems operating (e.g. HVAC, thermostats) unless instructed otherwise by emergency responders.
- Leave the area immediately, avoiding the use of elevators unless necessary.
- Identify those persons with special needs, and provide assistance if possible. Otherwise, provide their location to emergency responders.
- Report to your designated Emergency Assembly Area to be accounted for.

Active Shooter/Active Threat

PERSONAL SAFETY TIPS – ACTIVE SHOOTER/THREAT

The following safety tips from the Department of Public Safety, Campus Safety are offered as a response guide for use during incidents of active shooter or active threats.

1. Activate cell phones to receive campus emergency alert notification that may be sent through the “Emergency” Alert System ¹, be prepared to take appropriate action if a threat presents itself;
2. Evacuate the area (whether inside or outside a building) if you know that it is safe to do so – seek shelter in a nearby building if the threat is exterior to the campus building;
3. If a threat presents itself, seek cover and barricade yourself (with others if possible) by placing as much material between you and the threat – remain quiet and turn off lights to make the area appear unoccupied;
4. As soon as it is safe to do so, notify authorities by calling 911 from a cell phone (or 911 from a campus phone) and provide as much information as possible;
5. Do not approach emergency responders (they may perceive you as a threat as they do not know who you are) – let them come to you;
6. Remain under cover until the threat is passed or you have been advised by law enforcement that it is safe to exit;
7. The first step in personal safety is to maintain an awareness of the situation and environment around you.

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The Seminary has implemented an emergency notification alert system. This system will be used to notify you of any critical life safety issues on campus.

For more information about this subject please contact the Department of Public Safety, Campus Safety at (978) 646-4180.

Suspicious Person(s)

The Best Defense - YOU!

Professional thieves who try to blend into an office building or other setting by looking and acting just like any other employee, student, visitor or contractor. They look for things easy to steal that may be left out in the open or left in an unsecured drawer, such as wallets, keys, cash, equipment and most commonly, laptop computers. They steal quickly and look for things that are of value and are easy to steal. And, of course, they don't want to be observed or caught, so they prey on offices left open or where students and employees are in meetings or not in their offices. They even use props – like umbrellas, brief cases, fake ID's and even business cards along with clothing and equipment commonly used in the building they are targeting – to make you think they belong and are legitimate.

YOU are the best defense against the thief! If you see the following, report the person to Enrollment Manager/ Security Administrator at (904) 354-4800 or simply ask if you can help them:

- An unfamiliar person going from room to room or office to office;
- A person standing in a hallway for a long period of time or wandering in a hallway or common areas;
- A person waiting outside of the building near the time that the building will be opening or closing;
- A maintenance employee or contractor who you have not seen before
- A person who looks lost or not sure where he or she is going and
- Watch out for the “ Head Popper.” A “Head Popper” is an opportunistic thief or burglar who peers his/her head quickly into a room or opens a wrong door, pretending to look for a specific office or person. Their intention is to deprive the rightful owner of property (i.e., credit cards, money, car keys, laptop computer, etc.).

To report a suspicious person call the Enrollment Manager/ Security Administrator at (904) 354-4800.

Suspicious Package

If you receive or discover a suspicious package or device:

Do not touch it, tamper with it, or move it!

IMMEDIATELY CALL: The Enrollment Manager/Security Administrator at (904) 354-4800 * or call 911*

**Do not use a cell phone within 300 feet of the suspicious package.*

What constitutes a suspicious letter or parcel?

Some typical characteristics, which ought to trigger suspicion, include letters or parcels that:

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect title or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated, and appears suspicious.
- Have no return address or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape.
- Are marked with overly restrictive endorsements, such as several "Personal" or "Confidential" markings.
- Have strange odors or stains.

What to do if you receive a suspicious package or parcel:

- Handle with care. Do not shake or bump.
- Isolate it immediately.
- Don't open, smell, touch, or taste.
- Treat it as suspect. Call the Enrollment Manager/ Security Administrator or local law enforcement authorities.

Power outage

In the event of a power outage, the building is provided with emergency lighting to aid in the safe evacuation of the building. To report a localized power outage, contact the Enrollment Manager/ Security Administrator at (904) 354-4800.

Be prepared:

- It is recommended that employees keep a flashlight with spare batteries immediately accessible.
- Know how to locate the closest exit.

In the event of a large-scale power outage:

- Remain calm.
- Follow directions provided by the Enrollment Manager/ Security Administrator through the established campus communications systems.
- If building evacuation becomes necessary, seek out persons with special needs and provide assistance if possible. If additional assistance is necessary, contact the Enrollment Manager/ Security Administrator at (904) 354-4800.
- Secure all vital equipment, records, and hazardous materials if safe to do so.
- Do not light candles or other types of flames for lighting.
- Unplug electrical equipment, including computers, and turn off the light switches.

If people are trapped in an elevator:

- If you are able to communicate with them, let the passengers know help has been summoned.
- Call 911 from any campus phone or 911 from a cell phone or off-campus phone.
- Provide specific location information and number of individuals involved to the dispatcher.
- Stay near the passengers if safe to do so, until emergency responders are on site and the elevator is identified.

Tornado and Weather Emergencies

Important weather related terms:

Tornado Watch means tornadoes are possible in your area. Remain alert for approaching storms, and be prepared to seek shelter.

Tornado Warning means a tornado is imminent or has been indicated by Doppler radar or reported by storm spotters. Move to your pre-designated place of safety immediately!

Severe Thunderstorm Watch means severe thunderstorms are possible in your area.

Severe Thunderstorm Warning means a severe thunderstorm is imminent or has been indicated by Doppler radar or reported by storm spotters.

What to do during a tornado warning:

When tornado has been reported or sighted in the region, go to a safe shelter immediately.

Tornado and Weather Emergencies

1. Move to a pre-designated shelter, such as a basement (refer to the last page of this guide for the Jacksonville building location). Assist those with special needs in getting to the shelter area.
2. Put as many walls as possible between you and the outside. Get under a sturdy table and use arms to protect head and neck. Stay away from windows and open spaces. Stay there until the danger has passed.
3. If there is no basement, go to an interior room on the lowest level (closets, interior hallways, or restrooms). Do not open windows. Do not call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. 911 lines need to be kept open and available for emergency calls.
5. If outside, get out of vehicles immediately and go to the lowest floor of a sturdy nearby building.
6. If caught outside with no shelter, lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of potential for flooding.
7. Never try to outrun a tornado in a car or truck; instead, leave the vehicle immediately for safe shelter. Tornadoes are erratic and move swiftly.
8. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries. Do not call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. 911 lines need to be kept open and available for emergency calls.

Hurricanes, Severe Storms and Weather related Emergencies

When severe weather conditions are predicted, monitor weather reports closely.

■ NOAA weather
www.noaa.gov

■ Weather.com
www.weather.com

Fire Alarms

Upon discovering a fire, explosion or smoke in the building.

1. Activate the fire alarm system by pulling the nearest fire alarm box (pull-station).
2. Call 911, and be prepared to give:
 - Building Name (Gordon-Conwell Theological Seminary, 7235 Bonneval Road, Jacksonville, FL)
 - Floor
 - Room Number
 - Type of Incident
3. **Do not use elevators** during a fire emergency.
4. When fire alarm sounds, complete evacuation is required. Walk, do not run to the nearest stairway exit and proceed to ground level. If stairway contains smoke or fumes, use an alternate stairway exit. Close doors (leave unlocked) and windows if possible as you leave. The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops. Take personal belongings with you if you have time (e.g. jacket).
5. Leave the building and move away from it at least 100 feet, leaving the drives and walks open for arriving fire equipment. Do not return to the building until directed to do so by police officers or fire fighters. Persons with disabilities should move at least 100 ft. from the building. If you cannot move far enough on your own request assistance from emergency personnel.
6. Someone familiar with the situation and who knows the area involved should meet the fire department. Someone with keys, which may be needed to allow firefighters access to affected areas, should make themselves available upon arrival of the fire department.
7. Everyone must follow the orders of the fire fighters and police officers and the Enrollment Manager/ Security Administrator when they arrive.
8. Notify firefighters on the scene if you suspect someone may be trapped inside the building.

Building-Specific Information and Resources

Reporting Emergencies:

Call the Enrollment Manager/Security Administrator at (904) 354-4800 from your office phone or dial 911 from any campus phone or dial 911 from a cell phone or off campus phone.

The designated safe area(s) in this building for tornado sheltering is:

- 1. First floor stairwell**

Evacuation - in the event it becomes necessary to evacuate this facility, the designated Emergency Assembly Area is:

All persons upon exiting from Jacksonville Campus should proceed to the east parking lot immediately outside of the building away from emergency response personnel. If there is a bomb-threat or the first evacuation zone is not available, students should proceed to the east parking lot.

Other specific building information (if any):
