

EMERGENCY RESPONSE GUIDE



LEHMAN
COLLEGE



FAUSTO RAMIREZ,
DIR. OF PUBLIC SAFETY

DEPARTMENT OF PUBLIC SAFETY DISPATCHER
On Campus Dial Ext. 7777 / 8228
Off Campus Dial 1-718-960-7777 / 8228
New York City Police Operator 9-911



TO REPORT AN EMERGENCY:

- Call Public Safety Dispatcher and state “This is an emergency”.
- Give nature of emergency.
- Number you are calling from.
- Identify location of the emergency.
- Unless there is an immediate threat to you, do not hang up until instructed to do so.

REMEMBER: *You may be Lehman College’s first line of defense, keep your eyes and ears open.*

**For more detailed information,
please visit the following link:**
lehman.edu/ergguidelines

**SCAN
HERE**

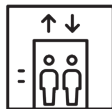


EMERGENCY PHONE NUMBERS • REPORTING EMERGENCIES

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN TRAPPED AND/OR REPORTING PERSON(S) TRAPPED IN AN ELEVATOR:



- PRESS alarm button and remain calm.
- Use the elevator's emergency telephone or intercom to speak with the Public Safety Dispatcher.
- Give the location of the elevator, i.e., building and floor.
- When known, give the number of people trapped.
- Report any injuries/medical conditions.
- Report any noises or occurrences that happened before the event.
- DO NOT attempt to exit the elevator if doors should open between floors.

BE PREPARED:

- * For each elevator you ride, locate the **STOP** button and the emergency telephone.

PERSON(S) TRAPPED IN ELEVATOR

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING

A POWER OUTAGE/WATER LEAK:

- Provide the location of the incident.
- Report any noises or occurrences that happened before the incident.



BE PREPARED:

- * Keep a flashlight handy.
- * Know how to locate the nearest exit.
- * If a leak threatens your work area, move items off the floor.
- * **NEVER** touch fallen electrical lines or exposed electrical wiring.
- * If a hazard exists, evacuation may be the next step. After consulting with the President or his designee, announcements regarding any building closures will be made as necessary.

NOTIFY: LOCAL POLICE DEPARTMENT 911 & THE DEPARTMENT OF PUBLIC SAFETY AT 1-718-960-7777 / 8228

IF INVOLVED IN AN ACCIDENT:

- Call the local Police Department.
- Provide location of accident.
- Provide your name and number you're calling from.
- Provide a thorough description of the incident to assure appropriate resources are dispatched.
- Don't move victim(s) unless there is a threat of fire, explosion or other extreme risk to the victim.



BE PREPARED:

- * To tell responding police what occurred.
- * To present your driver's license, insurance and registration cards to the police.
- * Request Police Accident Report Slip for the college.
- * File incident report with the Department of Public Safety.

NOTIFY: LOCAL POLICE DEPARTMENT 911 & THE DEPARTMENT OF PUBLIC SAFETY AT 1-718-960-7777 / 8228

Transit Safety Tips

SUBWAY

B&D - Bedford Park Boulevard
6 - Bedford Park Boulevard–
Lehman College

Plan Ahead

Plan your commute in advance
at: mta.info/transitapp.com

Stay Alert and Aware

Notice what is happening
around you.

Use the Buddy System

Travel with a friend, request a
public safety escort at
718-960-7777, and store
emergency numbers on your
phone

Safeguard Your Stuff

Keep your phone, electronics,
and other items secure

Wait Safely

Stand near the wall or a steel
column

Ride Near the Conductor

Look for a zebra-striped
platform sign—that's where the
Conductor's car will be

Find Help if Needed

Speak to MTA Staff or NYPD
Use a Help Point Kiosk Call 911
in an emergency

MTA BUS

BX25, 26, 2, 10, 22, 28 and W4

Wait Safely

Wait in a bus shelter and
consider waiting inside campus
by Gate 1 or 8

Sit Up Front

Let the bus driver know if you
see a potential problem



When reporting an incident: Take note of details such
as location specifics such as subway car or bus number



UP-TO-DATE REPORTS WILL BE DISTRIBUTED BY THE DEPARTMENT OF PUBLIC SAFETY

BEFORE LEAVING CAMPUS:

- Turn off and unplug all electrical equipment.
- Where possible, move computers, fax machines, printers, etc., away from windows.
- Back up essential data files and documents.
- Clear desk surfaces.
- Secure or remove personal items.
- Cover your computer with plastic.
- Close window blinds or shades.
- Vacate offices, closing and locking all doors.



REMEMBER: *In any type of emergency, always assist others with disabilities.*

FOR UPDATES ONCE YOU HAVE LEFT CAMPUS:

- Listen to local television and/or radio stations.
- Call Lehman College main number 718-960-8000 and/or Public Safety 718-960-8228.
- Check your e-mail accounts from home.
- Check your voice mail from home.
- Log on to the college website and/or CUNY website www.lehman.cuny.edu; www.cuny.edu

Note: *In the event that your work area sustains significant damage, you may need to temporarily relocate to another area or to an auxiliary location outside of the Lehman campus.*

NOTIFY: PUBLIC SAFETY DISPATCHER
ON CAMPUS DIAL EXT. 7777 / 8228
OFF CAMPUS DIAL 1-718-960-7777 / 8228
9-911 FOR EMS

ON CAMPUS

- **Call Public Safety Dispatcher & or 9-911 and state**
"THIS IS A MEDICAL EMERGENCY"
- Notify Public Safety during actual emergencies by calling X7777 or from an Emergency Duress station. This is particularly important for medical emergencies since Public Safety Personnel can expedite the arrival of EMS by providing directions as well as an escort to the scene of the emergency. Also, all campus police officers are trained in First Aid and CPR/AED and can render assistance until EMS arrives.

BE PREPARED TO PROVIDE THE FOLLOWING:

- Location of the emergency
- The number you are calling from
- Type of medical emergency
- **Answers to the following questions;**
1. Is the victim conscious? 2. Is the victim breathing?
3. Is the victim bleeding? 4. How many victims are involved?



REMEMBER!

- Do not hang up until instructed to do so by Public Safety / 911 dispatcher.
- Do not move victim unless he / she is in imminent danger.
- You may move harmful objects away from a seizing patient.
- Assign someone to escort emergency personnel to victim's location.
- Do not give the victim anything to eat or drink.
- Try to keep the victim calm and assure him or her that help is on the way.
- Comply with all instructions given by emergency response personnel.

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING AN UNUSUAL ODOR / OR FUMES

- Provide name, location, telephone number.
- Provide location of suspected source of odor / fumes.
- Should you feel the need to evacuate, do not hesitate and use the **NEAREST EXIT**.
- If possible, avoid using elevators.

REMEMBER!

- Any spark may cause an ignition leading to an explosion.
- Do not pull fire alarms if you detect gas.
- Do not use cell phones, two-way radios or open flames.
- You may be overcome quickly by fumes, so a quick evacuation is imperative.
- Some dangerous gases do not have an odor, so don't let your safety be controlled by your sense of smell.
- Under no circumstances should you enter a room or area from which a strong odor or vapor is being emitted.

The quicker information is passed on to the Public Safety Dispatcher, the sooner the situation can be accessed and communicated to the proper internal and / or external emergency response personnel.



FUMES / VAPORS / GAS LEAKS

NOTIFY: 911 / FDNY & THE PUBLIC SAFETY DISPATCHER EXT. 7777 / 8228

WHEN REPORTING A FIRE OR EXPLOSION:

- Provide name, location, telephone number.
- Provide location of fire / explosion.
- Be prepared to provide as much information as possible.

If you or someone else is on fire you should;

Stop, Drop and Roll

- * Provide, number of person(s) trapped.
- * Provide, number of person(s) injured.

Evacuate using the NEAREST EXIT.

Do not use elevator unless instructed to do so by Emergency Response Personnel.

REMEMBER!

- Identify correct type of fire extinguisher for use on type of fire attempting to extinguish.
- 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.
- If you find yourself in a smoke filled environment you should *"Stay Low & Go"*.

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.



NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING A HAZARDOUS MATERIAL INCIDENT:

- Provide name, location, telephone number.
- Provide exact location (bldg. & room No.) of Hazardous Material.
- Give the exact name of the hazardous material; spell it out, since many chemical names sound similar.
- Should you feel the need to evacuate the area do not hesitate and use the **NEAREST EXIT**.
- Do not attempt to clean up the spill.
- If a hazardous material has spilled on you, wash it off immediately with copious amounts of water only; do not hesitate to use the emergency shower!
- Rapid removal of the hazardous material with water will minimize/prevent injury.
- Call Public Safety at **Ext. 7777 / 8228** for medical attention.
- Know the location(s) of the emergency shower(s) before working with hazardous materials.

REMEMBER!

- Close all doors in order to isolate the area.
- Evacuate / Clear Area.
- You and those around you may be contaminated. If so, decontamination may be necessary to protect yourself and the lives of friends and family.
- If you suspect contamination, do not leave the site until you are cleared by emergency response personnel.
- Do not hesitate to contact the Public Safety Dispatcher in the event that you come across any type of suspicious material or substance.
- Keep the telephone number to the Health and Safety Officer readily available. 718-960-8988 or 8978
- Do not use elevator unless instructed to do so by Emergency Response Personnel.



NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING A BOMB THREAT:

- Provide name, location, telephone number.
- Tell Public Safety Dispatcher exactly what the caller said.

IF YOU RECEIVE A BOMB THREAT:

- Keep the caller on the phone as long as possible.
- Write down as much information as possible.
- Do not rely on memory.

CHECK LIST:

- ✓ Ask when is the bomb going off?
- ✓ Ask where the bomb is located?
- ✓ Ask what does it look like?
- ✓ Ask what will cause it to explode?
- ✓ Ask if he/she placed the bomb?
- ✓ Ask how many bombs were placed?
- ✓ Ask why was the bomb placed at the given location?
- ✓ Ask what is your address?
- ✓ Ask what is your name?



BE PERCEPTIVE.

LISTEN FOR AND TRY TO DETECT:

- | | |
|--|-------------------------------|
| 1. Age of caller | 5. Exact wording of threat |
| 2. Gender of caller | 6. Background noises |
| 3. Race of Caller | 7. Language ability of caller |
| 4. Any unusual voice or speech characteristics | |

*If an EVACUATION is ordered, follow the directions of Public Safety and/or the Police. **STAY ALERT!** Report any unusual items: Some bombers may leave explosive devices in the evacuation path.*

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

IDENTIFYING A SUSPICIOUS PACKAGE:

A suspicious letter or parcel might have some of the following indicators:

- **Origin** – Postmark or name of sender is unusual, unknown, or no further address is given.
- **Content** – Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance (When checking, do not bend excessively).
- **Postage** – Excessive or inadequate postage.
- **Smell** – Particularly almond or other suspicious odors.
- **Balance** – The letter is lopsided or unusually thick.
Writing – Handwriting of sender is unfamiliar or indicates a foreign style not normally recognized by recipient. Common words or names are misspelled.
- **Weight** – The letter or package seems heavy for its size.
- **Rub-on block lettering.**



HANDLING A SUSPICIOUS PACKAGE

- Do not excessively handle or open a suspicious package.
- Immediately isolate it in an unused room or space.
- Attempt to verify the sender and/or the legitimacy of the package (i.e., ask the recipient if he/she was expecting a package that matches the suspected package's size or shape).
- If the letter or parcel remains suspect, call the Public Safety Department.

Bomb Incident Procedures:

If there is an explosion:

- Take cover under sturdy furniture or leave the building if directed by Public Safety.
- Move well away from the site of the hazard to a safe location.
- Stay away from windows.
- Use stairs only, do not use elevators.
- Do not light matches.
- Call 911 if no one has already called.



NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

PERSONAL EMERGENCY PREPAREDNESS

The threat of terrorist incidents remains a significant concern in today's world, affecting states and individuals worldwide. The events of September 11th underscored the critical importance of proactive planning for such attacks. It is incumbent upon all of us to take responsibility for addressing this threat.

These guidelines aim to heighten the awareness of students, staff, faculty, and their families regarding the necessity of preparing for potential incidents. By doing so, individuals can enhance their ability to effectively manage risks within their environments.

Emergency preparedness is a collective responsibility shared by every member of the College Community. Your cooperation is essential in helping the Public Safety Department create a safer environment. Please utilize these Emergency Preparedness tips to contribute to our shared goal of ensuring the safety and security of our community.

Prior to Attack:

- Prepare for the possibility of a terrorist incident in your area.
- Stay informed.
- Adapt, as appropriate, the same techniques used to prepare for tornadoes, fires, and other emergencies.
- Be prepared and observe your environment. Terrorists most often strike with little or no warning.
- Use caution when you travel.
- Locate stairways and emergency exits and develop plans for evacuating buildings, subways, and crowded areas.
- Assemble and maintain an Emergency Supply Kit.

Example of Common Terrorist Targets:

- | | |
|----------------------------|----------------------------|
| ✓ Airports | ✓ Tourist Attractions, |
| ✓ Embassies | ✓ Communications Networks |
| ✓ Government Buildings | ✓ Transit Systems |
| ✓ Educational Institutions | ✓ Utilities, power plants, |
| ✓ Hospitals | ✓ Military Bases |
| ✓ Arenas, stadiums | |

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING A PSYCHOLOGICAL CRISIS / SUICIDE ATTEMPT AND / THREAT:

- Provide name, location, telephone number
- Explain the situation to the Public Safety Dispatcher in detail.
- If you cannot leave the person unattended send someone else to make the notification.
- Indicate if person is armed and, if so describe the weapon.

REMEMBER:

- **Take all suicidal comments very seriously.**
Assuming the person is only seeking attention is a very serious and potentially disastrous error.
- If you believe that a student, employee or visitor is suicidal **immediately report the matter to the Department of Public Safety** and / or an available college mental health professional.
- Do your best to make the person feel safe and / or keep them safe until trained personnel have been notified and / or have arrived.
- **Try not to act shocked.** The person is already highly distressed, and if you are shocked by what is said, the person will become more distressed. Continue to talk to them as long as there is no imminent threat to you, but get help immediately.
- **Keep your own safety in mind.** A student may not intend to harm you, but it can happen due to emotional distress.
- Keep the telephone number to the College Counseling Center readily available

Counseling Center: 718-960-8761



NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

WHEN REPORTING ANY INCIDENT INVOLVING A PHYSICAL CONFRONTATION OR VIOLENT ACT:

- Provide name, location, telephone number.
- Explain the situation to the Public Safety Dispatcher in detail.
- Provide information on any injuries if known.

PAY CLOSE ATTENTION TO:

- How many people are involved?
- Do you see any weapons?
- Do you know any of the participants?

Describe the participants by noting:

- Hair color
- Complexion
- Height, weight
- Gender
- General build
- Facial hair
- Markings: tattoos, piercing, scars
- Shirt color
- Pants color
- Shoes and hat
- Is someone running away from the scene?
 - * In what direction?
 - * Into what vehicle?
 - * Color
 - * Make / Model
 - * License plate number
 - * Any passengers?
 - * Traveling in what direction?

REMEMBER THAT WEAPONS MAY BE INVOLVED!

Help steer bystanders away from possible danger, but do not attempt to separate fighting participants or mediate the situation by yourself.



VIOLENCE / FIGHTING / SEXUAL ASSAULT

NOTIFY: THE PUBLIC SAFETY DISPATCHER

EXT. 7777 / 8228

SEXUAL ASSAULT

PURPOSE:

To respond immediately to allegations of sexual assault of students.

POLICY:

The Counseling Center staff adheres to the institution's written plan for addressing allegations of sexual assault involving students. This comprehensive plan is outlined in detail within the Lehman College Student Handbook.

Counseling professionals play a crucial role in cases involving sexual incidents, providing emotional support and stabilization to the affected student(s) either immediately after the incident or following any necessary medical treatment.

PROCEDURES:

Students are separated and removed from areas and situation of potential danger.

- Any student who is a victim in a reported incident of sexual assault will be referred, by the Department of Public Safety, Division of Student Affairs, Title IX Coordinator and Director of Counseling at 8761, for crisis intervention and possibly ongoing support.
- Emergency medical care will be provided by EMS or local emergency room.
- Counselors interact with the student in a neutral and non-judgmental manner.
- Counselors maintain confidentiality regarding the condition and care of the student.
- Follow-up for sexually transmitted or other communicable diseases is offered to all victims as appropriate, contact the Student Health Center at 2585 or the NYC Department of Health & Human Services at 311.
- Call NYPD immediately



NOTIFY: NEW YORK CITY POLICE OPERATOR AT 911 & THE PUBLIC SAFETY DISPATCHER AT EXT. 7777 / 8228

WHEN REPORTING ANY INCIDENT INVOLVING A FIREARM AND SHOTS FIRED:

- Immediately call 911 (NYPD) & the Public Safety Dispatcher.
- Provide name, location, telephone number.
- Explain the situation to NYPD and Public Safety Dispatcher in detail including any known injuries.
- Describe shooter(s) to dispatcher. Provide last known location of shooter

IF SHOOTER IS INSIDE AND YOU CANNOT ESCAPE:

- Shelter yourself and others: then lock your door.
- Do not hide near large window panes.
- Get out of view: find cover under a desk or other large piece of furniture.
- Be very quiet, listen, play dead if there are multiple victims.
- Call 911, if able to safely do so.
- If you decide to escape do not run in a straight line, run in a zig / zag fashion.

If outside, seek immediate cover behind a solid barrier, such as a stone wall, a thick tree or an engine block.

If possible, try to get a description of the shooter(s) including:

- | | |
|------------------|--------------------------------------|
| * Hair color | * Markings: tattoos, piercing, scars |
| * Complexion | * Shirt color |
| * Height, weight | * Pants color |
| * Gender | * Shoes and hat description |
| * General build | |
| * Facial hair | |

If possible, try to get a description of the weapon(s):

- | | |
|------------------------------------|--|
| * How many weapons do you see? | * Is the shooter carrying ammunition? |
| * What type of weapons do you see? | * Has the shooter made any statements? |
| * How many shots did you hear? | |

A SHELTER IN PLACE / LOCK DOWN CONDITION OCCURS WHEN THE OUTSIDE ENVIRONMENT IS NOT SAFE TO ENTER

All people on campus must remain inside and be prepared to stay inside until the area is cleared. The HVAC system will be turned off and buildings must be sealed if a toxic environment exists outside.

No matter how physically or emotionally uncomfortable you may become, you must not open a door or window! This may jeopardize the lives of everyone.

You will be alerted and provided with additional information by one or more of these methods:

- Mass Notification System (MNS)
- Telephone / Voicemail / E-mail messages
- Campus Police
- CUNY ALERT
- Emergency Response Team member
- Fire Warden



REMEMBER

- A Lock down/shelter in place situation is usually newsworthy. Advise your family and friends on how to reach the College in case of emergency:
 - * **The main LC number is 718-960-8000**
 - * **The Department of Public Safety 24 hour number is 718-960-8228**
- College officials will be in contact with news media and will keep campus personnel informed via e-mail, voicemail, CUNY ALERT, word of mouth and any other communications tool.

BE PREPARED:

- If possible, keep non-perishable food and water in your office or workspace.
- Have additional prescription medications available. Students should carry extra medication, too.
- Keep a battery-powered radio on hand.
- Keep a flashlight with fresh batteries near your desk.
- Keep a cell phone charger at work.
- Consult with your family to develop an Emergency Response Plan so everyone knows what to do in the event of a major crisis. This applies to students as well.

IN THE EVENT OF A COLLEGE-WIDE EVACUATION AND CLOSURE, THE CAMPUS WILL BE EVACUATED SYSTEMATICALLY FOLLOWING STANDARD MASS EVACUATION PROCEDURES AND ALL OFFICIAL GUIDELINES AND PROTOCOLS.

You must evacuate an area when ordered to do so. This includes both the activation of an audible / visible fire alarm and / or verbal orders from campus police and / or other emergency response personnel.

EVACUATION PROCEDURES:

- Organize the people in your room / work area.
- Count the number of people present.
- Designate a gathering point in case your group gets separated during evacuation.
- Leave the building using the nearest safe exit.
- Do not use elevators unless told to do so by emergency response personnel.
- When you reach your designated gathering point, count the number of people in your group
- Keep all people together while waiting outside.
- Report any missing people to police or emergency response team member.
- Report your room number and the number of missing individuals to emergency response personnel.
- Re-enter the building only when advised to do so by police or emergency response team members.
- Evacuation techniques are carefully selected keeping safety in mind. Hazards may exist that you are not aware of, so please follow directions carefully.
- If you are given a specific route to take while evacuating, take that route in order to avoid driving/ walking into a toxic spill, fires, or other life threatening situation.
- Do not use personal vehicles to exit campus unless ordered to do so by police or other emergency response personnel.
- If a person insists on leaving campus without authorization, notify the police or emergency response team member in your area. It may be unsafe to walk/ travel in certain areas on or near the campus.



EVACUATION PROCEDURES (CONTINUED)

Each semester, the Public Safety Department is advised as to the schedule of those individuals who use wheelchairs, or those who may have other mobility constraints, for the sole purpose of offering timely assistance in the event of an evacuation of an area or building. However, especially during crisis, assistance and support from other members of the college community may be needed:

- Leave the building via the **NEAREST SAFE EXIT** possible.
- For vertical egress in case of fire, never use an elevator in a building that is involved in the fire unless instructed to do so by emergency response personnel.
- Seek assistance to accompany the individual(s) to a safe location.



CAMPUS MAP



IMPORTANT COLLEGE NUMBERS

EMERGENCY NOTIFICATION (IMMEDIATE THREATS)

College Public Safety	718-960-7777
N.Y. Police Department	9-911
N.Y. Fire Department	9-911
Emergency Medical Service	(EMS) 9-911

CAMPUS EMERGENCY CONTACT NUMBERS

Public Safety Central Command	718-960-8228
Health and Safety Officer	718-960-8988
Physical Plant / B & G	718-960-8180
Student Health Services	718-960-8900
Counseling Center	718-960-8761

OFF CAMPUS ASSISTANCE NUMBERS

NYPD 50 th Precinct (HS of AS, N & S Parking Lots)	718-543-5700
NYPD 52 nd Precinct (Main Campus)	718-220-5811
Local Fire Station & Engine Co. 29 & Ladder 37	718-430-0279
Poison Control (NYC)	212-Poisons or 212-764-7667
NYC Government Information	311

MASS NOTIFICATION SYSTEM (MNS)

Emergency call boxes and Blue light duress stations are strategically located throughout campus buildings. In addition, call boxes and Blue light duress stations are also located in the following campus locations:

- On the pedestrian walkways
- In the college tunnels
- Faculty & Student parking lots

NOTE: In Event of an emergency, you will be alerted and provided with additional information by one or more of these methods:

- Mass Notification System (MNS)
- Telephone / Voicemail / E-mail messages
- Emergency Response Team member
- Campus Police
- Fire Warden
- CUNY ALERT
- Bullhorns

AUTOMATIC EXTERNAL DEFIBRILLATOR (AED)

All uniformed members of the Public Safety Department at Lehman College are trained and certified on the operation of the (AED), to assist anyone who has suffered a sudden cardiac arrest.

All campus buildings contain at least one AED unit that is available for use by Lehman College.

For further information, please visit the Lehman College Public Safety Department Web page at: lehman.edu/public-safety