EMERGENCY REFERENCE GUIDE



OVERVIEW

The emergency reference guide was designed to provide an overview of emergency procedures for multi-hazards and threats, and a "just-in-time" guide for emerging incidents on-campus. The emergency procedures were developed following the Standard Response Protocols® to lessen confusion during crisis and to provide coordinated response in a safe and efficient manner. The information provided in this document is the same as the **Emergency Reference Flip Guide** posted throughout campus. This document is presented in a different format to allow for simple digital review.











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BUILDING ADDRESSES – EMERGENCY TELEPHONE NUMBERS

BUILDING ADDRESSES:

Auxiliary Services Building	620 W. Kellogg Road
Baker Hall	233 W. Kellogg Road
Cascade Hall	288 W. Kellogg Road
Cedar Hall	204 Olivine Ln
Foundation Building	333 Calluna Court
Heiner Center	231 W. Kellogg Road
Health Professions Education Center	475 Stuart Road
Kelly Hall / Headstart	230 W. Kellogg Road
Kulshan Hall	236 W. Kellogg Road
Laidlaw Center	237 W. Kellogg Road
Learning Commons	310 W. Kellogg Road
Pavilion	241 W. Kellogg Road
Roe Studio	400 W. Kellogg Road
Syre Student Center	235 W. Kellogg Road

OUTDOOR SPACES BY ADDRESS:

Orca Field_	Roe Studio 400 W. Kellogg Road
Tennis Courts	Roe Studio 400 W. Kellogg Road
Pickle Ball Courts	Pavilion 241 W. Kellogg Road

Emergency Telephone Numbers

EMERGENCY (Medical/Fire/Police/Haz Mat) 9-1-1

Contact Campus Safety & Security at <u>360-920-7489</u> when 911 has been called so that they may provide immediate assistance.

Campus Safety & Security Office	360-383-3446
On-Duty Mobile Phone (7-days a week)	360-920-7489

After-Hours Live Answering Service 360-715-2418

Facilities / Maintenance 360-383-3390

MEDICAL EMERGENCY – AED LOCATIONS

For medical emergencies, call 9-1-1 and / or Campus Safety and Security immediately!

- Assess the situation. Call 9-1-1 if needed. Remain on the line until a dispatcher concludes the call. Refer to <u>building address</u> and room number or area within the building.
- Administer aid until emergency medical services arrive.
- AEDs are located throughout campus. Send someone to retrieve if needed. Refer to AED locations below to determine closest unit. Campus Safety and Security may also bring AED upon request.
- If <u>medical condition is non-life threatening</u> and <u>does not need emergency medical aid</u>, provide first aid as able and request a first aid kit from the building responder or Campus Safety and Security.

AED Locations

Cascade Hall Hallway adjacent to room 145

Health Professions First floor adjacent to room 110

Laidlaw Center First floor across from room 114

Pavilion_____First floor at check-in desk

Roe Studio Field manager's office

Syre Student Center First floor adjacent to elevator





STANDARD RESPONSE PROTOCOLS®

Emergency Action Flip Guide Example - HOLD



HOLD!

REMAIN IN YOUR ROOM OR AREA! CLEAR THE HALLWAYS!

Students:

Remain in your room or area! Clear the hallways! Wait until the "All Clear" is announced by staff or emergency responders.

Staff/Faculty:

- Close classroom / office door. You may lock door.
- Account for students, visitors, and others in the area.
- Activity may remain as "business as usual."

Wait for emergency responders to state "All Clear."



SECURE!

GET INSIDE! LOCK EXTERIOR DOORS! LOCK ROOM DOORS!

Students:

Stay in the classroom. If in hallway, go to nearest classroom or office. Close and lock door. Wait for direction. You may continue with your activity inside, however, be mindful of surroundings.

Staff/Faculty:

- Recover students, staff / faculty from outside the building.
- Lock or monitor outside doors. Lock classroom or office door.
- Increase situational awareness. Be mindful of activity adjacent to you.
- Account for students and others who are within your room or area.
- Activity may remain as "business as usual."

Wait for emergency responders to state "All Clear."



LOCKDOWN!

LOCKS, LIGHTS, OUT OF SIGHT!

Students:

Remain in your room or area. If in hallway, go to nearest classroom or office. <u>Close and lock door</u>. Move away from sight. <u>Stay Quiet!</u> Silence phone. **Do NOT open door!** Prepare to evade or defend! (Run - Hide - Fight!)

Staff/Faculty:

- Recover people from the hallway if safe to do so.
- Lock or barricade the doors.
- Turn out the lights and move away from sight. Close window blinds if safe to do so.
- Maintain silence (silence phones).
- Do **NOT** open the door.
- Prepare to evade or defend! (Run Hide Fight!)

Wait for emergency responders to state "All Clear."

Do not open doors until told to do so by emergency responders.

Prepare to report injuries using Red Card / Green Card method when emergency responders ask.

Cards are located at the back of Emergency Reference *Flip* Guide.



EVACUATETO A SAFE LOCATION – LEAVE THE BUILDING!

Students:

Leave belongings behind if required to; if possible, bring your phone; evacuate as a class or individually; follow instructions.

Staff/Faculty:

- Lead persons to evacuation location which is determined by incident.
- Account for students and others who are within your room or area.
- Report injuries or problems at evacuation location using Red Card / Green Card method. Cards are located at the back of Emergency Reference Flip Guide.

Wait for emergency responders to state "All Clear."

ASSIST PERSONS WITH MOBILITY AND SENSORY DISABILITIES

During an evacuation, staff and faculty should make every effort to assist persons with mobility and sensory disabilities away from the hazard and towards an "area of rescue assistance", a staging area for people to wait until emergency personnel arrive. This area is also referred to as an "area of refuge." An "area of rescue assistance" is most often located at staircase landings in multi-story buildings.

EVACUATION CHAIRS - "EVACUTRAC"

There is an evacuation chair available in all multi-story buildings on campus to assist those whom may not be able to wait for emergency responders.

Locate the 'Evacutrac' cabinet; open the door and follow directions.



SHELTERFOR HAZARD USING A SAFETY STRATEGY!

Safety Strategies might include:

- Evacuate to an area of shelter inside a building. Example threat: Outdoor hazard
- Drop, Cover and Hold-on. Example threat: earthquake/volcanic eruption
- Seal the room Shut windows, close door, use jacket or clothes to block door gap
- Get to high ground (Tsunami)

Students:

Use appropriate safety strategies above. Follow staff/faculty directions.

Staff/Faculty:

- Guide use of appropriate safety strategies referenced above.
- Account for students and others who are within your room or area.
- Report injuries or problems using Red Card / Green Card method.



SAFETY AND SECURITY SERVICES AND SUPPORT

Campus Safety and Security

The mission of Whatcom Community College Campus Safety and Security is to provide and maintain a safe and welcoming learning and working environment for students, faculty, staff, and visitors. This is accomplished by means of a community-friendly approach that recognizes the value of a diverse community.

WCC works together with all members of the campus community to preserve life, protect property, investigate crime, promote individual responsibility, and fulfill community commitments.

Safe Escort

In the event that a student, faculty or staff feel uncertain about walking to and from campus to their vehicle or within campus grounds, Campus Safety and Security personnel will provide safe escort services. **Contact campus Safety and Security** during open campus hours at **360-920-7489**.

Whatcom Community College staff is here to support you. Feel free to **reach out to any staff if you feel uncomfortable**; need assistance; or see or hear something unusual.

Crime Prevention on Campus

Most theft and other crimes are "crimes of opportunity" and are not typically planned. Here are a few tips to lessen the "opportunity" for theft and incidents of crime:

- **Keep** your backpack, purse, wallet, keys, or other **valuable items with you always** or locked in a drawer or file cabinet.
 - → **Do NOT leave your items** on a desk or table **unattended**, even for a quick trip to restroom or water fountain.
- **Stay aware of your surroundings**. When walking between buildings or across campus, be mindful of activities and people around you. If you feel uncertain, call for a Safe Escort.
 - → **Avoid** looking at your mobile phone or wearing headphones while walking on campus. **Stay alert!**
- If you see something concerning, say something! If you observe a person, situation, or item that makes you: think twice, look twice, or feel uneasy (6th sense) tell someone! Contact Campus Safety and Security, or another WCC employee know. If it could be an immediate life safety concern, call 911.
 - → **Do NOT assume** someone else will report the concern or second guess your concern. It's best to be safe and report it!
- Keep control of your WCC Orca ID card and campus keys. If you must use your Orca ID to enter a space, it is considered a 'locked' space.
 - → Avoid letting anyone else in unless you know them by name and know that they are allowed to enter. Don't share your Orca ID with anyone even if you know them. Notify Campus Safety and Security if someone is requesting access to a locked space. They will verify their identity and if they are allowed to enter.

ARMED SUBJECT - OUTDOOR HAZARDS - EARTHQUAKE

Whatcom Community College is committed to providing and maintaining a safe and welcoming environment for students, faculty, staff and visitors. Working together with all members of the Campus Community to preserve life, protect property, investigate crime, promote individual responsibility and fulfill community commitments.

This flip guide was designed to provide an overview of emergency procedures for multi-hazards and threats, and a just-in-time guide for emerging incidents. If you have any questions or concerns, please contact Campus Safety and Security at 360-383-3446 or by email at safety@whatcom.edu.

ACTIVE THREAT AWARENESS

The following information provides recommended action by **potential threat** and **specific incident**. The nature of incident in real time may differ from the information provided. Use your best judgement to safely take action. In all life safety matters, **call 9-1-1**.

ARMED SUBJECT

If a person* is:

- Observed with a weapon
- Firing a weapon or displaying a weapon aggressively
- Says they have a weapon; or
- Holding another person against their will

Initiate **LOCKDOWN** procedure immediately!

⇒ Call 911!

Relay accurate information

- Where is the event occurring? (building/space)
- How many are involved? (subjects/victims)
- What do they look like? What are they wearing?
- o What kind weapon?
- o Is anyone injured?
- ◆ Alert Campus Safety and Security if safe to do so.
- → Direct people from the hallways into safe locations.
- ➤ Wait for "all clear" from emergency responders.
- * Except commissioned police officers as prescribed by law.



OUTDOOR HAZARD

Outdoor hazards include, but are not limited to:

- Environmental hazards
- Emergency incidents adjacent to or on campus

Initiate **HOLD** procedure immediately!

- Clear Hallways / Remain in your area.
- Close exterior / classroom doors. You may lock door.
- **Continue** business as usual.
- Wait for "all clear" from emergency responders.

EARTHQUAKE / VOLCANIC ERUPTION

If the ground begins to shake:

Initiate **SHELTER** procedure immediately!

- ▶ Drop to the floor, get under a nearby desk or table, and face away from windows.
 Do not run outside!
- **Cover** your head / eyes to protect from debris.
- → Hold-On to table/desk legs, and don't run!
- Assist others as safe to do so.
- **⊃ EVACUATE** when the shaking has stopped. Help others as you leave, if safe to do so.
- **⊃ Report** to building responder or first responder about any injured people, building damage or safety hazards.
- Wait for "all clear" from emergency responders before re-entering the building.

Aftershocks (smaller earthquakes) are common following a large earthquake. After you have evacuated the building, stay away from overhead hazards, and wait for direction from emergency responders.

If volcanic eruption, wear a face covering / mask when going outside. This limits exposure to potential ask in the air.







BOMB THREAT • BOMB THREAT CHECKLIST

BOMB THREAT

DO NOT USE CELL PHONES OR RADIOS (land line is ok)

A bomb threat may be received by email, telephone call, handwritten note, or verbal threat.

- ⇒ Use BOMB THREAT CHECKLIST and obtain as much information as possible from sender/caller.
- **⊃ Listen carefully**: do not interrupt / take <u>detailed</u> notes.
- → After call concludes IMMEDIATELY NOTIFY 911 and then Campus Safety and Security. If the threat was made via email or written note, contact Campus Safety and Security before calling 911 if threat is vague.
- ⊃ Prepare for evacuation wait for direction.
- **Commence** evacuation when directed.

If the threat is made by email or other form of communication:

Preserve the evidence.
Take a picture or hard copy immediately.
If handwritten, <i>place note in a plastic bag</i> . Limit physical contact with the note to preserve potential physical evidence.
IMMEDIATELY contact campus Safety and Security

SAFETY TIPS

If a suspected bomb has been found: DO NOT TOUCH OR REMOVE SUSPICIOUS ITEM

- ➤ Warn others to stay away from the suspicious item
- ⇒ Keep people away at least 500 feet
- Restrict access for everyone except emergency responders
- **IMMEDIATELY** notify campus Safety and Security
- If the device has a countdown clock, <u>note time</u> and let emergency personnel know at time of notification
- ⇒ Remain calm!

BOMB THREAT CHECKLIST

Use this checklist if you receive a bomb threat. Remain calm and let the checklist guide you through the process.

NOTE TIME when threat was received	ed:			
If the threat was made by phone:				
While you are speaking with the calle		_		
 Obtain caller's name Where is the bomb? 				
3. What time is the bomb set to go off?				
5. What kind of bomb is it?				
S. Why did you place the bomb?				
7. What can we do to stop the born	nb?	_		
TAKE NOTE:				
Is the caller a female or male voice:	Female (fen	ninine) □ Male (masculine) □		
Does the caller sound like:	Adult □	Child □		
Voice characteristics: Tone		Language		
Accent: Yes □ sounds like				
Any background noise: Music □	Voices □	Traffic □		
Other 🗆				
Additional notes:				

ALARMING BEHAVIOR - PERSON IN CRISIS

ALARMING BEHAVIOR



Alarming behavior is behavior that causes people to feel danger or to be worried or frightened that the behavior may cause immediate harm to themselves or others. This is behavior that has escalated beyond disruptive activity.

If you are experiencing a person (student or employee) who is disrupting the learning or working environment, defer to your classroom management strategies or ask your supervisor for assistance.

If the person causing the disruption to the environment is **NOT** a student or employee, immediately call Campus Safety and Security 360-920-7489.

If the person's activity is causing fear or alarm for immediate life safety, call 911 regardless if they are a student or employee.

- ➡ If the person is <u>inside the classroom</u>, dismiss the class asap and direct someone to alert Campus Safety and Security to **Initiate SECURE procedure** within the building.
- ⇒ If the person is <u>outside the classroom</u>, get inside, lock the doors! SECURE your space.
- **Call 911**. Identify yourself and the location.
- → Describe the behavior; details about the person and where the person is currently or was last seen.
- **Contact** campus Safety and Security 360-920-7489.

Signs of threatening or alarming behaviors include:

- Using derogatory/profane language in an angry manner.
- Appearing hostile, aggressive, or violent.
- Escalating behavior (e.g., louder voice, faster speech, pacing).
- Making threatening statements such as "If I don't pass this course (or get what I want), you will pay" or "I will take things into my own hands!"
- Speaking incoherently with unconnected thoughts, garbled speech, or appearing under the influence.

PERSON IN CRISIS

A person in crisis may or may not appear with signs of crisis. A person in crisis may share that they have feelings or extreme anxiety, fear, sadness or depression, agitation, or expressions of suicidal thoughts or plans.

If there is **no immediate life safety threat** to others or to themselves, seek assistance / refer to the following:

- Notify a WCC campus counselor or seek support by calling 988 for crisis hotline.
- → Provide a safe space for the person by dismissing the class or takin the student / employee to a safe and private area. Be sure to <u>alert others of where you are</u> if you change location.
- ➤ Keep a calm voice raising your voice or showing signs of concern could escalate the person.
- **□ Listen** and try to **identify and / or confirm their wants, needs and feelings** by reflecting back what they are saying.
- → Do NOT leave the person alone if able.
- **⊃ Do NOT call police** unless there is an immediate life safety threat.
- → Provide relevant information to professional responder so they can provide the best care and support.
- → After the person's care has been transferred to professional support, take a moment to process what has occurred, and seek support for yourself.

IF THERE IS AN IMMEDIATE LIFE SAFETY THREAT

to others or to themselves, CALL 911!

Be mindful about behavior displayed by those with mental health conditions that are <u>uncomfortable but not threatening</u>. If not threatening, then follow recommendations for disruptive behavior.



Call or text 988!
24-hour crisis hotline
with trained mental
health professionals to
assist in crisis.

HAZMAT FIRE - INCLEMENT WEATHER - COLLEGE CLOSURE

HAZMAT / Hazardous Materials



Hazardous materials are substances or chemicals that pose a health hazard, a physical hazard, or harm to the environment.

Signs of potential hazardous materials concerns / exposure:

- A foul odor
- Visible gases
- Unusually colored flames (in labs)
- An increase pitch of a relief valve on a pressurized system / container or loud and unusual sound
- Sudden dizziness
- Skin irritation and / or burning eyes
- Throat irritation
- Unusual taste

Initiate **EVACUATE** or **SHELTER** procedure immediately!

If you suspect a hazmat incident on-campus:

- **EVACUATE** the space / area immediately.
- ⇒ Alert others in the area or near the area.
- ⇒ Seal off / close the door, if safe to do so.
- ⊃ Activate fire alarm on the way out.
- **⇒ Call** Facilities Department 360-383-3390 and **911**.
- ⇒ Alert campus Safety and Security.
- ➤ Wait for "all clear" before entering the building.

If you suspect a hazmat incident off-campus:

- ⇒ Seek SHELTER inside a building immediately.
 - Refer to SHELTER guidance for next steps.
- **⊃ Alert** others in the area or near the area.
- ⇒ Seal off / close the door, if safe to do so.
- ⇒ Call Campus Safety and Security.
- **⇒ Alert** Facilities Department 360-383-3390.
- → Wait for "all clear" before exiting.

If you observe a minor hazmat spill:

- **Call** Facilities Department 360-383-3390.
- **Use** appropriate personal protective equipment:
 - Attempt to CONTAIN the spill
 - Clean up spill if you have appropriate materials
 - Dispose of spill material properly

FIRE

If the fire alarm is activated, EVACUATE.

If you observe a fire close by, **pull fire alarm**:

- ⇒ If the fire is small and you are comfortable, use a fire extinguisher and try to put out the fire.
 - Follow instructions on extinguisher (P.A.S.S.):
 - → **P**ull pin
 - → Aim nozzle
 - → **S**pray fire from bottom
 - → Sweep spray left to right at bottom of fire
- **□ Call 911** to provide further information.
- ⇒ Call campus Safety and Security.
- → Wait for "all clear" before entering the building.

INCLEMENT WEATHER

Inclement weather is defined as any severe or harsh weather condition that makes it unsafe or impractical to travel, commute, or work outdoors.

In the event of inclement weather, the decision to <u>close or delay the opening of the physical</u> <u>campus</u> will be made by the College President or their designee, the Vice President of Administrative Services. The notification will be communicated by use of the **Whatcom Alert** emergency notification system through email, text, and social media alert. Use of news radio and television may occur if the issue warrants it. WCC's primary news radio preference is **KGMI** 790AM. However, other local news platforms may be used.

Individuals must make decisions to protect their own health and safety when conditions make it unsafe to travel to campus. Employees should work with their supervisor to make other arrangements in an emergency.

In some unexpected weather events or when the college experiences unexpected extended utility outage, the college may close and immediately dismiss all students and employees from the campus.

If this occurs, please leave the campus as soon as possible. If there is a transportation challenge, please contact Campus Safety and Security to be directed to on-campus temporary shelter assistance on campus until transportation arrangements are made.

RUN - HIDE - FIGHT! - HOW TO LOCK THE DOOR -

ACTIVE THREAT / Run-Hide-Fight



An active threat is an immediate threat to your safety and the safety of others on campus. An active threat may include an active shooter or person with a knife (**ARMED SUBJECT**). These situations are fluid, and you may not know where the threat is located on campus. Always be alert.

RUN - HIDE - FIGHT! Run, hide, fight is a common phrase associated with active threat situations. It is important to note that although many are trained to stop-drop-roll when on fire or drop-cover-hold on when in an earthquake, run-hide-fight <u>does NOT mean to run first, hide next, and fight last</u>. Rather, each is an <u>OPTIONAL ACTION</u> based on what you may be experiencing.

- If you feel the threat is near and you can't get out, <u>HIDE!</u>
- ⇒ If you can get out, **GO! RUN** to a safe area away from the threat. **BE AWARE** of where you are and if there are any additional threats.
- ⇒ PUT SOMETHING BETWEEN YOU AND THE THREAT! This could be a wall, post or file cabinet, anything to prevent direct hit from a bullet or knife. You may not be able to get into a room to lockdown.
- **⇒** STAY OUT OF SIGHT!
- ⇒ **SECURE** your location **LOCKDOWN**. Lock the door or barricade the door. Turn off the lights.
- ⇒ STAY QUIET! Silence your cell phone. Do NOT answer the door.
- **► WAIT** where you are <u>until emergency responders come to get you</u>. Use your cell phone to let 9-1-1 know where you are and what is occurring if safe to do so. Help others with you if they need assistance.
- **DEFEND YOURSELF!** If you find yourself one-on-one with the threat, be prepared to defend yourself.

IF YOU SEE SOMETHING, SAY SOMETHING! REPORT IT!

HOW TO LOCK THE DOOR

There are a few different types of emergency locks throughout campus. Take the time to learn how to lock the door in the rooms that you are in when on campus. The most common emergency lock on campus is pictured below \$\dpsi\$

Keep door know aligned in the center / neutral.

⇒ PULL DOOR SHUT!

- → TURN KNOB TO LOCK! Avoid turning too tightly. Doing so may unlock the door. LOCK / UNLOCK may be reversed on some doors.
- Some push bar doors have similar locks, but different instructions. Follow the instructions posted on the push bar.
- **⊃ PULL / PUSH** button. Classroom/labs with electronic doors have pull/push buttons to deactivate the keycard pad. This locks the door. See picture →

ALL DOORS WILL OPEN TO EXIT without changing the emergency door lock status.



General Classroom Emergency door lock



Keycard access labs Emergency door lock

RED AND GREEN CARD METHOD • EMERGENCY COMMUNICATION CARDS •

The Red Card / Green Card method is designed to quickly and non-verbally convey the medical status of need for persons within a room or office, or after an evacuation to emergency responders.

RED CARD conveys:

Emergent assistance is needed!

- → A person has an injury needing immediate medical attention. This is an injury that requires immediate skilled medical intervention to prevent loss of life or limb.
- → A person is unconscious or deceased.
- → A person is missing.
- → A person was left in the building due to injury or mobility challenge.

GREEN CARD conveys:

NO emergent assistance is needed!

- → Persons within the room do not currently need immediate medical attention. A person may have a minor injury that only requires first aid or may seek medical attention at a later time, such as minor scratches or abrasions or sprained limb.
- → All persons are accounted for.





HOW AND WHEN TO USE CARDS

EVACUATION

- Take this flip guide with you when you evacuate the building. Take note of which room and building you were in.
- ⊃ Upon arrival to the evacuation assembly area, gather the people who evacuated with you from your room or space. Check to see if there are any injured; missing; or persons left behind.
 - If <u>you have</u> any injured; missing; or persons left behind requiring emergent assistance, use the RED CARD.
 - If you do not have any persons requiring emergent assistance, use the GREEN CARD.

⇒ HOLD UP THE RED CARD IMMEDIATELY!

⇒ WAIT for emergency responders request before holding up **Green Card**.

LOCKDOWN

- **WAIT** for emergency responders to request status before using the cards.
- ➤ Emergency responders will make themselves known. If they ask if anyone is injured, slide applicable card under door or display in window. Do NOT yell out Do NOT open the door until you can confirm that there are official emergency responders.
 - If you or others are injured requiring emergency medical assistance, use the RED CARD.
 - If you or others do not require emergency medical assistance, use the GREEN CARD.
- ➡ WAIT for direction from emergency responders.

SHELTER

- **WAIT** for "all clear" from emergency responders. If status is requested while you remain sheltered, convey status by sliding under door or display in exterior window.
- ⇒ When evacuated, take this flip guide with you. Take note of which room and building you were in.
- **⇒ If EVACUATED, FOLLOW EVACUATION PROCEDURES ABOVE.**
- ⇒ Upon request, check the status of the people in your room or space. Check to see if there are any injured persons or persons needing immediate medical attention.
 - If you have an injured person requiring emergent assistance, use the: **RED CARD**
 - If you do not have any persons requiring emergent assistance, use the: **GREEN CARD**
- ⇒ IF <u>NOT</u> EVACUATED, <u>WAIT</u> for direction from emergency responders and do NOT open door until told to do so.