

EMERGENCY

RESPONSE GUIDE



If you are in an emergency situation
and need immediate help, call 911 and
Public Safety (718) 482-5555.



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Reporting Emergencies

If you discover an emergency on the LaGuardia Community College campus:

- Stay calm.
- Call 911 and Public Safety for Personal Safety and Medical Emergencies.
- Give your name, and location, and follow emergency-specific instructions.

Emergency Phone Numbers

Call 911

Call Public Safety at [\(718\) 482-5555](tel:7184825555)

Evacuation/Shelter-in-Place Instructions

Definition: In the event of a crisis, if there is evidence of possible harm to students, faculty, staff, and visitors, instructions for protecting yourself in your current location or to evacuate may be given.

Evacuation Actions

- Occupants should use the nearest and safest EXIT when an evacuation order is given.
- Evacuate calmly, close doors as you leave to contain fire/smoke.
- Do not block entrances and exits to allow emergency personnel to enter or exit the building.
- Persons requiring evacuation assistance shall assemble near blue striped wall near the elevators for rescue by first responders.
- **Notify first responders of any persons with disabilities who may still be in the affected area or building.**
- Based upon the type of emergency, occupants may be asked to move farther away from impacted areas.

Shelter-In-Place Actions

- Public Safety will provide instructions.
- Stay in your current location. If outside, move away from the area and await further instruction.
- Encourage all individuals to stay inside of the buildings and rooms.
- Close and lock doors and windows. Keep path of entrances and exits clear for emergency personnel.
- **Notify first responders of any persons with disabilities who are in the shelter.**
- Do not leave the shelter area until an "All Clear" announcement is received from emergency personnel.

Fire

For fire and smoke conditions – pull fire alarm, call 911 and Public Safety at (718) 482-5555.

- Evacuate when fire alarm is activated. Do not assume a false fire alarm.
 - Entire C and B Buildings (including the College & high schools) are alerted via PA and fire alarm during a fire alarm event.
 - Entire E and M Buildings' desktop phone speakers can be used by Public Safety to announce emergency messages.
- Evacuate the area using the NEAREST SAFE EXIT. Do not use elevator unless authorized by emergency personnel.
- Close all doors, windows, and other openings behind you as you evacuate.
- Once outside, move away from the building and allow first responders to enter.
- Persons requiring evacuation assistance shall assemble near blue striped wall at the elevator lobby designated as Areas of Rescue Assistance for rescue.
 - Use the intercom or red emergency phone to contact Public Safety.
 - After pressing the call button for help, wait there for assistance.
- **Notify first responders of any persons with disabilities who may be in the affected area.**

Protect Yourself

- If a person is on fire: Stop, drop and roll!
- In smoke filled environments, stay low and go!
- Evacuate the area using the NEAREST SAFE EXIT.
- Do not use elevator unless authorized by emergency personnel.

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.

Remember

- **Use a fire extinguisher on small fires if you can do so.**
- **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.**

Hazardous Material

On Campus

- Call Public Safety to report any injuries or exposures.
- For injuries resulting from spill call 911, then call Public Safety.
- Isolate area of spill/leak. Do not attempt to clean.
- Alert others in immediate area.
- If known, note any characteristics about the spilled material.

Near Campus

- Follow CUNY Alert Emergency Notification System messaging for shelter-in-place or evacuation instructions
- Sign up for CUNY Alert on CUNY's website: cuny.edu/cuny-alert.

Call Public Safety at [\(718\) 482-5555](tel:7184825555).

Bomb Threat/Suspicious Package

Bomb Threat

If you receive a bomb threat call:

- Be calm and courteous and do not interrupt the caller.
- Ask questions about location of the device, time device is set to go off, type of device.
- Keep the caller on line as long as possible to obtain relevant information.

Note: Date and time of call, gender of the caller, approximate age and emotional state.

Listen carefully: Accent, voice description (e.g., calm, loud, nervous) and background noise.

Notify: Public Safety at (718) 482-5555.

Suspicious package/object

- Do not touch or move the object.
- Do not use cell phone or radios in the immediate area.
- Notify: Public Safety at (718) 482-5555.

Written threat

- Do not handle suspicious mail or packages.
- Note date, time, location where the written threat was received.
- Notify: Public Safety at (718) 482-5555.

Threat via electronic media

- Save all communication documents e.g., email, text, social media posts, telephone messages, notes of telephone conversations.
- Notify: Public Safety at (718) 482-5555.

Active Shooter/Armed Intruder

Watch: <https://www.youtube.com/watch?v=5VcSwejU2D0#action=share> RUN. HIDE. FIGHT. video.

Definition: A situation where a person displays a knife, gun or other weapons in a threatening or violent manner.

Run

- If you can do so safely, exit the building immediately. Leave possessions behind.
- Tell anyone that you encounter to do the same.
- DO NOT pull the fire alarm as it may cause unknowing occupants to evacuate to a danger zone.
- When safe to do so, call 911 and Public Safety.
- **Give your name, location of incident, number of shooters, type of weapon, perpetrator's route, and if there are any injured persons**

HIDE

- If you are unable to safely evacuate go to nearest room.
- Lock and/or barricade the door.
- Stay away from doors/ windows.
- Turn off the lights.
- Stay low to the ground and shield behind large objects.
- Stay quiet. Silence cell phones.
- Do not answer door unless an "All Clear" announcement has been given.

Fight

- As a last resort, fight – fighting back is dangerous but it may be your only option in the situation.
- Act as a group if possible.
- Improvise weapons.
- Act with physical aggression.
- Commit to your actions.
- Once assailant is incapacitated, call 911 and Public Safety

How to act when law enforcement arrives:

- Remain calm and follow officers' instructions.
- Do not carry items – raise hands and spread fingers.
- Don't make quick movements toward officers, or try to hold onto them for safety.
- Do not point, scream, or yell.

Call Public Safety at [\(718\) 482-5555](tel:7184825555).

Medical Emergency

What you should do

Call Public Safety with the following information:

- Your name, and a call-back number.
- Exact location.
- Approximate age of the person(s) needing assistance.
- Type of emergency.
- Description of individual's injury or illness.
- Follow Public Safety's instructions.

General guidance

- Ensure your own safety before helping others.
- Administer CPR (cardiopulmonary resuscitation) or use the AED (automated external defibrillator) if necessary.
- Keep injured person warm with a coat or blanket.
- Do not move the injured person unless there is an immediate danger.
- Do not give the injured person anything to eat or drink.

For reporting infectious diseases

- Call the Health Center at [\(718\) 482-5280](tel:(718)482-5280), Monday-Friday, 9 a.m. – 5 p.m., and Public Safety at [\(718\) 482-5555](tel:(718)482-5555) all other times.
- Call the Environmental Health and Safety (EHS) Office at (718) 482-5507, Monday-Friday, 9 a.m. - 5 p.m., and Public Safety at [\(718\) 482-5555](tel:(718)482-5555) all other times.

Mental Health Crises/Suicide Threats

DEFINITION: Someone is experiencing emotional and/or mental distress and could pose immediate danger to self or others.

Immediate threat of suicide or harm to others

Call 911 and Public Safety (718) 482-5555.

- Attempt to calm the distressed person if you are able.
- Do not leave the suicidal person alone.

Mental health crisis numbers

Public Safety

24 hours/day, 7 days a week

(718) 482-5555

Wellness Center Room C249

Monday-Wednesday, 9 a.m. - 6 p.m.

Thursday, 9 a.m. - 7 p.m.

Friday, 9 a.m. - 5 p.m.

(718) 482-5471

Free, confidential mental health crisis services

New York City Well

1-(888) 692-9355 or

Text well to 65173

Crisis Text Line

Text "CUNY" to 741741

24 hours/day, 7 days a week

BeWell by CCA

Call (800) 833-8707

Call Public Safety (718) 482-5555

Behavioral Threats

For situations that pose an immediate threat of danger on campus, call public safety at (718) 482-5555 if it is safe to do so. Refer persons who pose a potential threat to public safety and your supervisor. For your safety and those you are responsible for at the College, never meet with anyone who has threatened you or may be a danger to you.

Verbally abusive behavior

Examples include: disorderly conduct, threats, disruptive/aggressive challenges to course instruction, harassment/bullying (in person or electronically), verbal altercation, and profanity.

- Remain calm
- Listen carefully. Let the person know you are willing to help if you can.
- If the behavior persists, get the attention of others around you.
- If the situation is escalating, or if you feel there is an immediate threat and if you are safely able to do so, call Public Safety.
- If in immediate danger, leave the area using any excuse necessary.
- Once in a safe location, call Public Safety to report the incident if you have not already done so.
- Report the incident to your supervisor after reporting to Public Safety.
-

Physically aggressive behavior

- Examples include: possession of weapon, fighting, physical altercation.
- Do not engage the physically aggressive person. Leave your workspace immediately. Go to a location with other people.
- Call Public Safety if you are safely able to do so.
- Report the incident to your supervisor after reporting to Public Safety.

Bias or hate incidents and threats

LaGuardia considers a bias or hate incident as any communication, behavior, act or event – verbal, written, visual or physical – of bigotry or prejudice. CUNY and LaGuardia do not tolerate acts of hate or bigotry of any kind.

If you see, experience or feel threatened by any acts of bias or hate, **please call Public Safety 718-482-5555**, or [report it immediately by using the University-wide Discrimination and Retaliation Reporting Portal](#). You can also access the form and obtain more information at [LaGuardia's Office of Compliance and Diversity](#) website page or email TitleIX@lagcc.cuny.edu

Call Public Safety at [\(718\) 482-5555](tel:7184825555).

Personal and Sexual Violence/Harassment

Sexual assault, domestic/dating violence, and stalking are serious violations of the law. Report them to 911 or public safety at (718) 482-5555. Sexual harassment and gender-based harassment are violations of the College's policy on sexual misconduct and should be reported to LaGuardia's Title IX coordinator (718) 482-5088. Learn more: [Combating Sexual Assault and Other Unwelcome Sexual Behavior](#).

If you are threatened with or a victim of physical violence on or off campus, call public safety at [\(718\) 482-5555](#).

Reporting sexual assault, domestic/dating violence, and stalking on or off campus:

- Seek medical attention as soon as possible: Campus Public Safety or the police can help you get medical care or you can go on your own or with a friend to an emergency room.
- If you are a victim of rape, go to an emergency room and ask for a rape exam. For a list of hospitals with rape exam services, visit: www.Svfreeenyc.Org.
- Do not bathe or brush your teeth after an assault if you plan to seek medical attention. Keep the clothing you were wearing in a paper, not plastic, bag. If the assault took place in a room do not move furniture and/or clean.
- Call the College's Title IX Coordinator* or Public Safety so that the College can take measures to protect and support you.
- Members of the College community are mandatory reporters. They must report known information related to incidents of sexual violence/harassment/gender-based harassment. [Consult the CUNY Policy on Sexual Misconduct](#) to determine if you are a mandatory reporter.
- A student/staff/faculty member whose incident comes to the attention of the Title IX Coordinator may request no investigation be conducted/not be reported to the police. In all cases, the Title IX Coordinator will weigh the complainant's request against the College's obligation to provide a safe, non-discriminatory environment for all.

On campus counseling & reporting resources

- Public Safety [\(718\) 482-5555](#).
- Title IX Coordinator, Room E512 [\(718\) 482-5088](#).
- Health Center, Rooms MB40 & room C235 [\(718\) 482-5280](#). (Confidential counseling for students).
- Wellness Center, Room C249 [\(718\) 482-5471](#) (Confidential counseling for students).

Outside resources/hotlines

- BeWell by CCA [1 \(800\) 833-8707](#) (Confidential counseling for faculty and staff).
- NYC Alliance Against Sexual Assault Mon-Fri 9 a.m.- 5.p.m. [\(212\) 514-7233](#)
- Family Justice Center Mon-Fri 9 a.m.-5 p.m. [\(718\) 575-4545](#)
- Safe Horizon [\(212\) 227-3000](#)
- National Sexual Assault Hotline [\(800\) 656-4673 24/7](#)

*The Title IX Coordinator helps to coordinate interim supportive measures for victims of sexual violence and confidentially conducts investigations of sexual assault, domestic/dating violence, and stalking complaints as well as complaints of sexual harassment and gender-based harassment.

Phone/Electronic Message Threats

Phone calls and electronic messages, including texts, emails, social media posts, direct messaging, etc., threatening the safety of the College community or any specific individual(s), e.g., shooter, bomb, fire, etc., may be received by faculty and staff. While most threats are in fact hoaxes, they should all be treated as real. The campus community must report any phone or electronic threat to Public Safety immediately.

Public Safety will respond to assess the situation (phone or electronic threat) and contact the N.Y.P.D. to investigate further, if necessary.

Phone Threats

- Keep calm and listen carefully.
- If possible, transfer call to supervisor.
- Take notes.
- Be polite and show interest.
- Don't hang up. Try to keep caller talking to gather more information.
- If possible, call Public Safety immediately on another line or have a coworker phone ext. 5555 for you, or call as soon as caller hangs up.
- Immediately start recording or document caller information and as many details as you can remember.
- Ask for details and ask questions if the caller is willing to talk.
- Record caller ID. If your phone has a display, copy the number and name.
- Follow instructions from Public Safety.
- If the caller calls back, even if you aren't the original call recipient, take the call and follow the instructions above.
- Don't discuss the threat with any others.
- If a suspicious object is mentioned or found, do not approach it, or touch or move it.

Electronic Message Threats

If someone threatens your safety over text message, direct/private message, social media, or email:

- Don't delete the message(s).
- Leave any message(s) open on the device.
- Immediately notify Public Safety that you've received a threat.
- Print, photograph, or copy message info (subject line, date, time, sender, etc.).
- Preserve all electronic evidence.
- Share all saved information with Public Safety.
- Notify your immediate supervisor.
- Provide the administrator with an overview of the situation and your concerns:
 - Describe the incident with relevant details.
 - What platforms are you being harassed on?

Call Public Safety at [\(718\) 482-5555](tel:7184825555).

Electric Outage/Gas Smell/Flood

- Call Public Safety to report power outage/flood/gas smell or other building related emergencies.
- Stay calm – give location information when reporting.
- Follow the instructions given by Public Safety.
- For injuries and health emergencies, call 911 and Public Safety.
- If evacuating the building is required, use stairwells. DO NOT USE ELEVATORS.

If in a laboratory or shop: end activities. Secure hazardous materials. Follow your laboratory/studio emergency shutdown procedure if you are able to do so safely.

If you smell gas

- **In a laboratory:** shut off local valve and main control shut off valve. If smell persists, exit immediately and call Public Safety. Alert others in the area.
- **In other areas:** evacuate immediately and call Public Safety as you exit. Alert others in the area.

During imminent or actual flooding, and only if you can safely do so:

- Shut off all electric equipment.
- NEVER touch fallen electrical lines or exposed electrical wiring.
- If you notice submerged electrical items or cords, do not step in the water or touch the items.
- Report immediately, all hazardous materials present and any oil, chemical, biological, and/or radioactive materials suspected of mixing with flood waters to Public Safety at 718-482-5555 or to EHS at 718-482-5507.
- Evacuate area immediately if the situation appears life threatening.

Call Public Safety at [\(718\) 482-5555](tel:7184825555).

Severe Weather/Natural Disaster

Definition: A significant weather emergency may impact LaGuardia Community College such as a snow storm, hurricane, severe thunderstorm, or tornado. These events may cause strong winds, rain, hail, ice or snow.

Inclement winter weather snow/ice/wind

- Check CUNY Alert emergency notification email and text alerts, College website and College email.
- Closings, delayed openings or other restrictions of travel can be monitored through email and the College website.

Hurricane/severe storm/flooding

- Check CUNY Alert emergency notification email and text alerts, College website and College email.
- When advised, evacuate to designated safe areas.
- If able, remove items near windows and secure loose objects.
- Stay indoors during high winds, and keep away from exterior walls and doors.
- Stay in a safe area until warning expires or until an “all clear” announcement is made via the emergency notification system or from emergency personnel.

If in laboratory or shop

- End activities.
- Secure hazardous materials.
- Follow your laboratory/studio emergency shutdown procedure if you are able to do so safely.

Earthquake

- Drop down onto your hands and knees so the earthquake doesn't knock you down.
- Cover your head and neck with your arms to protect yourself from falling debris by crawling under a sturdy desk or table.
- Hold on to any sturdy covering so you can move with it until the shaking stops.
- Stay away from glass, windows, outside doors and walls.

Call Public Safety at [\(718\) 482-5555](tel:7184825555)

Cyber Threat/Network Outage

Examples of threats that should be reported to Public Safety:

- Cyber Harassment – threats of physical violence, cyber bullying, invasions of privacy, blackmail, coercion.
- Criminal Activities – identity theft, email fraud, illegal solicitations, child or adult pornography/exploitation, trafficking of drugs, firearms or incendiary devices.

Examples of threats you should report to the Department of Information Technology (DoIT) - (718) 482-6134:

- Hacking – use of computer to gain unauthorized access to data in a computer.
- Malware – software that is intended to damage or disable computers or computer systems.
- Ransomware – a type of malware that prevents or limits users from accessing their systems or files by locking user files unless a ransom is paid.

Best practices

- Never share passwords.
- Never use thumb drives or other media that does not belong to you.
- Avoid unfamiliar websites when at work.
- Always encrypt sensitive data on laptops and or portable devices.
- Never open suspicious emails or attachments.
- Never try to fix the issue yourself.
- Never forward suspicious emails or attachments.
- Never respond to requests for personal information.
- Never provide payment to retrieve access to your PC or data.
- Never forget to take your flash drive, memory stick/thumb drive and other media with you.

Never share your passwords, pin numbers, social security number and other personal data.

Campus-Wide Network Outage

If you encounter a network outage, please contact our HelpDesk by submitting an IT HelpDesk ticket through the Faculty & Staff Portal <https://fsp.laguardia.edu>, or by email at ITHelp@lagcc.cuny.edu, or call 718-482-6134.

Please check for announcements and updates on College communication channels:

- CUNY Alert (text, phone, emails) will be the primary communications channel.
- The College's social media -- visit X (formerly Twitter) -- <https://twitter.com/LaGuardiaCC> even if you do not have an X account; [Facebook](#) and [Instagram](#).
- If operational, www.laguardia.edu and <http://www.laguardia.edu/emergency>, and if necessary, use your cell phone to access these website pages.
- If operational, LaGuardia's main phone line, 718-482-7200.
- Where and when appropriate, signs will be posted at the College's entrances.

Group Protests/Disturbances

Group protests such as marches, meetings, demonstrations and rallies are often peaceful and non-obstructive. However, protests can become disruptive if one or more of the following situations occur:

- Interference with normal operations of the College.
- Prevention of access to an office, classroom, building or College facility.
- Threat of physical harm to people or damage to College facilities.
- Disorderly conduct which disturbs the campus or community.

What you should do if disruptive conditions exist

- Contact Public Safety at x5555 and report the location, nature and size of the disturbance.
- Continue as much as possible with your normal routine. If the disturbance is outside, stay away from doors and windows.
- Avoid confronting or obstructing demonstrators. Do not interfere with those creating the disturbance or with law enforcement authorities on the scene.

LaGuardia Community College Campus Map



BUILDING ADDRESSES

Public Safety stations are located in main lobby entrances of each campus building.

E Building

31-10 Thomson Avenue
Long Island City, NY 11101

Shenker Hall M Building

31-10 Thomson Avenue
Long Island City, NY 11101

B Building

30-20 Thomson Avenue
Long Island City, NY 11101

C Building

29-10 Thomson Avenue
Long Island City, NY 11101

AUTOMATED EXTERNAL DEFIBRILLATOR (AED) LOCATIONS

E Building

1st Floor	Central Public Safety office
1st Floor	Pool area
2nd Floor	near room E242
3rd Floor	Elevator Lobby
4th Floor	Elevator Lobby

Shenker Hall M Building

Basement	Gym area
Basement	Room MB40
2nd Floor	Elevator Lobby
3rd Floor	Elevator Lobby

B Building

Atrium	near room BA03
1st Floor	Public Safety Post
1st Floor	near B124
2nd Floor	near room B200
2nd Floor	near room B218
3rd floor	near room B333
3rd floor	near room B309

C Building

1st thru 4th floors	near Elevator lobby
7th and 9th floors	near Elevator lobby