



## **Building Captain Handbook**

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## Clover Park Technical College Building Captain Program

Building Captains provide an essential extension of campus emergency services for students, faculty, staff, and visitors. As a safety representative, they will often be the first point of contact for individual aid, safety information and incident reporting for all building occupants. Building Captains are tasked to assist in managing evacuations, checking assigned areas, and coordinating emergency operations as necessary for the building or facility to which they are assigned.

### **Purpose**

Clover Park Technical College is committed to providing a safe environment for all students, faculty, staff and visitors. The Building Captain Program was developed to enhance campus safety and security capabilities day to day and during emergency situations. Building Captains assist security personnel and professional emergency responders in incidents that may require students, faculty, staff and visitors to evacuate, or lockdown (hide).

As a participant in the Building Captain program, you provide a valuable service to the College Community should an incident occur.



## Program Structure

Each College facility will have at least one Building Captain based on the size, activity, and location of the buildings. The Security Department is responsible for program coordination.

**Day-to-Day operations.** There are two levels of Building Responders:

**Building Captains** – may assist in simple day to day types of urgent and emergent needs. Such as basic medical attention for individual injuries (basic first aid); coordination of 9-1-1 responders for localized medical emergencies; evaluate and assess emerging concerns, and assist with building evacuations and lockdowns.

**Building Co-Captains** – perform Building Captain activities and would be available to respond to incidents that warrant assistance in de-escalation and immediate assistance with on-scene crisis management until professional emergency responders and/or campus safety and security responders arrive.

**Both Building Captains and Co-Captains** are encouraged to help educate and provide orientation to faculty and staff on emergency procedures for the building or facility assigned.

## Emergency operations.

**Building Captains:** In emergency situations, and after helping with an evacuation, the Building Captain reports to an assigned area and assumes the responsibility for gathering information, assessing needs, and relaying the information to the Incident Commander and/or Emergency Operations Center.

**Building Co-Captains:** The Building Co-Captain may be in charge of a specific floor or area within the facility. He/she must recognize the presence of an emergency, ensure the evacuation of his/her area, perform a sweep of the area to ensure all students, faculty, staff and visitors have been evacuated and report the status of the evacuation to the Building Captain.

## Building Captain Duties

### Pre-Event / Preparedness

Be familiar with the building/facility you are assigned.

- Know the entire layout of the building and the various evacuation routes. Know at least two escape routes out of the building.

- Be familiar with the location of occupants in your building. When able, become familiar with individuals with functional and access needs.
- Know the locations of/and how to operate a fire extinguisher.
- Know the Co-Captain in your building and the Building Captain and Co-Captain in the adjacent buildings.
- Locate and know how to activate all fire alarms in your building.
- Know what hazards are in your building? Identify ways to avoid the hazards during evacuation.
- Know where your gathering location is.

Help others become familiar with the building/facility and what your role is.

- Introduce yourself to individuals in your area and identify yourself as the Building Captain. Briefly explain your duties.
- Orientate new faculty and staff on the emergency procedures for the building.

Trainings, Drills & Meetings

- Attend all training workshops and activities specifically designed for Building Captains.
- Participate in College wide Emergency Drills or Exercises and take them seriously.
- Attend All Hazard meetings. Be prepared to represent building/designated area at the meetings. If a Building Captain from your area is unable to attend the meeting, ensure they receive the pertinent information from the meeting.

See Something? SAY Something!

- Report any suspected hazards, suspicious activities or any injuries to the appropriate party: Campus Security, Facilities, West Pierce Fire or Lakewood Police.

Building Captains assist in the campus community's crime prevention efforts by helping building occupants (students, faculty, staff and visitors) understand and practice simple crime prevention strategies:

- Keep valuables secured.
- Purses, wallets, laptops and items of value, should not be left in public view or easily accessible. They should be kept secure and out of reach. Valuables should not be left out and unattended. If faculty or staff prefer to leave their office door open, encourage them to lock valuables in their file cabinet/drawer. Locking an office or classroom also helps deter theft.

Building Captains are like “Neighborhood Watch” block captains. Facilitating information between the Security Department, the Police Department and your building occupants is key in addressing criminal activity on campus. The Security Department, and its officers, look forward to working with you to help make Clover Park Technical College a safe place to learn and work.

## Personal Preparedness

- Develop an emergency plan for your family. Be aware of other family member’s work or school emergency procedures.
- Build an emergency kit for your home, your car and your office.
- Identify resources within your area of responsibility that can be useful in an emergency (such as first-aid supplies, bottled water, or multi-use tools).
- Actively visualize your response to a variety of emergencies your building is at risk for and think through the steps of your response. “If this happened, I would...”

## Responding To Emergencies

### Localized Medical Emergencies

Building Captains should be prepared to provide guidance and assistance to students, faculty, staff and visitors throughout each quarter. Most often the guidance is related to academic concerns and general campus questions, however, on occasion, medical emergencies occur. The Red Cross Adult first aid/CPR/AED reference guide is included in this handbook to assist you in assessing the medical emergency, and selecting the best option to address the needs of the affected student, faculty, staff or visitor.

See also college policies on our website <http://www.cptc.edu/policies/emergenciesaccidents>

## Assess and Report

Building Captains should be prepared to assess situations that are ‘out of the norm,’ such as loud voices (yelling, screaming, threatening tones, etc.); loud or odd noises (banging, thumping, pops, hissing, etc.); odd or unusual activities (photographing or videotaping of buildings, rooms, utility switches); loitering or pacing; odd or unusual smells; persons wearing unseasonal attire (bulky or long coats during warm weather); and unusual physical appearance (odd sweating, nervousness, anger, annoyed, uneasy, withdrawn, aggressive, threatening hand gestures, or looking lost). Also, be aware of any abnormal or extraordinary natural events such as sudden shift in weather, swarming of bees/wasps, or an earthquake.

If an event poses an immediate risk to life safety, **call 9-1-1 to report the situation**. As soon as reasonably safe to do so, contact the Security Department on any campus phone by dialing 5682 to advise of the situation or call (253) 589-5682 and request an Officer from the Security Department.

If an event is concerning but does not pose immediate risk, report concern(s) by contacting the Security Department.

For either type of event, Building Captains should do their best to mitigate risk to others. This may include redirecting students and staff from an area of risk; closing windows; locking doors; or initiating evacuation. Safety actions will be determined by type of risk and severity of situation. Building Captains should maintain awareness of the situation and be prepared to share accurate information with emergency responders.

## Intervention

Many situations may be deterred or minimized by simple intervention. Building Captains are encouraged to engage intervention techniques when able. Acknowledge the person of concern: “Hello, how are you?” or “Hello, is there something I may help you with?” are simple questions that can make a difference. If they reply, Building Captains should be prepared to listen, remain alert, and address their needs if able. Each situation is different. Building Captains should be confident in observing, assessing, and then determining if intervention would be appropriate for the situation.

## Pause, Think, Communicate & Mobilize

- Determine best emergency action for the event (Run, Hide, or Fight).
- Wear your Building Captain vest (if safe to do so),
- Notify building/floor occupants of the emergency situation and get them to mobilize.

## Evacuation Procedures

- Evacuate Building: Direct occupants in your area to evacuate, and continually call out evacuation route and meeting location. Use hand signals when appropriate.
- Sweep every room in your area, if safe to do so, to make sure that everyone has evacuated. Note any rooms that were locked that you could not check (building evacuation maps are available on the college website @ <http://www.cptc.edu/risk/safety/emergency-management/evacuation>).
- Help Special Needs Individuals: Assist, or assign others to assist any individuals with access or functional needs (See section Helping Access or Functional Needs Individuals for more specific information Pg.10).
- Record hazards that might hinder professional emergency responders if they need to enter the building.

## AFTER The Building Has Been Evacuated

- Building Co-Captains should make every effort to meet with the assigned Building Captain at the predesignated location outside the building following the evacuation: The Building Captain will prepare to report on the status of the building, assess resource needs, and take accountability for individuals located in the assembly area.
- Building Captains Report to the Command Post or Emergency Operations Center (based on needs of incident): Report status of the building by radio, phone, or runner. The status report should include the location of any trapped or injured people, any hazards found in the building, and a list of rooms that could not be checked/cleared. It is important that the Incident Management Team is aware of the status of each building so emergency personnel can be directed to the areas of need as soon as possible.
- Accountability Report: The Building Captain shall do their best to account for all students, faculty, staff and visitors in the Gathering area for their building. The Building Captain should check with faculty members evacuated from their assigned building and establish their class headcount for the day. Updates to the Emergency Operations Center are encouraged as necessary.
- Inform those evacuated: Building evacuees should be kept informed. Building Captain will provide updated accurate information and direction to their building evacuees when it



becomes available, but until that time, evacuees should be encouraged to stay in the assembly area until the situation is stable.

- Block / Secure Access to Building: Keep individuals from entering the building. This may require seeking the assistance of others until security staff is on scene.
- Provide updates as they become available to occupants in your area.
- Signal “all clear” to occupants: Only provide an “all clear” once it has come from a police officer, fire fighter, Emergency Operations Center (EOC) operator or campus authority.



## Evacuation Procedures for Persons with Disabilities

### General Procedures

During an evacuation, staff should make every effort to assist persons with mobility 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. A person should remain with the individual needing assistance, if it is safe to do so. Make sure access to the stairs is not blocked.

If unable to go to the stairwell due to smoke, fire, or otherwise, occupants should stay in their room/office and notify a co-worker or someone who can pass the room number and occupant status to the Building Captain.

## Mobility Impaired Emergency Rescue Guide

If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using a carry technique. Carrying options include using a two-person lock-arm position, or having the person sit in a sturdy chair - preferably with arms.

Before taking action, always ask the person their preferred method of assistance. Persons assisting

individuals with disabilities are not emergency responders and must exercise common sense and judgment in providing such assistance. It is preferable to allow persons with disabilities to manage their own movement and extrication from a situation if that is possible and/or to wait for emergency response units properly trained in the rescue of persons with disabilities.

Two trained individuals, or more, if available, should conduct the evacuation. Evacuating a person with disability, or an injured person, by yourself is the last resort. Consider your options, and the risks of injuring yourself, and others in an evacuation attempt. Do not make an emergency situation worse.



### Things to consider:

- Lifting a person may be harmful to both the person being assisted and the person(s) assisting. Ask their preference about being carried forward or backward down a flight of stairs.
- Wheelchairs are not designed to handle the stress of lifting. Batteries may have to be removed.
- Before attempting an evacuation, rescuers and people being assisted should discuss how any lifting will be done and where they are going.
- Proper lifting techniques (e.g., bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to rescuers' backs.
- A straight back chair requires at least two strong people who can control the chair (if the person agrees to this method.)

## Mobility impaired (non-wheelchair user)

People with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the person should wait until the heavy stair traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with disability may choose to stay in the building, until emergency personnel arrive. If the person decides to use the stairs, someone should walk beside them to provide assistance, if needed. Use a rolling office-type chair to quickly push injured persons to safety if needed.

## Visual Disability

It is important to understand that alarms or confusion may disorient a person who is visually impaired, even when they are normally familiar with an area. Rescuers should assist as follows:

- Explain the nature of the emergency.
- Give verbal instructions and guide individuals to safety by having them hold onto your arm below the elbow.
- Verbally say where you are as you walk and describe any obstacles in the path.
- When you have reached safety, orient individuals as to where they are and ask them if they need further assistance before leaving.

## Deaf and Hard of Hearing

Some buildings on campus are equipped with fire alarm horn/strobes that sound the alarm, and flashing strobe lights. The flashing strobe lights are intended to alert hearing impaired individuals. If the area does not have strobe lights, or the person with hearing disability does not see the lights, do the following:

- Get the attention of individuals by touching their shoulders, flashing room lights, or waving your arms.
- Write on a board or paper the nature of the emergency and evacuation route.
- Use visual cues and gestures to explain what is happening and what to do.

## Run, Hide, Fight!!

When a situation or incident poses a threat to campus, and it's not safe to leave an office, classroom, or building, individuals are encouraged to **HIDE!** If it is safe to get out, individuals are encouraged to **GO and RUN** to a safe area away from the threat. When fleeing the area, individuals should **BE AWARE** of surroundings and alert if there are any additional threats. It's important to gather and share any relevant information with emergency personnel. Such as suspicious vehicles in the parking lot, persons observed with a gun or other devices, etc. It is also important to take note of anyone in the assembly area that looks 'out of place'.

When individuals are unable to lockdown, they should be directed to shield themselves/put something between them and the threat. This could be a wall, post or anything to prevent direct hit from a bullet or knife. They should be directed to **STAY OUT OF SIGHT!**

If you can't evade from a possible dangerous situation you might have to lockdown or shield (hide).

### Procedures

1. **Immediately lock doors.** Use tables or chairs to barricade the door.
2. Once doors are locked **do not open until "All Clear"** is officially announced.
3. Turn off lights. Close blinds
4. Turn off computers, silence cell phones and other equipment.
5. **Minimize exposure:**
  - a. Gather everyone into the safest area of the room away from windows.
  - b. Crouch down.
  - c. Consider creating extra barricading if possible (desks turned on side, etc.)
6. **Remain quiet/minimize noise.**
7. Stay in lockdown or shield until "All Clear" is announced.

### Building Captain Actions during lockdown

If safe to communicate with students, faculty, staff and visitors, you should:

- Notify people in area to lockdown or shield (hide). Encourage them to move to innermost rooms, with fewer windows and doors.
- Lock doors, if possible.
- Monitor the building / classrooms / office from a safe vantage point.
- Do not attempt to stop students and staff from leaving the classroom / building. Suggest they stay put for their own safety and advise them that if they choose to leave, they will not be let back in.

## Emergency Communications

Successful communications is essential to successful emergency response, while problematic communications may actually make the situation worse. Effective, clear, organized communications is essential in an emergency response.

Emergency communications is a system of coordinating people and relaying information to emergency response personnel during an emergency.

Without effective emergency communications, emergency response personnel will be challenged in determining the type and location of critical needs and often delayed in deploying appropriate resources.

The Clover Park Technical College Security Department uses systemized communications for day-to-day activities. This system uses a multi-channel radio frequency programmed for daily and emergency communications.

The communication method established for the Building Captains consists of Phones and Runners.



## Important Numbers

Lisa Beach	Christian Kroiss
Director of Compliance	Manager of Security
Work: 253.589.5603	Work: 253.589.5633
Cell: 253.709.3591	Cell: 253.861.6464
Larry Clark	John Kaniss
Vice President for Finance & Administration	Director of Facilities Services
Work: 253.589.5602	Work: 253.583.8747
Cell: 425.419.6456	Cell: 253.255.8876
Tawny Dotson – Website Back-up	Brad Nuxoll – CPTC Warn
Vice President for Strategic Development	Management Information Systems Coordinator
Work: 253.589.6048	Work: 253.589.5758
Cell: 253.906.7394	Cell: 253.576.0236
Frank Chase - VOIP	Chuck Abbott – CPTC Warn Back-up
Computer and Network Support Technician	Systems Analyst
Work: 253.589.6075	Work: 253.589.5863
Cell: 253.720.6923	Cell: 253.209.3487
Tyler Scott – Website	RJ Hike – VOIP Back-up
Senior Creative Communications Manager	Computer Technician
Work: 253.589.5619	Work: 253.589.5579
Cell: 425.343.6700	Cell: 360.878.7110

Lakewood Police Non-Emergency: (253) 830-5000 or (800) 464-3457

Emergencies from a campus phone: **9-911**

Emergencies from a regular/cell phone: **911**