

**"Do you feel sick?"
Stop Sign
CDC flyer (colored flyer)**

Note: Glenn M. said that he would print this in color.
Black and white print looks bad unless can invert dark background.

http://www.cdc.gov/hlnlflu/institutions/toolkit/pdf/StopDoYouFeelSick_8X11.pdf

""Avoid the Flu" UH Flyer
(red and white flyer can be printed in black and white)
http://www.hawaii.edu/emergency/images/flu_flyer.pdf



CLIP & SAVE.....The front section of previous HCC Phone Directories for future reference.

NEW INFORMATION added to this Fall 2009 Edition.
THIS IS A GRAB-n-GO MINI-REFERENCE TO USE IN AN EMERGENCY.
TAKE THIS WITH YOU UPON EVACUATION.

An electronic and more extensive copy of this emergency section
(See HCC Fall 2009 Faculty & Staff Telephone Directory) at
<http://honolulu.hawaii.edu/intranet/committees/epc/emergency/emergency.htm> will
allow you to click on items of interest **making it to easier for you to access this information.**
Feedback & comments appreciated and may be sent to health@hcc.hawaii.edu.

THIS FRONT SECTION INCLUDES EMERGENCY & RELATED SAFETY INFO on:

- **Extreme Crisis Emergency Steps** (page 4 & 7)
- **Basic HCC Emergency Steps** (page 7)
- **Bomb Threat** -- Handling Phone Call (page 5) & Checklist Form (page 6)
- **Disruptive Situations**-- Tips on Handling A Disruptive Person (page 9)
- **Elevators -- Stuck?** What to Do & Not Do? (page 21)
- **Fire Evacuation** -- Where to Go?! (page 17)
- **Emergency Planning**
 - Departmental Planning for Emergencies (page 28)
 - Personal Preparation -- Be Proactive! Prepare & Learn What You Can Do BEFORE An Emergency Strikes! (page 27)
- ***NEW!* H1N1 & Seasonal Flu Info & Websites** (page 23)
- **Syllabi Statements** -- Suggested Statements to Include in Syllabi (page 22)
- **UH Alert System** -- Be Up on the Latest Scoop! Sign up & be notified of campus emergencies & closures by UH Alert System (page 4)
- ***UPDATED!* HCC Campus Safety and Community Resource Listings** (page 15)

Noteworthy Highlights & Reminders:

- **It's Flu Season! H1N1 & Seasonal Flu Precautions** – Keep abreast with the latest information. Stay tuned to the UH and HCC H1N1 websites as we prepare to track how our campus is being affected by the flu. Know what to do should you or your family develop flu-like symptoms.
- **It's also Hurricane Season! Be Aware! Know what YOU and YOUR DEPARTMENT needs to do to best prepare for various emergencies. Check out the draft HCC Campus Emergency Operation Plan** (EAP draft & EAP Appendix) as well as other committee information online at <http://honolulu.hawaii.edu/intranet/committees/epc/>. Your participation on our Emergency Planning Subcommittee is always welcome.
- **Announce to your students that Evening Escort Service available!** Additional security guards are hired to provide escort services and are located on the Mall between Building 7 & 2 and Building 27 on Mondays thru Thursdays from 7pm to 10pm. **Call 271-4836 (Security) to request assistance.** For safety reasons, encourage students to purchase on-campus evening parking passes & after evening classes, students should also be encouraged to walk in groups to their vehicles.

- **A Situation Arises & You Need Help After Hours? The Evening/Weekend Duty Administrator Fall 2009 Schedule** provides Administrator support after normal working hours and on Saturday to take care of problems that arise on campus. **Check out:** <http://honolulu.hawaii.edu/intranet/services/admin.html>.
- **Be Up on the Latest Scoop! Be Informed of Campus Closures & Emergencies! Sign-up for the UH Alert System** – Faculty, Staff, and Students--Sign-up to receive official Emergency Notification from the official network of the University of Hawai`i (UH Alert System) through <https://www.hawaii.edu/alert/index.php>. Select the regions (island or area/college) you wish to receive information about. Faculty & staff may also choose the ways in which to be reached that include home and office, text messaging through cellphone carrier, and email preference options. Student notification is through text messaging and email. **Encourage your students and co-workers to join UH Alert!** HCC is moving towards utilizing this system to notify our campus community of emergent situations as they arise.
- **Medical ID Cards** - The City and County of Honolulu EMS Department highly recommends that people carry Emergency Medical ID cards that can furnish valuable information to emergency personnel. The College does not recommend that faculty/supervisors solicit nor store personal medical or disability information on their students or employees and instead, **recommend that the following persons consider carrying a medical identification and information card:** Persons with a medical condition, persons taking medications on a regular basis, persons with drug or other serious allergies or a person who does not speak or understand English. Medical ID cards should be placed with license or other ID so it can be easily located & accessed in an emergency. Go to <http://www.honolulu.gov/esd/ems/emedid.htm> to print one out.



Follow Emergency Posters for General Emergencies

The red and white HCC Emergency Posters such as the one on the front cover of this phone directory are placed in classrooms and around the campus. **These emergency instructions should be followed for escalating disruptive situations or threats of physical violence, in addition to more customary (or usual) emergencies** requiring assistance from medical, fire, and police personnel.

EXTREME CRISIS EMERGENCY STEPS (Physical Threat or Escalating Disruptive Situation)

1. **Call or have someone else call 911 immediately.**
2. **Call Campus Security at 284-1270 or 271-4836.** Appropriate campus personnel will be activated.
3. **Call Vice Chancellor of Administrative Services at 294-9123.**
4. **Do not disarm or accept weapon** from individual.
5. **If violent behavior** is occurring – **Escape, hide** if not already seen, **or cover-up.**
6. **Be courteous. Don't argue, threaten or touch person** or physically force person to leave. Don't block their exit.
7. Position self so that **exit route is readily accessible.**
8. **If aggressive, ask person to leave.** Doesn't leave? **Remove yourself** if safe to do so.
9. **Document incident.** Include witness statements & contact information.
10. **Notify your Supervisor, Division Chair, and Program Dean ASAP.**

**See page 7 for
Complete Information on the
Handling, Documenting, and Post-Incident Debriefing of a
Campus Emergency**

BOMB THREAT INFORMATION

Most bomb threats occur by telephone. In the event of a bomb threat, these procedures should be followed.

Threat by telephone (Use the Bomb Threat Checklist Form on the following page):

1. Ask the caller to repeat the message. If possible, record every word spoken by the person making the call.
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ask the caller to provide this information.
3. Inform the caller that the building is occupied and the detonation of a bomb would result in death or serious injury to many innocent people.
4. Pay particular attention for any strange or peculiar background noises, such as motor running, background music (and the type of music), and any other noises, which might give even a remote clue as to the place from which the call is being made.
5. Listen closely to the voice (male-female), voice quality, accents and speech impediments.
6. Report information to Campus Security at 284-1270 or 271-4836. Campus Security will contact the Vice Chancellor of Administrative Services (VCAS) at 294-9123. VCAS will contact the Honolulu Police Department. Call 911 directly if school is not in session.
7. Notify your supervisor.
8. A room-by-room search will be coordinated by the VCAS and the Honolulu Police Department.
9. Wait for safety personnel to assess the threat and advise VCAS whether it is necessary for building occupants to evacuate.
10. If a decision is made to evacuate, building alarm will be pulled and evacuation will proceed.
11. Evacuees should proceed and remain at least 500 feet away upwind from the building.
12. Wait for the "all clear" notification from an authorized campus official before returning to the building.

Suspicious Packages, Mail, etc.

1. Do not handle suspicious packages.
2. Contact Campus Security at 284-1270 or 271-4836.
3. Secure the immediate area.
4. Be cautious of:
 - Foreign mail, airmail, and special deliveries
 - Restrictive markings such as "Confidential" or "Personal"
 - Misspelling of common words
 - Oily stains or discoloration
 - Rigid, lopsided, or uneven envelopes
 - Protruding wires or tin foil
 - No return address
 - Excessive tape or string
 - Excessive or insufficient postage
 - Strange odors

Evacuation of work area or classroom:

1. Do not touch suspicious package if found.
2. Call 9-911 and notify Campus Security at 284-1270 or 271-4836.
3. Security to notify Vice Chancellor of Administrative Services (VCAS) at 294-9123 of situation. The following personnel will be activated: Fiscal Officer, Asst Fiscal Officer, Administrative Officer, Operations and Maintenance supervisor, and Janitor supervisor and they will be directed to assist Security by VCAS to assist in this emergency.
4. Evacuate under the direction of safety personnel or VCAS or within 30 minutes of suspected explosion, if known.
5. Notify other work area personnel of the situation and have them prepare to evacuate their area.
6. If decision made to evacuate, building alarm will be pulled and evacuation will proceed. Evacuees should be directed to remain at least 500 feet away upwind from the building.
7. Take personal items with you. If possible, secure college property and records before leaving.
8. Close and leave the door unlocked.
9. Evacuees should proceed and remain at least 500 feet away upwind from the nearest building.
10. Wait for the "all clear" notification from an authorized campus official before returning to the building.

HonCC BOMB THREAT CHECKLIST FORM

Keep this handy near each phone. When you get a bomb threat phone call:

- Stay calm. Take the caller seriously. Do not hang up.
- Keep caller on the line as long as possible.
- Ask and note information given by caller during or after call.
- Call Campus Security (284-1270 or 271-4836) immediately upon hanging up or have a co-worker/student call while the threat is in progress. Also, notify your supervisor. Campus Security will contact the appropriate authorities (VCAS & 911) and coordinate any evacuation efforts.
- When possible, photocopy this as an office copy.
- Provide original report to Campus Security.

Tell caller: "We want to prevent innocent people from being killed". If possible, record every word spoken by the person making the call. **TRY ASKING:**

Caller to repeat the message: _____
 What time is the bomb going to explode? _____
 Where is the bomb right now? _____
 What does it look like? _____
 What kind of bomb is it? _____
 What will cause it to explode? _____
 Did you place the bomb? _____
 Why? _____
 What is your name? _____
 What is your address? _____

EXACT WORDING OF THE THREAT:

IF KNOWN:

Name of caller: _____ Phone # or Ext. where call originated: _____
 Gender: M or F Race: _____ Age: _____ Number where call received: _____
 Time call received: _____: _____am/pm Date call received: _____ Length of call: _____

Characteristics of Caller's Voice:

- | | | | |
|------------------------------------------|-----------------------------------------|---------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Accent | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Lisp | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Deep/Low | <input type="checkbox"/> Loud | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Distinguished | <input type="checkbox"/> Nasal | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Disguised | <input type="checkbox"/> Normal | <input type="checkbox"/> If familiar, whom did it sound like? |
| <input type="checkbox"/> Cracked | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged | |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Excited | <input type="checkbox"/> Rapid | |
| | <input type="checkbox"/> Laughing | <input type="checkbox"/> Raspy | |
| | | <input type="checkbox"/> Slow | |

Background Sounds:

- | | | | |
|-----------------------------------------|----------------------------------------|------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> House noises | <input type="checkbox"/> Motor | <input type="checkbox"/> Kitchen noises |
| <input type="checkbox"/> Music | <input type="checkbox"/> Animal noises | <input type="checkbox"/> Clear | <input type="checkbox"/> Other |
| <input type="checkbox"/> Factory noises | <input type="checkbox"/> Long distance | <input type="checkbox"/> Booth | |
| <input type="checkbox"/> Local | <input type="checkbox"/> Voices | <input type="checkbox"/> PA system | |
| <input type="checkbox"/> Crockery | | <input type="checkbox"/> Office machines | |
| | | <input type="checkbox"/> Static | |

Threat language:

- | | | | |
|-------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by caller |
| | <input type="checkbox"/> Foul | | |
| | <input type="checkbox"/> Incoherent | | |

ADDITIONAL COMMENTS (may continue on another sheet):

Call reported immediately to: ___Security ___Supervisor ___Other _____
 Submitted by: _____ Report Date: _____

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7. Position self so that **exit route is readily accessible.**
8. **If aggressive, ask person to leave.** Doesn't leave? **Remove yourself** if safe to do so.
9. **Document incident.** Include witness statements & contact information.
10. **Notify your Supervisor, Division Chair, and Program Dean ASAP.**

BASIC HCC EMERGENCY STEPS

Call 911, and then call Security at 284-1270.

- **CALL 911 in an Emergency – Request for FIRE, POLICE and/or AMBULANCE**
In any life-threatening situation, **immediately call 911 and request an ambulance.**

Provide the following information:

1. **Exact campus location and directions to nearest entry route**

On-campus sites:

- Main campus, 874 Dillingham Blvd., Bldg__ Rm __ &
Road to enter (select):
 - Ewa side of campus – enter Kokea Street driveway
 - Middle of campus – enter parking lot on Dillingham at Alakawa intersection
 - For Dillingham (Diamond Head side) enter driveway across old Cutter Dodge
 - For Bldg 12 & 13 on Diamond Head side-enter from Robello Lane
- King Street, 879 North King St. (old Fire Station), Rm ____
- Automotive (Bldg 43)/Diesel (Bldg 44), 445 Kokea Street, Rm__

Off-campus sites:

- Airport Training Center (Aeronautics), 140 Iako Place (off Lagoon Dr.), Rm ____
- Kalaeloa–Pacific Aerospace Training Ctr, 91-1259 Midway Rd., Kapolei, Rm ____
- Marine Education Training Center, 10 Sand Island Parkway, Rm__

2. **Description of victim** (e.g., name, age, gender)
3. **Condition of victim**
4. **Caller's name and phone number**

While awaiting emergency responders:

5. **Call Campus Security** at 284-1270 or 271-4836. For additional help, weekday business hours call 845-9142 or Vice Chancellor of Administrative Services call 294-9123.
6. **Campus Security will notify Nurse & Mental Health Wellness Counselor** depending on type of emergency.
7. **Stay with the victim.**
8. **Send someone to meet emergency crew.**
9. **Have colleague assist in documenting sequence of events** such as: time of 911 call, arrival of emergency crew, what was done at the scene, time victim's emergency contact called & when the contact arrived, status/destination of injured person, belongings released & to whom, etc.
10. **Assess the scene for safety** before approaching the victim.
11. **For medical emergencies –**
 - If spillage of blood or bodily fluids has occurred, use protective gear (e.g., gloves, goggles, face mask). CPR mask and gloves are available in all campus first aid kits. Contact x142 to request clean up of bodily fluids by Operations and Maintenance staff.
 - Assess for unresponsiveness.
 - If a person has fallen, struck his or her head or hurt his or her back or neck, do not attempt to move the person.
 - Initiate first aid or CPR, if trained.
 - Call emergency contact person designated by victim. Confirm alternate phone numbers should emergency crew or campus need to reach them.
12. **Provide privacy & crowd control.**
13. **Witnesses** should remain available to give information to emergency personnel.
14. **Do not engage in unnecessary conversation** with the victim. **Never discuss who was at fault** or who will be responsible for paying medical or other bills. The cause of the accident will be investigated and any unsafe conditions/actions will be corrected.
15. **Complete an HCC Incident Report and/or UH Form 29** and **submit** to the Vice Chancellor of Administrative Services **immediately** after the emergency. Keep copy for your records.
16. **Contact supervisor, Division Chair or Program Dean & notify of incident.**
17. The **College personnel most knowledgeable of the situation may consider going to the hospital** to provide additional information, assistance and support to hospital personnel or family.
18. **Obtain a Police Report Number**, if applicable, from the officer-in-charge.
19. **Post-Incident:**
 - **Support:** The Health Nurse & Mental Health Wellness Counselor are available to assist.
 - **Debriefing:**
 - Review the incident and response action to identify strengths and weaknesses of the emergency procedures.
 - Document the findings and forward the recommendations to appropriate parties.

TIPS ON HANDLING A DISRUPTIVE PERSON

MANAGING MILD DISRUPTIVE SITUATIONS...

...ESCALATING INTO A CRISIS SITUATION & EMERGENCY

Disclaimer:

The following is considered to be a blending of informal HCC emergency procedures mixed with how emergencies at other institutions are handled. At the Spring 2009 Health and Safety Liaison meeting, much of the meeting was spent discussing how we as a campus can best address this issue. It became evident that we needed to provide some tools and resources/links to better equip our staff. These are not formalized HCC Policies or Procedures and are subject to change. The information that has been compiled is in an attempt to respond to a growing desire to better prepare us in these changing times. Stay tuned for more formalized procedures.

While most of the examples listed below are situations arising in/around the classroom setting, the same ideas may be transferred and applied to office & other settings. **All campus entities should discuss and review how their employees and supervisors would best handle mildly disruptive to escalating situations should they happen in their area.** In some cases, this may mean **reviewing office layout, rearranging furniture to minimize visitor access or deciding on an agreed upon "code word" that might be used to indicate an emergent situation.** It is our goal to help our faculty and staff more confidently and safely address incidents of disruption in a manner that discourages such behavior while maintaining a safe and appropriate learning and workplace environment.

Disruptive behaviors are detrimental to the academic community because it interferes with learning, affects the ability of instructors to teach effectively and may directly affect campus operations.

Become familiar with the HCC Student Code of Conduct (see resource list that follows). This may be accessed from our website or you may ask your Division Chair or Dean of Students Services (845-9236) for a copy.

The HCC Faculty Development website provides a Faculty Guidebook with many interesting sections that may be of interest to you. Visit <http://honolulu.hawaii.edu/intranet/committees/FacDevCom/index.htm> for more information. Three articles written a few years back specifically address disruptive student issues that can be found on their website. Since these articles were written, we have new UH System-wide directives re: Workplace Nonviolence in this related area that may impact the instructions/steps described within this documents. The articles are listed individually in the resource section and impart and validate the importance of taking immediate action should that become necessary and the seriousness of these offenses.

Disruptive behaviors exist on a continuum and can assume many forms. Disruptive behaviors include:

- Person persistently arrives tardy or leaves early to class;
- Person talks incessantly while you lecture;
- Person speaks loudly and frequently interrupts the flow of class with questions or interjections; or
- Person becomes belligerent when confronted by his/her inappropriate behavior.

PRE-INCIDENT PREPARATION

- Model respectful, appropriate and responsible behavior in all your interactions.
- Establish expectations. Inform your students and employees of standards and expectations in the areas of:
 - Conduct in classrooms and on-campus areas
 - Language
 - Punctuality
 - Respect

- Be consistent and fair in the application of these expectations.
- Inform students/employees of consequences (discipline process) for not adhering to expectations.
- Know your limitations and when you may benefit from assistance.
- Be proactive & find out resources on campus that you can go to for help.
- Become familiar with the Student Conduct Code and process for the campus.
- Apply these standards fairly and consistently.
- Be a good listener. Don't personalize comments. Remain calm.
- Make use of campus resources.
- Know what to do and what forms to fill out should you need to document a disruptive situation/interaction.

ONCE INCIDENT OCCURS...

Mild Disruptive/Inappropriate Behaviors

Mild Disruptive/Inappropriate Behaviors are usually non-threatening and are sometimes viewed as out-of-the-ordinary or strange behaviors. These DO NOT cause alarm or danger but do interfere with the learning environment. Some examples may include:

- Monopolizing discussions
- Inordinate or inappropriate demands for time and attention
- Disrespecting others' rights
- Talking when the instructor or others are speaking
- Creating excessive noise with papers, books, bags, etc.
- Sleeping
- Doing homework during class
- Entering class late or leaving early
- Using phone & other electronic devices in class
- Poor personal hygiene (e.g., noticeably offensive body odor)
- Talking to oneself
- Wandering around room
- Pacing
- Sudden emotional outburst (giggling, crying)
- Unresponsive in response (not in any apparent medical distress)

What to Do:

In the classroom:

- Respond immediately – Informal actions include reminding class of agreed standards of behavior, standing next to disruptive person who is talking, or directing specific comments to the disruptive person.
- Ask the disruptive person to immediately and respectfully end the behavior by:
 - Taking a classroom break and ask the person to end the behavior -OR-
 - Asking disruptive person to stay after class so that you can privately discuss why the behavior is inappropriate or disruptive.
- Should the behavior continue – Tell the disruptive person to leave the room if the behavior does not cease immediately and that disciplinary action may result.
- If the disruptive person does not respond appropriately, ask him/her to leave and arrange to meet during office hours before your next class session (see next section). Consult with Supervisor, Div Chair, Program Dean or Dean of Student Services before that meeting.
- If the disruptive person refuses to leave—Tell the person you will call Campus Security and that disciplinary action will result.
- **If disruptive behavior escalates or verbal threats or harassment should occur, call 911, then call Campus Security at 284-1270 or 271-4836.**
- Should individual be emotionally unresponsive (quietly staring, glaring, in a trance) but breathing and in no medical distress, call Campus Security. They will contact Nurse and Mental Health Wellness Counselor for assistance.

After the incident:

- Follow-up verbal conversation with an email to the disruptive person summarizing the conversation.
- Document and keep a log of unusual behavior.
- Contact Mental Health Wellness Counselor (Kimberley Gallant) at 845-9180.
- If behavior becomes more consistent and is of concern, contact Campus Security, Supervisor, Division Chair, and Program Dean for additional advice and assistance.
- Possible interventions:
 - Encourage the person to speak with Mental Health Wellness Counselor.
 - Discuss problem & classroom/behavioral expectations, and develop strategies with individual to allow for improvement or cessation of problem.
- Document all communication with supervisors, campus resource personnel and others involved in this case.

Moderate/Interruptive Disruptive Behaviors (No Imminent Danger)

Moderate/Interruptive Disruptive Behaviors NOT imminently dangerous. Often requires additional administrative support and assistance. These behaviors make others feel uncomfortable. Some examples may be include:

- General threats
- Yelling
- Obnoxious Behavior
- Refusal to leave class or follow directions
- Use of profanity
- Verbal abuse

What to Do:

In the classroom:

- Know your comfort and expertise limits. Handle the situation if you believe you can.
- Be calm, passive, and respectful.
- Do not argue or upset the person.
- Keep a safe distance of minimum 3-6 feet.
- Respond immediately – Informal actions include reminding class of agreed standards of behavior, standing next to person who is talking, or directing specific comments to the disruptive person.
- In a calm voice, ask the disruptive person to immediately and respectfully end the behavior by:
 - Taking a (classroom) break and ask the person to end the behavior -OR-
 - Asking the disruptive person to stay after class so that you can privately discuss why the behavior is inappropriate or disruptive.
- Have someone call 911, then Campus Security. Campus Security will contact available campus resources.
- Should the behavior continue – Tell the disruptive person to leave the room if the behavior does not cease immediately and that disciplinary action may result.
- If the disruptive person does not respond appropriately, ask him/her to leave and arrange to meet during office hours before your next class session (see next section). Consult with Supervisor, Div Chair, Program Dean or Dean of Student Services before that meeting.
- If the disruptive person refuses to leave—Tell the person you will call Campus Security and that disciplinary action will result.
- **If disruptive behavior escalates or verbal threats or harassment should occur, call 911, then call Campus Security at 284-1270 or 271-4836.**
- Follow-up verbal conversation with an email to the disruptive person summarizing the conversation.

Outside the classroom or in a department or an office:

- Remain calm and speak in a controlled manner.
- Identify a more appropriate location and time to discuss the matter to ensure privacy and should the problem occur outside the normal parameters of professional interaction.

- Use a “time out” to allow the person to regain composure, or explain that if the person cannot maintain composure that you cannot discuss the issue at this time.
- Explain that Campus Security will be called if inappropriate behavior persists or if a threat is made.
- **If disruptive behavior escalates or verbal threats or harassment should occur, call 911, then call Campus Security at 284-1270 or 271-4836.**

Meeting with disruptive person as a follow-up prior to next class session/meeting:

- A private meeting with a person who has displayed unacceptable behavior or following a confrontation or removal from class may be worthwhile providing it is safe for you to do so. A third person may be invited or leave the door open so that someone in the office can assist you should the situation become out of hand.
- At the meeting:
 - Remain calm and provide reasonable explanations.
 - Don't take person's behavior or remarks personally. These behaviors often result from other problems academically or in their life.
 - Be specific & describe the inappropriate behavior that the person has exhibited. Explain why the behavior is a problem.
 - Develop strategies with individual to allow for improvement or cessation of problem.
 - Ask questions and summarize what you hear the person is saying.
 - Focus on areas of agreement between you and the person.
 - Conclude by summarizing any resolution and expectations for the future. Be clear that continued inappropriate behavior would be referred to your supervisor.
 - Document interactions with individual fully and completely. Submit a written report of the incident to Vice Chancellor of Administrative Services. Forms are available on the College's Intranet.

After the incident and meeting:

- Follow-up verbal conversation with an email to the disruptive person summarizing the conversation.
- Document and keep a log of unusual behavior.
- Contact Mental Health Wellness Counselor (Kimberley Gallant) at 845-9180 for further guidance and assistance.
- If behavior becomes more consistent and is of concern, contact Campus Security (284-1270 or 271-4836), Supervisor, Division Chair, and Program Dean for additional advice and assistance.
- Document all communication with supervisors, campus resource personnel and others involved in this case.

Immediate Threat of Danger

Extreme Irrational Behaviors or Verbalization that pose IMMEDIATE DANGER.

Some examples may include one or more of the following:

- Extreme anger
- Intoxication
- Verbal Abuse & Profanity (e.g., taunting, badgering, intimidation)
- Harassment (e.g., use of “fighting words”, stalking)
- Physical Threats
- Physical Violence (Shoving, grabbing, assaulting)
- Has or claims has a weapon
- Threatening self with imminent harm (suicidal thoughts)
- Threatening others with imminent harm
- Focuses on death & dying

What to Do:

- **Call or have someone else call 911** immediately for escalating disruptive situations or if a person poses a physical threat to you or others. Use code word established for calling for help.

- After the Police are called, **call Campus Security at 284-1270** or 271-4836 for further assistance. They will notify Mental Health Wellness Counselor & other appropriate campus personnel.
- Call Vice Chancellor of Administrative Services at 294-9123.
- If a threat or harm is present, do not mention disciplinary action or police intervention.
- Work to refocus the person's attention away from the situation.
- Evacuate or dismiss class if it is not possible to isolate individual.
- Be courteous.
- Do not touch person or physically force person to leave.
- If violent behavior is occurring – Escape, hide if not already seen, or cover-up.
- Do not disarm or accept weapon from person in question.
- Be brief and direct.
- Don't argue, threaten or block their exit. Give individual permission to have last word.
- Position self so that exit route is readily accessible.
- Aggressive behavior? Ask person to leave.
- If the person does not leave, remove yourself from the situation.
- **Document incident**, include witness statements & contact information.
- **Notify your supervisor, Division Chair and Program Dean.**

Direct Threats

Direct threats should not be tolerated. Just because the immediate threat or disruption may be diffuse does not mean that the problem is resolved. Involve your Supervisor/Division Chair/Program Dean and keep them informed and up-to-date on any new developments.

Disciplinary Action

Disruptive Student

The Dean of Student Services (845-9235) will handle further investigation and any disciplinary action.

Disruptive Non-Student

Vice Chancellor of Administrative Services (VCAS) will handle further investigation. After procedural actions have been implemented, if non-student continues to remain on campus, the Honolulu Police Department will be contacted by VCAS to have the person arrested for Trespass, under Section 708-814(6) of the H.R.S. VCAS will direct Campus Security and others regarding of further actions to be taken and advise the victim of his/her right to seek restraining orders against individual for harassment.

Temporary Restraining Orders and Criminal Prosecution

For one's protection, an individual may consider obtaining a Temporary Restraining Order (TRO). The process is listed below (taken from excerpt from Emergency Procedures on Intranet). Check the State of Hawai'i website link

http://www.courts.state.hi.us/page_server/SelfHelp/ProtectiveOrders/District/42AE3623688A0317EAB76CA4A2.html for more information on filing for a TRO. You may want to check on what kind of assistance or guidance you may be able to receive from your employee union or via the College (Legal Counsel).

Petition For Temporary Restraining Order And For Injunction Against Harassment

1. Any person seeking relief from harassment may file a petition in the Civil Section of the District Court of the First Circuit for Temporary Restraining Order against harassment.
2. Legal forms, which are recommended by the Court for use in seeking a Restraining Order against individuals for harassment, are made available by the District Court of the First Circuit, Civil Division; Kauikaouli Hale, 1111 Alakea Street; Honolulu, Hawaii 96813. The clerk of the court can provide instructions as to preparation of forms; there is a filing fee of \$10.00.

Request For Criminal Prosecution per Chapter 707, Section 710, 712, 715, 716, 717 and Chapter 711, Section 1106, HRS Revised Statutes.

1. Should the victim (faculty, staff member, or student) insist on criminal prosecution, the investigating Campus Security Officer shall request that an Officer from the Honolulu Police Department handle the investigation.
2. The Campus Security Officer initially investigating the incident will submit an incident report, which will be placed in Campus Security files.

Documentation of Situation

Be thorough and concise and document, document, document! Be specific of incidents include dates, times, names of witnesses of the disruptive behavior. File an official HCC Incident Report form (available online on HCC Intranet>Forms Online>Facilities Services>Incident Report Form). Provide supporting documentation with original incident report to Vice Chancellor of Administrative Services. Keep a photocopy of these documents for your own records. The incident report submitted will be routed to the appropriate Administrator for follow-up. For the most part, Dean of Student Services is responsible for handling violations by student and Human Resources is responsible for handling violations by an employee. Be sure to follow-up with your supervisor to ensure you have provided adequate documentation for action and to obtain status report of situation. Be persistent in seeking any specific instructions that you might follow in your particular situation or what you can further do to facilitate appropriate and timely action.

Appropriate Referrals for Disruptive Persons or Persons in Crisis

- **If someone has threatened you or someone else**—Call Police at 911, then call Campus Security at 284-1840 or 271-4836. They will contact on-campus resources for additional assistance.
- **Immediate Emotional Issues/Anger Management**—Call Campus Security at 284-1270 or 271-4836. They will contact Mental Health Wellness Counselor.
- **Classroom concerns regarding behavior**—Call Mental Health Wellness Counselor at 845-9180.
- If you are **concerned about behaviors being exhibited and are not sure** what the appropriate resource is, notify:
 - Your Supervisor, Division Chair and Program Dean
 - Dean of Student Services Office 845-9235 or 845-9236

**When you feel uneasy and concerned about a situation,
it is always best to ask your
Supervisor/Division Chair/Program Dean for assistance.**

*The following resource and website listings are provided for information only.
This is not a complete listing of all available programs or an endorsement of any specific program.
Information is subject to change.*

REFERENCES

State of Hawai`i

Workplace Violence Manual – Addresses workplace violence prevention, intervention, and recovery initiatives.

http://hawaii.gov/ag/cpja/quicklinks/workplace_violence/

University of Hawai`i

Title 20 – Statement of Rights and Responsibilities of the University of Hawai`i Community

<http://www.hawaii.edu/svpa/ar/arch2.pdf>

Executive Policy – Workplace Non-Violence (Amended Executive Policy) Exec. Memo 03-01

<http://www.hawaii.edu/svpa/ep/e9/e9210.pdf>

Workplace Non-Violence Campus Procedures A9.730

<http://www.hawaii.edu/svpa/apm/pers/a9730.pdf>

Community College Students with Prior History of Disruptive and/or Violent Behavior
CCCM# 10200 (May 18, 1982)

http://www.hawaii.edu/ccc/Docs/CCCM_PDF/10200-051882.pdf

UH System Emergency Operations Plan <http://www.hawaii.edu/apis/emergmgtplan.pdf>

Honolulu Community College

HCC Campus Safety & Security brochure

<http://honolulu.hawaii.edu/security/pdf/security.pdf>

HCC Emergency Action Plan (Draft)

<http://honolulu.hawaii.edu/intranet/committees/epc/pdf/EAPdraftSpring081.pdf>

Appendix

<http://honolulu.hawaii.edu/intranet/committees/epc/pdf/EAPappenAsopD3April08.pdf>

Pandemic Draft

<http://honolulu.hawaii.edu/intranet/committees/epc/pdf/PandemicDraftAppA.pdf>

Emergency (Code Red) Shelter in Place Procedure

http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Emergency_Management_Prococol-Shelter_in_Place_031708codered.pdf

HCC Faculty Development Website -- Articles

“Difficult Behaviors in the Classroom”

Provides responses keys to challenging student behaviors.

<http://honolulu.hawaii.edu/intranet/committees/FacDevCom/guidebk/teachtip/behavior.htm>

“Disruptive Behavior Policy”

<http://honolulu.hawaii.edu/intranet/committees/FacDevCom/guidebk/policies/disrupt.htm>

“How to Deal with Threats of Physical Violence”

<http://honolulu.hawaii.edu/intranet/committees/FacDevCom/guidebk/policies/treatpv.htm>

HCC Student Conduct Code Policy

<http://honolulu.hawaii.edu/policies/conduct.html>

HCC CAMPUS SAFETY RESOURCES

Campus Security	284-1270 or 271-4836
Issues of Concern for Students (Dean of Student Services)	845-9236
Issues of Concern for Employees (Personnel Officer)	847-9843
Vice Chancellor of Administrative Services	845-9123 or 294-9123
Apprenticeship Program (Eves/Saturday)	282-0248 or 844-2340 or 845-9245
Operations & Maintenance (Report Unsafe Conditions or Hazards on Campus)	845-9142
Mental Health Wellness Counselor	845-9180
Health Office (Nurse)	845-9282 voice/text
Student ACCESS (Disability Services for Students)	844-2392 voice/text

COMMUNITY & OTHER RESOURCES (Last Updated 9/30/09)

Crisis Numbers

Community Resources

Suicide Crisis Line (ACCESS) 832-3100 <http://suicidehotlines.com/hawaii.html>

Help Line (For Referrals) 211 or 275-2000 www.auw211.org

Domestic Violence Hotline and Shelters (Hawaii State Coalition Against Domestic Violence
HSCADV) 841-0822 <http://www.hscadv.org/>

Website Resources

National Hopeline Network Suicide Prevention Hotline 1-800-SUICIDE (784-2433)

www.hopeline.com/

National Suicide Prevention Lifeline www.suicidepreventionlifeline.org

Alcohol & Other Drugs

Community Resources

Alcoholics Anonymous (AA) 946-1438 www.oahucentraloffice.com
Al-Anon 593-3977 www.afghawaii.org
Alcohol & Drug Abuse Division 692-7517
CHOW (Needle Exchange) 848-2469 <http://hawaii.gov/health/healthy-lifestyles/std-aids/pdfs/aboutus/chow-project.pdf>
DASH (Drug Addiction Services of Hawaii) 538-0704 www.dashhawaii.org
Hina Mauka 236-2600 ext 259 <http://hinamauka.org/>
Narcotics Anonymous 734-4357 <http://na-hawaii.org>
Queen's Day Treatment 547-4352 www.queens.org/services/mentalhealth.html
Salvation Army 595-6371 http://www1.usw.salvationarmy.org/usw/www_usw_hawaii.nsf
The Hawaii State Tobacco Quitline 1-800-784-8669 www.callitquitshawaii.com
Women's Way 732-2802

Website Resources

National Institute on Alcohol Abuse & Alcoholism www.niaaa.nih.gov/
The National Institute on Drug Abuse www.drugabuse.gov/
Substance Abuse & Mental Health Service Administration www.samhsa.gov

Depression & Stress

Community Resources

Mobile Crisis 832-2100 suicidehotlines.com/hawaii.html
Adult Mental Health Division 586-4249 www.amhd.org/
Hawaii Family as Allies 487-8785 www.hfaa.net/
Helping Hands Hawaii 440-3861 <http://helpinghandshawaii.org/>
Mental Health Hawaii 521-1846 <http://www.mentalhealth-hi.org>

Website Resources

Mental Health America www.nmha.org/
National Institute on Mental Health www.nimh.nih.gov/health/topics/depression/index.shtml

Relationship and Family Violence

Community Resources

Child Welfare Services Intake Unit (reporting Line) 832-5300
http://hawaii.gov/dhs/protection/social_services/child_welfare/
Domestic Violence Action Center (formerly Clearinghouse/Legal Hotline) 531-3771
<http://www.stoptheviolence.org/>
PACT Family Peace Center 832-0855 www.pacthawaii.org/
Family Court (Temporary Restraining Order) 538-5959
www.courts.state.hi.us/page_server/SelfHelp/ProtectiveOrders/6538A34FACB55D97EAB75BA5F7.html

Website Resources

National Domestic Violence 1-800-799-SAFE www.ndvh.org/
Victim Assistance Services (Aardavarc.org)
<http://www.aardvarc.org/victim/states/hivic.shtml#directory>

Health & Wellness

Local Community Resources

Kalihi-Palama Health Center 848-1438 www.kphc.org/
Kokua Kalihi Valley Health Center 848-0976 www.kkv.net
Queen Emma Clinic 547-4582
http://www.queensmedicalcenter.net/index.php?option=com_content&view=article&id=184%3Aqueen-emma-clinics&catid=9%3Aservices&Itemid=59
University Health Services at Manoa 956-8965 www.hawaii.edu/shs
Waikiki Health Center 922-4787 www.waikikihealthcenter.org

Website Resources

American Academy of Family Physicians <http://www.aafp.org/online/en/home.html>
American Medical Association www.ama-assn.org/
Centers for Disease Control & Prevention www.cdc.gov
Healthfinder <http://www.healthfinder.gov/>
National Library of Medicine www.nlm.nih.gov
National Women's Health Information Center <http://www.womenshealth.gov/>
National Women's Health Resource Center <http://www.healthywomen.org/>

United States Department of Health & Human Services www.hhs.gov
World Health Organization www.who.int/en

Emergency Preparedness

Community Resources

State of Hawaii Civil Defense 733-4300 www.scd.state.hi.us/

American Red Cross 734-2101 www.redcross.org/services/disaster/

Website Resources

US Department of Homeland Security www.ready.gov/

FEMA www.fema.gov/areyouready/

Center for Disease Control and Prevention www.bt.cdc.gov/

Sexual Assault

Community Resources

Sex Abuse Treatment Center 524-7273 satchawaii.com/

Office for Victims of Crime 1-800-627-6872

Website Resources

Note-2-Late.com ec.princeton.edu/index.html

Sexual Health

Community Resources

Life Foundation 521-2437 www.lifefoundation.org

STD Clinic 733-9280 www.hawaii.gov/health/healthy-lifestyles/std-aids/index.html

Website Resources

American Social Health Association www.ashastd.org

The Body: A Multimedia AIDS & HIV Information Resource www.thebody.com

Planned Parenthood Federation of America www.plannedparenthood.org

Discrimination & Sexual Orientation

Community Resources

UH Manoa Lesbian Gay Bisexual & Transgender Student Services 956-9250

www.hawaii.edu/womenscenter/programs.html

UH Equal Employment Opportunity & Affirmative Action 956-7077

www.hawaii.edu/offices/eo/index.html

Kulia Na Mamo (Transgender support) 791-2020 www.kulianamamo.org

Website Resources

American Psychological Association www.apa.org/pi/lgbc/hlgbsp/

American Academy of Pediatrics

www.medem.com/medlb/article_detailb.cfm?article_ID=ZZZGM18DFMD&sub+cat=0

FIRE! EVACUATION! WHERE TO GO?!

GENERAL CLASSROOM/OFFICE EMERGENCY PROCEDURES

Assisting Persons in Wheelchairs

Persons in wheelchairs requiring assistance may request to be placed on a Building Evacuation list noting the approximate days & times they expect to be in classes or in their offices. The campus would make a special effort to account for persons on this list to make sure that they have safely evacuated the building. In acknowledgement that students & employees are independent and may be here on campus at other times, priority areas for wheelchair users to safely wait for assistance have been established in Buildings 2, 5, & 7. See section on suggested syllabi statements on Disability & Emergencies that assist us in informing students/persons in wheelchairs how to safely evacuate our buildings.

The **Honolulu Fire Department (HFD)** will be alerted to make it a priority assist in the **evacuation of persons in wheelchairs from these designated areas first**. These designated areas will be first checked during an emergency.

Evacuate to designated fire exit –or- if this is not possible, go to nearest fire exit:

- **Building 7 –Ewa stairwell –** Stay on lanai between 1st & 2nd fire doors to be visible.

- **Building 2 –Diamond Head stairwell** – Get inside fire door & stay clear of evacuation path.
- **Building 5 –Get as far away from the fire or other hazards.** Go to farthest corner away from the hazards -or- Go to an Area of Refuge (a room with a solid closed door with an operable exterior window and telephone to stay in touch with HCC emergency telephone, 284-1270). If safe and possible, hang a piece of clothing out of the window or use a flashlight at night to signal rescue personnel. Inform HFD officials of the exact location of the person requiring assistance.
- **If unable to get to a designated fire exit** in a multi-story building, get inside a fire exit. Stay clear of evacuation path & remain on stairwell landing. Wait for help to arrive.

Stay-In-Place evacuation for wheelchair users when evacuation is not possible:

1. Do not use the elevators.
2. Go to the nearest stairwell and keep wheelchair clear of evacuation path.
3. When safe, one helper remains with person in wheelchair while another goes immediately to notify emergency personnel of the location of person needing assistance.
4. Person in wheelchair should remain in contact with Campus Security at 284-1270 or 271-4836.
5. Helpers should agree to meet at a designated location immediately after the evacuation to account for each person's safety.

Faculty/Supervisor Responsibility

Be prepared:

1. Become familiar with the campus procedures for various types of emergencies.
2. Announce that accommodations for persons with disabilities may be made officially through Student ACCESS for students and Human Resources for employees for class/employment needs. A building evacuation list is developed based on those requesting emergency evacuation assistance. Work with the person with a disability in reviewing evacuation procedures for persons with disabilities (see EAP Appendix for the appropriate section <http://honolulu.hawaii.edu/intranet/committees/epc/doc/EAPappenAsopD3April08.doc> entitled "Evacuation Procedures for Persons with Disabilities" of official HCC Emergency Action Plan).
3. Include syllabi statements on Disability & Emergencies in your syllabi to communicate our campus plan for safe evacuation of persons in wheelchairs.
4. Always check to make sure all fire exits remain unlocked and unobstructed at all times for exiting purposes. "Not an Exit" signs should be posted on doors that may be mistaken for exit doors. If some normal exits are locked after hours for security purposes, alternate routes of exits must be designated & should be communicated to occupants and have proper signage.
5. Brief students and employees on the first day of class/semester on evacuation procedures and routes including alternate routes if the nearest exit is obstructed.
6. Designate a "Buddy"/helpers to safely escort each student/employee with a disability who cannot see, hear, or walk in the class.
7. Keep an attendance roster with student's/co-worker's cell phone numbers to facilitate accounting for students/co-workers after an evacuation.
8. Designate an evacuation assembly point outside the building at least 500 feet away to gather and account for all who were present in class.
9. Review above items with students/employees several weeks into the semester to make sure everyone is informed.

During an emergency, when the building alarm sounds:

1. Upon hearing fire alarm, stop all activities.
2. Communicate the nature of the emergency to all students/employees.
3. Designate students or employees within the class/work area to assist persons with disabilities as appropriate, when possible, to the nearest preferred designated stairwell (i.e. Ewa stairwell in Building 7 or to the nearest stairwell to await further assistance). When this is not possible, go to nearest fire exit & See High Rise Building Evacuation for Persons with Mobility Problems in Emergency Action Plan for specific details).

4. Grab your attendance roster as you prepare to evacuate.
5. Instructor to announce "Follow me down the stairs and meet at _____(designated evacuation assembly area) for roll call. Do not stay close to this building."
6. Promptly leave the work area. Proceed to the nearest fire exit and go to the designated assembly area. Do not attempt to save possessions.
7. If you are in a lab or shop, shutdown any equipment or processes before leaving, if it is safe to do so.
8. Do not open the door if the knob is hot or if smoke is visible from the bottom of the door.
9. Close (do not lock) all doors when leaving.
10. Use the stairways to exit the building. Do not use elevators.
11. Supervise the orderly movement of students/employees from the classroom or work area to the pre-designated assembly point 500 feet away from the building.
12. Classes/offices should proceed to designated assembly area (see evacuation area list). Instructor/supervisor or designee should take roll call after vacating the building.
13. Instructor/Staff should advise Emergency Action Plan (EAP) coordinator if any persons are missing who were present earlier in class or at work that did not show up at designated location for roll call. Also, notify emergency personnel and campus security of the location and needs of persons with disabilities.
14. EAP Coordinator will advise Fire Department of missing persons or persons with disabilities who need assistance in leaving building.
15. Re-enter the building only when informed by the EAP coordinator.
16. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
17. Wait for the "all clear" notification from an authorized campus official before returning to the building.

Student/Employee Responsibility

When the fire alarm sounds continuously:

1. Calmly collect your things and head toward the nearest emergency exit.
2. If in a lab or shop, turn off equipment as you prepare to leave.
3. Always exit by stairway. Do not use the elevator.
4. Go to the assembly checkpoint designated by your instructor.
5. Check in with your instructor or supervisor and await further instructions *before* leaving campus.

When there is a power outage:

1. Stay in place until your eyes adjust to the lowered light level.
2. If the outage appears to be long term, calmly collect your things and carefully exit the building.
3. Go to the assembly checkpoint designated by your instructor.
4. Check in with your instructor and await further instructions.

If there is an earthquake:

1. Drop and cover your head for protection.
2. After shaking stops, evacuate the building.
3. Use stairways to exit, not elevators.
4. Go to the assembly checkpoint designated by your instructor.

When caught in a smoke-filled facility:

1. Drop to knees and crawl towards the exit.
2. Breathe through your nose, filtered with shirt or jacket.
3. Hold your breath as much as possible.
4. Stay close to the wall while exiting the facility.

When trapped in a room:

1. Call 9-911 and Campus Security at 284-1270 (or 271-4836).
2. Close as many doors as possible.
3. Place cloth under each door to block smoke.
4. Signal your location if possible by placing an article of clothing outside a window as a marker.
5. Shout at regular intervals to alert emergency crews of your location.
6. Open or break windows only as a last resort because oxygen feeds the fire.

When advancing through flames:

1. Hold your breath.
2. Move quickly.
3. Cover head and hair with blankets or cloth.
4. Keep head down.
5. Keep eyes closed as much as possible.
6. "Stop, drop, and roll" if clothes catch fire.

DESIGNATED EVACUATION ASSEMBLY AREAS

See campus map in back of phone directory for where these evacuation/parking areas are located. Assembly Areas Updated last on 9/28/09

Building	Building #	Evacuation Area
Noted from Ewa to Diamond Head direction for the HCC Main Campus:		Note *-pending approval
Classrooms	71	Parking Area #1
Auto Body	3	Parking Area #1
Library Classroom	7	Parking Area #1
Campus Center	2	Parking Area #2
Cafeteria	4	Parking Area #2
Science	5	Parking Area #2
Child Care Center	11	*Makai-Middle Section of Bldg 14 near roll-up doors of Parking Lot #3 away from cars/traffic
Sheet Metal/Plastics Shop	17	Parking Area #2
Administration	6	Parking Area #3
Maintenance	18	*Parking Area #3
Print Shop	16	*Parking Area #3
Classroom/Maintenance Storage	8	*Parking Area #3
OESM Offices	9	*Parking Area #3
CENT	13	Parking Area #3
Tenants	12	Parking Area #3
Electricity	24	Parking Area #3
Electronics	20	Parking Area #3
Cosmetology	27	Parking Area #3
Trade & Industry: Mauka & Diamond Head Exits	14	Parking Area #3
Trade & Industry: Makai & Ewa Exits	14	Parking Area #7
Old Firehouse (Construction Academy)	28	* Kaiulani Elementary School
Automotive Technology	43	Parking Area #8
Diesel Mechanics	44	Parking Area #8
Marine Education Training Center	50	Parking Area
Airport Training Center	52	Parking Area
Pacific Aerospace Training Ctr (Kalaeloa)	57	Parking Area

ELEVATORS – STUCK? WHAT TO DO & NOT DO

Reporting elevator problems:

- **Call Security 284-1270** or 271-4836
- If no answer,
 - Weekdays 7:45am to 4:30pm - Call Operations & Maintenance at 845-9142.
 - Mondays thru Thursdays 4:30pm – 6pm - Call the Administrator on Duty (see night duty schedule via <http://honolulu.hawaii.edu/intranet/services/admin.html>).
 - Mondays thru Thursdays 6pm – 9pm – Call Apprenticeship Office at 282-0248, 844-2340, or 845-9247.
 - If can't reach any of the above - Call Vice Chancellor of Administrative Services (VCAS) at 294-9123.

Provide the following information:

- Name & phone number of person reporting problem
- Elevator in Bldg # _____
- Elevator Affected is Elevator # _____ (left, middle, right from perspective of being inside cab facing door –or- landmark such as closest to Bookstore, Library, parking lot, Bldg 7, etc.)
- Any passengers trapped?
- Specific Problem:
 - Elevator not responding
 - Stuck between floors
 - Elevator doesn't line up w/ floor
 - Doors shut and won't open
 - Doors open & won't shut
 - Not moving
- Passenger got on elevator on floor # _____
- Passenger going to floor # _____

While awaiting elevator repair:

- College personnel will attempt to resolve problem and will contact the appropriate elevator company if the problem cannot be corrected.
- Do not pry doors open.
- Reassure any passengers that help is on their way. The elevator company prioritizes their response when person(s) are trapped in the elevator or person(s) with mobility difficulties need to exit the building.
- If needed, have someone remain on the phone to keep passengers calm and updated of response status.
- **If a medical problem arises while trapped, call 911** for assistance and then inform Security at 284-1270 or 271-4836 for additional assistance.

What you can do to help us keep our elevators safe & operations:

- **Hang up the Emergency Phone** - Notice the emergency phone handset is not hanging properly on the cradle? Please place the handset back. You should be able to hear a dial tone when you pick it up from cradle. If not, please report this to Security at 284-1270 or 271-4836. In high-rise buildings, all elevators cars in that building share the same phone number.
- **Report Problems** - Report any vandalism, improper usage, or unsafe conditions (water on floor, lights out, phone not working, elevator not working properly, emergency instructions inside elevator are missing, etc.) of elevator immediately to Security to deter further deterioration of our elevators and so problems can be addressed as soon as possible.
- **Not hauling? Save the Inside Elevator in Building 7 by Walking.** - Elevator key cards have been issued for floor-to-floor access in Building 7 for persons who have provided proper documentation based on their physical need. In special cases a key card may have been issued to a department who frequently move heavy items between floors in Building 7. Because we do not know when we will be able to erect a new elevator tower to service all floors in Building 7, we need to be assured that this inside elevator will remain problem-free. We humbly ask everyone who can use the stairs (those who were not issued key cards because of physical limitations) to kindly refrain from using the inside elevator when they are not hauling/moving items between floors. Mahalo!

SUGGESTED STATEMENTS TO INCLUDE IN SYLLABI (Limited to Emergent & related Health, Safety & Wellness Expectations)

These are just a sampling of some statements that you might want to consider including in your syllabi. There may be others that you prefer using that may capture the essence and intent of the critical elements of what you choose to communicate. As is the case, these help to students understand what is expected from them in your classes, so tailor them to your taste. If you need help, feel free to contact the appropriate department or area of expertise for guidance.

Behavior	Behavior that persistently or grossly interferes with classroom activities is considered disruptive behavior and may be subject to disciplinary action. Such behavior directly affects the learning environment and rights of others. A student or person responsible for disruptive behavior may be required to leave class pending discussion and resolution of the problem and may be reported to the Dean of Student Services & Director of Administrative Services for disciplinary action.
<i>Attendance & Classroom Culture</i>	Attendance during class periods is necessary for an optimal learning experience. It is expected each person will make an effort to come to class prepared to participate.
<i>Interaction with Others</i>	Respect for diverse opinions, responsible communication with others and constructive behavior are expected.
<i>Punctuality</i>	Being on time to class & actively participating in discussion enhances the learning environment for everyone. Classroom participation will be considered a component of graded evaluations.
<i>Phones & Pagers</i>	Pagers and cell phones are to be quieted during class time. Taking calls & text messaging are to be done outside the classroom.
Disability	Qualified students with disabilities who request & require disability-related accommodations should contact the Student ACCESS office in Bldg 7, Rm 319 or at 844-2392 (voice/text) to receive timely accommodations. Please make an appointment the first week of class to see me & provide me with a current verification letter from Student ACCESS in regards to specific approved accommodation(s) for this class. In additions, students needing emergency evacuation assistance shall inform instructor and Student ACCESS. The College upon the request of person requesting emergency evacuation assistance compiles a building evacuation list. (See below for specific emergency evacuation procedures)
Evening Parking & Escort Service	Evening Students -- Be safe! Purchase on-campus evening parking passes & walk in groups to your car at night! Evening Escort Service available! On Mondays thru Thursdays from 7pm to 10pm, Security guards provide escort services and are on the Mall between Building 7 & 2 as well as Building 27. Call 271-4836 (Security) to request assistance.
Campus Closure & Emergency notification	Sign up for the UH Alert through https://www.hawaii.edu/alert/index.php to get text messages when campus-wide College emergencies & campus closures (class cancellations) occur.

Emergencies

Emergency Contact Information – All students are encouraged to update names & phone numbers of persons to call in case of an emergency. Log in to MyUH Portal account & under “Home” tab > Select “Student Records” in left side bar > Click on Personal Information” tab > Select “View/Update My Emergency Contacts (optional)” to input and update emergency contact information OR download and print form from http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Emergency_Contact_Info_page_1.pdf and return electronically or submit to the Health Office. **Please update** this valuable information **at least each semester or when names & phone numbers change**. Update cellphone with In Case of Emergency #s.

Special Medical Conditions & Medications – The City and County of Honolulu EMS Department highly recommends that a person taking medications on a regular basis/with serious allergies carry **Emergency Medical ID cards** that can furnish valuable information to emergency personnel. The College does not recommend that faculty/supervisors solicit nor store personal medical or disability information on their students or employees and instead, recommend that the following persons consider carrying a medical identification and information card: Go to <http://www.honolulu.gov/esd/ems/emedid.htm> & print this card. This should be kept right behind your official ID or driver's license for easy access.

Need help with the stresses of coming to College? **Mental Health & Wellness Counseling/Services available**. Make an appointment with Kimberley Gallant at 845-9180.

Emergency Evacuation – Rehearse & review evacuation routes for all your classes. Upon sound of fire alarm, follow your instructor safely out of building to designated location for roll call. Fire Department may look for you if you do not show up. Do not leave campus without informing your instructor. All wheelchair users in Bldg 7 should proceed, if possible, outside the Ewa Fire Exit & wait for help. Otherwise, general high-rise instructions are to go to the nearest fire exit & wait inside fire escape on landing away from crowd/traffic for assistance.

H1N1 AND SEASONAL FLU PRECAUTIONS & INFO

Transmission can occur even before you know you are sick... **Prevention is the key!**

Practice good health habits by getting enough sleep, staying active, managing your stress and eating healthy food. Avoid being near or around people who are sick. And... **Clean Hands Save Lives!** Keeping your hands clean is one of the most important steps to avoid getting sick and spreading germs to others.

The influenza virus is spread by tiny droplets that are expelled when an infected person coughs or sneezes. An infection can occur from breathing in these droplets before they fall or by touching a surface that these droplets land and then touching your mouth, nose, or eyes. Viruses may live about 8 hours on hard surfaces. **Regular and frequent cleaning of high-touch areas and handwashing are essential in minimizing transmission.**

Most healthy adults can actually infect others 1 day before symptoms develop and up to 5 days after becoming sick. That means you not only can pass it on while you are sick but also you might be able to pass on the flu to someone else before you know your are sick!

Enroll in the UH Alert system. Read email announcements as this may become the primary mode to communicate important information and updates to the entire campus about this and any other emergencies affecting the campus.

Classroom and Employee Concerns

- Begin thinking about... Academic flexibility by encouraging faculty working groups to develop strategies to address educational continuity in the event of suspension of classes and consistency in protocol for managing individual class cancellation.
- Accommodations/modifications for high risk and ill students and employees.
- Surveillance – UH system is looking into ways of how each campus can track and see how our campus is directly being affected by the flu.
- Classroom Practices – What you can do as an instructor
 - Encourage students to sit with a space between students in classroom/auditorium settings, when possible.
 - Encourage tissues and hand sanitizer use
 - Assignment considerations for those at higher risk and those who are ill
 - Encourage students and co-workers to stay home when ill
- Continuity Planning
 - Start now and plan on how your department or area might problem solve how to manage with less workers.
 - Establish who are our essential employees and tasks that must be maintained to be operational.
 - Consider cross-training staff on essential components to avoid detrimental effect of absenteeism on operations.

Campus Planning of Outside of Class Activities, Excursions and Events

- Proceed or not proceed with an event? Consult with your Div Chair, Program Dean, or Administrator and others to determine this.
 - How much risk can be mitigated by adjusting the event parameters?
 - Is the event essential in the current climate?
- Be thoughtful when planning activities
 - Bathroom proximity (Handwashing facilities), hand sanitizers, disinfecting wipes, and fewer handshakes.
 - Outdoor events versus larger indoor space considerations.
 - Mitigate risks when food/refreshments might be served
 - Limit finger foods or common source foods.
 - Use gloves, plates, napkins and other safe food handling practices.
 - Explicitly discourage persons from attending an event/class/work if they do not feel well.

How to Limit the Spread of Infection

- **Cough/Respiratory Etiquette.** Cover your nose and mouth with a tissue when you cough or sneeze and immediately dispose of it in the trash.
- **Handwashing.**
 - Frequent and regular hand washing by rubbing hands together to make a lather and scrubbing all surfaces. Rub for about 20 seconds with soap and running water (or sing “happy birthday” twice to yourself). Rinse hands well under running water.
 - Dry hands with paper towel or air dryer. Use paper towel to turn off faucet and open doors and dispose of properly.
 - If soap and water are not available, use an alcohol-based hand rub. Hand sanitizers are being made available in high traffic areas on the main campus.
- Avoid touching your eyes, nose or mouth to prevent the spread of germs.
- Routinely clean bathrooms and other frequently used areas. Provide disinfectant or disposable wipe to wipe down commonly used surfaces.
- Establish regular schedules for frequent cleaning of these high-touch surfaces using a household disinfectant according to the directions on the product label or at least Alcohol 70% solution:
 - Doorknobs, handrails, elevator buttons
 - Desks, tables, chairs
 - Counters and surfaces in cafeterias, meeting rooms and offices.
 - Remote controls
 - Keyboards shared by students
 - Headphones shared in language labs
 - Telephone receivers and touch-tone pads in common areas.
- Vaccinations – Check CDC & Department of Health website for recommendations on become vaccinated.

Flu Symptoms

Symptoms for the seasonal flu and novel H1N1 flu are similar.

- Fever
- Dry Cough
- Sore throat
- Extreme tiredness
- Headache
- Muscle aches
- Nausea, vomiting, and diarrhea (more common in children than adults)

What to Do If You Become Ill

- **Self Isolate.** Stay home. Keep away from others. Discourage visitors and minimize exposing others.
- **Do not go to work or school while ill.** Although guidelines are to stay home at least 24 hours after fever has gone down without the need for fever-reducing meds, you should “feel well” before returning to work/school. Just being fever-free does not mean you’re ready to return to work/school.
- **Wash hands often** especially after using tissues and after coughing or sneezing into hands.
- **Check with health care provider** about any special care if pregnant, health condition such as diabetes or respiratory ailment. Check with health care provider about whether anti-viral medications might be appropriate.
- Currently, CDC’s recommendations for community and home settings generally do not recommend the use of facemasks and respirators. However, for certain circumstances (see Table 1), a facemask or respirator may be considered, specifically for persons at increased risk of severe illness from influenza. Facemasks, if needed, are available at a pharmacy, building supply or hardware store. Info on facemasks and respirators can be found at:
 - Interim Recommendations for Facemask & Respirator Use to Reduce 1009 Influenza A (H1N1) Virus Transmission <http://www.cdc.gov/h1n1flu/masks.htm>
 - CDC Interim Recommendations for Facemask & Respirator Use for Home, Community, & Occupational Settings for Non-Ill Persons to Prevent Infection <http://www.cdc.gov/h1n1flu/masks.htm#table1>
 - Table 2 CDC Interim Recommendations for Facemask Use for persons Ill with Confirmed, Probably, or Suspected 2009 Influenza A (H1N1 To prevent Transmission <http://www.cdc.gov/h1n1flu/masks.htm#table2>
- **Seek emergency care if the sick person experiences:**
 - Shortness of breath or increasing difficulty breathing or chest pain
 - Persistently high fever (greater than 102 degrees Fahrenheit)
 - Vomiting and unable to keep liquids down
 - Signs of dehydration such as dizziness when standing, absence in urination
 - Has seizures
 - Mental confusion
 - Lethargy
- Get plenty of rest.
- Drink plenty of fluids and eat a nourishing diet.
- Do not share food or utensils, towels, toothbrush.
- Wash items touched by ill person with soap or water or clean with disinfectant.
- Check with CDC guidelines for the latest info on how long to stay home. Currently, CDC recommends staying home at least 24 hours after fever is gone without the use of a fever-reducing medicine.

What to Do in Caring for a Person infected with Influenza at Home

- **The ill person should:**
 - **Call doctor if flu symptoms occur** (fever, cough, runny nose, and/or body aches, nausea, vomiting or diarrhea). Serious illness from the flu is more likely to occur in certain groups of people including people 65 or older, pregnant women, people with certain chronic medical conditions and young children. Consult with doctor whether taking anti-viral medication would be of benefit to you. Persons with chronic health conditions should contact their doctors should they believe they have been in contact with person sick with the flu.

- Limit and avoid contact with healthy family members.
- **Stay in separate room.** Keep doors closed as much as possible. Use separate bathrooms when possible. Bathroom should be cleaned daily with household disinfectants.
- **Minimize leaving room** during the time when most likely to spread infection (until free of fever).
- **If need to leave home to go in public,** cover nose and mouth when coughing or sneezing and consider wearing a facemask, if available and tolerable. After use, facemasks should be taken off and immediately placed in trash to prevent contamination with other objects. If a reusable fabric facemask is used, it should be laundered with laundry detergent and tumble
- **Keep tissues close to the sick person** and have a trash bag within reach for disposing used tissues.
- **Drink plenty of fluids and eat a healthy diet.**
- **Get plenty of rest.**
- **Take over-the-counter medications** for fever, congestion and cough as needed to relieve symptoms through the illness. Do not use aspirin with children or teenagers; it can cause Reye's syndrome, a life-threatening illness.
- Stay home for at least 24 hours after you no longer have a fever (without use of fever reducing meds) but "feel well" before coming back to work/school.
- **Caretakers and others in the household should:**
 - **Avoid close contact** (less than about 6 feet away) with the sick person.
 - If close contact is necessary, spend the least amount of time possible in close contact and try to wear a facemask (surgical mask or N95 disposable respirator). More info on facemasks and respirators can be found at <http://www.cdc.gov/h1n1flu/masks.htm>. Avoid re-using disposable facemasks and N95 respirators if possible. After taking off a facemask or N95 respirator, wash your hands or use alcohol-based hand sanitizer.
 - **Frequent and regular handwashing or use alcohol-based hand rub.** Wash each time you touch sick person or handle laundry or things sick person touched or used.
 - **Maintain good ventilation in shared household areas** (i.e. keeping windows open in restrooms, kitchen, bathroom, etc.)
 - **Consult with your health care provider about taking anti-viral medications** to prevent the caregiver from getting the flu. Monitor yourself and others for flu symptoms and contact your health care provider if symptoms occur.
 - **Discourage visitors.**
 - Encourage ill person to drink plenty of fluids and a nourishing diet and get plenty of rest.
 - **Do not use the ill person's** plates, silverware, towel or toothbrush.
 - **Wash the ill person's sheets and clothing** in warm water and laundry detergent and tumble dried on a hot setting.
 - **Wash any other items touched by ill person** with soap and water or clean with disinfectant.
 - **Monitor the ill person for signs of potential need for specialized health care which includes:**
 - Shortness of breath or increasing difficulty breathing
 - Persistently high fever great than 102 degrees despite taking fever reducing meds
 - Mental confusion
 - Lethargy
 - Any worsening or uncertain condition warrants phone call to primary care provider.
 - **Be careful handling waste** from those who are sick.

Stay Informed and Check Updates Regularly

- HCC website at <http://honolulu.hawaii.edu/h1n1.html>
- UH website at <http://www.hawaii.edu/emergency/swine-flu.php>
 - "Avoid the Flu" poster
http://www.hawaii.edu/emergency/images/flu_flyer.pdf
 - "Coping with Your Emotions during a Flu Emergency"
<http://honolulu.hawaii.edu/health/>
- Centers for Disease Control & Prevention 1-800-CDC-INFO (232-4636)
 - General Info about H1N1 at www.cdc.gov/h1n1flu

- Resources for Colleges & Universities <http://www.cdc.gov/h1n1flu/institutions/>
- General Info about Seasonal Flu www.cdc.gov/flu
- Caring for a Sick Person In Your Home
http://www.cdc.gov/h1n1flu/guidance_homecare.htm
- Poster to remind sick people to go home, "STOP! Do You Feel Sick?"
http://www.cdc.gov/h1n1flu/institutions/toolkit/pdf/StopDoYouFeelSick_8X11.pdf
- U.S. Dept of Health & Human Services website at www.flu.gov
- State Dept of Health website at <http://hawaii.gov/health/>
 - H1N1 Influenza: Frequently Asked Questions (FAQs)
 - Guidelines for Recognizing Influenza (flu) Symptoms and Management

Severity of Flu Affecting Campus and Community

As an institution, if the flu season becomes more severe, the campus may take additional steps may prevent the spread of the virus:

- Consider allowing students, faculty and staff at higher risk for complications to stay home. These students, faculty and staff should make this decision in consultation with their health care provider.
- Find ways to increase social distances (the space between people) in classrooms such as moving desks farther apart, leaving empty seats between students, holding outdoor classes, and using distance learning methods.
- Extend the time sick students faculty or staff stay home or in their residence. It is recommended that person feel "well" *and* not have a fever for 24 hours without using fever-reducing meds. The recovery phase may take about a week or in more severe cases of the flu. If taken early, anti-viral meds such as Tami-flu, if prescribed, may shorten the duration and severity of flu symptoms.

PERSONAL PREPARATION - BE PROACTIVE! PREPARE & LEARN WHAT YOU CAN DO BEFORE AN EMERGENCY STRIKES!

Emergencies, accidents, injuries, pandemic flu and other unexpected events can occur at any time and in any place. Although the campus has formal general procedures to follow in an emergency, *each department* is being urged to develop their own priorities within their offices in dealing with their expertise and specialized equipment they may have. In addition, *being personally prepared* both mentally and physically for the unexpected is the first and best defense to minimize an incident. In the event of a large-scale disaster, local, state and federal agencies may be affected, and a delay of as long as 72 hours before the arrival of emergency services may be expected. Key personnel may also not be available or may be unable to carry out tasks during an emergency. ***Thus, each of us must take a pro-active approach to providing a safe environment for ourselves and others.*** Other procedures as well as more detailed steps may be accessed as noted below.

Be sure to:

- Familiarize yourself with your surroundings and campus procedures for various types of emergencies and how to assist persons with disabilities with evacuation procedures.
- Know the locations of all exits from your building in case fire or debris should block one.
- Know the location of fire alarm pull stations.
- Know the location of fire extinguishers and first aid kits.
- Know where to find the nearest phone to notify police or fire departments and campus security in case of an emergency.
- Be aware of what is going on around you.
- Conceal valuable items. Never leave personal property unattended.
- Have a personal emergency kit handy in case you must evacuate or cannot leave campus.
- **Keep this handy, either close to or under your telephone. Take it with you in an emergency!**
- Visit the HCC Intranet for emergency preparedness resource information (not limited to those listed below):
 - HCC Departmental Emergency Planning Information and Templates
<http://honolulu.hawaii.edu/intranet/committees/epc/> (scroll down under January 31, 2008 minutes for forms and information)

- o HCC Emergency & Evacuation Procedures at <http://honolulu.hawaii.edu/intranet/policies/index.html>
- o HCC Health and Safety Emergency Planning Subcommittee intranet site at <http://honolulu.hawaii.edu/intranet/committees/epc/> for other in-progress emergency preparedness resource information.
- o HCC Campus Safety & Security brochure at <http://honolulu.hawaii.edu/security/pdf/security.pdf>

Keep being informed. Current campus emergency procedures are undergoing review and are subject to change and approval. We welcome your feedback & involvement! Email: health@hcc.hawaii.edu. Mahalo!

IN AN EMERGENCY

Don't hesitate to call 911 immediately if you believe an emergency exists. Then, contact HCC Campus Security at 284-1270 (or 271-4836) for further assistance or if you have any questions concerning emergency procedures.

DEPARTMENTAL PLANNING FOR EMERGENCIES

If you haven't already done so, initiate and get started on looking at how your office can "survive" if the flu season hits your office especially hard and affects the ability of your area to be productive.

Department emergency planning should involve everyone in order for it to work and be successful when you need it most... in an emergency! Be prepared. Overwhelming as it may seem, spend time and tackle parts of the plan (see below for sheets that help guide you along) a little bit at a time. Incorporate and set aside some time when you regularly meet to discuss & work on parts of your plan. Soon you'll be well on your way to be ready for various types of situations that might arise!

- **Emergency Planning** involves the entire campus community. Get informed. Prepare. Participate. We welcome your input and contributions to making this a viable and effective plan. Go to <http://honolulu.hawaii.edu/intranet/committees/epc/> to access work done by the Emergency Planning Subcommittee. (PDF links are provided below. Word links are through the main webpage above)
- **Emergency Action Plan (draft)** – This comprehensive campus emergency planning document may be accessed by clicking on the red colored "Honolulu Community College Emergency Operations Plan" under Quick Links in the Intranet as well as "Emergency Operations Plan" on bottom left corner of Internet websites or may be accessed through <http://honolulu.hawaii.edu/intranet/committees/epc/epcd.htm>.
- **Departmental Emergency Planning**

Information Sheet – Read more about the importance of employee input and planning at http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Department_Emergency_Planning_Inf_1-24-08.pdf

Since key departmental employees might not be present during an emergency, it is essential for each department/academic unit to develop its own emergency response procedures addressing special employees' needs and specific handling of data/equipment. The procedures, establishing response priorities and steps, will be used to direct available personnel in minimizing losses and ensuring speedy recovery.

The departmental emergency procedures, in supplementing the College's general emergency action plan, should include:

- **Instructions** for personnel to maintain their own personal emergency kit in the work area. Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Personal_and_Home_Emergency_Kit_Info.pdf
- **Update Sheet** – Note when department plan updates are made. Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Plan_Update_Sheet.pdf
- **Phone Tree** – List of names, telephone numbers, and email address that will be used to disseminate important information during an emergency. Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Phone_Tree_XP_Template_1-24-08.pdf
- **Priority Items of Value** – List of items of value that require relocation or special attention in an emergency. Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Priority_Valuable_Sheet.pdf
- **Items for Emergency Use** – List of specific equipment or items, within the department, that might be needed elsewhere in an emergency. Tag the items and include this information on the tag: "Property of" and "Move to". Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Emergency_Items_Sheet.pdf
- **Emergency Evacuation & Accountability** – Establish a buddy system for all personnel, including those with special needs that may impact evacuation. Review evacuation procedures and assembly areas each semester.
- **Priority Steps in Emergency** (Shutdown & Powering Up) – Developing priorities and specific instructions on the safe handling of specialized equipment, servers, etc. that may become damaged should electrical power be affected to office/campus. Go to:
http://honolulu.hawaii.edu/intranet/committees/epc/pdf/Priority_Steps_Sheet.pdf
- **List of Emergency Equipment and Location** - Secure and store various emergency response items to protect valuable equipment (tarps, clothespins, duct tape, rope, etc. that may be accessed in an emergency. Make sure that all personnel are aware of the location where the kit is stored. Assign specific employees (Safety Liaison, etc) to oversee the kit and to transport the kit when needed.
- **Post-disaster/emergency Recovery Instructions** – Priorities of actions, lists of persons, and specific instructions of important contacts necessary for the recovery.
- **Posting of floor schematic** indicating location of items of value & emergency items & updated departmental emergency plan in a designated area (e.g., bulletin board, bookshelf). To see samples, go to:
http://honolulu.hawaii.edu/intranet/committees/epc/gif/poster_&_labels.jpg

The following template is provided as a basic guide. Each area is unique in its operations and day-to-day activities; some may store sensitive student registration or employee personal information or specialized equipment while others might have a priceless irreplaceable collection reference materials.

- Brainstorm to solicit input from personnel will help in developing a meaningful and realistic written emergency plan for each unit.
- Make emergency planning a routine part of each meeting or hold special emergency planning meetings to get this important task done.
- Consider various scenarios that may affect the operations and plan accordingly in advance. Pre-planning could minimize long-term problems and losses. Take steps to minimize damages to equipment such as covering it with a waterproof barrier to minimize potential water damage in event of a water leak from the ceiling, and moving computers off from the floor in case of flooding.
- Plan and review for these type of events and others: Immediate Evacuation for Fire, Water damage from flood, tsunami, plumbing, roof, windows, lockdown (not able to leave office, etc) – Have ready a personal emergency kit.

Articles on Classroom Management and Disruptive Students

- "Addressing Classroom Disruption"
The University of Vermont
www.uvm.edu/~dos/faculty_staff/tip_sheet.doc
- "At Issue: Classroom Management and Safety, An Annotated Bibliography"
http://findarticles.com/p/articles/mi_ga4057/is_200804/ai_n27900168
- "Classroom Management"
<http://www.4faculty.org/includes/108r2.jsp>
- "Critical Incident Management Plan"
Palm Beach Community College
www.pbcc.edu/documents/Safety_and_Security/Critical%20Incident%20Management.doc
- "Dealing with Disruptive or Threatening Students: A Guide for Faculty and Staff"
University of Oregon, University Counseling and Testing Center
<http://counseling.uoregon.edu/dnn/FacultyStaff/DisruptiveThreateningStudents/tabid/296/Default.aspx>
- "Dealing with a Disruptive Student"
University of the District Columbia
<<http://www.udc.edu/ccdc/disruptive.htm>>
- "Dealing with Disruptive Behavior in the Classroom"
<http://www.teachtech.ilstu.edu/resources/teachTopics/disBehav.php>
- "Dealing with Disruptive Students"
York Technical College
<http://www.yorktech.com/department/instruction_dev/StopLightbrochureWEB.pdf>
- "Disruptive Behavior – Tips for Classroom Management"
San Jose State University Office of Student Conduct and Ethical Development
http://sa.sjsu.edu/judicial_affairs/faculty_and_staff/disruptive_behavior.html
- "Disruptive & Threatening Student Behavior-Guidelines for Faculty & Staff"
University of Southern California, Division of Student Affairs
http://www.usc.edu/student-affairs/pd/USC_Dis_Behavior_Brochure_906.pdf
- "Disruptive Students"
University of Delaware, Center for Teaching Effectiveness
<http://cte.udel.edu/TAbok/disruptive.html>
- "Disruptive Student Behavior"
Florida Institute of Technology
<<http://www.fit.edu/caps/articles/disruptive.php>>
- "E-17 Individuals in Distress"
LCC Emergency Action Plan, Tab E
http://www.leeward.hawaii.edu/files/AdminServices/Emergency/LCC_EOP_Tab_E_web.pdf
- "How Do I Handle Disruptive Students?"
University of Oregon, Teaching Effectiveness Program
<http://tep.uoregon.edu/resources/faqs/issuesofrespect/disruptive.html>
- "How to Work with Disruptive Students"
Worksheet Library
<http://www.worksheetlibrary.com/teachingtips/disruptivestudents.html>

"Teaching Tips"

University of Waterloo Centre for Teaching Excellence

http://www.trace.uwaterloo.ca/teaching_resources/teaching_tips/index.html

"Tip Sheets - Common Challenges"

University of Waterloo Centre for Teaching Excellence

http://www.trace.uwaterloo.ca/teaching_resources/teaching_tips/tips_challenges.html

"Tip Sheets - Conflict Management for Instructors"

University of Waterloo Centre for Teaching Excellence

<http://www.adm.uwaterloo.ca/infotrac/tips/conflictmanagement.pdf>

"Tips on Managing Disruptive Behavior in the Classroom"

<http://wcc.wilkescc.edu/DeborahMcGuire/website/Faculty%20forms/Disruptive%20Behavior%20in%20the%20Classroom.doc>