



Emergency Response and Evacuation Guide

Emergency Contacts and Medical Information:

All Emergencies: Call 911

Monroe County Sheriff's Office

5525 College Road, Key West
Lower Keys (305)745-3184
Middle Keys (305)289-2430
Upper Keys (305)853-3211

Lower Keys Medical Center

5900 College Road, Key West
(305) 294-5531

24-Hour Crisis Intervention, Info, Referral

(305) 292-8445
Upper Keys: 1-800-273-4558

Key West Urgent Care

(Walk-in Medical Facility)
1501 Government Road, Key West
(305) 295-7550

Counseling Center - Key West, Inc.

Ste 206, 1111 12th Street, Key West
(305) 294-8777

Monroe County Emergency Management

1100 Simonton Street, Key West
(305) 289-6065
Hotline: 800-955-5504

Florida Division of Emergency Management

2555 Shumard Oak Blvd, Tallahassee, FL
(850) 413-9969

Lagoon Landing Emergency Information:

**Director of Residence
Life**
(305) 809-3153

Resident Assistants
(TBD)

**Law Enforcement
Resident**
(TBD)

Residents must refer to the evacuation procedure for Lagoon Landing as posted on their Suite door and plan ahead by the following:

- Identify where the fire alarms are located
- Count and remember the number of doors to each exit
- Identify the location of all exits

Emergency Alert System:

Refer to FKCC's homepage at www.fkcc.edu for information about alerts. The College also has a public announcement notification system that will be activated in the event of an emergency that provides specific instructions.

College officials will also alert students and employees of emergencies and/or college closures due to hurricane or tropical storm impact via our emergency message system, Blackboard Connect-Ed.

This technology enables FKCC to quickly send emails, voicemails, and text messages. To ensure you receive these important messages, **please be sure that your contact information on file at FKCC is accurate and complete.**

CHECK/ UPDATE YOUR CONTACT INFO! *(It's easy!)*

1. Log onto "myFKCC" (FKCC Portal) through fkcc.edu.
2. Click "FKCC Online Services," "Personal information," and "View your address(es) and phone(s)."
3. If necessary, click the "Change of Contact Information form" link

Building Evacuation Procedures:

- Leave building immediately when an alarm sounds or if you are instructed to do so by authorized emergency personnel or residence life staff
- Notify others on your way out
- Turn off equipment
- Take important personal items
- Close doors behind the last person out
- Walk quickly to the nearest safe exit
- **Do not** use elevators, unless authorized emergency personnel tell you to do so
- Do not re-enter the building until authorized emergency personnel give the "**All Clear**" signal
- Report any missing or trapped persons to authorized emergency personnel
- Move away from the building
- Proceed to the parking area at the College entrance while keeping streets, fire lanes, walkways, and hydrant areas clear for emergency personnel
- Notify emergency personnel if anyone is waiting for assistance

Even if you were not in the residence hall when it was evacuated, go to the parking area at the College entrance while keeping streets, fire lanes, walkways, and hydrant areas clear for emergency personnel.

If you are required to leave the building immediately but are unable to do so (because of a physical disability, injury or obstruction):

- Go to the nearest area where there are no hazards, such as a stairwell
- Notify **911** or resident assistants
- Signal out the window to emergency responders, if possible
- Remain calm, responders will arrive

Evacuating Persons with Disabilities:

Lagoon Landing residents are asked to be aware and considerate of people who will need assistance. Resident Assistants are to notify emergency personnel of any persons requiring assistance.

Assisting Blind/Visually Impaired:

- Clearly announce the type of emergency
- Offer your arm for guidance
- Tell the person where you are going and alert him/her to obstacles along the way

Assisting Deaf/Hearing Impaired:

- Turn lights on and off to gain the person's attention
- Indicate directions with gestures or a written note

Assisting Mobility-Impaired/Wheelchair Users:

- Elevators should not be used to move people with disabilities
- Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairway or designated areas for rescue assistance
- One individual should remain with the person(s), if it can be done without unreasonable personal risk
- Others should advise emergency personnel of the location so that the evacuation can be completed
- If an imminent danger situation exists and the person requests assistance in evacuation before emergency personnel can arrive, assist in finding volunteers to evacuate the person per his/her instructions

Fire:

Prior to an emergency, familiarize yourself with exits and fire safety equipment (extinguisher, alarm, etc.), and Initiate the fire alarm, where available, by activating a manual alarm box.

- Unless you are the person reporting the fire, do not call College Facilities. The telephone lines may be needed for the emergency.
- When an alarm sounds, you **must leave** the building. It is a violation of Florida State Law to fail to leave a building when the fire alarm is sounding
- Always assume it is a real emergency.

When an emergency is present:

- Alert people in the immediate area of the fire and evacuate
- Confine the fire and secure empty areas by closing doors as you leave
- Initiate the fire alarm, where available, by activating a manual alarm box
- Once outside, proceed to the parking area at the college entrance, while keeping streets, fire lanes, walkways, and hydrant areas clear for emergency personnel.
- Evacuate the building until authorized emergency personnel give the "**All Clear**" signal
- Do not use elevators unless directed to do so by authorized emergency personnel

If smoke, heat or flames block your exit routes:

- Stay in the room with the door closed
- Block the smoke at door cracks and air vents
- If possible, wet a towel through which to breathe
- Call **911** to alert authorities of your situation and location
- Signal for help by using a bright-colored cloth or flashlight at the window

Report all fires, even those which have been extinguished: 911

Explosions:

- Notify police by calling **911** and the Director of Residence Life and/or the Resident Assistants
- Take cover under sturdy furniture or evacuate the building if directed to do so by authorized emergency personnel
- **Do not** use cell phones or any electrical devices that could spark further explosions
- If possible, move away from the site of the hazard to a safe location
- **Do not use elevators**
- Be careful of fallen debris, glass or heavy objects that might be about to fall

Medical Emergency:

- Notify police by calling **911 immediately**
- Do not attempt to move the victim unless he or she is in danger of further injury
- Properly trained individuals should begin CPR, if necessary
- Properly trained individuals should commence first aid, particularly to stop heavy bleeding, while waiting for an ambulance
- If alcohol poisoning is suspected, keep the person awake, turn person on his or her side and contact **911**
- When emergency care is needed, dial **911**

Violent Crime in Progress:

If exiting the building **IS** possible and safe:

- Exit the building **immediately**
- Notify others as you exit the building
- Be aware of your surroundings
- Call **911** immediately upon reaching a safe location

If exiting the building **IS NOT** possible or safe:

- Go to the nearest room or office
- Close and lock the door
- Cover the door's window, if possible
- Keep quiet and act as if no one is in the room
- **DO NOT** answer the door

Utilities:

In the event of a major utility failure at any time of the day, night, weekend or holiday, contact Resident Assistants and/or Director of Residence Life

Cellular Carriers

- [Verizon](#): 800-256-4646
- [AT&T](#): 800-331-0500
- [Metro PCS](#): 954-390-6253
- [Sprint/Nextel](#): 800-639-8359
- [T-Mobile](#): 800-866-2453

Electrical Outage

- Stay alert for notices posted around the building or via e-mail about changing conditions. Up-to-date information will be passed along to students as it becomes available. All attempts will be made to inform affected residents as soon as possible.
- In the event of a power outage, please remember that candles are prohibited in FKCC housing. Students are advised to keep a working flashlight with their personal belongings that they can locate and use in such an event.
- Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel

Gas Leak/Unusual Odors

- Cease all operations immediately
- Do not use cell phones or other electronic equipment
- Do not switch lights on or off
- Evacuate as soon as possible and call **911** from a safe location

Flooding/Plumbing Failure

- Stop using all electrical equipment
- Avoid contact with the water
- Evacuate the building and call College Facilities (305) 809-3240 or 809-3539

Threatening Behavior:

- Stay calm and unhurried in your response to the person
- Be empathetic and show your concern
- Try to sit down with the person, as sitting is a less aggressive posture than standing or moving around
- Try to position yourself between the person and close to an exit to allow for a quick escape, if necessary
- Be helpful.

- Provide positive feedback, such as, "We can get this straightened out," or, "I'm glad you're telling me how you feel about this."
- Stay out of arms' reach
- Limit eye contact
- Do not argue, yell, or joke
- Do not touch the person

If the individual's level of agitation increases, attempt the following:

- Leave the scene; call **911**
- Alert fellow residents by using an agreed-upon code word to indicate trouble
- Do not allow threatening behavior to go unreported
- Alert Resident Assistants and/or Director of Residence Life immediately after the person leaves

Mental Health Emergency:

In the event of overtly threatening behavior constituting an immediate threat to self or others, **notify 911**

In **non**-emergency situations, refer students to:

24-Hour Crisis Intervention, Info, Referral
 (305) 292-8445
 Upper Keys: 1-800-273-4558

Counseling Center - Key West, Inc.
 Ste 206, 1111 12th Street, Key West
 (305) 294-8777

Also report concerning behavior about a student to Resident Assistants and/or Director of Residence Life

Things to Do When Facing an Individual with Mental Health Issues:

- Express your concerns directly to the individual
- Make a referral in the presence of the individual and offer to accompany him/her
- Watch for changes in behavior:
 - Significant changes in academic performance
 - Changes in hygiene, speech, attentiveness or social interaction
 - Excessive drinking or drug use
 - Severe loss of emotional control
 - High levels of irritability
 - Impaired speech or garbled/disjointed thoughts
 - Excessively morbid, violent or depressing themes in written assignments
 - Verbal expressions of suicidal or violent thoughts

Weather Emergency:

In the case of a weather emergency, an alert email, text, and/or voicemail will be sent via the Blackboard Connect-Ed system.

Tornados

- Take shelter in the smallest, most-interior rooms and hallways on the lowest floor
- Avoid glass-enclosed places or areas with wide-span roofs, such as auditoriums
- Crouch down and cover your head
- Wait for the "**All Clear**" signal from authorized emergency personnel

Thunderstorms

- Stay away from windows
- Draw shades or blinds
- Minimize use of electrical equipment

Tropical Storms *(Please refer to the Hurricane Procedures for Residence Hall Guide)*

While many tropical systems and tropical storms develop into hurricanes, there are many that remain at tropical storm force strength. This information only pertains to what will happen on campus during a tropical storm.

In the event that a tropical storm threatens the Florida Keys, the College may elect to close or cease operations temporarily. The most up-to-date information and announcements will be shared on the College website. In the event of a Tropical Storm, FKCC may decide to completely evacuate campus, or decide to suspend operations and require students to remain in Lagoon Landing until the storm has passed. The safety and well-being of our students is always the number one factor in making these decisions.

If FKCC chooses not to evacuate campus, on-campus residents will be required to remain inside the residence hall during a tropical storm until the storm conditions have subsided and campus has been evaluated for individual safety. Campus offices and recreation centers will closed during this time and students should have their emergency supply kits available in the event that campus utilities are affected temporarily.

Hurricanes *(Please refer to the Hurricane Procedures for Residence Hall Guide)*

During a hurricane, students will not be allowed to remain on FKCC's campus under any circumstances. The College will cease operations completely. Students are responsible for vacating the College via their own transportation and lodging arrangements or by the busing service provided by FKCC to the evacuation center; either Key West High School (for category 1 & 2 hurricanes), or on the mainland at Florida International University (FIU)(for category 3, 4, & 5 hurricanes).

Students are advised to secure their valuable personal belongings (preferably by taking them along) before evacuating the campus. For insurance purposes, keep an itemized list of personal property including room furnishings, clothing, and valuables. Photographs of your possessions are helpful.

Upon departure, each residence hall student will submit an EVACUATION CARD and turn in his or her room keys (if applicable) to the Resident Assistant and/or Director of Residence Life.

Students who are evacuating to FIU will be notified by the Resident Assistants and/or Director of Residence Life when to report to the residence hall lobby. From there, residents will report in a pre-determined order for loading the buses. These buses have limited space and students should be practical in choosing belongings they take on the buses. Students will be limited to one piece of luggage and one carry-on bag. In addition to the list above, students must bring the following as they will not be supplied:

- One pillow & blanket (this can be in addition to the baggage limit)
- Personal toiletries and hygiene products

Personal Evacuation Plans

During an evacuation, there will not be a lot of time to plan. Having your plans prepared and communicated ahead of time will reduce your own stress and the stress of your family during an evacuation. In developing a personal evacuation plan, consider the following questions:

- Where will you go in the event of a hurricane? Will you go home, to the home of family friends in the area, to a friend's house, or to FIU?
- With whom will you evacuate? Friends? Family in the area? Or someone else?
- How will you evacuate? By air (consider an "open" ticket), car, etc? We recognize that some students may not have cars registered on campus; however, many students evacuate in groups of friends with students who are familiar with evacuation routes.
- What will you take with you during an evacuation? Passport, ID, money, other documents?

Residence Life will help coordinate evacuation of students who cannot evacuate on their own.

Suspicious Mail/Packages

Students in receipt of suspicious mail/packages must do the following:

- Do not use a cell phone, as it can trigger an explosive device
- Do not touch, taste, or smell the mail/package
- Do not move, open, cover or interfere with the package
- Move away from suspicious item(s)
- Safely evacuate as many people as possible
- Notify Police at 911 from a safe location
- Follow police instructions

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- **Call 911**
- Wash your hands with soap and water



Poster 64
September 2006

Graphic retrieved August 1, 2011 from <http://www.nmt.edu/ooep-emergency-guide>

Bomb Threat:

All bomb threats are to be taken seriously. Notify Police at 911 immediately.

If you receive a bomb threat by telephone:

- Remain calm
- Write down the caller's exact words
- Note the time of the call
- Check for caller ID information
- Reference the form below to ascertain information from the caller

If you received a written bomb threat:

- Notify Police at **911** immediately
- Do a quick visual inspection of your area
- **Do not** touch or move any suspicious object
- **Do not** use radios, pagers or cell phones, as they can trigger an explosive device
- If you are told to evacuate the area by authorized emergency personnel, take your notes about the call with you
- Follow your residence hall's evacuation procedures

Bomb Threat Card

Questions To Ask:

1. When is the bomb going to explode? _____
2. Where is the bomb located? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. What is your address? _____
9. What is your name? _____

Exact wording of threat: _____

REPORT CALL IMMEDIATELY TO 911:

Reported to: _____
Name: _____
Time/Date: _____
Phone # call was made to: _____

Caller's Voice

- | | | |
|------------------------------------|--|------------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Normal | <input type="checkbox"/> Whispered |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Loud | <input type="checkbox"/> Laughter |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Familiar/ |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat | How? _____ |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Cracking Voice | _____ |

Background Sounds

- | | | |
|--|---------------------------------------|---------------------------------|
| <input type="checkbox"/> House Noises | <input type="checkbox"/> TV/Radio | <input type="checkbox"/> Motor |
| <input type="checkbox"/> Long Distance | <input type="checkbox"/> Voices | <input type="checkbox"/> Music |
| <input type="checkbox"/> Factory Machinery | <input type="checkbox"/> Street Noise | <input type="checkbox"/> Clear |
| <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Booth | <input type="checkbox"/> Static |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> PA System | <input type="checkbox"/> Other |

Threat Language

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by threat maker |

- DO NOT HANG UP THE PHONE
- Call **911** from another phone at a safe distance
- DO NOT touch any switches or buttons (lights, computer, etc.)
- DO NOT use a cellular phone to dial **911** unless absolutely necessary

Bomb Threat Card

Graphic retrieved August 1, 2011 from <http://www.nmt.edu/ooep-emergency-guide>

Lockdown:

The following actions are guidelines upon receiving a notice of "Lockdown." Once the issuance of a lockdown is given, students must move to their residence hall room or classroom - whichever is closest – as quickly as possible and lock the door or block access.

Lockdown: to lock/secure access points to retain occupants within a room or space for their personal safety.

Modified Lockdown: to lock/secure access points to retain occupants within a building for their personal safety.

Any person who sees an emergency situation should call Police at **911** immediately and is empowered to call a lockdown. FKCC will give the order to lockdown via the Blackboard Connect Ed alert.

Text and/or Voice Alert:

- **In a real life emergency:** the lockdown alert is to include at least the following information: "EMERGENCY -- EMERGENCY -- EMERGENCY -- INITIATE LOCKDOWN"
- **For training purposes:** the lockdown alert is to include at least the following: "ATTENTION -- THIS IS A TRAINING EXERCISE -- PRACTICE LOCKDOWN PROCEDURES -- THIS IS A TRAINING EXERCISE" the message may be spread verbally, through the use of hand-held radios, telephone, or by any other method deemed necessary.

During a lockdown the purpose is to keep the occupants safe in the rooms or building. Employees and students are advised **not to pull the fire alarm unless there is a fire.**

1. Go to an office/classroom/lab/residence room
 - If there are other students/visitors/faculty/staff with you or in the vicinity tell them to go to the nearest office/classroom/lab/residence room.
 - Where appropriate and necessary, provide instruction and assistance to people with disabilities and visitors.
2. Gather students/visitors/faculty/staff
 - If students/visitors/faculty/staff are not all in the office/classroom/lab/residence room, take a quick look outside the door and tell them to come inside.
3. Secure the room
 - Lock the door, if possible.
 - Move furniture to provide added protection.
 - Do what you can to minimize your exposure to the threat.
4. Persons in the room
 - Move everyone out of sight of windows.
 - Move behind furniture for protection, if possible.

- Keep everyone quiet.
 - Tell everyone to silence their cell phones.
5. Stay in the room
- Everyone stays in the room until directed by law enforcement to do otherwise.
 - If you hear a knock on the door, do not open it.
 - If you hear the fire alarm, do not leave the room unless you see fire, smell smoke, or security personnel direct you to leave

For those caught in an area away from their office/classroom/lab/residence room

1. Move to the nearest safe place.
2. Do not gather in groups.
3. If you are near a room with an open door -- move inside.
4. If you are outside the building, move far away from the building.
5. Follow Steps 1 through 5 above
6. If there is a threat: do what you can to minimize your exposure to the threat: evacuation, running, crawling, hiding, or other survivable options. If you cannot get inside, make yourself as compact as possible.

Monroe County Police Officials will advise per FKCC that the lockdown is over.