



EMERGENCY RESPONSE GUIDE



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COUNTY
COLLEGE
OF MORRIS

EMERGENCY RESPONSE GUIDE



The information provided in this guide is intended to be a reference during emergency events and should be reviewed periodically to ensure that you are prepared for the different kinds of emergencies that could occur on campus. Each situation may be unique and this guide should be referenced in combination with your personal abilities, experience, and knowledge to help you be prepared and to react to the different types of situations that may present themselves.

If you have any questions or concerns after reviewing this guide, please contact the Department of Public Safety at extension 5550 (or 973-328-5550 from off campus or your cell phone).

The County College of Morris considers your safety and security very important. The College maintains a thorough Emergency Operations Plan that details responses to various emergency situations. The full plan is intended to be used as an institutional response. This Emergency Response Guide is intended as a quick reference guide and therefore is presented in a simple and concise format to make it easy to use and is intended for individuals to use as a reference before and during an emergency.

Additional copies of this guide are available from Public Safety upon request.

Updated: 2/2023

INTRODUCTION



CONTACT INFORMATION

Emergency Dial 9-1-1:

POLICE - FIRE - MEDICAL

CCM Public Safety is integrated with the 9-1-1 center and will receive notification once 9-1-1 has been contacted.

Public Safety Assistance:

Phone: 973-328-5550

Fax: 973-328-5573

Email: publicsafety@ccm.edu

For Minor Medical Concerns Contact Public Safety:

- Minor bumps, bruises or cuts where you feel an ambulance is not needed.
- Band-aids
- Ice-packs
- Minor work related injuries
- Slips, trips and falls - Public Safety will coordinate any maintenance needs to improve unsafe conditions.
- IF IN DOUBT, DIAL 9-1-1

Anonymous Reporting of Suspicious or Criminal Activity:

- **CCM Confidential Witness Form:** Located at <http://www.ccm.edu/publicsafety/>
- **Morris County Crimestoppers:** 1-973-CopCall and 1-800-Sheriff
- **NJ Homeland Security:** 1-866-4SafeNJ or 211 or tips@njohsp.gov

Mental Health:

- CCM Counseling Services: extension 5140
(973-328-5140 from off-campus or a cell phone) counseling@ccm.edu
- Suicide and Crisis Lifeline: dial 9-8-8

Plant and Maintenance:

Phone: 973-328-5500

Fax: 973-328-5506

Check for Closures:

Phone: 973-328-5580

www.ccm.edu (home page)

Human Resources:

Phone: 973-328-5037

Henderson Hall 106

Email: humanresources@ccm.edu



WORKPLACE VIOLENCE

Workplace violence covers a wide range of disruptive behavior, including threats, harassment, intimidation, bullying, assault, stalking, hostile intruders and active shooters that may result in injury or death. It is the responsibility of the Department of Public Safety to intervene in any situation involving physical harm or threat. Such intervention may include assistance from outside local enforcement agencies. Initiators of workplace violence may or may not be members of the college community.

Recognizing and Reporting Unwanted Behavior

- Become aware of people around you so you can recognize behaviors of concern.
- If the behavior makes you uncomfortable, even if sometimes you can't really determine why, report the activity to your immediate supervisor.
- If you are being stalked as a part of a workplace violence incident, dial 9-1-1 and seek shelter in a secured area or among other individuals.

Report the Following to the Department of Public Safety at Extension 5550:

- Threats, threatening or aggressive behavior
- Verbal abuse or harassment committed in person or through electronic or telephone communications
- Bizarre comments or behavior especially if it includes violent content
- Disruptive visits to the workplace by anyone, either familiar or unfamiliar

In addition to a possible local law enforcement intervention when addressing workplace violence incidents, the College may involve its own incident command members who may include the Human Resources Department and Counseling Department. When local authorities become involved, command of the incident will be relinquished to them.

Workplace Harassment or Discrimination:

- Refer to the Policy Prohibiting Sexual Harassment and Procedure for Filing and Investigating a Sexual Harassment Complaint or the Human Resources Department.
- Refer to the Policy Prohibiting Discrimination or the Human Resources Department.
- Refer to the Employee Code of Conduct or the Human Resources Department.
- Refer to the Title IX Policy Prohibiting Harassment and Discrimination on the Basis of Sex or the Human Resources Department.
- Contact the CCM Human Resources Department, Henderson Hall, Room HH-106
Phone: extension 5037 (973.328.5037 from off-campus or a cell phone)

*See the “Contact Information” section
for additional contact methods for anonymous reporting
of suspicious or criminal activity.*



HAZARDOUS MATERIAL DISCOVERY/SPILL

In the event that you discover hazardous material, spill hazardous material, or biological material (vomit, blood, fecal material, etc.)

Do the Following:

- Contact the Department of Public Safety at extension 5550 (973-328-5550 from a cell phone).
- Do not attempt to clean the material up, move it, or touch it in any manner.



- Block off the area and direct people around the area or away from it.
- If the material is in a room, close the door. Lock the door if you are not able to wait for Public Safety to respond.
- A fire alarm pull station or 9-1-1 should only be used if the hazardous material is gaseous and poses an immediate danger to others in the building if it spread.



MENTAL HEALTH OR SUICIDE CRISIS

If the situation gives you the impression that the individual may cause immediate harm to themselves or to others in the area, take the threats or situation seriously.

Immediate Harm Possible

Dial 9-1-1 and then notify the Department of Public Safety

- Contact the Department of Public Safety at extension 5550 (973-328-5550 from a cell phone).
- If you are comfortable doing so, discuss your concerns with the individual (only after contacting one of the above). Discussion can help to diffuse the situation and buy time for trained personnel to respond.
- Try to keep others (other than Public Safety or emergency personnel) away from the area and the individual so they do not feel threatened or pressured. Encourage them to contact someone for assistance and to further discuss the situation.
- Keep your own safety in mind. The person may not intend to harm you, but situations can change quickly or by accident.

Concern for Future Harm

Do the Following:

- Take your concern seriously.
- Report your concerns to the appropriate group based on your interpretation of the situation:
 - › **Emergency Personnel:** dial 9-1-1
 - › **CCM Public Safety:** extension 5550
 - 973-328-5550 from off-campus or cell phone.
 - › **CCM Counseling and Wellness Center:** extension 5140
 - 973-328-5140 from off-campus or cell phone.
 - › **Community Resources:** dial 2-1-1
 - › **Suicide and Crisis Lifeline:** dial 9-8-8

Additional Resources:

- › **National Domestic Violence Hotline:** 1-800-799-7233
 - › **NJ Coalition to End Domestic Violence:** 800-572-7233
 - › **New Jersey Vet2Vet Helpline:** 1-866-838-7654
- Keep your own safety in mind. The person may not intend to harm you, but situations can change quickly or by accident.

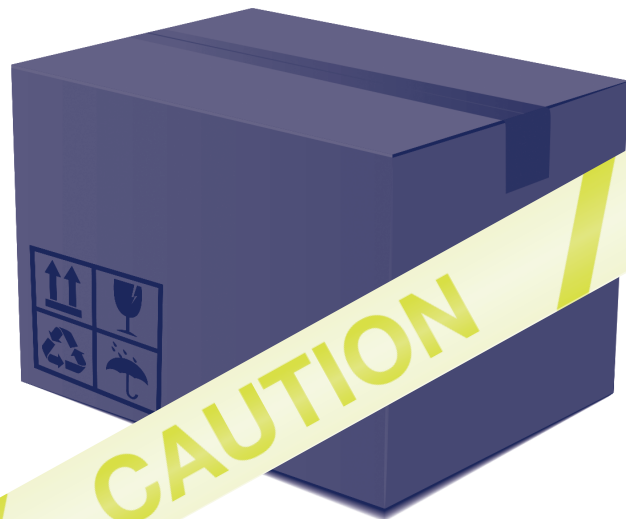


SUSPICIOUS SUBSTANCE OR OBJECT PRECAUTIONARY OBSERVATIONS

As with any crime, awareness of your surroundings and events is the biggest potential deterrent to a criminal act. Trust your gut feelings and assume the worst until you discover otherwise. Please report any suspicious activities or items to the CCM Department of Public Safety at extension 5550 (973-328-5550).

This May Include:

- Suspicious vehicles on or around campus
- Suspicious persons/items in or around buildings
- Suspicious packages in or around the building perimeters
- Suspicious or threatening phone calls or emails
- Suspicious mail deliveries.



Suspicious Substance/Object/Package

A suspicious package or object is identified as:

- Something unusual, or out of place or context, to an area
- Mailed or shipped from an unknown source
- Exhibits the following characteristics:
 - › Excessive postage or badly written
 - › Contains incorrect titles or addressed to a title only
 - › Addressed to someone no longer with your organization or are otherwise outdated
 - › Have a powdery substance on the outside
 - › Have strange odors or stains
 - › Are unexpected or from someone unfamiliar to you
 - › Rigid or bulky - are of unusual weight, given their size, or are lopsided or oddly shaped
 - › Have an unusual amount of tape
 - › Contains misspelled words or is mailed from a foreign country
 - › No return address or one that can't be verified as legitimate
 - › Restrictive markings such as "Personal" or "Confidential"
- A suspicious substance may appear as a white powder found in an envelope or somewhere unusual.
- If you believe you have found something suspicious do not touch or move it.
- If you have a suspicious package or parcel handle it with care and do not shake or bump it.
- Do not open, smell, touch or taste the item.
- Remain calm and call the Department of Public Safety at extension 5550 (973-328-5550).
- Isolate and secure the area of the object until the authorities arrive and then follow their directions.

See the "Contact Information" section for additional contact methods for anonymous reporting of suspicious or criminal activity.



POWER OUTAGE

Power outages can occur at any time and be caused by winter storms, hot summer days, or traffic accidents. Most power outages are loss of power from the utility covering our immediate area and not a loss of power from a single building. If leaving campus, extra caution should be taken as local traffic signals and street lights may also be out of service.

Information to be aware of during a loss of power:

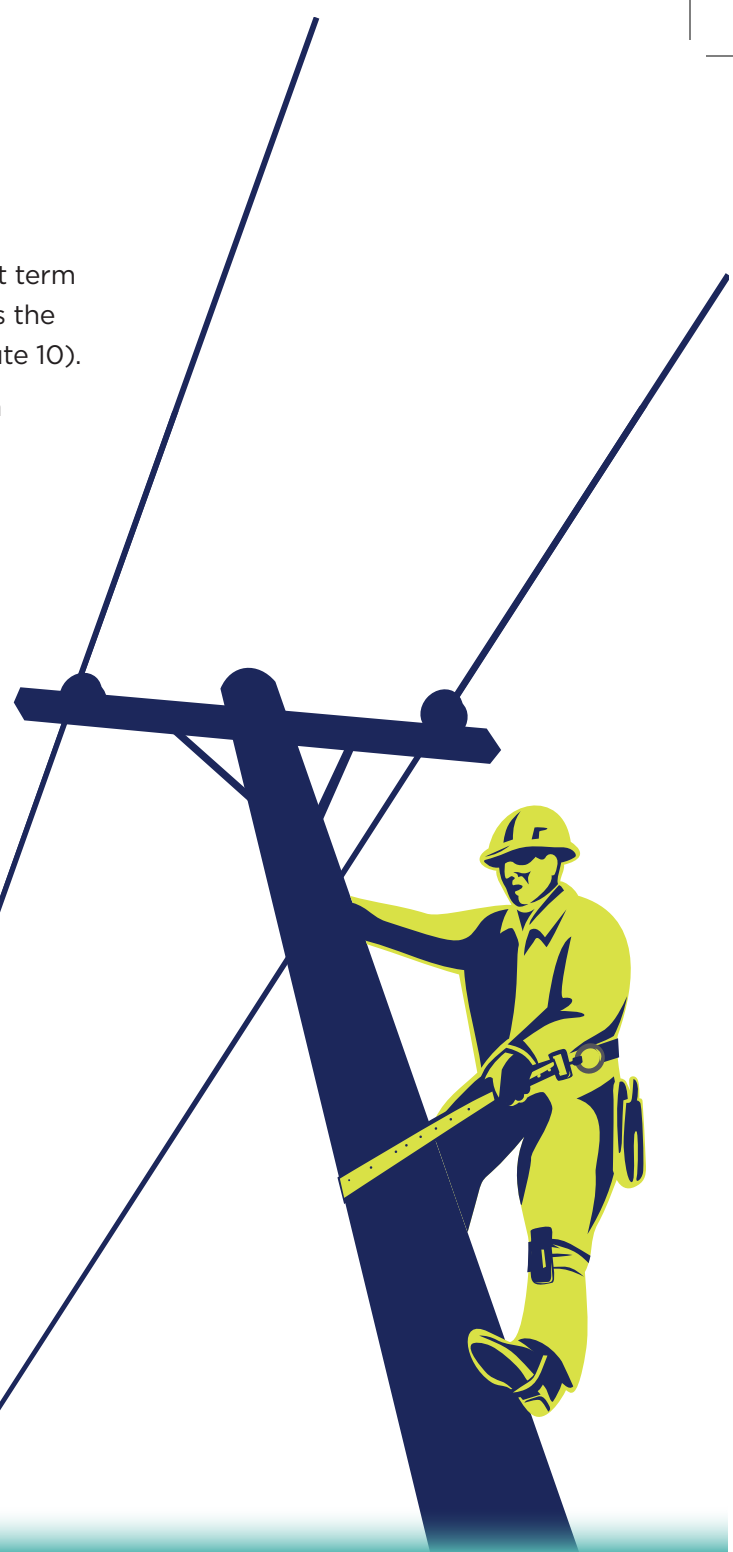
- CCM's internal phone system is a VoIP (Voice over IP) system and relies on the network for operation. During an outage the infrastructure is on a UPS (Uninterruptible Power Supply) system that will allow the phones to operate until the UPS batteries are depleted. Consider using a cell phone to communicate if you can.
- CCM's Public Safety Department is located at Building 675 which is covered with an emergency generator. Calls to Public Safety will go through even during an extended outage.
- Titan Alert will be utilized by the College if the outage will be extended and the College decides to close.
- All buildings include emergency lighting to allow for safe egress. Emergency lights will remain on for up to an hour during an outage.
- The fire alarm system has back-up batteries to ensure operation during an outage.
- If you know of power outages in the area before you leave for campus, consider checking the CCM website for further information.

The College number to check for closures is extension 5580 (973-328-5580 from off campus and cell phones).

- Individual departments will leave specific messages on the voice mail systems regarding department related activities.

During a power outage, consider the following actions:

- Remain calm and stay where you are for the short term (most local utility outages are short in duration as the College campus is fed from the main lines on Route 10).
- See your instructor or your supervisor during an outage of more than 10 minutes for information.
- If power is not restored within 15 minutes, consider leaving the building and waiting outside for further directions.
- Public Safety will provide updates on the power outage through the building intercom system or by means of the PA system on their vehicles.
- Titan alert will be utilized to inform the campus if a closing is required. If the campus closes, extra caution should be taken when driving in the immediate area as traffic signals and street lights may also be out.
- Emergency and backup UPS systems have varying time frames of operation depending on their size and the load at the time of power loss. The length of time they will remain operational will vary during an outage.



POWER OUTAGE

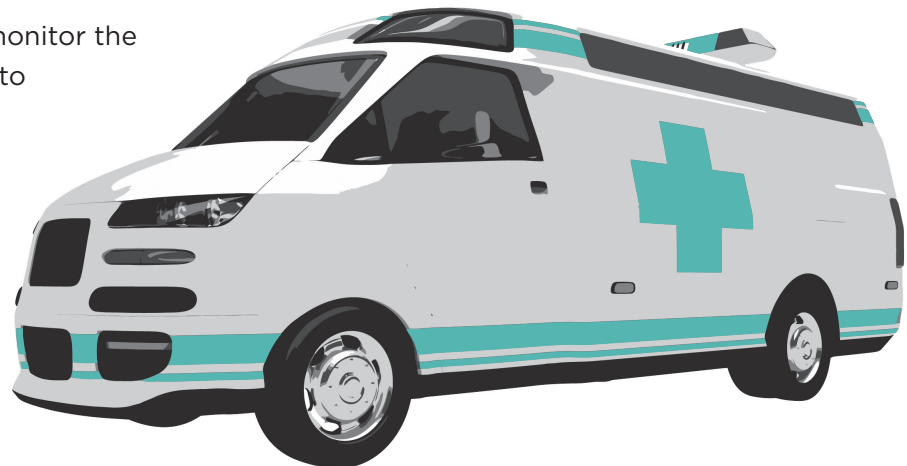


MEDICAL EMERGENCIES

During a medical emergency, Dial 9-1-1 and then notify the Department of Public Safety. For less serious medical needs, contact Public Safety at extension 5550 (973-328-5550 from a cell phone).

During a medical emergency:

- Call 9-1-1 Do not assume someone else has already done so.
- Give your location and a brief description of the incident.
- Identify the type of injury or illness that appears to be taking place.
- Identify the number of sick or injured individuals.
- Remain on the phone if possible and allow others to attend to the injured.
- Do not move the patient unless there is no other alternative due to an immediate danger such as an approaching fire.
- Seek directions from the 9-1-1 operator.
- Stay in the immediate area to monitor the situation and provide direction to the patient when emergency personnel arrive.
- Let the patient know that emergency personnel were contacted and are on the way.



If you are comfortable and able to do so, the following could be performed depending on the emergency scenario:

- If the patient is bleeding, apply direct pressure.
- If the patient is unresponsive and not breathing, start chest compressions and send someone to get an AED (Automatic External Defibrillator).
- Each AED includes voice prompts for proper usage and will automatically check for a heartbeat and repeat shocks only as necessary.
- If there are others in the area, send them to provide direction to the patient when personnel arrive.

AED Locations:

- Public Safety Vehicles
- Athletics Trainer
- SCC 1st floor (lobby near elevator)
- SCC 2nd floor (near Admissions office)
- LRC 1st floor (near Disability Services office)
- LRC 2nd floor (outside coffee shop)
- HH 2nd floor (lobby near HH 201)
- LHT (lobby)
- HPE 1st floor (aquatics entrance)
- AME Lobby (lot 10 side)
- HPE 2nd floor (hallway near Athletics office)
- SH 2nd floor (hallway near SH 208)
- CH 2nd floor (Cohen Hall Cafe hallway toward planetarium)
- DH 2nd floor (hallway near DH 207)
- EH 2nd floor (hallway near rest rooms)
- Engineering Building (bottom of stairwell)
- 675 Building (main entrance lobby)
- Music Technology (hallway adjacent to 1st floor main stair)

During a medical emergency, always ensure someone has called 911 or Public Safety at extension 5550 (973-328-5550 from a cell phone).



INCLEMENT WEATHER/ EMERGENCY CLOSINGS

Campus closures typically occur if the campus conditions cannot be kept safe, local area conditions are unsafe, if a power outage occurs, during a state of emergency, or other similar conditions are experienced or anticipated. The College administration will follow established procedures and guidelines to determine if a closure is necessary.

If necessary, campus closures may be announced via the following methods:

- **Titan Alert:** this is a free service available to all students, faculty, and staff.
- **CCM home page alerts:** www.ccm.edu
- **Phone updates:** extension 5580 (973-328-5580 from off campus and cell phones)
- **Facebook:** www.facebook.com/countycollegeofmorris
- **Twitter:** twitter.com/ccm_edu



Information to keep in mind during inclement weather:

- Check the above methods to determine if there is a closure and the type of closure.
- Use good judgement when you decide if and when you should leave for campus.
- Walk carefully on snowy or icy walkways, roads, and parking lots.
- Be aware of cold weather medical emergencies and reference the “Medical Emergencies” section of this guide if needed.
- If the campus is closed due to inclement weather, the campus will be evacuated and closed to incoming traffic.
- Class specific cancellations may still occur even if the campus is open. Follow the directions given at the beginning of the semester by your instructor to determine if class will be held.
- The College makes every effort to determine school closings before 6am for day classes and 1pm for evening classes. This may not be possible in the event of power outages or unforeseen changes in the weather.
- When the College is closed due to inclement weather, all classes and events are canceled.
- Please do not call the Public Safety Department or the College’s main line (extension 5000) to check weather conditions or closings. Please use the methods above to ensure the college phone lines are available for emergencies.
- College closing decisions are made by the President or designee. Employees and students should report to work when instructed (for delayed openings). Those individuals designated as essential personnel should follow the procedures of their department to determine when they should report to campus.



EMERGENCY EVACUATION

Emergency evacuation may be required when there is an actual or potential danger to the occupants of any building. When a fire alarm is sounded or notice to evacuate is given, all occupants must leave the building(s) via the nearest exit and proceed immediately to the designated staging area and remain 50 feet from any building. Fire Marshals will direct the evacuation. All walkways and roads must remain clear for emergency vehicles. Take all belongings with you. You will remain there until the all clear is sounded, or a Fire Marshal directs you to a remote staging area. **DO NOT USE ELEVATORS DURING THE EVACUATION PROCESS.** The evacuation staging areas are as follows.

Preferred building exit plan and staging area, if possible:

Building	Floor	First Staging Area	Second Staging Area
Henderson (HH)	All	Parking Lot 5	Parking Lot 4
Student Center (SCC)	All	Parking Lot 6	Parking Lot 7
Music Technology Center (MTC)	All	Front Lawn	Parking Lot 5
LRC (Library)	All	Front Lawn	Parking Lot 8
HPE (Gym)	All	Parking Lot 8	Parking Lot 7
Sheffield (SH)	All	Lawn above HH stairs	Parking Lot 5
Cohen (CH)	1st	Exit to Lot 1, 50 ft past walkway	Parking Lot 1
	2nd and 3rd	Tal Streeter Sculpture	Parking Lot 8

DeMare (DH)	1st	Exit to Lot 1, 50 ft past walkway	Parking Lot 1
	2nd and 3rd	Tal Streeter Sculpture	Parking Lot 8
Emeriti (EH)	1st	Exit to Lot 1, 50 ft past walkway	Parking Lot 1
	2nd	Tal Streeter Sculpture	Parking Lot 8
Dalrymple House	All	Parking Lot 1	Parking Lot 1 center section (toward College Ave.)
Plant/Maintenance	All	Parking Lot 5	Parking Lot 3
Building 675	All	Parking Lot 10 (50' from building)	Parking Lot 10 rear area (toward main campus)
LHT	All	Parking Lot 1	Parking Lot 1 center section (toward College Ave.)
Aquatic Facility	All	Parking Lot 8	Parking Lot 7
Advanced Manufacturing and Engineering (South-end)	All	Parking lot #9	Parking lot #9 (towards Tennis Courts)
Advanced Manufacturing and Engineering (North-end)	All	Parking lot #10	Parking lot #10 (towards Rt. 10)

Preferred campus exit plan if possible:

Follow the egress direction indicated by traffic cones, traffic barricades, or directions of Public Safety and Police Officers that are present. If no direction for exit is indicated, follow the below directions:

- Parking lot 1 exits onto Center Grove Road off Campus Drive by Dalrymple House
- Parking lots 2 and 4 exit onto Center Grove Rd. off College Avenue alongside lot 2
- Parking lots 7, 8 and 9 exit onto Dover Chester Road off College Avenue alongside lot 9
- Parking lots 3, 5, 6, and 10 exit onto Rt. 10 East



BOMB THREAT

A bomb threat may come in the form of a phone call or voice mail, written via mail/e-mail/graffiti, or in person (which is very rare). Get as much information as possible to relay to the authorities.

If a threat is made by phone, keep the caller on the line as long as possible in an effort to assess the call by gathering information (see form below which can be used to assist you in gathering crucial information). If threat is made by phone and you have caller identification, record the number displayed. Do not use the phone again for calling or receiving until the authorities authorize you to do so. If a threat is made by email, print it and do not delete the email which may be traceable. If threat is made by physical means such as graffiti style messages, isolate and protect the area until the authorities arrive. Bomb threats are assessed by authorities to determine the level of threat and thereby determine the actions, if any, to be taken. Possible responses by authorities may be: no evacuation, limited or selective evacuation, or a full evacuation. Stay calm. Notify your supervisor and call the Department of Public Safety at extension 5550 (973-328-5550). Be available to talk to the authorities upon their arrival. If an evacuation takes place, check your immediate area, take out what you brought in and report anything suspicious or unusual you might observe. If re-entry is authorized after an evacuation report to the authorities anything that seems out of place upon your return.



Questions to Ask:

1. When is the explosive device set to explode or how is it triggered? _____
 2. Where is the device right now? _____
 3. What does it look like? _____
 4. What kind of explosive device is it? _____
 5. Did you place the explosive device? _____
 6. Why? _____
 7. What is your name and address? _____
- Exact wording of the threat: _____

About the Call:

Number the call was received from: _____

Date: _____ Time: _____ Length of call: _____

About the Caller:

Male Caller's accent: _____ Age: _____

Female Does the voice sound familiar? (Who): _____

Caller's Voice:

- | | | | |
|-----------------------------------|---------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp | <input type="checkbox"/> Slow | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Crying | <input type="checkbox"/> Rapid | <input type="checkbox"/> Cracking |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Raspy | <input type="checkbox"/> Soft | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Calm | <input type="checkbox"/> Normal | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Deep | <input type="checkbox"/> Distinct | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Angry | <input type="checkbox"/> Clear Throat | |

Background Noises:

- | | | | |
|--|---------------------------------------|---------------------------------|---------------------------------------|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> House Noises | <input type="checkbox"/> Static | <input type="checkbox"/> Machines |
| <input type="checkbox"/> Animals | <input type="checkbox"/> Voices | <input type="checkbox"/> Music | <input type="checkbox"/> Other: _____ |



FIRE EMERGENCY

Emergency evacuation due to Fire Alarm activation may be required when there is an actual or potential danger to the occupants of any building. When a fire alarm is sounded or notice to evacuate is given, all occupants must leave the building(s) via the nearest exit and proceed immediately to the designated staging area and remain 50 feet from any building. Fire Marshals will direct the evacuation. All walkways and roads must remain clear for emergency vehicles. Take all belongings with you (if safe to do so) as re-entry may not be possible. You will remain there until the all clear is sounded, or a Fire Marshal directs you to a remote staging area. Public Safety may be called for assistance. **DO NOT USE ELEVATORS DURING THE EVACUATION PROCESS.** The evacuation staging areas are listed below.

All fire alarms should be taken seriously and the building should always be evacuated. The last person leaving the room should check to make sure there is no one in need of assistance left and then close the door behind them. Notify Public Safety for assistance to those persons with disabilities to ensure a complete evacuation.

A fire alarm pull station located at the exits of the buildings and in other locations should be activated when a fire is discovered. Fire extinguishers are also located throughout all buildings (locations highlighted with a wall and/or ceiling mounted sign) and should be used if needed to aid egress or rescue.

In the event of a fire, the first action should be to trigger a pull station to evacuate the building.



Preferred building exit plan and staging area, if possible:

Building	Floor	First Staging Area	Second Staging Area
Henderson (HH)	All	Parking Lot 5	Parking Lot 4
Student Center (SCC)	All	Parking Lot 6	Parking Lot 7
Music Technology Center (MTC)	All	Front Lawn	Parking Lot 5
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Advanced Manufacturing and Engineering (North-end)	All	Parking lot #10	Parking lot #10 (towards Rt. 10)



SAFETY TIPS IN RESPONSE TO HOSTILE INTRUDER(S)/ ACTIVE SHOOTER(S)

When a hostile person(s) is actively causing death or serious physical injury or the threat of imminent death or serious physical injury to person(s) on the campus, the following actions are recommended:

If you think you hear gun shots, react immediately without waiting to verify what you heard and don't wait for others to validate your decision. Typically you should not approach an individual with a lethal weapon. TRY TO REMAIN CALM SO YOU CAN ACT AS SAFELY AS POSSIBLE.

Depending on your situation, consider the following options in the following order.

RUN

- Have an escape route and plan in mind and run only if it is safe to do so
- Leave your belongings behind
- Keep your hands visible
- Do not run in a straight line and use trees, vehicles and other objects to obstruct your view from a potential or active shooter
- If you escape from immediate danger warn others
- Once you reach a safe area follow the recommendations for hiding and remain in place until a police officer escorts you away

HIDE

- If you are unable to safely run, then hide in an area out of the intruder's/ shooter's view
- Do not huddle together
- Avoid hiding where you can be trapped if noticed
- If inside a building
 - › Block entry to your hiding place by locking the doors and using furniture
 - › Silence your cell phone and all audio equipment
 - › Turn off the lights and close the window and door shades/curtains
 - › Stay low to the floor and away from windows
 - › Do not sound the fire alarm which could place other occupants in danger
 - › If in an open area seek an office, closet or room to hide in

FIGHT

- Mainly as a last resort and only when your life is in imminent danger
- Coordinate a plan with others you are with
- Attempt to incapacitate the intruder/shooter
- Act with physical aggression and throw items at the intruder/shooter

If you are unable to run or hide you may choose to play dead if other victims are around you.

If you are caught by the intruder/shooter obey all commands and do not look him/her in the eyes. Do not appear to pose a challenge; be submissive.

Use any available phone to dial 9-1-1 Do not assume others are calling. Provide all detailed information you can remember including the location, number and description of intruder(s), and description of visible weapons. All class rooms and most offices at CCM contain the room number inside the room for location purposes.

Once the police arrive, obey all their commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow. Remember upon first response the police may not know who the intruder is and must err on the side of safety for all involved. Do not make any quick movements towards the rescuers; put your hands in the air with your fingers spread.

What To Do If Taken Hostage:

This information could prove helpful if you find yourself a hostage:

- Stay calm, maintain your composure, and be compliant and patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions and be alert. The captor may be emotionally imbalanced. Do not make mistakes that could jeopardize your well-being.
- Do not speak unless spoken to and then only when necessary. Do not provide unsolicited information to the captor. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Try to maintain eye contact with the captor at all times, but do not stare.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments.
- Expect the unexpected.
- Be observant. Try to remember all distinguishable characteristics of your captor (tattoo, scar, teeth missing, etc.). You may be released or have the opportunity to escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone. Be patient, wait. If the opportunity presents itself, attempt to establish a rapport with the captor. If medications, first aid, or rest room privileges are needed by anyone, say so. In all probability, the captors do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

See instructional videos available at www.ccm.edu/publicsafety



www.ccm.edu

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