

Emergency Response

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Emergency Numbers

Cleveland Institute of Art Security

216.421.7330

Cleveland Institute of Art Facilities

216.421.7950

University Circle Police

216.791.1234

Cleveland Fire and EMS

911 TTY

Case Western Reserve Police

216.368.3333

Cleveland Police

911 or 216.623.1234

Emergencies and disasters are unpredictable and often strike without warning. It is essential that all Cleveland Institute of Art faculty, staff and students respond quickly and appropriately to emergency situations in order to reduce the risk of injury and property damage. This guide provides essential information to assist you in reacting to various emergencies. It is a quick reference to inform you what steps to take and what actions will be implemented should an emergency situation arise.

Emergency Phone Numbers

General Emergency Procedures

When you become aware of an emergency situation where life or property is threatened, contact police dispatch immediately by calling:

**911 or
216.791.1234**

It is imperative that everyone follows the directives of emergency response personnel. This includes CIA security personnel, CIA facilities personnel, local police and fire/EMS personnel. Know the location of safety equipment in your work area and how to use it. Familiarize yourself with emergency evacuation routes for your building.

What You Should Do

Calmly tell the dispatcher

1. Who you are
2. Where you are
3. The nature of the emergency
4. If anyone needs medical attention
5. Any circumstances that may help or impede response personnel
6. Your phone number
7. Try to remain calm and inform others that help is coming and follow all directions given by dispatch or emergency personnel.

What Will Happen

1. The dispatcher may ask for additional info.
2. The dispatcher will contact appropriate emergency responses agencies.
3. Emergency personnel will handle the situation and give further instructions.

Power Outage

What You Should Do

1. Remain calm and stay where you are.
2. Assist others who aren't familiar with your area.
3. Call CIA security at 216.421.7330 and tell the officer:
 - ▶ Your name and location
 - ▶ What areas are affected by the outage
 - ▶ How long the power has been out
 - ▶ Provide a call back number in case more information is needed
4. Do not open cold rooms, refrigerators, or other temperature-sensitive areas.
5. Unplug electrical appliances/devices (if it can be done safely) to prevent a power drain when electricity is restored.
6. Evacuate only if instructed to do so by security personnel or by your supervisor if safe lighting conditions are present.
7. See Elevator Emergency section if you become stuck in an elevator during a power outage.

What Will Happen

1. Security will notify Facilities to respond and determine the extent of the outage.
2. Responders will check elevators to determine if anyone is stranded because of the outage.
3. Responding personnel will determine if outside help is needed and consult with department management of the areas affected.
4. If an evacuation is necessary, responding emergency personnel will coordinate.

Hazardous Materials Incident

What You Should Do

1. Call CIA security at 216.421.7330
 - ▶ Tell the officer your name.
 - ▶ Give the exact location of the hazardous material spill/release.
 - ▶ If possible give the source, character, amount and extent of the release/spill.
 - ▶ Notify the officer of injuries about the incident.
 - ▶ Leave a call-back phone number in case additional information is needed.
2. Shut windows, turn off open flames and open hoods in the area.
3. Keep others from entering the affected area.
4. Stay a safe distance from the material that has been spilled or released and wait for emergency responders.

What Will Happen

1. The security officer will contact the Cleveland Fire Department.
2. The responding police or security officers will contain the scene and tend to any injured persons until paramedics arrive.
3. The responding officers will communicate initial findings to the CIA chief of public safety.
4. Security personnel will notify the responsible facility personnel and other CIA personnel as needed.

5. The fire department will notify state and local agencies if additional help is needed or if notification is required.
6. Evacuations, containment and clean-up will be conducted as directed by the fire department representative or state/local agency incident commander.

Flood/Water Damage

What You Should Do

1. Call CIA security at 216.421.7330
 - ▶ Tell the officer your name.
 - ▶ The exact location of the flooding, including all areas affected.
 - ▶ Describe the source of the flooding if it's known.
 - ▶ Leave a call-back number in case more info is needed.
2. Evacuate the area if you feel your safety is at risk, especially if the flooding is near electrical equipment.
3. If you know the source of the water and are confident you can stop the flooding safely, do so. (i.e. turn off water valve or unclog drain).

What Will Happen

1. The officer will notify Facilities to respond.
2. Responding personnel will identify the source and stop the flooding as soon as possible.
3. If a risk is identified because of the flooding, affected areas may be evacuated.
4. Repairs and clean-up will be initiated.
5. The "all clear" to return will be given by responding personnel.

Hazardous Materials/Flood/Water Damage

Medical Emergency

What You Should Do

1. Call emergency dispatch at 911.
2. Give the dispatcher the following information:
 - ▶ Your name
 - ▶ The location of the injured/ill person(s)
 - ▶ Type of injury or illness
 - ▶ Approximate age of victim(s)
 - ▶ Is the victim conscious?
 - ▶ Is the victim breathing?
 - ▶ Is the victim bleeding?
 - ▶ Any known medical condition of the victim(s)
 - ▶ Give a call-back phone number in case there is a need for more information.
3. Do not move the victim(s).
4. Do not attempt to give medical care unless you are trained to do so.
5. Stay with the victim(s) and reassure him/her until help arrives.
6. Notify CIA security at 216.421.7330.

What Will Happen

1. The dispatcher will notify Cleveland EMS and the local police.
2. If police officers arrive first, they will provide medical care until EMS arrives.
3. CIA security personnel will also provide medical care if needed, according to their training, until EMS arrives.

Elevator Emergency

What You Should Do

1. Use the elevator phone, or call CIA security at 216.421.7330 by cell phone.
 - ▶ Tell the call taker your name and that you are stuck in an elevator.
 - ▶ Tell the call taker what building you are in and which elevator.
 - ▶ Tell the call taker if others are in the elevator with you and how many.
2. If the elevator you are in has no phone or it does not work, push the “emergency” or “bell” button until you hear acknowledgment that help is on the way.
3. A security officer will respond and attempt to speak to those in the elevator to determine exactly where the elevator is, how many people are in the elevator and if there is anyone in distress.
4. Do not attempt to exit the elevator through a hatch or pry open the doors.
5. Do not exit the elevator if the doors open and you are between floors, unless instructed to do so by emergency personnel. The elevator could move, endangering your life.

What Will Happen

1. The call taker will notify CIA security and facilities to respond.
2. Facilities will respond and allow safe exit from the elevator. The fire department or elevator company will be called if further help is needed.

Bomb Threat

What You Should Do

1. If you receive a bomb threat by phone, listen carefully and write down everything that is said, starting with the exact time of the call.
2. Keep the caller talking as long as possible and ask the following:
 - ▶ Ask the caller to identify him/herself.
 - ▶ Where is the bomb located?
 - ▶ When will the bomb go off?
 - ▶ What type of bomb is it?
 - ▶ What does the bomb look like?
 - ▶ Why was the bomb planted?
3. Determine caller characteristics:
 - ▶ Age
 - ▶ Gender
 - ▶ Accent
 - ▶ Voice characteristics
(calm, nervous, excited, laughing)
4. Listen for background noises: other voices, traffic, airplanes, trains, machinery, music, etc.
5. Call CIA security at 216.421.7330 immediately after finishing the call.
 - ▶ Give the security officer your name, phone extension and room number.
 - ▶ Tell the officer that you received a bomb threat and give a basic description of the nature of the call.
 - ▶ If safe to do so, stay in the area so that you can meet with the responding officer(s).

What Will Happen

1. The security officer will notify the University Circle Police Department (UCPD) at 791.1234.
2. CIA and UCPD personnel will confer and decide on an appropriate course of action.
3. After speaking with the person who took the call and evaluating additional evidence, college officials and UCPD will decide what further action should be taken, including possible evacuation.

Suspicious Package or Object

What You Should Do

1. If you see or become aware of a suspicious object or receive a suspicious letter or parcel, do not handle it or allow anyone to go near it.
2. Call CIA security personnel at 216.421.7330.
 - ▶ Tell the officer your name, phone extension and room number.
 - ▶ Tell the officer why you think the object is suspicious.
 - ▶ If safe to do, wait for the responding officer to arrive to give further direction.

What Will Happen

1. The officer will dispatch security personnel, the chief of public safety, UCPD and if necessary the Cleveland police.
2. Responding officers will meet with the caller to gather information.
3. The chief of public safety and other law enforcement officials will confer and decide on an appropriate course of action, based on known information.

Tornado

A tornado warning is an alert from the National Weather Service stating that a tornado has been sighted. In case of a tornado warning, the County Weather Service Alert System will broadcast an alert over all local television and radio stations with information and instructions. Additionally, emergency vehicles will broadcast warnings over their public address systems in affected areas. CIA security personnel monitors a weather information network and will receive the same National Weather Service information.

What You Should Do

1. Move to the ground floor center hall of the building you are in, close doors as you leave.
2. Do not use elevators.
3. Stay away from windows and doors with glass panes.
4. Sit or crouch in an inner hall or room.
5. Do not leave the tornado safety area until given “all clear” from emergency personnel.

What Will Happen

1. College officials will send a broadcast message to the campus through CIA Alerts, email and website posting with information and instructions.
2. The University Circle Police will patrol the area, broadcasting warnings on their vehicle PA systems.
3. Police dispatchers, officers and CIA security personnel will monitor the situation with the National Weather Service and local authorities.
4. Once the threat has passed, building occupants will be notified via CIA Alerts, email, website and in person with instructions.

Fire

What You Should Do

1. If you smell or see smoke or fire, begin evacuation by pulling an alarm station.
2. Call CIA security at 216.421.7330
 - ▶ Tell the security officer your name.
 - ▶ Give the security officer the exact location of the fire and any other information you may have about the fire.
3. Do not attempt to fight the fire yourself unless you have been trained in the use of fire-fighting equipment and it is safe to do so.
4. Evacuate the building, closing doors behind you to contain the fire. Exit via stairwells only, DO NOT attempt to use elevators.
5. Exit quickly and do not attempt to take anything with you.
6. Assist persons with disabilities or direct emergency personnel to them.
7. Do not let the fire or heavy smoke come between you and the exit.
8. If you get caught in heavy smoke, take short breaths, crouch down or crawl.
9. If the fire or smoke keeps you from exiting the building, go to a room far away from the fire, shut the door, open or break open a window and signal for help.
10. Once outside a safe distance from the building, return to the building only when instructed to do so by emergency personnel.

What Will Happen

1. The security officer will notify the Cleveland Fire Department.
2. Security personnel will respond.
3. Once the actual fire or fire alarm situation is resolved, CIA security or emergency personnel will give the clear to re-enter the building or will give other directions.

Shelter In Place

An incident may occur which dictates you remain inside a building during an emergency. A decision to shelter in place may or may not be obvious based on information known to you at the time. Your decision to shelter in place may come from first responders' instructions, or may initially be made on your own. This decision should be made based on what gives you the best chance of remaining safe and avoiding a more harmful situation.

Factors to consider when deciding whether to evacuate or shelter in place:

- ▶ Where is the threat now and where is it likely to go?
- ▶ Where will I be safest now, and in the near future?
- ▶ Will I be more likely to get help for myself and others by evacuating or staying in place?
- ▶ Does this space provide adequate safe shelter for the emergency at hand, i.e. locking door, place to take cover/hide, availability of more than one exit, windows to allow alerting or rescue, phone/internet/e-mail?

When to Shelter In Place

1. When a tornado warning is sounded (find appropriate shelter within the building).
2. During a hostage/barricade situation.
3. During a power failure.
4. If you cannot leave due to being trapped by a fire or hazardous materials release.
5. Any other situation where it is apparent that leaving will put you in a potentially more harmful situation than staying in place.
6. When instructed to do so by college or local first responders/emergency personnel.

When to Evacuate

1. Any time you hear a fire alarm bell/horn sounding.
2. If you smell smoke or know there is an actual fire or hazardous material release and you have a safe evacuation route away from danger.
3. Any other situation where it is apparent that staying in place will put you in a potentially more harmful situation than leaving.
4. When instructed to do so by college emergency personnel or emergency workers.

If You Must Shelter In Place

1. If it is safe to do so, move to an area farthest away from the incident/hazard.
2. As soon as possible, if it is safe to do so, notify emergency responders (911) and keep them informed of changes in your situation.
3. Be aware of your surroundings and be ready to move quickly if needed.
4. In case of hostile intruder, lock doors and plan for a secondary escape route.
5. Leave only if told to do so by responders or the situation changes requiring evacuation.
6. Notify responders if you must evacuate before being told to do so.

Suspicious Person/ Behavior

What You Should Do

In order to maintain a safe campus environment, all members of the CIA community have a responsibility to be aware of and contribute to our collective safety. One way to do this is by knowing what to do if you witness behavior that seems suspicious to you.

To report suspicious behavior, call CIA security at 216.421.7330 as soon as you have some basic information.

Be ready to give the officer the following info:

1. Your name, current location, and phone number where you can be reached.
2. A description of the person(s) acting suspiciously to include:
 - ▶ Gender and race
 - ▶ Approximate age
 - ▶ Approximate height and weight
 - ▶ Build (heavy-set, thin, medium build)
 - ▶ Hair color and length/facial hair
 - ▶ Clothing type and color (hat, coat, shirt, pants/skirt or dress, shoes, gloves)
 - ▶ Other noticed features (glasses, jewelry, scars, tattoos, dental features, accent, etc.)
 - ▶ If a vehicle is involved, the make, model, color and license plate.
3. A description of the behavior that caused you to be suspicious.
4. Where the suspicious person was last seen and direction of travel.

What Will Happen

1. On campus, CIA security personnel will respond, speak with you and look for the suspicious person.
2. If this occurs off campus, police officers from the agency with jurisdiction will be contacted and may respond to look for the suspicious person.

Criminal Incident

What You Should Do

1. Report any crime in progress that occurs on campus to CIA security at 216.421.7330
2. Report any crime in progress that occurs off campus to local police, or call 911.
3. In both cases, tell the officer/dispatcher your name, your location and a phone number where you can be reached.
4. Give a description of what is taking place.
5. Give a thorough description of any suspect(s); physical description, clothing, vehicle information and direction of travel.
6. Tell the call taker if there are injuries and the extent of those injuries.
7. Stay on the phone with the call taker until he/she ends the conversation.
8. Give the call taker a phone number where you can be reached in case more information is needed.
9. If you have been a victim of a crime or witness to a crime, follow the same steps above.
10. To report routine or non-emergency incidents, call CIA security at 216.421.7330.

What Will Happen

1. On campus, CIA security and possibly University Circle police officers will respond to the incident, take appropriate immediate action to ensure safety, render assistance needed and gather report information.
2. If this occurs off campus, police officers from the agency with jurisdiction will be contacted and may respond to the incident, take appropriate immediate action to ensure safety, render any assistance needed and gather report information.
3. Other agencies will be notified as necessary.
4. Be prepared to give written and verbal statements to police.

Active Shooter

RUN OUT, HIDE OUT, TAKE OUT

Response to an active shooter on campus requires a survival mindset. This mindset entails:

1. Awareness: What is happening around you, using all your senses. What do gunshots sound like?
2. Preparation: “What if” questions. Prepare yourself to do whatever it takes to survive.
3. Rehearsal: Mentally and physically practice your plan to build confidence and react quickly.

What You Should Do

1. **FIGURE OUT.** What action gives me the best chance to survive? Quickly evaluate and act.

RUN OUT. Can I safely get to a safer location? If yes, do so immediately. Don't wait for others to validate your decision. Leave your belongings behind.

HIDE OUT. If you can't get out safely, find a place to hide. Look for a place that offers some protection, is well hidden, and offers options for movement.

2. **CALL OUT.** When you are in a safe location, immediately call out to authorities via 911. Don't assume someone else already has called. Tell the dispatcher:
 - ▶ Where you are
 - ▶ Who the shooter is: name if known and description
 - ▶ The current location of the shooter
 - ▶ Number and types of weapons involved
 - ▶ Injuries you are aware of
3. **KEEP OUT.** If you must **HIDE OUT**, do what you can to stay unnoticed and keep the shooter out.
 - ▶ Lock the room door if possible.
 - ▶ Turn off the room lights.
 - ▶ Block the door with heavy objects.
 - ▶ Keep quiet, put cell phones and pagers on silent/vibrate.
4. **SPREAD OUT.** If there are two or more people in a space, spread out.
 - ▶ Spreading out, rather than huddling together, causes the shooter to hesitate in looking for targets.
 - ▶ This also gives you more options for action and opportunities to get out.

- ▶ Before you spread out, quickly and quietly plan what to do if the shooter enters the area.
 - ▶ Everyone in the space must get into a survival mindset and commit to working together to survive.
 - ▶ Remain calm, which can be contagious, and keeps others focused on survival.
5. TAKE OUT. If a shooter enters your space, assume his/her intentions are lethal.
- ▶ Stick to your plan to take out the shooter, others will follow when you act.
 - ▶ Use anything you have with you and in the room as weapons.
 - ▶ As soon as the shooter enters, yell loudly and throw things at him/her, aiming for the face. His/her first reaction will be to shield himself/herself. Rush at the shooter and act as a team to overcome him/her.
 - ▶ Total commitment is critical; don't give up until you have won!

What Will Happen

1. The CIA chief of public safety will respond, security personnel will notify the Cleveland Police Department, University Circle Police Department and send out a mutual aid request to all police agencies within a 10-mile radius. Security personnel will also notify EMS and rescue squads from all fire departments within a 10-mile radius.
2. The first responding officers will enter the building to locate the suspect. Police officers are trained to respond directly to the area where shots were last heard. Their purpose is to eliminate the threat as quickly as possible.
3. Police officers may be dressed in regular patrol uniforms, or may be wearing tactical uniforms consisting of external bulletproof vests, helmets, boots, and dark clothing.
4. Police officers may be carrying a shield and be armed with rifles, shotguns and/or handguns. They may also use tear gas or pepper spray.
5. Regardless of how they appear, remain calm, do not be afraid of them, and follow their instructions carefully.
6. Put down anything you are carrying and keep your hands visible to the police at all times.
7. The first officers to arrive will not stop to aid injured persons. Rescue teams of other officers and medical personnel will follow the first officers into secured areas to treat and remove injured persons.
8. Continue to follow instructions of police and college officials until you are released.

Active Shooter

Evacuation

Different emergencies require different evacuation strategies. This guide contains evacuation directions for most emergencies. When evacuation is not indicated for the emergencies in this guide or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting yourself in a more harmful situation.

When to Evacuate

1. Anytime you hear the fire alarm bells in your building.
2. If you smell smoke or know an actual fire is burning.
3. When instructed to do so by CIA security personnel, facilities representative or local police, fire/EMS personnel.

When Not to Evacuate (Shelter In Place)

1. When a tornado warning is sounded (find appropriate shelter within your building).
2. During a hostage/barricade situation.
3. During a power failure.
4. When instructed to not evacuate by CIA security personnel, facilities representative or local police, fire/EMS personnel.

What to Do if You Must Evacuate

1. Listen carefully to instructions of emergency personnel.
2. Remain calm.
3. Close your office/classroom door as you leave.
4. Do not try to gather materials on the way out, leave quickly.
5. Keep talking to a minimum.
6. Exit via stairwells, not elevators.
7. Alert emergency personnel of any persons with disabilities who need assistance.

Certain circumstances may prevent safe evacuation. If this happens, move away from the danger and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

These situations require you to stay put initially. Emergency personnel will direct you as to when it is safe to evacuate.

Certain emergencies may affect a specific building or area of campus. In this case, people in those areas will be evacuated to a predetermined site nearby as listed in the building evacuation plan. Depending on circumstances, emergency personnel may need to direct you to a secondary evacuation site. The evacuation shelter sites are listed below.

Building/Area Evacuated

Main Campus Building

- ▶ Residence Hall—117
- ▶ Residence Hall—Uptown

Residence Hall—117

- ▶ Main Campus Building
- ▶ Residence Hall—Uptown

Residence Hall—Uptown

- ▶ Main Campus Building
- ▶ Residence Hall—117

Campus Evacuation

An emergency that dictates the evacuation of the entire college will be handled in conjunction with the emergency procedures of Cuyahoga County, the City of Cleveland, and surrounding communities. In the unlikely event that a campus evacuation is necessary, you will be directed to leave the college in the following manner.

If You Drive to Campus

1. Take your normal route to your vehicle.
2. Evacuation procedures for Cuyahoga County direct traffic away from Cleveland, so all major routes from downtown will be eastbound only. Police may direct traffic in other ways dependent on circumstances. For additional information about Cuyahoga County's All-Hazards Emergency Plan, go to [ready.cuyahogacounty.us](https://www.ready.cuyahogacounty.us)

If You Take Public Transportation

1. Go to the nearest RTA station to take a bus or rapid away from the area. RTA/mass transit will be on a rush hour status unless circumstances prohibit mass transit operations.
2. If mass transit is not available, go to one of the shelter locations.

Evacuation For People With Disabilities

Individuals with disabilities must identify their primary and secondary evacuation routes. Each evacuation route must lead to an exit or safely lead to an area of refuge.

After identifying two evacuation routes, each person with a disability can ask a co-worker, friend or fellow student to provide assistance if an emergency develops. This “evacuation assistant” should be informed about what disabilities you have and how he/she can best help you.

The Cleveland Institute of Art community can help by being aware of others who may need assistance in an evacuation.

Four Basic Evacuation Options

- ▶ Horizontal evacuation: using building exits to the outside ground level or going into unaffected wings of the complex.
- ▶ Stairway (vertical) evacuation: using steps to reach ground level exits from the building.
- ▶ Stay in place: unless danger is imminent, remaining in a room with an exterior window, a telephone, and a solid or fire resistant door. (All interior and exterior doors in both the main campus and new residence hall are fire resistant).

With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. Emergency services will immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object. Since both the campus building and residence hall are equipped with sprinkler systems, the stay in place approach may be more appropriate. This approach may also be suitable in areas of the buildings where an “area of refuge” is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds.

- ▶ Area of refuge: with an evacuation assistant, go to an area of refuge away from obvious danger. The evacuation assistant will then notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

The safest areas of refuge are stair enclosures or open-air balconies. Other possible areas of refuge include fire-rated corridors or vestibules adjacent to exit stairs and elevator lobbies. Both buildings feature fire-rated corridor construction that may offer safe refuge. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with other building occupants using the stairways as a means of exit in an emergency.

Evacuation For People With Disabilities

Disability Guidelines:

Mobility Impaired Wheelchair/Scooter:

People using wheelchairs or scooters should stay in place or move to an area of refuge with their assistant when the alarm sounds. The evacuation assistant should then tell the Cleveland Fire Department or CIA security personnel the location of the person with a disability. If the person with a disability is alone, he/she should phone emergency services at 911 with their present location.

Mobility Impaired Non-Wheelchair/Scooter:

Mobility-impaired people who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. If there is no immediate danger (detectable smoke, fire or unusual odor), the person with a disability may choose to stay in the building, using the other options, until the emergency personnel arrive and determine if evacuation is necessary.

Hearing Impaired:

Both buildings are equipped with fire alarm strobe lights. However, some individuals with hearing impairments may not hear audio emergency alarms and will need to be alerted of emergency situations. Emergency instructions can be given by writing a short, explicit note to evacuate.

Reasonable accommodations for persons with hearing impairments may be met by modifying the building fire alarm system, particularly for occupants who spend most of their day in one location. Anyone requiring such accommodations should contact either Student Affairs or the Human Resources Department.

Visually Impaired:

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, those who are visually impaired may need assistance in evacuating. The assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the assistant should communicate as necessary to assure safe evacuation.



Media Relations

The Marketing + Communications Department has primary responsibility for releasing information to the news media. Major incidents and emergencies may draw interest from local or national media. It is of paramount importance that only accurate, factual information is released. Incorrect or incomplete information could be detrimental to the college, its employees and students. Refer all news media inquiries to the director of communications at

216.421.7417