

package that is received unexpectedly or is unknown and may include:

- Excessive postage
- Misspellings of common words
- Excessive weight
- Rigid envelope
- Foreign mail, air mail, or special delivery
- Handwritten or poorly typed address
- Incorrect titles
- Restrictive markings, such as "Confidential" "Personal", etc.
- An excessive amount of securing material used; such as masking tape, string, etc.
- Oily stains or discoloration
- Visual distractions
- Lopsided or uneven writing
- Titles but no names
- No return address
- Protruding wires or foil.

WORKPLACE VIOLENCE

Your actions may help calm a potentially violent situation, or they may escalate the problem.

Behave in a manner that helps calm a situation:

- Stay calm and don't be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the person and you sit down; sitting is a less aggressive position.
- Try to be helpful; for example, schedule an appointment for a later time.
- Give positive outcome statements, such as, "We can get this straightened out."
- Give positive feedback for continued talking, such as, "I'm glad you're telling me how you feel."
- Stay out of arms' reach. Have limited eye contact. Take notes.

Avoid exacerbating behaviors:

- Do not patronize.
- Do not yell or argue.
- Do not joke or be sarcastic.
- Do not touch the person

If someone becomes agitated:

- Leave the scene immediately, if possible.
- Call Campus Safety and Security from a safe place at 8070, or Dutchess County 911.
- Or, call a co-worker, using an agreed-upon code word to indicate trouble.

Practice preventive measures:

- Avoid scheduling appointments for times when no one else is in the area.
- Remove sharp and blunt objects from desks.
- Try to avoid working alone after hours.

- If you have to work late, advise a friend or family member.
- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- Do not leave money or valuable belongings lying around. Purses should be locked in a desk or cabinet.
- Lock your office and/or lab doors when they are not in use, even when you are leaving for "just a moment."
- Always walk in well-lit areas and know your surroundings.
- If you think you are being followed, do not go home; go where there are other people. Call the Office of Campus Safety and Security at 8070, or **845-431-8070** as soon as you are in a safe place.
- Report any strange or unusual activities immediately to your supervisor and the police.
- Report any locks, windows or lights that need repair to your building coordinator,

Refer also to the ACTIVE SHOOTER section of this document.

CONKLIN HALL EMERGENCY ACTION PLAN

DUTCHESS
COMMUNITY COLLEGE



Emergency Action Plan

Conklin Hall
Academic Housing

Conklin Hall provides housing for students, and as such has a building and procedure specific Emergency Action Plan to be used in conjunction with the DCC Emergency Action Guide.

The Plan can be found on [MyDCC Website / EHS Plans and Policies / Conklin Hall Emergency Action Plan](#).

Your personal safety begins with YOU!