

Emergency Preparedness at Manchester Community College

Emergencies, disasters, accidents, injuries, and crime can occur at any time without warning. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility.

This packet was developed in connection with the crisis plan to minimize the negative effects resulting from an emergency. Please read this guide thoroughly before an emergency occurs, become acquainted with its contents, and keep it in a visible, accessible place in your office for immediate reference. Once you are familiar with the enclosed information, you will be better prepared to protect yourself and your coworkers.

If you have questions about a unique situation that is not covered in this reference, or need additional emergency information please contact the Office of Campus Safety at ManchesterSafety@ccsnh.edu or (603) 668-6706 ext. 349.

WHAT YOU CAN DO NOW TO PREPARE

Keep enough emergency supplies in your office or car (medication, flashlight, comfortable shoes, bottled water, food, batteries, and portable radio) for up to seventy-two hours in case of a serious emergency.

Become familiar with the quickest exit routes from your building. Locate the nearest fire extinguisher and pull station, and register for a fire-extinguisher training course.

Register for cardiopulmonary resuscitation, first-aid, crime prevention, or other safety training courses.

Prepare a plan for yourself and your family specifying what to do, where to go, and how to cope until you are able to get home.

Designate an out-of-state relative or friend to act as a contact for separated family members.

PREFACE

This emergency Management Plan, an Emergency Manual Abridged Document, is prepared for Manchester Community College to define the procedures to be followed in the event of an emergency situation. The plan describes the responsibilities of administration, faculty, and staff and provides information for them to request additional assistance from the community as required.

All faculty and staff will be informed of the existence and location of this Emergency Management Plan. Copies of this plan will be maintained in each administrative office, academic department, and other units on campus.

1. Biological / Chemical or Radiation Threat
2. Bomb Threat
3. Civil Disturbance or Demonstration
4. Evacuation Plan for Handicapped Students & Staff
5. Fire or Explosion
6. Hazardous Materials Incident
7. Medical Emergencies
8. Power Outage
9. Rape / Sexual Assault Procedures
10. Severe Windstorm or Tornado
11. Suicide / Attempted Suicide
12. Suspicious Package or Object
13. Threatening and Violent Behavior
14. Unauthorized Person / Possible Danger

BIOLOGICAL / CHEMICAL OR RADIATION THREAT EXPOSURE

1. Any spillage of hazardous chemical or radioactive material is reported immediately to Maintenance and the Chief Campus Officer or designee.
2. When reporting be specific about the nature of the involved material and exact location. Maintenance, in agreement with the Chief Campus Officer or designee, will contact the necessary specialized authorities and medical personnel.
3. The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Maintenance.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity, if safe to do so and give their names to Maintenance and the Chief Campus Officer or designee. Required first aid and cleanup by specialized authorities should be started at once.
5. Maintenance or Security will determine and if necessary initiate evacuation procedures as outlined.

BOMB THREAT

A bomb threat must always be considered a real and immediate danger to students and staff and requires immediate response by the person receiving the bomb threat message. Consequently, all employees must be familiar with the established procedures, as many times the threat comes directly to a person other than an administrator.

NO BOMB THREAT IS TO BE DISREGARDED AS BEING A PRANK CALL.

It is important that every staff member be knowledgeable of the response to a bomb threat and the locations of the Bomb Threat Checklist.

Because evacuation of the building is the response used for bomb threats as well as other emergency situations, staff and students may not be aware of the specific reason for a given evacuation. Therefore, it is requested that whenever an evacuation is initiated, all staff should quickly inspect their work area for anything that may seem unusual or out of place and be aware of any unusual or suspicious persons on the site.

Staff members should never attempt to touch, move, dismantle, or carry any object that is suspected of being dangerous or explosive.

The designated evacuation areas are:

Soccer Field at Rear of Campus

Never go to cars as second explosion may be located there.

CIVIL DISTURBANCE OR DEMONSTRATION

Civil disturbance include riots, property damage, threatening individuals or assemblies that have become significantly disruptive. Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally cause an inconvenience; they become problematic when they obstruct college business.

The Campus Safety Officer and the Chief Campus Officer should be called to monitor demonstrations that may become problematic and may have a potential for violence, property damage, or disruption.

In Case of Civil Disturbance or Demonstration:

1. Avoid provoking or obstructing demonstrators.
2. Secure your area (lock doors and safes; remove files, vital records, and expensive equipment)
3. Avoid area of disturbance
4. Continue with normal routines as much as possible.
5. If the disturbance is outside, stay away
6. If officers are not already present, call the Office of Campus Safety.

EVACUATION PLAN FOR HANDICAPPED STUDENTS AND STAFF

1. **Important:**
 - a. Evacuation points are designated as a landing in the nearest accessible stairway.
 - b. **At no time are elevators to be used as a means of Exit.**
 - c. To avoid injuries, a handicapped person should be evacuated after all others when possible.
2. Staff are requested to assist the handicapped person to the nearest accessible stairwell when the fire alarm in the building is sounded.
3. Fire Department personnel will be responsible for checking these areas as applicable. During scheduled drills, there will be no need for the handicapped person to exit the building.
4. During an unscheduled alarm the Chief Campus Officer or administrative designee and the Fire Department personnel will make and implement the decision on whether or not to transport a handicapped person out of the building.
5. The Fire Department personnel will advise the handicapped person when it is safe re-enter the building.
6. The Center for Academic Planning and Support (CAPS) will, each semester, post the daily class schedules of the handicapped students enrolled in courses onto a master schedule. The master schedule will indicate the hour, classrooms and building locations of each handicapped student on campus at the Office of Academic Affairs, and other appropriate administrative offices for use by emergency and Fire Department personnel.

FIRE OR EXPLOSION

General Principles

The following fire procedures provide for protection and welfare of students, faculty, and staff as the primary consideration. Lives of individuals will never willingly be placed in jeopardy. The main objective is to have faculty, staff, and students knowledgeable in proper response to a fire incident in the most expedient and safe manner. The purpose of these procedures is not to fight fires and save buildings; rather it is to protect the safety and welfare of the college community.

Specific Procedures

Fire procedures will be reviewed with faculty and staff at the beginning of each academic year. Evacuation maps indicating the most direct route to the Emergency Assembly Areas, location of fire extinguishers, fire alarm pulls and call boxes, or hoses and water spigots are posted in each classroom/lab, office, meeting room, and work area. Fire emergency procedures are posted in each of these areas as well.

WHAT TO DO IN THE EVENT OF A FIRE

- The first person who is aware of a fire immediately directs evacuation of the immediate area and then activates the fire pull alarm or call box if it is nearby or phones/goes/sends someone to the telephone operator to report the fire. If the fire alarm has not automatically activated, it should be activated immediately.
- The Public Address System will be used to announce, "All individuals must leave the building without running."
- The telephone operator calls 911 to notify that a fire situation exists using the script provided on the Fire/Explosion checklist.
- Faculty and staff must assure that all individuals who evacuate the building move at least 50 feet from the building and gather at the designated assembly areas.

HAZARDOUS MATERIALS INCIDENT

Only trained and authorized personnel are permitted to respond to hazardous materials incidents.

In Case of Hazardous Spills or Leaks

1. Remove yourself from the area, and keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke. If possible, cover mouth with a cloth while leaving the area. Stay away from the accident victims until the hazardous material has been identified. Try to stay upstream, uphill, and upwind of the accident.
2. Call the office of the Chief Campus Officer (Academic Affairs) as well as Maintenance and the Security Officer immediately if on campus (911 if off campus). Provide dispatcher with information about the spill (location, injuries, type of chemicals, amount).
3. Leave immediate area but remain nearby to direct emergency personnel to the affected area.
4. Advise others to stay out of the immediate area.

In Case of Nonhazardous Spills or Leaks

1. Barricade the area.
2. Attempt to contain the spill if possible. Notify the Chief Campus Officer (Academic Affairs) if the material is in danger of entering a storm drain or waterway.
3. Wear appropriate personal protective equipment (if necessary) while cleaning the spill.
4. Notify the area supervisor.

Evacuation

Authorities will decide if evacuation is necessary based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions, and the time of day.

MEDICAL EMERGENCIES

Only if you are trained or certified, the following instructions serve as a reminder for providing emergency assistance.

To Start Breathing

(Victim is not breathing, but has a pulse)

1. Have someone call 911 and contact Security while another person performs rescue breathing if trained or certified to do so.
2. With the victim's head tilted back and chin lifted, pinch the nose shut.
3. Give two slow breaths. Breathe into the victim until chest gently rises.
4. Check for a pulse (on neck).
5. If there is a pulse, but victim is still not breathing, give one slow breath every five seconds (twelve times a minute).
6. Recheck pulse and breathing every minute. Continue rescue breathing as long as victim is not breathing, or until medical assistance arrives.

To Give Cardiopulmonary Resuscitation

(Victim is not breathing and has No Pulse)

1. Call 911 for CPR instructions. Do CPR and rescue breathing if trained or certified.
2. Find the notch where the lower ribs meet the breast bone. Place the heel of your hand on the breast bone. Place your other hand on top of the first.
3. Position shoulders over hands. Compress chest fifteen times using a smooth, even rhythm.
4. Give two slow breaths (see To Start Breathing above).
5. Do three more sets of fifteen compressions and two breaths.
6. Recheck pulse and breathing for about five seconds.
7. If there is no pulse, continue sets of fifteen compressions and two breaths.
8. Continue until medical assistance arrives or until victim starts breathing and has a pulse.

Abdominal Thrust for Choking Victim

1. Call 911 for emergency instructions.
2. Get behind the victim. Wrap your arms around the victim's waist, just above the navel.

3. Clasp your hands together with a doubled fist. Press in and up in quick thrusts.
4. Be careful not to exert pressure against the victim's rib cage with forearms.
5. Repeat procedure until choking stops.

To Stop Bleeding

1. Call 911 for emergency instructions.
2. Apply pressure directly onto the wound with sterile gauze, clean handkerchief, or gloved hand.
3. Maintain a steady pressure for five to ten minutes.
4. If victim is bleeding from an arm or leg, elevate it.
5. Stay with victim until help arrives.

Seizures and Unconscious Victims

1. Do not leave victim alone.
2. Call 911. Operator will provide emergency instructions.

Heat Related Illness

1. Get victim to a cool place.
2. Loosen tight clothing.
3. Apply cool, wet cloths to the skin.
4. Fan the victim.
5. If victim is conscious, give cool (not cold) water to drink.
6. Call an ambulance if victim refuses water, vomits, or loses consciousness.

POWER OUTAGE

The inherent danger during a major power outage is panic. Try to remain calm. In the event of a campus-wide outage, all buildings will be evacuated.

In Case of a Campus-wide Power Outage:

1. Remain calm.
2. Follow directions from the Office of the Chief Campus Officer for immediate action. If evacuation of a building is required seek out people with special needs and provide assistance.
3. Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is returned.
4. Do NOT use candles or other types open flame for lighting.
5. Unplug all electrical equipment including computers and turn off light switches.
6. Do not use elevators.

If People Are Trapped in an Elevator

1. Tell passengers to stay calm and that you are getting help.
2. Call the Campus Safety Officer at (603) 668-6706 ext. 349 and call 911.
3. Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building

RAPE / SEXUAL ASSAULT PROCEDURES

Whenever a staff member comes in contact with an individual voicing a complaint of rape, or sexual assault, the following steps should be taken:

- A. Provide support to the victim
 1. Support and listen carefully to the victim
 2. Realize that the behavior that the victim is displaying is not necessarily how the victim is dealing with the assault.
 3. Avoid making decisions and “doing” for the victim
 4. Place no blame for the attack
 5. Avoid pressuring the victim in pursuing the options that are available for them
 6. Offer to assist the victim in any way possible to gain access to the resources they may need

- B. Provide information and guidance for the victim and advise the victim that the collection of any evidence does not obligate the victim to prosecute. Follow the procedures listed below:
 1. Call campus security and the police.
 2. Be sure the victim does not wash, change, or wash clothes. Anything handled by the attacked should not be touched.
 3. Notify Chief Campus Officer or administrative designee.
 4. Notify Equity Committee.
 5. The victim must be made aware that a medical examination is the next step, but that this action will involve the police for the remainder of the procedures.
 6. Complete an incident report as soon as possible.
 7. Be aware that campus security must be notified of rape or sexual assault whether the victim wishes to press charges or not.

SEVERE WINDSTORM OR TORNADO

Although this is not a frequent emergency situation in our locale, they do sometimes occur. All faculty and staff should be familiar with the emergency response procedures for this type of incident.

PROCEDURES

If high winds or a tornado threatens during operating hours, the following steps should be taken:

- Assure that all faculty, staff, and students remain inside the building. Evacuate rooms/labs with large roof spans or those that have many windows.
- All occupants should move away from windows and close to inside walls.
- Monitor local weather and news for information about possibility of continued storms. Encourage all occupants to remain in the building until the threat is diminished.
- Notify the electric company if power is lost.

SUICIDE/ATTEMPTED SUICIDE

General Procedures

- A. If an individual has inflicted injury to self or ingested a substance in a possible suicide attempt, the first person that becomes aware should call 911, or activate the 911 call box. Also, contact the Chief Campus Officer or designee and security if available.
 1. All non-involved persons should be evacuated from the area.
 2. Contact and medical information should be obtained from the Registrar’s Office or the main office.

3. When the rescue personnel are on the scene, the individual will be evaluated and transported to a local hospital.
 4. As soon as possible, an incident report should be completed and given to the Chief Campus Officer.
- B. If a student or staff member indicates intent to inflict injury to self, the individual hearing the statement should call security and the Chief Campus Officer or designee. The Chief Campus Officer or designee will notify the crisis counselor identified for each campus.

SUSPICIOUS PACKAGE OR OBJECT

If you receive or discover a suspicious package or foreign device, do not touch it, tamper with it, or move it. Dial the Office of the Chief Campus Officer immediately and report it.

Detecting Suspicious Packages or Letters

Suspicious packages are not limited to those delivered by a commercial or U.S. postal carrier. The following characteristics have been designated by the U.S. Post Office and the Department of Alcohol, Tobacco, and Firearms as indicators of suspicious packages:

1. Lumps, bulges, or protrusions on package.
2. A lopsided or heavy-sided package or excessive masking tape.
3. Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter)
4. Packages wrapped in string.
5. Excess postage on small packages or letters.
6. No postage or uncanceled postage.
7. Handwritten notes, such as, "To Be Opened in the Privacy of," "Confidential," "Your Lucky Day is Here," "Prize Enclosed".
8. Restrictive markings such as "confidential" or "personal".
9. Improper spelling of common names, places, or titles.
10. Generic or incorrect titles. Titles with no name attached.
11. Leaks, stains, or protruding wires, string, tape, etc.
12. Hand delivered or "dropped off for a friend" packages or letters
13. No return address or nonsensical return address.
14. Foreign mail, air mail, and special-delivery packages.
15. Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

If you have a suspicious letter or package, call the office of the Chief Campus Officer (Academic Affairs).

Move people away. Do not move or open the package. Do not investigate too closely. Do not cover or insulate the package.

THREATENING AND VIOLENT BEHAVIOR

Threats may be statements of intention or expressions of strong emotion. They can be indirect or direct, verbal or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements on the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that university employees consider any threat or display of hate as potentially serious.

Most people who commit violent acts exhibit warning signs. It is important to take seriously any behaviors or words that imply threat and consult appropriate people to assess the risk and plan interventions.

Steps to Follow

1. If the threat is immediate, leave the situation if possible and call the office of the Chief Campus Officer (Academic Affairs). If threats or bizarre behavior indicate possible danger, personal safety is the top priority.

For an angry or hostile customer or coworker

- Stay calm
- Listen attentively
- Maintain eye contact
- Be courteous. Be patient. Be respectful.
- Keep the situation in your control.

If shouting, swearing, and threatening, continue

- Signal a coworker, or supervisor, that you need help (have a prearranged code or alarm system).
- Do not make any calls yourself.
- Have someone call the Office of the Chief Campus Officer (Academic Affairs).

If someone is threatening you with a gun, knife, or other weapon

- Stay calm. Quietly signal for help using an alarm or code system.
- Maintain eye contact.
- Stall for time.
- Keep talking—but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

Adapted from Federal Protective Service U.D. General Services Administration guideline.

2. If the threat isn't immediate, consult appropriate resources for help in assessing the level of danger, determining an appropriate intervention, and choosing appropriate safety measures. Resources to consult in addition to the administrator in charge are:
 - Chief Campus Officer (Academic Affairs)
 - Security Officer
- a. If, after consultation, it is determined that the threat is serious and may result in danger to a member of the college community, take the following steps:
 - If there is immediate danger call the Chief Campus Officer.
 - Advise your administrator of the incident, the results of the consultation, and the action plan. Each administrator should inform the next level of administration up to the appropriate vice president, who determines if the president should be notified.
 - If the incident involves an employee, staff members should call the Office of Human Resources at (603) 668-6706 ext. 209 or Concord Human Resources – Sara Sawyer at (603) 271-6300, and faculty members should consult the senior vice provost for academic affairs ext. 228.
 - If the incident involves a student, call the Office of Campus Safety at (603) 668-6706 ext. 349 or the Chief Campus Officer in the Academic Affairs Office.
 - Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information is important in evaluating the level of risk. Cite consultations, plan for action, and action taken. Forward a copy to the office of Academic Affairs.
- b. If, after consultation, it is determined that the threat is not serious and is unlikely to result in danger to any member of the college community, take the following steps:
 - Inform your administrator of the incident, the results of the consultation, and action plan.
 - In consultation with your administrator, determine who will convey to the individual that it is not acceptable to make such threats.
 - Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information will be important in evaluating the level of risk if there is another threat. Cite consultations, plan for action, and action taken. Forward a copy to the Chief Campus Officer.

UNAUTHORIZED PERSON / POSSIBLE DANGER

PREPARING THE STAFF

In order to maintain the safety of students and staff, procedures need to be established in the event a person or persons is on or near the college and poses a possible danger. This could be a sniper on campus or in close proximity to the college. In many cases the college will be the first to recognize the danger and will have the responsibility of notifying the police.

It is not our intent to disarm anyone with a weapon, or to physically restrain anyone who is suspected of being capable of inflicting bodily harm. It is our intent to keep our faculty, staff, and students safe from harm.

PROCEDURES IN PREPARATION FOR POSSIBLE DANGER

- A lock-down procedure has been created. This system keeps faculty, staff, and students inside, and the danger outside away from students and staff. The code for initiating the lock down procedure is:

“The meeting of the Faculty Blue Team will begin now.”

- All faculty and staff will be informed of the lock-down procedures at the beginning of each semester.

PROCEDURES IN RESPONSE TO A DANGEROUS SITUATION

- The first person that is aware of the situation immediately directs nearby students and staff into their classroom and work areas and notifies the chief campus officer or designee.
- The Chief Campus Officer or designee will authorize announcement of the lockdown.
- The lock-down announcement will be made over the public address system.
- Notify the police department immediately using 911. Be prepared to give us much specific information as possible.
- In response to the lock-down announcement.
 - ❖ All students and staff remain in their classrooms and work areas, locking the door if possible.
 - ❖ Lights in the area should be shut off, and curtains closed if it is safe to do so.
 - ❖ Occupants of each room should assemble away from the door in an area not visible from the door. If gunfire is heard, all should seek shelter under desks or tables and remain there until the lock-down has concluded.
 - ❖ No person should leave their room for any reason until given the all clear by police or college administration. Do not leave the room in response to an announcement over the public address system.