



EMERGENCY ACTION PLAN AND RESPONSE PLAN

Revision Number: 04
Revised by the Safety Committee January 2021

NORTHERN MAINE COMMUNITY COLLEGE EMERGENCY ACTION PLAN

Table of Contents	
	Page
Emergency Telephone Numbers	2
Steps for Handling Emergencies	3
Emergency Management Group	4
External Emergency Notification List	5
Building Evacuation	6
Evacuation Emergencies General Information	7
Malicious Call/Bomb Threat Procedures	8
Elevator Emergencies	9
Fire Emergencies	9
Medical or Personal Injury Emergencies	10
Power Failure	11
College Response to Disaster or Crisis	13
Lockdown Procedures	15
Terrorist Action	15
Active Shooter on Campus	16
Contagious Illness	17
Crisis Communications Plan	20
Release of Information	21
Communication Check List	23
Communication Checklist (Regional or National Media)	24
Appendices:	
Appendix A – Sample Communication & Information Sheet	25
Appendix B – Communicating with the Media	26
Appendix C – Temporary or Permanent Order of Protection	27
Appendix D – Emergency Management Group	28
Appendix E – Incident Command Layout	29
Appendix F – Responsibility of the EMG Members	30
Dean of Students (<i>Incident Manager</i>)	29
President (<i>Liaison Officer</i>)	29
Dean of Technology and Facilities (<i>Back Up Incident Commander</i>)	29
Security Manager	29
Academic Dean (<i>Liaison Officer</i>)	29
Dean of Development and Public Relations (<i>Public Information Officer</i>)	29
Health Services (<i>Medical</i>)	29
Director of Counseling	29
Dining Services Director	30
Director of Residential Life (<i>Logistics Chief</i>)	30

NMCC Emergency Action Plan

Facilities Manager	30
Scribe	30

EMERGENCY TELEPHONE NUMBERS

Police Department	911
Fire Department	911
Ambulance	911
College Security Officer	551-5765

Department Chairs	Office Phone
Andrew (AJ) Gagnon <i>(Emergency Medical Services)</i>	768-2753
David Raymond <i>(Arts & Sciences)</i>	768-2773
Dwight Clayton <i>(Business Technology)</i>	768-2738
Eileen McDougal <i>(Nursing & Allied Health)</i>	768-2750
Pamela Buck <i>(Trade & Technology)</i>	768-2763

If a situation involves a fire, personal injury or other emergency that may pose a threat to someone’s health or safety, do the following:

Call Emergency Personnel 911

Other Contact Information	Work	Cell	Home
Barry Ingraham Dean of Technology & Facilities	768-2706	551-5748	764-4857
Michael Williams Director of Finance	768-2712	551-5760	
Peter Goheen Security Manager	551-5765 (8am – 5pm)	540-5719 (after 5pm and weekends)	764-8575
Jon Blanchard Director of Housing/Residential Life	768-2795	768-0254	

Notify College Security (24/7) at 551-5765

Steps for Handling Emergencies

1. Keep this manual readily accessible as a reference.
2. Know the key emergency numbers.
3. Know your location. If you are stressed during an emergency, you may give incomplete information to the emergency personnel. Take a minute to write down clear directions to your office, work location or dorm in the spaces provided below.

- **My name is _____ . I am at Northern Maine Community College. There is an emergency. (Describe the emergency)**
- **I am located in Building: _____ Floor: (1st, 2nd, 3rd) _____**
- **Room Number: _____**
- **Directions of how to get to where you are: _____**

**** Copy these directions and post them by your phone so that anyone who uses your phone for emergencies will have clear directions.**

4. Know your environment – fire alarms, exits, windows, fire exits.
5. Keep egress areas free from obstructions and clutter at all times.
6. Make sure the first aid kit in your area is stocked with the right supplies. Contact the Health Center or your supervisor for supplies.
 - **DO NOT ATTEMPT TO ADMINISTER FIRST AID UNLESS YOU HAVE BEEN PROPERLY TRAINED.**
 - Use gloves when helping a victim.
7. Learn CPR, how to use a fire extinguisher and other lifesaving resources when training opportunities arise.

Internal Emergency Notification List

Emergency Management Group

Position & Name	Work Phone	Cell Phone	Home Phone
Dean of Students <i>(Incident Commander)</i> Matt Grillo	768-2792	768-8154	
President Tim Crowley	768-2811	551-5738	498-2028
Academic Dean Angela Buck	760-1128	540-8824	
Dean of Technology & Facilities Barry Ingraham	768-2706	551-5748	764-4857
Director of Finance Michael Williams	768-2712	551-5760	
Security Manager Peter Goheen	551-5765	540-5719	764-8575
Director of Residential Life Jon Blanchard	768-2795	768-0254	
Dean of Development & College Relations Dottie Martin	768-2806	551-7989	472-4191
Heath Services			

Scribe for EMG – (tape recorder)

Ad-hoc members called upon when needed to assist EMG committee

Position & Name	Work Phone	Cell Phone	Home Phone
Director of Counseling Tammy Nelson	768-2747	551-6147	
Dining Services Robert Ottaviano	768-2716	231-1049	
Lee Griffin Facilities Manager	768-2702	227-4937	
Robert Smith Manager of Energy & Information Systems	768-2851	551-5749	

External Emergency Notification List

LOCAL AND STATE EMERGENCY SERVICES

Fire, Police, Ambulance	911 (9-911 campus)
<u>Aroostook County Emergency Management Agency</u>	<u>(207) 493-4328</u>
<u>Aroostook County Sheriff</u>	<u>(800) 432-7842</u>
<u>CDC Emergency Response Line</u>	<u>(800) 232-4636</u>
<u>FEMA</u>	<u>(207) 624-4400</u>
<u>Hazardous substances, toxic chemicals spills</u>	<u>(800) 452-4664</u>
<u>Maine Emergency Management Association</u>	<u>(800) 452-8735</u>
<u>Maine State Police – Houlton</u>	<u>(800) 532-5400</u>
<u>Northern Light AR Gould Hospital</u>	<u>(207) 768-4000</u>
<u>Northern New England Poison Control Center</u>	<u>(800) 222-1222</u>
<u>Oil Spills</u>	<u>(800) 482-0777</u>
<u>Presque Isle Police</u>	<u>(207) 764-4476</u>

UTILITIES AND RELATED SERVICES

<u>Presque Isle Water District (water & sewer)</u>	<u>(207) 764-1927</u>
<u> After 5 pm</u>	<u>(207) 762-4101</u>
<u>Versant Company (electrical)</u>	<u>(855) 373-8211</u>

HOST SCHOOL

Skyway Middle School (School Administrative District #1)	
<u>Presque Isle High School Principal</u>	<u>(207) 764-0121</u>
<u>SAD #1 Superintendent</u>	<u>(207) 764-4101</u>
<u>Skyway Middle School Principal</u>	<u>(207) 764-4474</u>

RADIO AND TELEVISION STATIONS

<u>Citadel Broadcasting 96.1 FM, 96.9 FM, 101.9 FM</u>	<u>(207) 769-6600</u>
<u>WAGM Television</u>	<u>(207) 764-4461</u>
<u>WCXU Radio 97.7 FM</u>	<u>(800) 660-9298</u>
<u>WEGP Radio 1390 AM</u>	<u>(207) 762-6700</u>

Building Evacuation

- All Faculty are responsible for reviewing the evacuation plan for classrooms, labs and shops with all students at the beginning of each semester or course.
- Instructors and staff supervisors will be in charge of evacuating their areas.
 - **Faculty Responsibilities**
 - Take class roster
 - Take paper and writing utensil
 - Turn out lights
 - Close doors & windows
 - Take all your belongings
 - Assist any special-needs individuals as required
 - See Appendix C for specific faculty evacuation instructions
 - **Staff Responsibilities**
 - Turn out lights
 - Close doors & windows
 - Take all belongings.
 - Assist any special-needs individuals as may be necessary
 - All employees will report to their immediate supervisor by phone, text, or in person after leaving the building
 - **Student, Staff and Faculty Responsibilities**
 - Remain calm.
 - Keep talking and confusion to a minimum.
 - Walk, do not run to exits. Take all belongings.
 - Close all doors as you exit.
 - Exit in an orderly fashion with no more than two people side by side.
 - Do not jam or crowd exits.
 - Use the stairwells for evacuation.
 - Report to the assigned area identified on evacuation plan.
 - **Once outside the building**
 - After reporting to the evacuation areas, employees will report to their immediate supervisor by phone, text, or in person.
 - Supervisors and/or Senior Staff members present in each evacuation area will conduct a head count of staff and faculty.
 - A “text message” or written note with names of any missing faculty, staff or students, should be relayed to the Security Officer posted in the General Parking lot in front of the Christie Building.

- The proper authorities will notify the staff or faculty member when it is safe to return to the building or area. **Do not return to the building until given the all-clear signal by an authorized employee waving a green flag.**

Evacuation Emergencies General Information

- Supervisors must inform all current employees within their respective area of the evacuation plan.
- Employees must be familiar with evacuation plans for the buildings in which you are located or visiting.
 - When entering an office or other environment check for the evacuation directions.
- Familiarize yourself with evacuation procedures and the *designated area to meet outside the building* for your evacuation area.
- Exit signs and evacuation maps are posted in all college areas, in the event an evacuation of the building becomes necessary.
 - Evacuation areas are identified for each room on campus with a map located next to the exit door of that room.
 - *Each location on campus has a designated area for employees and students to meet outside the building so a head count may be taken.*
- Except for medical emergencies, elevators should not be used for emergency evacuation.
- Fire extinguishers, exit signs and lights in stairwells are periodically inspected to ensure they are in proper working order.
 - Any problems found should be reported to the Dean of Technology & Facilities.
- *It is important that the fire doors in the corridors be kept closed at all times.* Do not prop them open.
- *Having doors propped open* is a violation of the fire safety code. Should a fire occur, closed doors will prevent smoke and flames from spreading more rapidly.
- Fire and evacuation drills will be held twice a year, without prior notice.
- The Events & Testing Center Coordinator will provide emergency evacuation documentation and instructions to outside agencies using campus facilities.
- Evacu-track units are available as an alternative to the elevators when needing to evacuate an individual with special needs.

Malicious Call/Bomb Threat Procedures

1. Press the "Record" button on your phone to record the conversation. This will send a voicemail to your inbox when you hang up with the caller.
2. Signal someone, if possible, to call for help. (*Security: 551-5765*)
3. Keep the caller on the phone as long as possible. Try to get the following:

- a. Gender ____ Time of call _____ Caller ID info _____
- b. Caller's Voice (*Calm, Angry, Slurred, etc.*) _____
- c. Language (*Foul, Taped, Well Spoken, etc.*) _____

- d. Background Sounds (*Voices, Music, Clear, etc.*) _____

- e. Any other distinctions _____

- f. Date of call _____ Time in _____ Time Out _____

If a Bomb:

- g. When is the bomb going to explode? _____
- h. Where is it right now? _____

- i. What kind of bomb is it? What does it look like?

- j. Did you place the bomb? Why? _____

- k. What will cause it to detonate? _____

- l. Caller's name? _____

4. If security has not been contacted, do so immediately (*551-5765*)
5. Inform your supervisor or the Dean of Students (*551-5756*) immediately of the call and provide this information sheet. The Dean of Students (*Incident Commander*) shall notify the Presque Isle Police Department
6. If required, the emergency evacuation procedures will be initiated by verbally notifying people within the effected building and by using the **RAVE Alert System** and **Alertus System** to notify the broader campus of the current threat.
7. The police and the Emergency Management Group shall meet to exchange ideas concerning the proper course of action to include processes for locating the bomb.
- 8. Anything that is found that looks like or may be a bomb shall be left untouched.**
9. If not already done, authorities must be notified.

Note: Only authorized personnel shall be part of the bomb locating procedures.

Elevator Emergency

If an elevator gets stuck between floors, call or ring the bell for assistance. If you hear someone calling for help from an elevator, contact Emergency Services by dialing **911**.

After calling 911, advise security (551-5765)

Fire Emergencies (Notification and Evacuation)

- Fire alarm pull stations are located throughout the hallways and in some rooms and office areas of designated buildings on campus.
- Activate the nearest fire alarm pull station. The Fire Department will be notified automatically – Evacuate the building.
- **Do Not** attempt to fight the fire unless it appears to be containable and you are trained in the use of a portable fire extinguisher.
- Maps showing the correct evacuation route are posted for all classrooms, labs, shops, offices and common areas.
- There are exit stairwells on each floor of all buildings designated by the exit signs. These stairwells should be used for evacuation. **DO NOT USE ELEVATOR.**
- In order to prevent smoke from entering the stairwells, **CLOSE ALL DOORS AS YOU EVACUATE THE AREA.**
- Be sure that any special-needs individuals are being assisted in leaving the building. Evacutrack systems are installed near most stairwells in the Christie and Martin buildings.
- Should the primary exit be blocked by heavy smoke or fire, use the secondary route as indicated on the evacuation map.
- Should you become caught in heavy smoke, crouch down below smoke levels, take short breaths through your nose and crawl to the stairwell.
- When safely outside the building, proceed immediately to the evacuation site designated for your part of the building.

Medical or Personal Injury Emergency

- If the emergency involves injury and others are around, call for assistance from another person.
 - **If you are alone, do not leave the person alone for longer than is necessary to make the 911 call.**
- Stay with the injured person and ask another person to call 911.
- Direct the caller to wait for emergency personnel near a main entrance to direct them to the scene of the accident or illness (*if the dispatcher does not require the caller to remain on the line*).
- The caller should be prepared to give the following information to the emergency personnel:
 - The nature of the emergency
 - The location of the emergency
 - A name and telephone number from which the call is being made.
- The caller should be prepared to assist the emergency personnel by remaining on the telephone acting as a link between the emergency area and emergency personnel.
- Avoid unnecessary movement or action of the victim that might cause further injury to the individual.
- In the event a Security Officer is not available, arrange for someone to meet the emergency crew at the Campus Directory sign and escort the crew to the ill or injured person.
 - If no one is available, stay with the injured or ill person until emergency assistance has arrived.
- The Health & Safety Committee recommends that a member of each department be trained in basic first aid techniques so temporary first aid can be applied until trained assistance arrives.
 - **Do not attempt to aid the ill or injured person unless you are trained in emergency first aid and/or proper CPR procedures.**
 - Employees and students are not required to perform any first aid measures. If properly trained, they have the right to assist in a medical emergency.
 - A medical kit for minor first aid is located in most departments and offices.

In the Event of a Power Failure

In the event of a power failure notify:	Work	Cell	Home
Barry Ingraham Dean of Technology & Facilities	768-2706	551-5748	764-4857
Peter Goheen Security Manager	551-5765 8am-5pm	540-5719 After 5pm	764-8575
Security Officer	551-5765	551-5765	
Jon Blanchard Director of Housing/Residential Life	768-2795	768-0254	

- If a power failure should occur, the building fire alarm system, exit signs, and stairwell lights will be powered by an emergency source for a limited time.
- While in most cases, evacuation of a building will not be necessary, you will be informed by the College if power cannot be restored and/or the situation could lead to unsafe conditions.
- Technology & Facilities employees will verify that no other emergency accompanies the power failure and will check to ensure that no one is trapped in an elevator.
- If a power failure is associated with a fire emergency, all procedures for evacuation of the building should be followed. (*See page 6*)

Disasters and Crises

At any time, the College may experience a disaster or crisis that requires a well-coordinated response. The following identifies some types of disasters that may occur on college property for which the college will have to respond in a timely and effective manner.

- Murder, accidental death, suicide, physical attack or threat, or serious injury;
- Major fire, natural disaster, or environmental accident/incident that threatens or has harmed the college community, facilities, or assets;
- An act of terrorism;
- The following identifies some types of crises that may happen: A strike, major protest, or boycott aimed at the College or System.
- Contagious illness

All require the establishment of a coordinated command structure, quick response, reliable communications, and provisions for various types of services and support. Some may require a full or partial lockdown of the college.

College Response to a Disaster or Crisis

Step 1: Notification of Disaster or Crisis

- Notification of a disaster or crisis may come from a state or federal authority to the "Incident Commander" at the College or the Incident Commander may notify state and federal authorities.

Note: Law enforcement agencies and hospitals have been provided with contact names and information on a regular basis.

Step 2: Assessment and Preliminary Planning

- Preliminary and brief assessment of the threat, disaster or crisis will be conducted by the president and team members, identified by the president. Action steps to be taken will be outlined and communicated.

Step 3: Communications to Affected Person:

- Communication of the received order shall go from the Incident Commander or designee to:
 - a) senior staff of the college (*Management Team*) and the MCCS President and attorney.
 - b) all other faculty and staff
 - c) students on-campus
 - d) students off campus
 - e) neighboring stakeholders and community at large
- This communication will generally be done via the RAVE Alert or Alertus system to those affected.

Step 4: Safety and Security

- Authorized college personnel will secure the campus or affected building(s). If available, assistance will be sought from law enforcement agencies.
- Depending on the nature of the disaster or crisis and the requirements of agency officials, the college may engage in a total or partial lockdown.
- Access roads will be kept clear of vehicles and any other obstructions which may limit or slow access for emergency vehicles and personnel.
- If the campus needs to isolate or lockdown buildings or classrooms, follow the Isolation/ Lockdown procedure (*See page 14*).

Step 5: Human Needs

- Of primary importance are the human needs of the members. When in total lockdown, the College must be ready to address human needs for 7 – 10 days. It is reasonable to expect that the need for personal support will extend beyond the crisis. All functions will support these primary efforts.

○ **Housing**

- An incident may require long term housing. Currently, several residence halls provide housing for student residents.
- Beds and space for all faculty, staff, and commuter students will be provided in the gymnasium due to the close proximity of showers and restrooms.

Note: The Incident Commander will work with various emergency agency personnel (Red Cross, MEMA) to obtain sufficient cots, blankets, pillows and toiletries based on the number of individuals requiring housing.

○ **Food and Water**

- The Dining Services Director will work with the various emergency agencies to ensure a sufficient supply of food and water. The food will be in durable form, capable of
- long- term storage, or constantly cycled.

○ **Medical Treatment and Isolation**

- A medical staging area will be in the nursing laboratory located in the Christie building (Room 200), provided that it is accessible. Supplies from nursing and emergency medical services will be made available for treatment of ill or injured individuals. The nursing training lab has hospital beds and supplies. If additional space is needed the Simulation Center may also be used.
- In the event of a disaster in the nursing lab area, the medical staging area will be in the Health Center, located in the Akeley Student Center. All entrances and hallways to that room will be isolated.

Note: The Facilities Manager will be required to have custodial staff clean and sanitize all areas, including bathrooms.

○ **Aftermath Support and Services**

- Counseling services will be made available for students and employees. Currently, the college has counselors for students. Employees have access to the Maine State Employee Assistance Program.
- Gatherings and proper events to allow people to deal with grief and loss.
- The Incident Commander and the Director of Finance will ensure proper evaluation of loss, notify insurers and state officials, and handle any paperwork necessary for compensation.

- During times of emergency, time lost is governed by the dictates of the various employee contracts.
- Faculty desiring to make up lost instructional time will work with the Academic Dean to determine a course of action.

Lockdown Procedures

Purpose:

To outline procedures for full or partial lockdown providing for the safety and security of the students, employees, and visitors when a disaster or crisis has been identified that places them in a position of possible danger. The lockdown procedure will call for buildings or areas inside a building, not considered under threat, to be secured.

Initial Notification of Threat

Anyone with knowledge of a threatening situation or incident that could affect the safety and security of the college and/or its occupants should call **911**. College security should be contacted **(551-5765)**.

To Secure the campus, barricades will be placed at:

- all Edgemont Drive entrances and
- all Central Drive entrances

Security and Technology & Facilities personnel will patrol open areas to prevent any person from leaving or entering the college's property. Pedestrian access to and from campus will be restricted.

Individual Building Isolation/Lockdown

- Should a disaster/crisis be limited to one or two buildings, the college may isolate those buildings only, following the directives of emergency and/or law enforcement officials.

Notification to campus community

- Notification will be distributed to the campus community by way of the Rave Alert System (*email, cell phone, home phone, text message, etc.*) and/or Alertus notification system, once College personnel have been notified. Campus notification will be via the College's website

Terrorist Action:

- Instructions in the event of a terrorist action on college property:
 - Stay calm.
 - Stay as low as possible.
 - Turn off the lights including computer monitors; close and lock all windows; close all blinds.
 - Turn off cell phones.
 - Lock all room doors including all entry doors.
 - Stay away from windows and doors.
 - Go to a corner of the room and sit on the floor and wait for the all-clear notice.
 - Remain in the building unless instructed to evacuate.
 - If outside, seek refuge in a secure building. Avoid remaining in the open.

Active Shooter on Campus

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. **RUN**, Evacuate, if possible. This is the best option.
2. **HIDE**, Hide Out behind something sturdy. Turn out lights and turn off cell phone.
3. **SECURE THE DOOR** by locking it or placing a sturdy object in place.
4. **STAY IN PLACE** until the all clear is given.
5. **TAKE ACTION** against the shooter if you are attacked.

Incidents at off-campus class, field experience, internship and clinical sites

- In the event the incident is located at an off-campus learning site, (class, field experience, internship or clinical) staff or students should immediately **call 911**.
- The lead administrator at that site should notify the main campus by informing the Dean of Students (551-5756) of the incident.
- The role of Incident Commander at the site, will be assumed, following the facility's emergency action plan.
- Responsibilities at an off-campus faculty member will be the same as an faculty member on-campus, relative to evacuation and accounting for individuals.

Elimination of Threat

- When the incident is resolved and law enforcement officials notify the college that the environment is safe, the Incident Commander will notify the campus community via the RAVE Alert System. Other campus notification may be made via the College's website.

Communications

- Communication to law enforcement: Incident Commander (Dean of Students) and the individual(s) reporting the threat.
- Communications to students and employees: Dean of Development and Public Relations.
- Communications to news media: Dean of Development and Public Relations, The Incident Commander and the President will communicate information as needed to the media.
- Subsequent campus updates in the case of an emergency will be located on the campus homepage of the website nmcc.edu.

Contagious Illness

If a diagnosis is made by medical personnel of a highly contagious illness in a student currently on-campus or who has been in class during the past 7-10 days.

Any acute illness or life-threatening condition on campus would initiate our Emergency Procedures.

- This includes calling 9-1-1
- Transporting the sick individual by ambulance to the hospital.

Note: Upon diagnosis, the hospital would notify (as they are required to do by law) the Maine CDC and/or the Federal CDC in Atlanta.

- One or both of these agencies would conduct a threat assessment and then would:
 - Order the campus to either close and send people home, or
 - Order a quarantine of the campus and shelter everyone here.
 - No individuals would be allowed on campus, nor would anyone currently on campus would be allowed to leave.

Notification from a local, county, state or federal authority should be issued to the "Incident Commander" (Dean of Students) at the College.

- Communication of the received order shall go from the Incident Commander to:
 - the EMG (Emergency Management Group) who will have specific roles in the response plan
 - the remaining faculty and staff
 - the students on-campus
 - the students off campus
 - the community at large

The campus will divide into several sectors to meet specific needs, all are consistent with their current on-campus functions, but may take on a new level of intensity.

The health and safety of individuals is ALWAYS the first concern and priority.

Primary concerns when handling contagious illness (in order of importance)

1) Campus Security and Isolation:

This must include the placement of barricades at all potential access points to campus, restricting all movement to a single access point that is under direct security control. Pedestrian access to and from campus must be restricted.

2) Housing

- Campus residents already have access.
- College will need to provide beds and space for all employees and commuter students
- Minimal estimates suggest 500 additional cots, blankets, pillows and toiletries

3) Food (and Fuel)

- College needs to maintain sufficient food and fuel to sustain the campus for 7 to 10 days.

4) Medical Treatment and Isolation

- Medical staff must have appropriate facilities in which to treat the ill or injured.
- The ill must be isolated from others (especially if contagious disease).
- The medical "ward" must be isolatable from general traffic and from the air handlers supplying other non-medical areas.

5) Custodial staff must keep areas sufficiently sanitized.

6) All other functions support these primary efforts.

7) Aftermath

- Counseling for students and employees
- Grieving for any deaths
- Loss control and insurance for damaged property
- Making up lost instructional time
- Adjustments to academic calendar
- Collective bargaining units and contractual issues

Review

- Within one day of any incident, the Emergency Management Group will convene to conduct a review. Recommendations will be discussed and, if appropriate, be implemented to assist the college in responding more efficiently and effectively.
- A scribe will be assigned to produce a written record of review meeting minutes.

Key priorities to be discussed during review

Priority 1: Life safety issues

- Evacuation
- Search and Rescue
- Identification of Shelters
- Medical Aid

Priority 2: Preservation of property

- Damage assessment (*assessment of safety and usability of facilities*)
- Utilities survey (*survey of gas, electric, steam, water, and sewer*)

Priority 3: Stabilization

- Is adequate food, water, and shelter available?
- Are utilities working sufficiently?
- Are communication systems working?
- Is adequate counseling available?

Priority 4: Recovery Plan

- Goal: return to normal operating procedures

Crisis Communication Plan

Communications Responsibilities

The College is prepared to communicate a rapid, accurate, and complete response in a crisis. Clear and effective communication is critical to ensuring the health and safety of individuals, minimizing the disruption and damage that can be caused by a critical incident, and protecting the institution from negative publicity.

1. Whenever possible, appropriate details and actions taken by the college during an emergency should be provided to students, staff, and faculty before being released more broadly.
 - **The family of victims or affected college community members should be contacted before information is released more broadly.**
2. It is the responsibility of the President to be on the scene, available for media interviews, and to ensure, in the event of death or injury, that the families of victims and survivors have been contacted.
3. The College will consult with the MCCC Director of Communications and brief the media as soon as possible, providing a prompt and accurate response to the crisis. If time permits, an information sheet will be developed, reviewed by the MCCC attorney, and, if approved, distributed to incident team members.
4. Communications will be provided by the Dean of Development and Public Relations and/or the President. Depending on the crisis, the college President may authorize other members of the President's Cabinet to act as the college spokesperson.
5. The media will be provided with as much information as available within the constraints outlined in this document.
6. The Dean of Development and Public Relations is the Public Information Officer (PIO) who is the designated spokesperson, serving on the core response team for all crises. All inquiries should be directed to this individual, and all informational materials should be developed in consultation with the PIO, the Incident Commander and the college President to avoid confusion and mixed messages.

In any crisis, members of the EMG will follow these guidelines

1. Be cooperative
2. Provide control
3. Demonstrate caring and concern
4. Demonstrate competence
5. Be credible
6. Be consistent
7. Be clear
8. Be concise
9. Keep current
10. Stay calm

Release of Information

- **Public Right to Know:** Although the public may have a strong and legitimate interest in learning about a critical incident, the privacy interests of those involved may not permit public and/or media access to certain information.
- **Notification of Next of Kin:** When a member of the college community is involved in a critical incident, the College will always seek first to inform the next of kin of the incident. Frequently, law enforcement officials will assist with the notification.
- **Involvement of MCCS Legal Counsel and Public Affairs Officer:** Having accomplished that notification, the Emergency Management Group, in consultation with MCCS legal counsel and Public Information Officer, shall determine what information can be publicly released. Talking points will be created.
- **Release of Student Information:** The release of information regarding a **student** is governed by the Family Educational Rights and Privacy Act (FERPA) and other federal/state rules and laws.
- Generally speaking, the only information the College may release is defined by FERPA as “directory information.” MCCS FERPA-definition of directory information differs and is at the College’s discretion.
 - Student’s name
 - Address
 - Telephone listing
 - Date
 - Place of birth
 - Major field of study
 - Participation in officially recognized activities
 - Sports
 - Weight and height if member of athletic teams
 - Dates of attendance
 - Degrees and awards received

- Most recent previous educational agency or institution attended by the student.
- **Release of NMCC Employee Information:** MCCC employees also have certain personnel related privacy rights. As a general rule, the only information that can be released is **(employed by the college, current position, and salary)**. But most other information, including personal contact information, should be treated as confidential information.
- **Information regarding employees should not be publicly distributed without first consulting MCCC legal counsel.**
- **Criminal Investigations:** Caution must be exercised in releasing information that could interfere with a criminal investigation or a subsequent legal proceeding.
- **Unverified and speculative Information:** Information that is speculative will not be released. Unless proven and verified, the College **should not release** information on the following:
 1. Number of deaths/injuries.
 2. What was damaged, if anything.
 3. Estimates concerning the extent of damage in dollars cannot be accurate during the first hours of an emergency and are best released when verified.
 4. Estimates concerning the length of time it will take to put a damaged facility back online.
 5. Speculation on cause and blame placed on any individual, agency or piece of equipment.
 6. Comments on judicial or administrative processes in which findings have not been issued.
 7. College shutdown (if any) or adjustment in work or academic schedule
 8. If and how safety rules were violated by anyone.
 9. Possible effect on the community.
 10. Events as they transpired.

What to Release

- Once proven and verified, the college **will release** information about the following:
 1. Factual account of events
 2. Background information
 3. Update of events as they unfold
 4. Actual cause of crisis
 5. Course of action
 6. Extent of physical damages

Communications Checklists

The College uses the following checklist when communicating about a crisis

- Inform the MCCS President and the MCCS legal counsel of the incident.
- Determine who needs to be contacted, by whom, and how the contact will be made.
- Confirm who will serve as Public Information Officer (spokesperson).
- If an incident involves a member of the college community, ensure that parents or next of kin have been notified before information is released more broadly (*to the college community, media, etc.*).
- When appropriate, the College should establish a telephone hotline and dedicated web page(s) for providing ongoing updates to all internal and external stakeholders.
 - Continue to update hotline and website as situation unfolds (*including information about grief counseling, mental health services, support groups, memorial services, safety seminars, etc.*)
 - Have trusted, informed, trained individuals handling communication (*phone, hotline, switchboard, security office*) and provide those individuals with copies of all public statements regarding the event.
- Develop and release a statement to the college community that includes guidance on how to respond to media inquiries.
- Revise and release a similar statement to the media and via other channels (*e-mail, website, telephone hotline, community meetings, etc.*), based on the information available.
- In addition to a prepared statement, the EMG should develop responses to questions it anticipates receiving from various audiences and constituencies.
- If needed, assign staff person to serve as liaison with public safety agencies (*notify public safety agencies of press briefings, provide copies of all public statements issued by the college, serve as conduit for information from these agencies to the college*).
- If needed, assign staff person to serve as liaison to victims' families and counseling units.

Communications Checklist for a Situation Drawing Regional or National Media

The nature of the emergency will dictate staging areas. The Emergency Management Group meeting room will not be in close proximity to the area assigned to the media.

- Establish parking areas for satellite trucks and other large media vehicles.
- Establish a media center that is staffed 24/7 with power outlets, Internet access, restrooms, tables, chairs, air conditioning, and a briefing area with a multiple microphone system (if possible).
- Issue credentials for entering the media center.
- Direct media to the center to work and receive information.
- Issue periodic statements to the media gathered at the center.
- Set up area for interviews.
- May provide limited food for reporters and photographers.
- Shoot and release your own pictures and video to give close-up coverage with less confusion and intrusion.
- Arrange for meals, bring in bedding and clean clothes for staffers who may not go home for a while.
- Give staff frequent breaks and ability to contact their families.
- Monitor staff fatigue levels.

Appendix A

Sample communication and information statement

(*City/town, Date*): This is the information we can confirm at this time. At _____, we experienced _____ . (*Provide as many facts as can be confirmed: who, what, where, when, how.*) As a result, _____ students/faculty/staff were injured and have been transported to _____ where they are being assessed and treated. College officials have notified the families and are at the hospital to offer their support.

We are grateful to our employees and the local emergency agencies who responded so quickly and effectively to control the situation. [*At no time was a danger posed to the surrounding community.*]

At this moment, it is too early to determine the specific cause of _____. College personnel are cooperating and working closely with local authorities. The safety of our students, employees, and neighbors is extremely important to us. We are committed to conducting a thorough investigation of the incident to learn what can be done to minimize the chance of anything like this happening again. And we will work with authorities to that end.

We will also be posting information as it becomes available to our website at www.nmcc.edu.

At this time, we are asking that all media questions be addressed to _____ at 207-xxx-xxx, e-mail address _____

Appendix B

<p>NMCC ~ Emergency Procedure ~</p>
<p>Check List: Communicating with the Media in a Crisis</p>

	<p>In a crisis, calls from the media should be referred to the college President or PIO (Public Information Officer) who will write all news releases and updates to be read and/or distributed to the media.</p>
	<p>First things first...</p>
	<p>Every situation is different; therefore, every response is different. Depending upon the circumstances, the following checklist should serve as a guide for working with the media in a crisis.</p> <ul style="list-style-type: none"> • The President, in concert with the Incident Commander (IC) and the Dean of Technology and Facilities, decides where the communications center will be. It may become necessary to take off-site. If possible, the communication center should have telephone(s), copier, fax machine and computers. • The PIO gathers facts and writes a news release to include facts about the incident, actions to protect students and staff, other positive actions taken by the college such as what is being done to help students and staff cope, and any restrictions such as who the campus spokesperson will be, etc. • The College President or the PIO will be the only college representatives who speak to the media, unless the President designates another person. • Depending upon the situation, the PIO may contact the news media if they are not aware of the situation. • The PIO makes copies of the news release to distribute or have available to the media. • The PIO ensures that updates are made throughout the event, even if there are no new developments. The time of the release is at the top of the page. • The PIO is accessible to the media. • After the incident, the college announces any changes in practice or policy made as a result of the crisis.

Appendix C

Notice of a Temporary or Permanent Order of Protection Template

Order for Protection from Abuse or Harassment

The College has been informed that the following student or employee of NMCC has been granted a court ordered Order for Protection from Abuse or Harassment (hereinafter called the “victim”) against the following person (hereinafter called the “Defendant”):

Victim Information:

Name:
Address:
Vehicle:
Other (*if a student, see Information Portal for info*):
Photo:

Defendant Information:

Name:
Address:
Vehicle:
Other (*if a student, see Information Portal for info*):
Photo:

The College is informing you because you are more likely to be in a position to observe the type of contact between these persons that is prohibited by the Order. In the event you see the Defendant in, around, or near the victim, the victim’s vehicle, or classroom or other campus facility:

1. First, **call 911** as soon as practicable;
2. Then, call Campus Security (**551-5765**), the Dean of Students (**768-2792**) or Academic Dean (**760-1128**), your supervisor, or anyone in a supervisory or managerial position;
3. Do not approach the Defendant or otherwise place yourself in a dangerous situation; any confrontation with the Defendant should be done by law enforcement, security or other trained individuals;
4. Keep this information confidential unless otherwise instructed by the victim, College, law enforcement, or in the event of an emergency;
5. Refer any questions regarding this notice to the Dean of Students, Academic Dean or any College counselor, all of whom have specific responsibilities in this area as outlined in the College’s Emergency Action Plan.

Appendix D

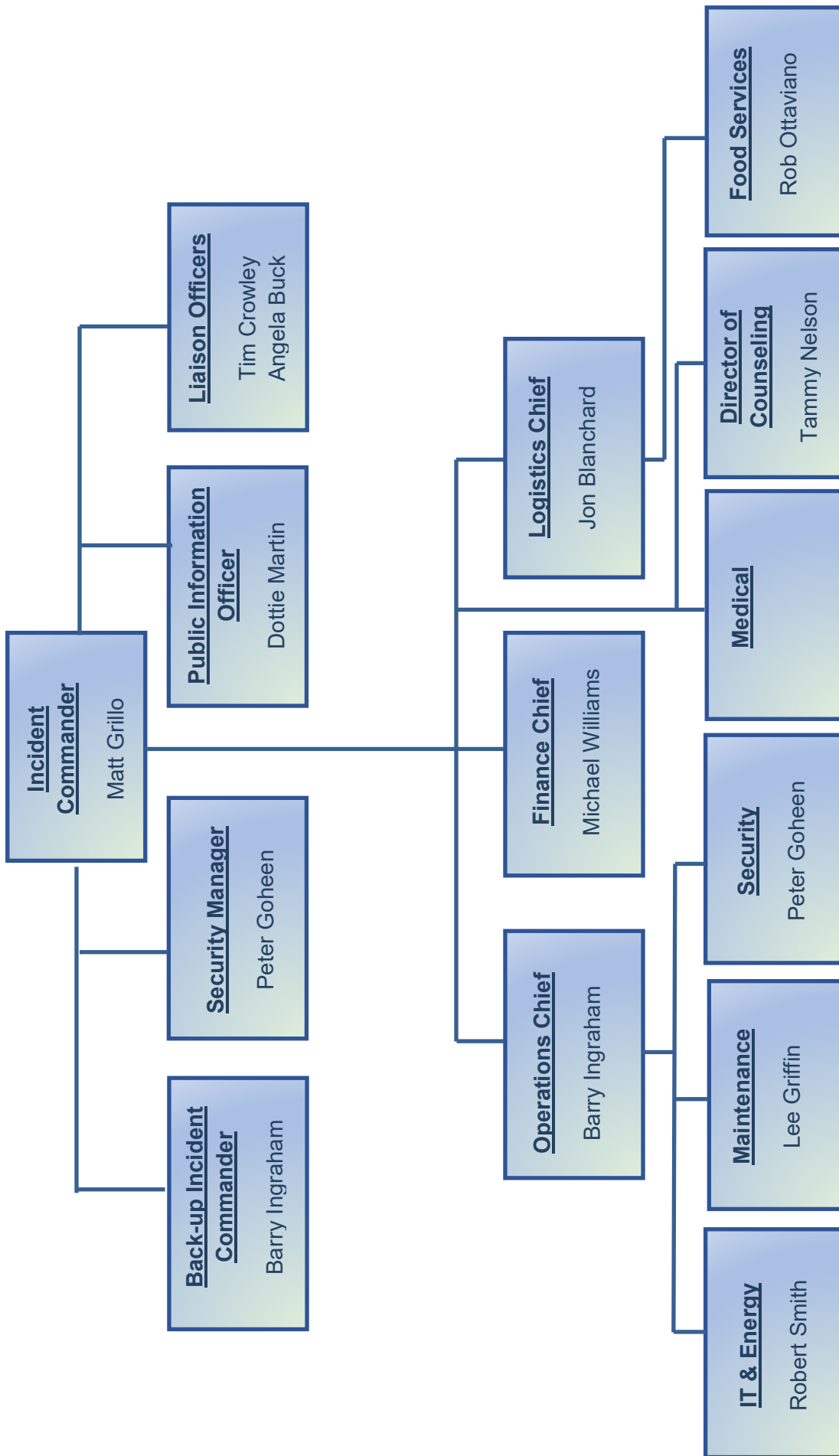
Emergency Management Group

The College will establish an Emergency Management Group (EMG) or Incident Command for each emergency. The following individuals are required to respond when called upon to do so. Others may be consulted or included as needed.

Position	Name
Dean of Students	Matt Grillo (<i>Incident Commander</i>)
President	Tim Crowley (<i>Liaison Officer</i>)
Academic Dean	Angela Buck (<i>Liaison Officer</i>)
Dean of Technology & Facilities	Barry Ingraham (<i>Operations Chief / Backup Incident Commander</i>)
Security Manager	Peter Goheen
Director of Residential Life	Jon Blanchard (<i>Logistics Chief</i>)
Dean of Development & Public Relations	Dottie Martin (<i>Public Information's Officer-PIO</i>)
Health Services	
Scribe for EMG	(<i>tape recorder or as assigned</i>)
<i>*Ad-hoc members called upon when needed to assist EMG committee</i>	
Position	Name
Director of Counseling	Tammy Nelson
Dining Services	Robert Ottaviano
Facilities Manager	Lee Griffin
Director of Finance	Michael Williams
Manager of Energy & Information Systems	Robert Smith

Appendix E

Incident Command Layout



Appendix F

Responsibilities of the EMG Members

Dean of Students (Incident Commander)

- Assigned as the Incident Commander of the EMG group.
- Act as the liaison between the EMG and the College President and Senior Staff.
- Keep the group informed of matters relating to residential life.
- Notifies the parents in the case of a student fatality or injury.

President (Liaison Officer)

- Initiate the communication chain for all faculty, staff, administration and guests.
- Initiate communication with the Dean of Development & Public Relations (if needed).

Dean of Technology & Facilities (Back-up Incident Commander)

- Act as a resource to the group in the area of building and grounds.
- Provide manpower and vehicle transport as needed.
- Address issues related to Information Technology Services.
- Address issues related to internal and external telecommunications.

Security Manager

- Ensure that the site is kept secure during times of emergencies.
- Act as liaison with outside emergency agencies.
- Acts as forward command at the site of the emergency.
- Keeps in contact with the EMG.
- Directs Security personnel
- Provide guidance in the areas of life safety.

Academic Dean (Liaison Officer)

- Act as the liaison between the EMG and the College President and Senior Staff.
- Keep the group informed of matters pertaining to facilities and administration.
- Represent the interests of college employees
- Notifies the family in the case of an employee fatality.
- Provide direction for the committee in times of emergencies.
- Has responsibility for all on-campus communications, including employees and students.

Dean of Development and Public Relations (Public Information Officer- PIO)

- Has responsibility for all off-campus communications including television, Internet, radio and print media.

Health Services (Medical)

- Provide health guidance services for the EMG during times of emergencies.

Director of Counseling

- Provide counseling services at the time of the emergency.

Dining Services Director

- Address issues relating to food service for the college community during emergencies.

Director of Residential Life (Logistics Chief)

- Assists the Dean of Students with issues during emergencies.

Facilities Manager

- Serves as resource in the area of building and grounds.
- Assisting in supporting needs for manpower and transportation.

Manager of Energy and Information Systems

- Works with Dean of Technology and Facilities (Back-up Incident Commander) addressing issues related to information and communication systems.
- Works with Dean of Technology and Facilities (Back-up Incident Commander) addressing issues related to energy needs and management.

Scribe

- Electronic recorder will be used or a person will be assigned.

Reviewed and Revised March 2016
Reviewed and Revised October 2016
Reviewed and Revised September 2018
Reviewed and Revised September 2019