

# **Northern Maine Community College Disaster Preparedness and Response Plan**

Reviewed and Revised March 2016 by Safety Committee  
Reviewed and Revised October 2016 by Safety Sub-Committee

# NORTHERN MAINE COMMUNITY COLLEGE EMERGENCY ACTION PLAN

## Contents

EMERGENCY TELEPHONE NUMBERS .....	3
Response for any Emergency .....	3
Internal Emergency Notification List – Emergency Management Group.....	5
<i>Building Evacuation</i> .....	7
Evacuation Emergencies General Information .....	8
Bomb Threats .....	9
Elevator Emergency.....	10
Fire Emergencies .....	10
Medical or Personal Injury Emergency .....	10
Power Failure .....	11
Contagious illness .....	12
Disaster Preparedness and Influenza Response Plan.....	12
College Response to a Crisis/Disaster .....	13
Campus Security and Isolation/Lock Down: .....	16
Key Priorities .....	18
NMCC Crisis Communications Plan.....	18
<i>Communications Responsibilities</i> .....	18
<i>What information should and should not be released</i> .....	19
What to Release:.....	20
<i>Communications Checklist</i> .....	21
<i>Communications Checklist for a Situation Drawing Regional or National Media</i> .....	22
Appendix A – .....	23
Sample communication and information statement.....	23
NMCC.....	24
~ <i>Emergency Procedure</i> ~ .....	24
Appendix C.....	25
Appendix D.....	26
Emergency Management Group.....	26
Appendix F .....	28

NMCC Emergency Action Plan

Responsibilities of the EMG Members..... 28

    Dean of Students (Incident Commander)..... 28

    Academic Dean (Liaison Officer)..... 28

    President (Liaison Officer)..... 28

    Dean of Technology & Facilities (Back-up Incident Commander) ..... 28

    Dean of Development and Public Relations (Public Information Officer- PIO) ..... 28

    Security Manager ..... 28

    Health Services (Medical)..... 28

    Director of Counseling..... 28

    Dining Services Director..... 28

    Director of Housing/Residence Life (Logistics Chief) ..... 28

    SCRIBE: ..... 28

**EMERGENCY TELEPHONE NUMBERS**

<b>Police Department</b>	<b>911</b>	<b>Campus phone</b>	<b>9-911</b>
<b>Fire Department</b>	<b>911</b>	<b>Campus phone</b>	<b>9-911</b>
<b>Ambulance</b>	<b>911</b>	<b>Campus phone</b>	<b>9-911</b>
<b>College Security Manager</b>	<b>540-5719</b>		
<b>College Security</b>	<b>551-5765</b>		

<b>Department Chairs</b>	<b>Office</b>
<b>David Raymond</b>	<b>768-2773</b>
<b>Pamela Buck</b>	<b>768-2763</b>
<b>Mary Cornelio</b>	<b>768-2746</b>
<b>Dwight Clayton</b>	<b>786-2738</b>

**Response for any Emergency**

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 (9-911) or 911**

**Notify College Security – 24/7** **551-5765**

**Other Contact Numbers**

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 (8:00 am – 5:00 pm)** **551-5765** **554-5719** **764-8575**

Director of Housing/Residence Life

**Jon Blanchard** **768-2795** **764-2891** **768-0254**

NMCC Emergency Action Plan  
**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 (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>) \_\_\_\_\_**
- **Room Number: \_\_\_\_\_**
- **Description 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. 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.
5. Learn CPR, how to use a fire extinguisher and other lifesaving resources when training opportunities arise.
6. Know your environment – fire alarms, exits, windows, fire exits.
7. Keep egress areas free from obstructions and clutter at all times.

NMCC Emergency Action Plan

Internal Emergency Notification List – Emergency Management Group

Position Name	Work Phone	Home Phone	Cell Phone
Dean of Students (Incident Commander)			
Bill Egeler	768-2792	764-5723	551-5756

President			
Tim Crowley	768-2811	498-2028	551-5738

Vice President/Academic Dean			
Dorothy Martin	768-2806	227-9845	551-7989

Dean of Technology & Facilities			
Barry Ingraham	768-2706	764-4857	551-5748

Director of Finance			
Michael Williams	768-2712		551-5760

Security Manager			
Peter Goheen	551-5765	764-8575	

Director of Housing/Residence Life			
Jon Blanchard	768-2795	768-0254	

Dean of Development and Public Relations			
Sue Bernard	768-2808		551-5784

Health Services			
Linda Mastro	768-2803	NMCC 768-9586 UMPI	435-3850 227-0453

Scribe for EMG – (tape recorder)

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

PrISM Representative

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Director of Counseling			
Tammy Nelson	768-2747	764-6452	551-5147

Dining Services			
Robert Ottaviano	768-2716		

**External Emergency Notification List**

**LOCAL AND STATE EMERGENCY SERVICES**

<b>Fire, Police, Ambulance</b>	<b>911 (9-911 campus)</b>
FEMA	(207)-624-4400
Aroostook County Emergency Management Agency	(207)-493-4328
Maine Emergency Management Association	(800)-452-8735
Aroostook County Sheriff	(800)-432-7842
Maine State Police – Houlton	(800)-532-5400
Presque Isle Police	(800)-764-4476
Northern New England Poison Control Center	(800)-222-1222
Hazardous substances, toxic chemicals Spills	(800)-452-4664
Oil spills	(800)-482-0777
Aroostook Region EMS	(207)-492-1624
CDC Emergency Response Line	(800)-232-4636
The Aroostook Medical Center	(207)-768-4000

**UTILITIES AND RELATED SERVICES**

Presque Isle Water District	(207)-764-1927
After 5 pm	(207)-762-4101
Emera Maine Company	(855)-373-8211

**HOST SCHOOL**

<b>Skyway Middle School (School Administrative District #1)</b>	
Principal – Skyway Middle School	(207) 764-4474
Superintendent	(207) 764-4101
Principal - High School	(207) 764-0121

**RADIO AND TELEVISION STATIONS**

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

## **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 Roster
    - Take paper and writing utensil
    - Turn out lights
    - Close doors & windows
    - Take all belongings with you, including car and/or house keys, jackets, books, book bags or satchels.
    - Assist any special-needs person as required
    - See appendix C see for specific faculty evacuation instructions
  - ◇ Staff Responsibilities
    - Turn out lights
    - Close doors & windows
    - Take all belongings with you, including car and/or house keys, jackets, books, book bags or satchels.
    - Assist any special-needs people 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 your book bag with you. Close all doors as you leave.
    - 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 your assigned area.
  - ◇ Once outside the building;
    - All employees will report to their immediate supervisor by phone, text, or in person, after reporting to the evacuation areas.
    - The Supervisors and/or Senior Staff member present in each evacuation area will conduct a head count of staff and faculty.
      - A written note with names of the faculty present as well as the number of students present will be relayed by runner to the Incident Commander 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.



## Evacuation Emergencies General Information

- Familiarize yourself with evacuation procedures and the *designated area to meet outside the building* for your evacuation area.
  - ◊ 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 to meet outside the building so a head count may be taken.*
- 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.
- Supervisors must inform all current employees 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.
- The Faculties Coordinator will provide documentation and instructions to outside agencies using campus facilities.
- Exit signs and evacuation maps are posted in all college areas, in the event that evacuation of the building becomes necessary.
- Except for medical emergencies, elevators should not be used for emergency evacuation. Evacutrack units are available as an alternative to the elevators for special needs use.

**Bomb Threats**

1. Press the "Record" button on your digital phone (not available on analog phones) 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 \_\_\_\_\_
- 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. Your name \_\_\_\_\_

4. Inform your supervisor or the Dean of Students immediately of the call and provide this information sheet.
5. The Dean of Students (Incident Commander) shall notify the Presque Isle Police Department
6. Initiate the emergency evacuation procedures by verbally notifying people in that building and by using the Rave Alert System to notify the 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 and authorities shall 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

**911 (9-911 from campus phones)**

After calling 911, advise security.

Security

**551-5765**

## Fire Emergencies

Fire alarm pull stations are located throughout the hallways in all buildings on campus. These alarms are connected to the local fire department. Upon activation of the fire alarm (an uninterrupted, loud buzzer), the building will be evacuated immediately in an orderly manner utilizing the routes designated on the evacuation maps. Maps showing the correct evacuation route are posted for all classrooms, labs, shops, offices and common areas.

### If you detect or in the event of fire or smoke:

- Activate the nearest fire alarm pull station. The Fire Department will be notified automatically.
- Close any open doors to the affected area.
- **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.
- There are exit stairwells on each floor of all buildings designated by the EXIT signs. These stairwells should be used for evacuation.
- In order to prevent smoke from entering the stairwells, **ALL DOORS MUST BE KEPT CLOSED.**
- 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.
- Be sure that any special-needs person is being assisted in leaving the building. Evacutrack systems are installed near most stairwells in the Christie Complex.
- 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.
- Stay with the injured person, and ask the other person to call 911.
- Direct the other person to wait for emergency personnel near a main entrance and direct them to the scene of the accident or illness (if the dispatcher does not require them to remain on the line).
  - **If you are alone, do not leave the person alone for longer than is necessary to make the 911 call.**
- Be prepared to give the following information to the emergency personnel.
  - The nature of the emergency
  - The location of the emergency
  - Your name and telephone number from which you are calling

- Be prepared to assist the emergency personnel by remaining on the telephone to act as a link between the emergency area and emergency personnel.
- Avoid unnecessary movement or action of the victim that might further injury to the individual.
- In the event that the 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 that temporary first aid can be applied until trained assistance arrives.
  - **Do not attempt to aid the ill/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 but if they are properly trained, they have the right to assist in a medical emergency. There is a medical kit for minor first aid located in most departments and offices.

**Power Failure**

In the event of a power failure, notify	<b>Work</b>	<b>Cell</b>	<b>Home</b>
Dean, Physical Plant & Technology-Barry Ingraham	<b>768-2706</b>	<b>551-5748</b>	<b>764-4857</b>
Security Manager – Peter Goheen (8:00 am – 5:00 pm)	<b>760-1108</b>	<b>540-5719</b>	<b>764-8575</b>
Director of Housing/Residence Life – Jon Blanchard	<b>768-2795</b>	<b>768-0254</b>	
Contact security	<b>551-5765</b>	<b>551-5765</b>	

- 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.
- Physical Plant & Technology 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 10)

**Disasters and Crises**

At any time, the College may experience a crisis or disaster that requires a well-coordinated response. The following identifies some of the 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 asset;
- An act of terrorism;
- Discovery of internal problems such as theft; major conflict of interest; immoral, unethical, or illegal activity by faculty, staff or student that has a direct effect on the campus community;
- actions by a member of the college community that could cause serious financial or physical harm;
- Allegations or actions against the College and/or the MCCS System concerning any of the internal problems cited above;
- 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 provision of various types of services and support. Some may require a full or partial lock down of the college.

### **Contagious illness**

#### Disaster Preparedness and Influenza Response Plan

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 the campus and shelter everyone here.
    - No other individuals would be allowed on to campus, nor 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:

- a) the EMG (Emergency Management Group) who will have specific roles in the response plan
- b) the remaining faculty and staff
- c) the students on-campus
- d) the students off campus
- e) 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.

Primary Concerns for these incidents are (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 are already achieved.
- College will need to provide beds and space for all faculty, staff, 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 influenza).
  - 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
- Grieving for any deaths
- Loss control and insurance for damaged property
- Making up lost instructional time
- Semester Timing
- Faculty/Staff Contractual Issues

### **College Response to a Crisis/Disaster**

Step 1: Notification of Crisis/Disaster:

- Notification of a crisis may come from a State or Federal Authority to the "Incident Commander" at the College or the Incident Commander may notify the State and Federal Authorities.
- **Note:** Law enforcement agencies and hospitals have been provided with contact names and contact information on a regular basis.

Step 2: Assessment and Preliminary Planning:

- Preliminary and brief assessment of the threat of disaster will be conducted by the President and team members identified by the President. Action steps to be taken will be outlined.

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 Instant Alert system to those affected.

#### Step 4: Safety and Security

- Authorized college personnel will secure the campus or the building. If available, assistance will be sought from law enforcement agencies.
- Depending on the nature of the disaster and the requirements of agency officials, the college may engage in a total or partial lock down.
- *Access Roads:*
  - 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.

#### Step 5: Human Needs

- Of primary importance are the human needs of the members of the College. In the case of contagious illness and certain types of disasters when the College is totally locked down, 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 in the Christie Complex (Room 200) provided that it is accessible. Supplies from Nursing will be made available for treatment of ill or injured individuals. The nursing training lab has hospital beds and supplies. In the event of a disaster in the Nursing Lab area, the medical staging area will be in the Health Center area. All entrances to that room will be isolated.
    - **Note:** The Custodial Supervisor 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 and 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 for a Threat to Students and Staff

### Purpose

To outline procedures for full or partial lockdown providing for the safety and security of the students, staff, faculty, and visitors when a terrorist threat (i.e. individual with weapon) 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 thus preventing any potential violence from spreading to them.

### Campus Security and Isolation/Lock Down:

To Secure the Campus, barricades will be placed at

- all Edgemont Drive entrances,
- both Central Drive entrances and
- the Airport Drive entrance.

Security and Physical Plant & Technology personnel will patrol open areas to prevent any person from leaving or entering at any point around the college's perimeter. Pedestrian access to and from campus will be restricted.

### *Individual Building Isolation/Lock Down:*

- Should a threat/disaster 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 and Related Procedures

### Initial Notification of Threat

Anyone with knowledge of a threatening situation or incident that could effect the safety and security of the college and/or its occupants should call 911 or 9-911 if using a campus phone. Security should be contacted using the information below:

**College Security 24/7**

**551-5765**

### Notification to campus community

- Notification will be distributed to the campus community by way of the RaveAlert System (email, cell phone, home phone, text message, etc.) once College personnel have been notified.
- **Instructions to all individuals 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.
  - Lock all room doors including all entry doors.
  - Stay away from windows and doors.
  - Remain in the building unless instructed to evacuate.
  - Go to a corner of the room and sit on the floor and wait for the all-clear notice.
  - If outside, seek refuge in a secure building; and 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 Education Centers

- In the event the incident is located at one of our outreach centers, staff or students will call 911.
- The Center Director will notify the main campus by informing the Dean of Students of the incident.
- Responsibilities of the Incident Commander will be assumed by the Center Director.
- Responsibilities of the Off Campus Faculty will be the same as on Campus Faculty.

### 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.

### Communications

- Communications to news media: Dean of Development and Public Relations, The Incident Commander and the President will communicate information as needed to the media.
- Communication to Law Enforcement: Incident Commander (Dean of Students) and the individual(s) reporting the threat.
- Communications to students and employees: Director of Development and Public Relations.

### Review

- Within one day of the incident, the Emergency Management Group will convene to conduct a review of the incident and to adjust any procedures that will assist the college to respond more efficiently and effectively.
- A scribe will be assigned to produce hardcopy of the recorded minutes.

## Key Priorities

### 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 utilities)

### Priority 3: Stabilization

- Are 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

## NMCC Crisis Communications 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.
  - a. **The family of victims or affected college community members should be contacted before information is released more broadly.**
2. The College will consult with the MCCS Office Public Affairs Officer 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 MCCS attorney, and, if approved, distributed to incident team members.
3. 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.
4. The media will be provided with as much information as available within the constraints outlined in this document.
5. 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 victims and survivors have been contacted.

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 this person or approved by the PIO, the Incident Commander and the college President to avoid confusion and mixed messages.

In any crisis, members of the EMG team 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

### ***What information should and should not be released***

- 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 MCCA Legal Counsel and Public Affairs Officer: Having accomplished that notification, the Emergency Management Group, in consultation with MCCA legal counsel and Development and Public Relations 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 about a student is information defined by FERPA as “directory information.” *This includes the student’s name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and the most recent previous educational agency or institution attended by the student.*
- Release of NMCC Employee Information: MCCA employees also have certain personnel related privacy rights. As a general rule, the fact that someone is employed by the college, current position, and salary are not confidential. 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 MCCS 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 or speculate about 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)
    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 Checklist***

The College will use the following checklist when communicating about a crisis.

- Inform the MCCC president 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/next of kin have been notified of the event 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.)
  - Place trusted, informed, trained individuals on the phones/hotline/switchboard/security office, and provide those individuals with copies of all public statements about 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 core team 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, and 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.

Northern Maine Community College has established a hotline to provide ongoing updates about this situation: 207-76x-xxxx. We will also be posting information as it becomes available to our website at [www.nmcc.edu](http://www.nmcc.edu).

At this time, we are asking that all media questions be addressed to \_\_\_\_\_ at 207-76x-xxx, e-mail address.



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

	<p>In a crisis, calls from the media should be referred to the college President, Dean of Communications, or PIO (Public Information Officer) who will write all news releases and updates as approved by the principal/superintendent to be read and/or distributed to the media.</p>
	<p><b>First things first...</b></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"> <li>• The President, in concert with the college’s safety/security director and the Incident Commander (IC) decides where the communications center will be if necessary to take off-site. If possible it should have telephone/s, copier, and fax machine.</li> <li>• 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 where the communications center will be, who the spokesperson will be, etc.</li> <li>• The Dean of Communications or the PIO will be the only people that speak to the media.</li> <li>• Depending upon the situation, the PIO or Dean of Communications will contact the news media if they are not aware of the situation.</li> <li>• The PIO/Dean of Communications makes copies of the news release to distribute or have available to the media.</li> <li>• The PIO/Dean of Communications ensures that updates are made throughout the day, even if nothing new has happened, and that the time of the release is at the top of the page.</li> <li>• The PIO/Dean of Communications is accessible to the media.</li> <li>• After the incident, the college announces any changes in practice or policy made as a result of the crisis.</li> </ul>

## 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 **Defendant Information**

Name: Name:

Address: Address:

Vehicle: Vehicle:

Other (if a student, see Information Portal for info.): Other:

Photo: 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 that you see the Defendant in, around, or near the victim, the Victim’s vehicle, or classroom or other campus facility:

1. First, **call 911** (9-911 from campus phones) as soon as practicable;
2. Then, call Campus Security, the Dean of Students or Academic Dean, or 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.

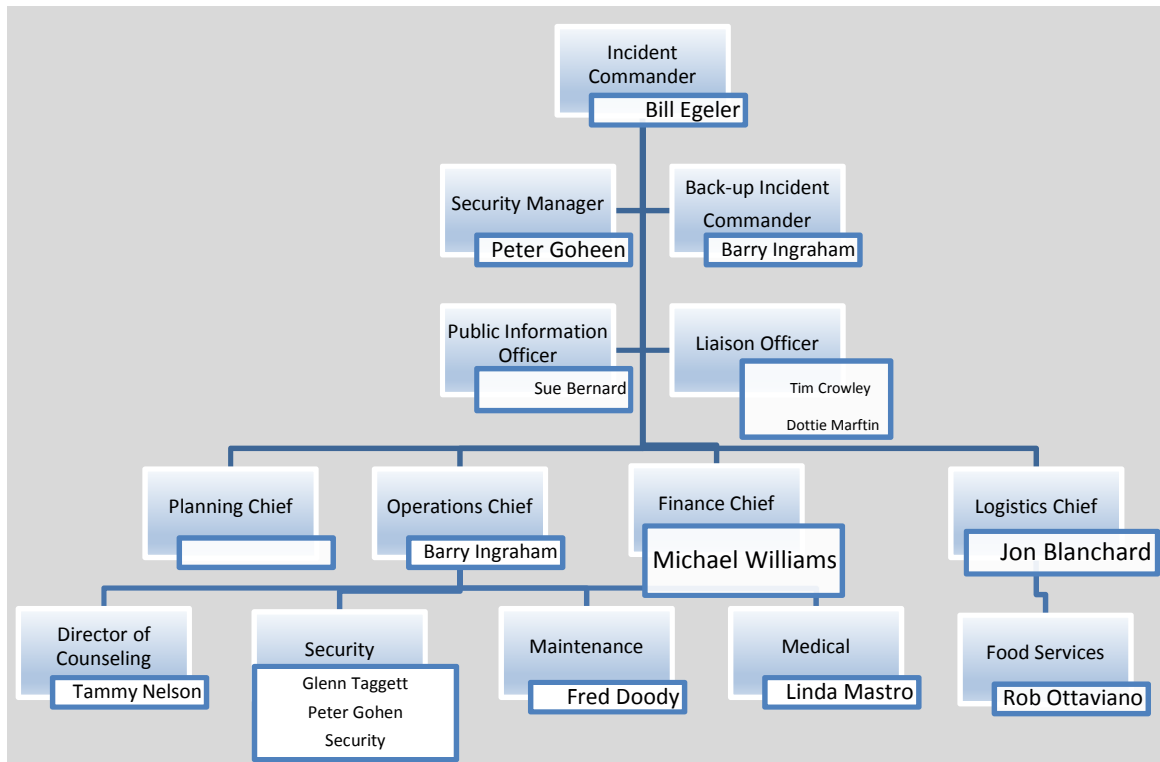
## Appendix D Emergency Management Group

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 (**Incident Commander**) **Bill Egeler**
- President **Tim Crowley (Liaison Officer)**
- Vice President/Academic Dean **Dorothy Martin (Liaison Officer)**
- Dean of Technology & Facilities **Barry Ingraham (Operations Chief / Backup Incident Commander)**
- Security Manager **Peter Goheen**
- Director of Housing/Residence Life **Jon Blanchard (Logistics Chief)**
- Dean of Development & Public Affairs **Sue Bernard (Public Information Officer - PIO)**
- Health Services **Linda Mastro ( Medical Leader)**
- Scribe for EMG – (tape recorder or as assigned)
  
- **Ad-hoc members called upon when needed to assist EMG committee**
- Director of Counseling **Tammy Nelson**
- Dining Services **Robert Ottaviano**

NMCC Emergency Action Plan  
Appendix E Incident Command Layout



## **Appendix F Responsibilities of the EMG Members**

### **Dean of Students (Incident Commander)**

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

### **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.

### **President (Liaison Officer)**

- Initiate the communication chain for all faculty, staff, administration and guests.
- Initiate communication with the Director of Development and 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.

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

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

### **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.

### **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 Housing/Residence Life (Logistics Chief)**

- Assists the Dean of Students with issues during emergencies.

### **SCRIBE:**

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