Per Board Policy BP-3220, Environmental Safety and Health, protection of the health and safety of the employees and students of Northeast Community College is an important goal of the Administration. Furthermore, Northeast Community College is committed to achieving compliance with OSHA 29 CFR 1910.38 Emergency Action Plans and 1910.39 Fire Prevention Plans, the National Incident Management System, the Higher Education Opportunity Act, and the Clery Act.

An Emergency Response and Crisis Management Plan has been implemented to accomplish the objectives stated above. The plan was developed under the guidance of the Emergency Response Crisis Management Team for Northeast Community College which includes the Norfolk campus and all extended campuses (hereinafter collectively known as the “College”). Each employee shall be responsible for compliance with the plan.

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1.0 GENERAL

1.1 Purpose

The Emergency Response and Crisis Management Plan (ERCMP) guides prevention, preparedness, response, and recovery actions for managing disturbances or major emergencies that may threaten the health and safety of the College or disrupt its programs and activities. The plan provides information to protect life and safety, contain/mitigate emergency situations, assess critical infrastructure and facilities, and restore and maintain campus operations including education and support programs.

1.2 Scope

The intent of this plan is to protect and sustain life, reduce emotional trauma, assist in emotional recovery from trauma, minimize personal injury and/or damage to College facilities, and maintain College operations and programs. Such plan shall address essential college-specific procedures, operations, and assignments to prevent, manage, and respond to critical events and emergencies. The ERCMP is consistent with established practices relating to coordination of emergency response actions. The College will cooperate with federal, state, and local emergency management agencies and other responders in the development, implementation, and execution of its emergency response plans. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in situations which could not be foreseen or covered by the elements of the plan.

This plan applies to all College community individuals and entities that may be using College facilities or participating in College activities.

The plan will be reviewed and updated by the Emergency Response and Crisis Management Team (ERCMT) to ensure effectiveness.

1.3 Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>CISD</td>
<td>Critical Incident Stress Debriefing</td>
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<tr>
<td>EAP</td>
<td>Employee Assistance Program</td>
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<tr>
<td>ERCMP</td>
<td>Emergency Response and Crisis Management Plan</td>
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<tr>
<td>ERCMT</td>
<td>Emergency Response and Crisis Management Team</td>
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<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<tr>
<td>FERPA</td>
<td>Family Educational Rights and Privacy Act</td>
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<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act of 1996</td>
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<td>ICS</td>
<td>Incident Command System</td>
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<tr>
<td>SDS</td>
<td>Safety Data Sheet</td>
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<tr>
<td>NORTHEAST</td>
<td>Northeast Community College</td>
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<td>PEP</td>
<td>Personal Emergency Plan</td>
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<tr>
<td>RACE</td>
<td>Rescue – Alarm – Contain/Confine – Extinguish/Evacuate</td>
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1.4 Definitions
**Clery Act crimes** are those reported to College administration or the local police by a victim, witness, other third party, or even the offender. Crimes required to be disclosed by a college are criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, hate crimes, and arrests and referrals for disciplinary action for illegal weapons possession and violation of drug and liquor laws.

**Emergency Management** is the dynamic process of preparing for, mitigating, responding to, and recovering from an emergency.

**Emergency – see Workplace Emergency**

**Emergency Notification** refers to a notification triggered by an event that is currently occurring on or imminently threatening the campus. It is initiated for any significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on College property.

**Emergency Responder**, or first responder, generally refers to the first medically-trained responder to arrive on a scene such as a police officer, Emergency Medical Technician, or fire personnel.

**Lockdown** refers to a temporary sheltering technique utilized to limit civilian exposure to an active shooter or similar incident. When alerted, occupants of any building within the subject area will lock all doors and windows not allowing entry or exit to anyone until an all clear signal can be sounded. This procedure converts any building into a large “safe room”.

**Rescue Assistant** refers to a person identified as having the ability to help a specific person needing assistance for evacuation during an emergency.

**Self-Identification** refers to the voluntary process of providing information to both the College and others within the College community with respect to the individual needing assistance in alerting, evacuating, or sheltering during an emergency.

**Shelter-in-place** means to take immediate shelter where you are for an undetermined amount of time, typically for a few hours.

**Standard Precautions** are the basic level of infection control precautions which are used, as a minimum, to reduce the risk of transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These precautions include hand hygiene (washing with either plain or antibacterial soap and water or the use of alcohol gel); using personal protective equipment such as gloves, masks, or eyewear to create a barrier; needle-stick and sharps injury prevention; cleaning and disinfection practices; and respiratory hygiene and cough etiquette. These measures are to be used when providing care to all individuals, whether or not they appear to be infectious or symptomatic.

**Stay-in-place** means that a person with a disability should stay in place (e.g., in an office or dormitory room) under circumstances where evacuation is not possible and removal to a safer area is not practical (e.g., if a pathway is impeded). It is important for
any member of the College community to inform emergency personnel of the location of individuals who are unable to evacuate.

**Timely Warning** is narrowly focused on Clery Act crimes and refers to a notification triggered by crimes that have already occurred but represent a serious or ongoing threat to students and employees of the College. A Clery crime may be reported to College authorities or to a local law enforcement agency.

**Weather Watch** refers to when weather conditions are favorable for a severe thunderstorm or a tornado to develop. In the case of a winter storm watch, significant winter weather (e.g., heavy snow, heavy sleet, significant freezing rain, or a combination) is expected, but not imminent, for the watch area.

**Weather Warning** refers to when a severe thunderstorm or tornado has been reported by weather spotters or has been indicated by National Weather Service Doppler radar. Severe thunderstorms may include strong lightning, strong winds, hail, and/or flash flooding. A winter storm warning indicates hazardous winter weather is occurring, imminent or highly likely over part or all of the area. Hazardous winter weather includes, but is not limited to, heavy snow, blizzards, ice storms, freezing rain or drizzle, and sleet.

**Workplace emergency** refers to any unplanned event that may cause death, significant injuries, or threatens students, employees, visitors and/or the public; disrupts or shuts down part or all of the College community; causes physical or environmental damage; or threatens an organization’s financial standing or public image. While there is no way to anticipate all possible emergency situations or types of crises, the following examples represent categories of crises that necessitate the deployment of the Emergency Response and Crisis Management Team:

- Accidental causes such as extended utility outages, fires, explosions, death, hazardous material spills, mass casualties, or transportation incidents;
- Societal causes such as civil unrest, terrorist threats or activities, violent or threatening behavior, suicide or threat of suicide, assault, substance/drug overdose, murder, hostage situation, or bomb threat;
- Natural causes such as extreme weather events, communicable diseases/serious public health emergencies (i.e., flu pandemic), medical emergencies, or death.

There are three levels of emergencies classified according to their severity and potential impact upon the College. The President of the College or, in his/her absence, the Cabinet will assess the elements of the crisis and determine what level of crisis faces the College based on the following criteria:

**Level - Incident/Event:** A situation such as poor driving conditions or a minor, localized incident that is quickly resolved with existing College resources or limited help. A Level I emergency has little or no impact on the normal operations outside of the affected area or can be addressed with minimal resources. Examples include an automatic fire alarm, a small chemical spill, weather-related closings, or a suicidal incident. The entire ERCMT will not be activated.
Level II - Emergency: A serious event that significantly disrupts one or more operations of the College. These incidents require multiple College resources. A Level II emergency may adversely impact or threaten life, health, or property on a large scale at one or more locations within the College. Control of the incident requires specialists in addition to the College and outside agency personnel and may have long-term implications. Examples include building fires, a chemical release that requires evacuation of one or more buildings, and large-scale civil unrest on College property. The ERCMT will be activated to the extent necessary.

Level III – Disaster: A very serious event that materially impairs or halts the operations of the College. A disaster involves a large portion of the entire College and surrounding community. Control of the incident will require a multi-agency response and the involvement of multiple College departments. Long-term implications are expected. Examples include extensive flooding, large-scale chemical release, full or partial collapse of a building from ground movement, tornado, and major utility outages. The ERCMT will be fully activated.

Note that the entire ERCMT will typically only be activated for Level II and III emergencies and the designated level may vary as emergency conditions change. All Departments, however, must be prepared to take immediate action to protect departmental operations, personnel, and visitors to our College community in response to any type or scale of emergency that threatens the immediate area.

1.5 Phases of Emergency Management

Prevention/Mitigation: The process of evaluating exposures and developing or refining response plans to assure an orderly and effective response to an event, and identification and mitigation of areas of vulnerability. It includes the action or actions taken to eliminate or reduce risks, damages, injuries, or deaths that may occur during an event.

Preparedness: The process of designing strategies, protocols, and responses to prepare the College to respond in a rapid, coordinated, and effective manner to an event.

Response: Response is the reaction(s) to an incident or emergency in order to assess the level of containment and control activities that may be necessary. During this phase, generally, only preliminary forecasts of the impact will be available, and College priorities will be to maintain the employees, students, and public welfare; protect critical infrastructure; and provide support to emergency response organizations/operations.

Recovery/Restoration: The process of planning for and/or implementing recovery of non-critical business processes and functions after critical business process functions have been resumed, and for implementing projects/operations that will allow the College to return to a normal service level.

1.6 Incident Command System (ICS)
The Incident Command System (ICS) is a nationally recognized organizational structure that provides for role assignment and decision making while planning for and reacting to critical incidents of all types. Not all components of the ICS may be needed to handle every incident; however, using portions of the ICS structure will help the President or his/her designee deal with College-related events quickly and effectively. Utilizing an ICS will allow for all College personnel to know their area of responsibility during a crisis and to plan and practice the management of their specific role.

Most emergency responders use some form of ICS to manage emergency events. With use of an ICS and assigned roles for administrators and faculty, NORTHEAST will be able to work more efficiently with a responding emergency agency. These agencies will be able to quickly identify a liaison College employee who will answer questions about the incident and College operations.

Tasks needed to successfully handle critical incidents are delegated to various members of the ERCMT, who then are responsible for the assignment. This type of delegation limits the number of functions under any one member, allowing each person to focus on just one or two aspects of the incident. These members then provide information to the incident supervisor (President or other available Cabinet member) and help that person make informed decisions. Using this type of organizational system during a critical incident creates clear communication channels that will help limit the chaos and uncertainty associated with emergency incidents.

Permanently assigning specific areas of responsibility to members of the ERCMT provides each member with the opportunity to specialize in the management of his or her area. Plans can be made, policy established, and training conducted well in advance of any emergency incident. This type of forward thinking will be needed during a critical incident and is a key component to NORTHEAST being properly prepared.

1.7 Confidentiality

The Family Educational Rights and Privacy Act (FERPA) is the principal federal statute that protects the confidentiality of student “education records” maintained by institutions that receive federal funds. FERPA permits nonconsensual disclosure of personally identifiable information for health and safety emergencies on a need-to-know basis to staff and appropriate parties, including parents/guardians and law enforcement, when imminent danger exists.

Counseling treatment records may also be released if the student or staff person presents a serious and imminent danger to him or herself including a threat to kill him or herself or some other person or the neglect or abuse of a child under the age of 18, elderly, disabled, or incompetent individuals as known or reasonably expected.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects the privacy of “individually identifiable health information”. Health care providers, including psychological counselors, are obligated under HIPAA to release private information they believe is necessary to prevent or lessen a serious and imminent threat if those who receive it are in a position to intervene. Once student health information becomes part of the educational record, it is subject to FERPA.
Other laws that impact the release of information include The Clery Act, the Americans with Disabilities Act (ADA), and the Campus Sex Crimes Prevention Act. All members of the ERCMT and others who deal with areas that may be impacted by these laws should be familiar with the acts and keep information readily available for referral.

1.8 Public Relations (Non-Routine and Emergency)

In any emergency situation, it is important to present a consistent and unified message. Accordingly, the President is the official spokesperson for the College. However, depending on the situation, another spokesperson may be designated to speak on specific subjects. The general public will be informed through mass media; therefore, it is important to ensure that the media receive prompt, accurate information.

Certain events can have significant negative effects on the College without adversely affecting the health and/or safety of the NORTHEAST community. Nevertheless, these events can create public relations crises and are thus fit subjects for assessment, planning, and response on the part of the ERCMT members. Under such public relations crises, the ERCMT may be convened by any member that detects a potential issue. Examples of public relations risks include adverse litigation, public corruption of College official, felony arrest of College official/employee/student, or free-speech and student publications issues.

2.0 ROLES AND RESPONSIBILITIES

2.1 Emergency Response and Crisis Management Team (ERCMT)

NORTHEAST has established the ERCMT to provide oversight of the ERCMP and to use the ICS to guide response to College crises that pose a threat to health, life, and property. The purpose of the ERCMT is to implement and adapt appropriate action from the ERCMP to address preparedness or specific circumstances of a crisis.

When considering the composition of the ERCMT, four criteria are considered:

- **Representation:** The team is representative of the various offices and departments (i.e., Security, Physical Plant, Student Services, Human Resources, Administrative Services, or Public Relations) of the College, particularly those that are critical to the ability of the College to respond to a crisis.
- **Authority:** Individual team members that have a great deal of decision-making authority within their position and/or department. The more authority an individual team member possesses, the more efficiently decisions can be made for or within their area of responsibility. The level of authority assigned to individual members allows the team to act with the full support of the College, which in turn allows the team to act quickly and access resources efficiently.
- **Availability and Accessibility:** Team members are accessible and available. While some individuals may seem to be more logical choices in terms of authority, if they are not readily available, other people might be a better alternative.
- Personal Qualifications: During selection of team members, each person’s expertise, experience, communication skills, ability to remain calm, and access to critical resources are important considerations.

The ERCMT must be available to respond and react as a team in emergencies or crisis situations. The team is expected to review the plan and update information. A written report will be provided to the Cabinet.

In the event of an emergency or event, the ERCMT is responsible for gathering and reviewing details, determining management and response activities, specifying communication procedures with internal and external audiences, and briefing employees as needed. During an event or emergency, a member of the Cabinet or designee will act as the operations director. The ERCMT will manage the event, making determinations about the scope and nature of the response, as well as coordinating communication of information about the crisis to all internal and external constituencies (see Appendix B). Any member of the ERCMT may initiate a meeting based on information or conditions that develop.

The standing ERCMT includes:

<table>
<thead>
<tr>
<th>Position</th>
<th>Role Assignment</th>
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<tr>
<td>Cabinet member or designee</td>
<td>Incident Supervisor</td>
</tr>
<tr>
<td>Vice President of Administrative Services or designee</td>
<td>Staff Assignments and Supply</td>
</tr>
<tr>
<td>Vice President of Educational Services or designee</td>
<td>Student Coordinator</td>
</tr>
<tr>
<td>Vice President of Student Services, Associate Vice President of Human Resources or designee</td>
<td>Counseling</td>
</tr>
<tr>
<td>Executive Vice President, Director of Public Relations or designee</td>
<td>Information/Media Representative</td>
</tr>
<tr>
<td>Executive Director of Physical Plant or designee</td>
<td>Police and Fire Liaison</td>
</tr>
<tr>
<td>Extended Campus Director/College Center Dean or designee, as appropriate</td>
<td>Incident Supervisor</td>
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Depending on the situation or in the event of a crisis, the following auxiliary members of the ERCMT may be consulted or called to action:

- Dean of Student Life
- Directors of Technology Services
- Director of Residence Life and Food Service
- Director of Student Conduct
- Dean of Institutional Advancement
- Lifelong Learning Center Coordinator
- Director of Purchasing
- Executive Director of Business Services
- Educational Services Deans
- Board of Governors Chairman

Incident Supervisor Role Assignment
This person is typically a member of the Cabinet or the Executive Director of Physical Plant. The Incident Supervisor is the overall leader during an event. The Incident Supervisor makes decisions based on the information and suggestions provided from other members of the ERCMT.

**Staff Assignments and Supply Role Assignment**
The role of Vice President of Administrative Services or designee is to use available personnel and obtain necessary supplies to assist with carrying out the core functions associated with an incident. Any faculty and staff not assigned students during an incident and any College personnel arriving at the incident should report directly to this person. Working closely with the Incident Supervisor, this person will direct staff to the areas that need assistance. Those responsible for organizing the various areas will coordinate with this person in requesting manpower during the incident. This person will keep a roster of assignments and manpower needs making requests for additional assistance when needed. In addition, this role will direct appropriate personnel to assist in identifying and obtaining necessary supplies.

**Student Coordinator Role Assignment**
The Vice President of Educational Services, the Vice President of Student Services or the respective designee is responsible for ensuring all instructors have an accurate report of students and for coordinating efforts in identifying missing or extra students. Much of this role involves planning for an incident and communicating with faculty during an emergency so student accountability can take place.

**Counseling Role Assignment**
Available resources should be identified and used on a regular basis when the first sign of depression, anger or other alarming changes in student or employee behavior is observed. With direction from the ERCMT, the Vice President of Student Services, Associate Vice President of Human Resources, or designee will organize counseling services to help students, parents, and employees heal from the incident or crisis as appropriate.

**Information/Media Representative Role Assignment**
The Executive Vice President, his/her designee, or Director of Public Relations is responsible for serving as the communication liaison by providing information to employees, including other College extended campuses and partners as appropriate, about the incident as well as how to handle telephone inquiries. The responsibilities also include serving as the media liaison and preparation of all media response. Media requests are to be referred to this role. During an emergency, everyone should know the location of the media staging area.

**Police and Fire Liaison Role Assignment**
When local police and fire departments respond to a College incident they will immediately require contact with the Executive Director of Physical Plant or designee. Contact between the College operations and those of the police/fire operations must be maintained throughout the incident.

In the event of an emergency at/near the College (i.e., chemical spill or flood) requiring a response by the College, the following officials in charge of the incident will provide direction:
Police Department  County Sheriff
Fire and Rescue  Nebraska State Patrol
Civil Defense  County Attorney

When the ERCMT confers/assembles in response to an incident, its responsibilities are to:

- Determine the scope and impact of the incident
- Prioritize emergency actions
- Implement College business continuity and resumption plans
- Deploy and coordinate resources and equipment
- Coordinate support for emergency response operations at the scene of the incident
- Communicate critical information and instructions
- Monitor and continually evaluate conditions
- Coordinate with local, state, and other governmental agencies
- Assist in handling media coverage
- Work with students individually or in groups
- Be available for contact with families

At the end of each day, the ERCMT will review the day’s event(s) and plan for subsequent action. The President of the College or, in his/her absence, Cabinet member that is currently available will determine when it is appropriate to deactivate the ERCMT, after consultation with said team.

2.2 Building Coordinators

Building Coordinators are employees who have been designated to help in emergency situations (see Appendix C). The Extended Campus Director/College Center Dean or designee serves as the Building Coordinator at the respective College extended campuses.

2.3 Other Faculty and Staff

All employees are to maintain familiarity with the ERCMP. Faculty and staff members should study this plan periodically and keep it in an accessible location for quick reference. In the event of a crisis, staff and faculty members may be expected to assist with response efforts related to their departmental responsibilities.

Instructors need to know evacuation procedures for each classroom where they teach. At the beginning of each semester, faculty members should study the evacuation routes posted in the buildings in which they teach and determine where they are to assemble their students in the event of an evacuation. Faculty members who do not carry cell phones should identify a student with a cell phone who will allow the instructor to use it in an emergency situation.

Staff members must know the evacuation and assembly plans for their respective buildings so they can communicate this information to students or other visitors. In the
event of an emergency, staff members should make it a priority to assist visitors and students in their areas.

2.4 Students

Students are responsible for following the directions of faculty and staff in charge during an emergency.

2.5 Campus Security

Campus Security acts under the direction of the Executive Director of Physical Plant and the ERCMT.

3.0 PREVENTION AND PREPAREDNESS

3.1 Emergency Notification and Timely Warning

College-wide emergency warnings provide students, faculty, and staff timely notification of emergencies and other events that may represent a serious or ongoing threat to the College and heighten safety awareness. Emergency warnings may also seek information that may lead to arrest and conviction of an offender when violent crimes against persons or substantial crimes against property have been reported.

The ERCMT is responsible for issuing an emergency notification or timely warning when an emergency or event is reported to College employees, and a serious or ongoing threat to the safety of members of the College community may be involved. Information may also come from law enforcement authorities. The report is reviewed in a timely manner and every attempt will be made to issue a warning as soon as possible after the incident is reported; however, the release is subject to the availability of accurate facts concerning the incident.

Events for which a timely warning may be appropriate include, but are not limited to, robbery, assaults, burglary, hate crimes, or a bomb threat. Timely warnings typically include the following information, if known:

- A succinct statement of the incident, including the nature and severity of the threat and locations of persons affected
- Contact information if a suspect is sighted
- Any connection to previous incidents
- Physical description and/or composite drawing of a suspect
- Date and time the warning is released
- Other relevant and important information, such as any bias motive, the gender of a victim, and/or student/non-student status; and/or
- Appropriate safety tips

Depending on the particular circumstances of the incident, timely warnings may be distributed by any one or more of the following means:
- Posting on the College website
- Via the Campus Alert text messaging, telephone, and email system
3.2 Supplies and Equipment

A list of all employee work, and if provided, home and cellular telephone numbers will be located at the switchboard. Additional copies of this list will also be stored at appropriate locations off campus. The following people will have a copy of this list: President, Vice Presidents, Executive Director of Physical Plant, Administrative Assistant to Physical Plant, and Communications Specialist. The Communications Department will update these lists each semester.

There are three weather alert radios on the Norfolk campus located at the switchboard, residence hall, and the Maintenance building. Other College locations also have weather alert radios. The Civil Defense siren will sound the alert tone.

If a large-scale disaster affects the College, it may not be physically possible to provide immediate emergency support for every area that requires it, even with the assistance of the adjacent towns and counties. Therefore, designated areas such as the incident command center, laboratories, residence halls, and custodial closets will maintain basic first aid and emergency supplies and equipment as an emergency kit. Such emergency kits will have the following basic essentials such as:

- First aid supplies with instructions
- Antibacterial solution
- Flashlights/batteries

The Incident Command and Physical Plant Department kits will, in addition to the basic essentials, contain:

- Portable AM/FM radios/batteries
- Whistle
- Air horn, megaphone, or similar devices that will facilitate evacuating a building that does not have a central fire alarm system
- College-wide calling tree
- Map of each building with room numbers, exits, utility shut-off locations, etc.

The Laboratory kits will, in addition to the basic essentials, contain:

- A spill kit suitable for the chemicals used

The Counseling Office may, in addition to the basic essentials, contain:

- Facial tissue, paper towels, moist towelettes
- Toiletries
- Bottled water
- Small blanket(s)
- Small trash bags
- Non-perishable snacks, gum, or mints

Other supplies that may be useful include:
- Devices to assist persons with mobility and other impairments
- Cell phone and backup battery and/or charger

In addition, the Physical Plant Department has two-way radios that can be used as needed in the event of an incident or crisis.

Emergency Response and Crisis Management Quick Reference Guides are available in departments.

3.3 Personal Emergency Plan (PEP)

It is strongly recommended that individuals develop their own PEP for how to respond during an emergency and practice it. Practice will help to ensure that it can be implemented appropriately and help identify any gaps or problems that require refinement so that it works as expected. Although the process of developing a PEP is optional for students and employees, the College encourages proactive planning on the part of the entire College community for emergency conditions. Individuals with disabilities may require additional assistance with alerting, evacuating, and sheltering in the event of an emergency.

When developing a PEP, one should include such strategies as storing extra equipment or medications, a snack such as energy bars, a bottle of water, pair of comfortable walking shoes, determining specific evacuation procedures, sheltering procedures, volunteer rescue assistants, and means of communication/personal emergency contact numbers in the event of an emergency. Individuals are encouraged to identify their concerns about evacuation in case of an emergency. All individuals who park an automobile on campus are strongly encouraged to keep emergency supplies, such as a winter driving kit, in their automobiles.

Individuals needing assistance are encouraged to share information with several reliable people in their classes, residence hall, or work area regarding their need for assistance during an emergency. These are their volunteer rescue assistants who might assist in an actual evacuation. Such notification is intended to act as a supplement to any services obtained through the Disability Services Office. It is recommended that the individual with a disability describe the type of assistance he/she may need during a building evacuation, including any mobility devices used (e.g., wheelchair, cane, crutch, service animal) and whether the disability prohibits him/her from using steps or would hinder his/her ability to negotiate stairs. The individual should not provide medical details.

Individuals should keep a copy of their PEP and share it with those people identified to assist. PEPs should be dated and reviewed periodically. A PEP should include:

- Identification of the safest area(s) located on each floor within the building(s) where a person with disabilities can await assistance from emergency response personnel;
• Designation of a means to inform emergency response personnel (e.g., police, fire) of the locations of any person(s) requiring assistance;
• Identification of volunteer Rescue Assistants;
• Location of backup medical or assistive equipment and medications;
• Training in transfer techniques, if needed, for use of specialized evacuation equipment; and
• Practice/drill opportunities.

3.4 Training and Exercises

The main objective of training and exercises of the ERCMP is efficient and timely response during emergencies. Training is essential to have personnel ready to respond effectively. The Associate Vice President of Human Resources or designee will coordinate training for emergency operations.

Three primary training considerations are:
1. Knowledge and Understanding of the ERCMP
   a) Provide an overview of the Plan and the responsibilities of employees and students; and
   b) Familiarize individuals with functional levels of responsibility.

2. Response
   a) Understand the levels of response to emergencies;
   b) Identify and become familiar with special circumstances (e.g., hazardous materials, bomb threat);
   c) Control and reporting; and
   d) Use of outside agencies and resources.

3. Emergency Preparedness
   a) Drills and practice sessions;
   b) Identification of dangerous areas;
   c) Responsibility of the ERCMT;
   d) Review and familiarization of available emergency equipment and supplies;
   e) Individual training for situations such as building safety, search and rescue, basic first aid, incident containment, and building evacuation;
   f) Coordination of response;
   g) Specialized training (e.g., first aid, AED, evacuation routes, shelter in place, etc.) annually for employees designated as Building Coordinators and ERCMT members.
   h) Provide for recovery in the aftermath of an emergency.

Elements of training include:
• Training Director
  ▪ Supervises all training, drills, and objectives
  ▪ Acts as a liaison to local emergency organizations
  ▪ Circulates emergency training information to College employees
  ▪ Reports results to ERCMT
- Designated Employees (e.g., building coordinators, resident assistants, ERCMT)
  - Know assigned duties and responsibilities
  - Know where and to whom you report
  - Know emergency procedures
- Exercise Procedures
  - Will be conducted annually
  - Will be as realistic as possible with little warning
  - Police, fire department, and emergency services will be invited to assist
  - Each drill will be evaluated and identified improvements implemented

Testing of simulated emergency incidents and emergency communications, including the periodic testing of mutual aid and assistance agreements, shall be conducted utilizing one of the following formats and varying the type of event:

1. Tabletop – Informal discussion of simulated emergency, no time pressures, low stress, useful for evaluating plans and procedures and resolving questions of coordination and responsibility.
2. Drill – Single emergency response function, single agency involvement, often a field component. Testing will be done at least once a year.
3. Functional Exercise – Policy and coordination, personnel practice emergency response, stressful, realistic simulations, takes place in real time, emphasize emergency functions, ERCMT is activated. Testing will be done every other year.

### 3.5 Provision of Temporary Shelter for Students

Following most types of emergencies, it is likely that the majority of College housing will be usable after initial safety checks by the Physical Plant staff to determine if College housing can be opened. However, some housing may not be habitable, especially in the case of a tornado or a serious fire in a residence hall. The first priority for emergency shelter will be to utilize student lounges in residence halls that are deemed suitable for occupancy.

The Student Center or Cox Activities Center are potential areas that could be utilized as a shelter for both student residents and commuter students. Decisions regarding which building areas are suitable for emergency shelters and temporary housing will be made jointly by the Executive Director of Physical Plant and the Director of Residence Life and Food Service with input from the ERCMT. The contracted food service vendor, the American Red Cross, or the Salvation Army may assist in providing food services as necessary. In the event students must be evacuated from the College, the ERCMT and local emergency response personnel will coordinate efforts for transportation and location of an alternate site.

### 3.6 Provision of Health Services and Counseling
Any first aid and other types of health care normally provided during a higher level emergency will be provided at the Cox Activities Center or alternate location as determined until transportation to medical facilities is available.

NORTHEAST has contracted with an Employee Assistance Program (EAP) provider to provide assessment and short-term, confidential counseling to all full-time employees and their families dealing with personal problems. The EAP staff will assist the ERCMT to determine the best response for counseling services. Services may include an EAP professional at the worksite to be available for scheduling or providing consultation and counseling services such as individual counseling, post-trauma groups, grief groups, dealing with victims’ families, dealing with the media, or Critical Incident Stress Debriefings (CISD).

The EAP provider also offers support and assistance to supervisors of the involved personnel and can arrange for follow-up meetings as needed. EAP staff can provide consulting services if supervisors need assistance in determining whether involved personnel are ready to return to work.

The EAP staff may provide follow-up and monitor activities until the ERCMT indicates the incident has been addressed successfully. Refer to Appendix B for telephone numbers.

The Counseling Office may also provide counseling services during and after emergencies, including student deaths and suicides. Counselors will be prepared to work with both large and small groups as well as individuals.

3.7 Provision of Assistance for Individuals with Disabilities

Every member of the College community has a responsibility to facilitate the safe evacuation and sheltering of persons with disabilities by adhering to this ERCMP. NORTHEAST is committed to training its employees to identify and assist persons who may need assistance in an emergency. Individuals with disabilities may require assistance with alerting, evacuating, and sheltering in the event of an emergency. All individuals who may need assistance in an emergency are asked to self-identify themselves to the College. Please refer to Section 3.3 for development of a PEP and to the guidelines in Appendix D, Emergency Assistance for Individuals with Disabilities.

3.8 Mutual Aid and Community Resources

Establishing relationships for mutual aid with local response agencies and businesses is important in avoiding confusion and conflict in an emergency. Mutual aid agreements can address activities or resources that not only may be needed by the College in an emergency but also identify ways in which the College could help the community in a community-wide emergency. Mutual aid relationships help define the type of assistance available, identify a chain of command for activating a request for assistance, and provide opportunities to include mutual aid agencies in training exercises.

- The American Red Cross focuses, for purposes of this plan, primarily on providing health and safety training as well as disaster response relief. Disaster
response relief includes feeding, shelter, respite care for workers, and first aid for persons impacted by an emergency. In turn, NORTHEAST is partnering with the Norfolk Red Cross chapter as a potential emergency stockpile or shelter location at the Norfolk campus.

- The Salvation Army partners with the local chapter of the American Red Cross to provide feeding services for persons impacted by an emergency.

- Local Police Departments, Fire and Rescue Departments, and similar emergency response agencies provide protection in threatening situations, firefighting and HAZMAT response, guidance for transportation and shelter if evacuation must occur as well as expertise in other emergency situations.

- On behalf of the College, regional radio and television stations have partnered with the College to broadcast emergency announcements such as College closings due to severe weather. As part of the notification chain, identified radio and television stations will provide official announcements as issued by the College.

### 3.9 College Records

Each College department is responsible for securing and backing up their own records. Backup copies of critical records are microfilmed and/or electronically imaged, and maintained on appropriate media.

### 4.0 REPORTING

#### 4.1 Event/Emergency

Emergencies, including death of an employee or student on College property or at a College-sponsored event, should be reported by calling 911 from a College, cellular, or pay telephone, then calling the President or other acting Vice President. Once the College is notified, the ERCMT will meet, including other individuals required for the particular situation (see Appendix B). To aid in response efforts at a College location, emergency contact information for administrators will be provided to local law enforcement.

#### 4.2 Notification of Board of Governors

The President or his/her designee will contact the Chairman of the Board of Governors with information regarding an emergency situation at the College. The Chairman will then notify the rest of the board as deemed necessary.

#### 4.3 Notification of Family

When death or injury occurs, law enforcement officials or the county attorney have responsibility for notifying next-of-kin. The Associate Vice President of Human Resources or designee will be responsible for providing information about employees
and students to law enforcement officials. After next-of-kin have been notified, the College can release the following information:

- Employees: name, job title, date employed by the College, spouse, children’s names and ages. The College President or designee must approve release of this information.
- Students: directory information. The Vice President of Student Services or designee must approve release of this information.

5.0 IMPLEMENTATION AND RESPONSE

5.1 ERCMT Activation and Management of Event

Declaration of a state of emergency is made by the President of the College or designee, or in his/her absence, by any Cabinet member. The President of the College maintains executive control of the ERCMT. Once the decision to implement the ERCMT has been made, the primary members of the Team, and certain affected adjunct members are, for the duration of the emergency, relieved of normal, but non-emergency related duties (so as to concentrate more fully on the tasks at hand) as appropriate. All ERCMT meetings will take place in the Maclay Boardroom or an alternate location as needed. College personnel and equipment will be utilized to provide priority protection for life, preservation of property, and restoration of the academic and other programs of the College.

Each Cabinet member will contact their employees as needed depending on the nature of the emergency. Not all employees may be contacted. Information given will include basic details of the emergency, instructions for further communication, whether or not a special meeting is scheduled, the time and location of meeting (if it is determined that a meeting is needed), and other information as necessary.

In the event of a major emergency situation posing imminent peril to life or property, the Executive Director of Physical Plant is authorized to begin immediate implementation of appropriate tasks, even though the actual official declaration of a state of emergency or the notification of the persons on the alert list may not yet have taken place. If further verification and information is needed, ERCMT members will verify information, using as many reliable sources as possible.

Procedures for responding to an emergency are designed to provide specific details about how the emergency event will be managed. The following tasks (in no specific order) may be considered:

- Coordinate efforts for counseling services
- Notify employees, students, and College community members
- Provide first aid
- Establish communications and emergency power as available
- Initiate search and rescue operations
- Control of hazardous substances
- Establish and maintain public and media relations
- Provide shelter for College residents
• Establish a liaison for off-campus assistance from local/State/Federal law enforcement, fire/rescue units, the Red Cross, etc.
• Provide temporary sanitation facilities
• Survey facilities, materials, records, data, documents, and equipment (Library, laboratories, etc.)
• Provide food, drinking water, supplies; cooking and distribution
• Assess financial impact and considerations
• Examine legal and liability concerns
• Contact campus security personnel

5.2 Emergency Communications

A critical component of any emergency management plan is the dissemination of information to both the College community and community at large. The timely distribution of accurate information and guidelines serves multiple purposes, including helping citizens protect themselves from hazards, keeping people away from emergency scenes, and controlling rumors. A multi-tiered approach to reach the largest possible audience in the shortest period of time will be used.

If it is necessary to close a College location including, but not limited to, a hosted event, exchange of funds classes, or non-credit classes due to emergencies such as inclement weather, violence, fire, etc., the decision making process as well as the dissemination of information will vary depending on the time of day of the event.

The following are the methods currently in place at NORTHEAST:

5.2.1 Notification Chain (Calling Tree)

Generally, the College President or his/her designee will notify and confer with the Cabinet and, in turn, the Director of Public Relations or his/her designee will then notify the Communications Department to launch Campus Alert.

For the Norfolk campus, when the college opens late, closes early, or closes completely on a single day because of inclement weather, the College President or his/her designee and the Executive Director of Physical Plant or his/her designee will confer to make that decision. The Executive Director of Physical Plant or his/her designee will notify the Director of Public relations or his/her designee, who will then notify the Communications Department to launch Campus Alert or other event.

In the event Campus Alert is unavailable, the calling tree will be launched upon the direction of the College President or his/her designee and (if for weather) the Executive Director of Physical Plant or his/her designee to notify administrators and staff under conditions described above.

Further specific communication to groups such as Lifelong Learning Center partners or rental event contacts will be implemented by the Lifelong Learning Center Coordinator or respective event contact. The calling tree will be updated as needed, but at least annually by the Director of Public Relations.
The respective Extended Campus Director, Dean or his/her designee will launch the calling tree for that location. These calling trees will be updated as needed, but at least annually by the respective Extended Campus Director or Dean.

5.2.2 Telephones

- Each building has telephone services. The switchboard operator at the Norfolk campus can be reached by dialing '0' from any College phone from 7:30 a.m. until 5:00 p.m. Monday through Friday.
- Dial 911 to reach the emergency 911 service.
- Pay phones are located in several College buildings and may be used in emergency situations or when the College telephone system is not functioning. When necessary, dial 911 from a pay telephone. Refer to maps in Appendix A for locations of pay phones.

5.2.3 Paging System

The central paging system at the Norfolk campus is to be used primarily for emergency and College business messages to major segments of the College population. Examples of priority and emergency messages include warning of impending severe weather or evacuation instructions. Testing of the paging system will be conducted, at a minimum, of once a year to ensure that the system is working properly. An overhead test for sound occurs monthly.

The Norfolk campus central paging system consists of two zones:
1. All buildings (All call)
2. Building by building

The Information Services department manages the central paging system for the Norfolk campus. The designated central paging users are the Switchboard Operator, Executive Assistant to the President, Administrative Assistant to Physical Plant, Director of Residence Life and Food Service, and Lifelong Learning Center Coordinator.

5.2.4 Website

The NORTHEAST website posts emergency notifications, including weather-related announcements. The Director of Web Services or Web Systems Specialist is the designated staff member to post the information when directed by the President, Executive Vice President, or other member of the ERCMT. An inventory of notification message templates is maintained by the Director of Web Services.

5.2.5 College Television Station

Emergency notifications are included on KHWK/HAWKTV, the College television station, and are posted by the Broadcasting instructor or designee upon the direction of the President, Executive Vice President, or other member of the ERCMT.

5.2.6 Emergency Notification (Campus Alert) System
Emergency notifications or timely warnings will be sent out via the Campus Alert system by the Director of Web Services, Web Systems Specialist, or other designated employee as directed by the President, the Executive Vice President, or other member of the ERCMT. The Campus Alert procedure is maintained by the Web Development office.

5.2.7 Media Contacts

The Director of Public Relations or Director of Marketing will contact the area radio and television stations as directed by the President, Executive Vice President, or other member of the ERCMT. Radio and television stations in Ainsworth, Columbus, O’Neill, Norfolk (including the College station KHWK/HAWKTV), Wayne and West Point in Nebraska; Sioux City, Iowa and Yankton, South Dakota will be notified. The listing of all radio and television stations will be maintained by the Director of Public Relations.

5.2.8 Digital/Electronic Signs

Emergency notifications may be posted on the outdoor digital sign or electronic signs located in select College buildings by designated personnel at the direction of the President, Executive Vice President, or other member of the ERCMT.

5.2.9 Emergency Response Personnel

There will be direct communication from the personnel on the scene to those in the immediate area. This may be face-to-face or via a public address system. While limited in range and reach, this provides the most immediate communication between responders and those in the area.

5.2.10 Faculty and Staff

The ERCMT or emergency responders may also ask those responsible for a particular area (such as Resident Assistants in Housing) to provide additional information and take particular measures. The actual measures recommended will depend on exactly what is happening (gunman, fire, bomb threat, hazardous materials spill, etc.) but may include evacuation of an area, moving to an area of refuge or sheltering in place.

5.2.11 Social Media

Information added to a Northeast social media site will be done at the direction of the ERCMT to the Marketing and Public Relations offices.

5.3 Emergency Procedures

5.3.1 Evacuation and Escape Routes
Depending on the circumstances, a building may be either partially or totally evacuated. Under partial evacuation, personnel may simply be asked to relocate to another portion of the structure that is deemed safer. Complete evacuation will result in all persons leaving the building and moving to an identified assembly area outside or to another building. Building maps are located in each building near the exits (see Appendix A).

The general procedures for managing an orderly and safe evacuation are to:

- Keep yourself and others calm
- Take minimal personal belongings
- Take emergency supplies and employee/classroom rosters
- Keep exiting groups together
- Instructors assist students
- Alert the President, his/her designee, or other Vice President
- Walk, do not run
- Do not use elevators
- Persons should go to identified evacuation area
- Account for all evacuees
- Assist any disabled persons and offer help to those who may be injured

Wait for instructions; do not reenter a building until emergency personnel or Physical Plant staff announce that it is safe to do so.

In the event of an emergency situation at the College, all employees must be accounted for. Supervisors will be responsible for determining if any of their employees are missing. If an employee is unaccounted for, the ERCMT needs to be contacted as soon as possible.

When an emergency situation is over, instructors need to account for the students in their area by meeting at the designated area to take roll.

5.3.2 Emergency in the Residence Halls

Residents should follow procedures for the specific emergency as listed in the Residence Life Manual in conjunction with this Plan.

Notification should always include:
- Director of Residence Life and Food Service
- Dean of Student Life
- Student Development Coordinator
- Executive Director of Physical Plant
- Vice President of Student Services
- Vice President of Administrative Services
- Resident Assistants

5.3.3 Inclement/Severe Weather

5.3.3.1 Cancellation/Delay of Start of Classes
The decision to have a late start or to close for the entire day will be made by 5:30 a.m. by the President or his/her designee for the Norfolk or extended campus locations and published or communicated internally as well as broadcast on local and area radio and television stations. If weather worsens during the class day, a decision will be made to close early and announced at the respective College location. The decision will also be published or broadcast via public media. A decision to cancel night classes will be made by 3 p.m. and published or broadcast as appropriate.

Several factors are taken into account when making such a decision, including the following:
- Weather conditions in the effected College location;
- With respect to weather conditions such as heavy snow, clearing of College parking lots or parking areas in time for class; and
- Department of Roads information.

The decision made for each College location may differ based on weather conditions at each site. Generally speaking, distance education and off-campus classes located in community buildings or schools are cancelled if that remote site is closed. Typically, if a College location is closed, all student activities at that location also may be cancelled. Coordinators for events should make the decision to cancel an event as soon as possible. An announcement separate from the College closing announcement may be made.

Weather Cancellation Procedures are maintained by the Public Relations office.

5.3.3.2 Poor Driving Conditions

Students and employees are not to endanger lives when severe weather conditions and/or hazardous road conditions occur but should report as soon as travel is safe or leave while travel appears to be safe. For those who cannot make it to campus even though the College is open:
- Students who are unable to travel to classes because of hazardous driving conditions should contact their instructors according to the respective syllabus as soon as possible.
- Employees who cannot make it to work or wish to leave the College because of hazardous driving conditions are asked to contact their supervisors as soon as possible. Refer to the College’s policy and procedures manual for specific information on this subject.

5.3.3.3 Tornado Watch

This is a notice to be prepared to take cover if a tornado develops. In the event that a Tornado Watch has been issued, the switchboard operator or counterpart will use the paging system to make an announcement to that effect. If a College location doesn’t have a paging system, the Extended Campus Director or Dean or their designee will notify those present. Expiration or cancellation of the Watch will also be communicated at the College location involved in the Watch area.
5.3.3.4 Tornado Warning

In the event that a Tornado Warning has been issued for the area, the switchboard operator or counterpart will use the paging system to make an announcement to take cover. For buildings that do not have a paging system, the switchboard operator or counterpart will call the buildings to inform them of the weather alert. In the event that a Tornado Warning is issued when the switchboard is closed, the only notification employees and students will have is an announcement in the Residence Halls and/or the Civil Defense siren. If a College location doesn’t have a paging system, the Extended Campus Director or Dean or their designee will notify those present.

During a Tornado Warning, seek cover immediately. Students and employees will proceed to the safest possible area designated for the building they are occupying, assisting any disabled persons in the area. Employees are encouraged to stay on campus and will encourage students to take shelter in the buildings rather than leave campus.

Near each building’s exit doors is a map showing the designated safest possible area. If there is too little time to reach the designated area, proceed to the building’s lowest level, crawl under a strong table in the middle of the building, or crouch and cover your head next to an inside wall away from windows and doors. Avoid places with wide-span roofs such as the gymnasium, cafeteria, etc. as well as the end of any hallway that opens to the outside.

All persons should remain in a place of shelter until advised that the danger has passed. This announcement will be made on the same basis as notification to seek shelter. If telephones and the paging system are rendered inoperable during the tornado, individuals will need to use their own judgment or listen to a radio for updates canceling the warning. In the event the switchboard is closed or the location does not have a switchboard, individuals will need to listen to a local radio station or use his/her judgment as to whether or not it is safe to leave the place of shelter.

If in an automobile, never try to outrun a tornado. With your seat belt on, drive at a right angle to the tornado’s path or try to drive to the nearest shelter. If flying debris occurs while you are driving, pull over and park. If it appears unavoidable, stay in the car with the seat belt on. Put your head down below the windows, covering with your hands and a blanket if possible. If you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands. Your choice should be driven by your specific circumstances. Never seek shelter under a bridge or overpass.

5.3.3.5 Lightning

Do not leave buildings during severe lightning. Any persons who are outside should seek shelter. Keep as far away as possible from windows, outside doors, metal fixtures, and unplug electrical appliances. Refrain from using telephones.

If already in a vehicle in a parking lot, stay there. When leaving a vehicle, or a building, avoid walking in puddles.
5.3.4 Fire

Fire emergency response is defined by the acronym RACE: Rescue – Alarm – Contain/Confine – Extinguish/Evacuate. If you discover a fire, see flame or smoke, follow the RACE procedures:

**R** = Rescue:
Immediately stop what you are doing and remove anyone in immediate danger of the fire to a safe area. Never put yourself in danger. Get out as safely and quickly as possible. The less time you and others are exposed to poisonous gases, heat, or flames, the safer everyone will be. Never enter a room that is smoke filled, containing a fire, or if the top half of the door is warm to the touch.

Ambulatory persons should be instructed to leave under their own power. Persons that require assistance with ambulation should be assisted to a safe area. Notify rescue personnel of the location of individuals with disabilities that would require assistance.

**A** = Alarm:
Activate the nearest fire alarm pull station AND call or have someone call 911 from a College, cellular, or pay telephone to report the location, current extent of the fire, and telephone number. On the Norfolk campus, also call the Switchboard as soon as possible to report that a fire, smoke or the alarm is sounding in a building. Although a manual fire alarm pull station will activate the building fire alarm, it is important to call and notify emergency personnel staying on the line until released by the emergency dispatcher. Fire alarm pull stations are usually located at or near an exit. Individuals should know where each pull station is located in their immediate area. The audible and visual alarms in the building will activate simultaneously.

**C** = Contain/Confine:
Close (do not lock) all doors to the fire that can safely be reached to contain the fire. Corridor/smoke doors close automatically between the activated fire zone and the adjoining fire zones. Closing all doors (fire doors, smoke doors, room doors, etc.) helps to prevent the spread of fire and smoke.

**E** = Extinguish/Evacuate:
Fires can sometimes be extinguished by using a portable fire extinguisher. Attempt to extinguish the fire with the nearest fire extinguisher only if one is comfortable doing so and it can be done safely. While keeping an exit available behind you, bring the extinguisher within six feet of the fire. Follow the P-A-S-S procedures to activate the extinguisher:
- **P** - Pull the pin located in the extinguisher’s handle.
- **A** - Aim the nozzle, horn or hose at the base of the fire.
- **S** - Squeeze or press the handles together.
- **S** - Sweep from side to side at the base of the fire until it is out.

If the fire cannot be safely extinguished with one fire extinguisher, evacuate to an area of safety refuge. When a fire is reported on the floor, everyone is required to evacuate the area either through a set of fire doors on the floor or via the stairs downward to a
safe area or outside. Never go below grade, enter a room if the top half of the door is warm to the touch, nor enter a room that is smoke-filled. Do not use an elevator.

After a fire is completely extinguished, immediately notify the Executive Director of Physical Plant and if applicable, your supervisor. Complete an Occurrence Report.

The fire extinguishers available are ABC type than can be used on wood, paper, liquid, and electrical fires.

If an individual’s clothing is on fire:
- Drop the person to the floor and roll to smother the flames or drench with water if a safety shower is immediately available.
Obtain medical help by dialing 911 from a College, cellular, or pay telephone

5.3.5 Bomb Threat

A bomb can be almost anything from a bundle of dynamite to concealed ordinary objects. In the event that a call or warning is received indicating that a bomb has been placed in a College building or on the grounds, the following procedures are to be used.

The person receiving the initial contact regarding the potential threat should:
- Be courteous, listen, and do not interrupt the caller's message;
- Make every attempt to prolong the conversation;
- Signal to someone to call 911 from a College, cellular, or pay telephone; follow with a call to the President, his/her designee, or other available Vice President;
- Remain calm and attempt to gather specific information related to the threat such as a description of the bomb, where it is located, when it is due to explode, etc.;
- Identify background noises and any distinguishing voice characteristics.

After the caller hangs up, DO NOT hang up the telephone or put the handset back on the receiver.
- If no one was able to call 911 for you, call 911 immediately using another telephone and providing as much information as possible including your name, telephone number, and location. Follow with a call to the President, his/her designee, or other available Vice President; tell them you have called 911.
- Communicate any information related to the situation;
- Complete Bomb Threat Checklist. (See Appendix E).

In consultation with emergency personnel, the President, his/her designee, or members of the ERCMT will decide whether to inform employees and students of the threat, evacuate the building, and/or close a College location.
- If an emergency notification is made, employees and students should make a visual scan of their classroom or work areas. Do not open anything or move objects. If anything suspicious is found, do not touch it.
- If a device is found, evacuate the area immediately. If evacuation is necessary, move away from the building.
- Do not re-enter the building until instructed to do so from Executive Director of Physical Plant or his/her designee.
If a written threat is received, protect the original message as much as possible to preserve fingerprints and other identifying marks. The threatening message will be turned over to law enforcement officials.

5.3.6 Violence

5.3.6.1 Civil Disturbance/Unlawful Activity in Progress
(Unusual/Threatening Conduct, Shooting, Riot, Hostage Situation, Vandalism In-Progress, Suspicious Activity, Assault, Illegal use of Firearms, etc.)

When a person hears or notices a civil disturbance such as gunshots or other unlawful activity in progress on campus, try to remain calm and:

- Call 911 to summon law enforcement as soon as possible.
- Notify others in the area as best as you can.
- If the situation warrants, use the RUN – HIDE – FIGHT survival response options recommended by the U.S. Department of Education and the Department of Homeland Security. Your choice of response is primarily impacted by your closeness to the threat and your location on campus.
  - The threat may be direct or indirect.
    - A direct threat is a situation in which there are no barriers between oneself and the threat, and the attacker(s) pose an immediate danger because of the close proximity.
    - An indirect threat is a situation where the threat is near or in your area or building but the distance or barriers could delay the threat in harming you.
  - Regarding location, consider the following when determining your response:
    - Take into consideration if your responsibility is to help someone, for example, who needs assistance with mobility;
    - If the location can be secured, that is, it provides some degree of protection with rooms that can be locked and you cannot be seen from a window, then it may work in a HIDE response;
    - If your location does not provide protection from the threat, that is, it is a hallway or open space without doors that can be locked, then this type of location is not favorable to a HIDE response.
- RUN – HIDE – FIGHT Survival Options
  - RUN – Use this response when you are in direct contact with the threat, and/or you cannot lock the threat out of your location, and/or you have a clear path of escape. Get away from the situation if at all possible.
  - HIDE – use this response to delay the threat if you have indirect contact with the threat and you can prevent the attacker from entering your area by barricading or securing the area. If outside, hide yourself using large trees, vehicles, trash cans or walls that may help delay the threat from seeing you or enable you to use the RUN response. If indoors, spread out within the room and find anything that could be used as a weapon such as a book, stapler, binder, backpack, chair, etc.
  - FIGHT – use this response as a last resort when lives are in immediate danger. Fight if you have direct contact with the threat, fear for serious injury or loss of
life, and you cannot run. If the threat enters your space, fight back by using objects as weapons.

- Follow any timely warning you may receive as well as directions from law enforcement or emergency responders.
- If using the HIDE response, close and lock all doors, silence cell phones, turn off devices that emit sound such as radios, try to be seated or lay below window level away from windows and doors, and notify others in the area. Do not shelter in open areas such as hallways or corridors; instead go to the nearest classroom, office, or room that can be locked.
- If outdoors and a serious situation such as shooting is occurring, decide which survival response to use considering your closeness to the threat and your location.
- If possible, also call Security and the Switchboard or other person who can help get the information to our communication resources so an alert can be issued.
- If it is safe to do so, take note of the person(s) involved in the situation and any details of the threat such as age, race, gender, clothing description, height/weight, vehicle license number, number of people, and location. If specific information is received, the campus alert message will include as much of this information as possible. As possible, subsequent updates will be issued until law enforcement has taken control of the situation.
- The training video, Shots Fired, is available in SharePoint. This video provides the instructions for RUN – HIDE – FIGHT as well as how to cooperate with law enforcement responding to the situation.

5.3.6.2 Possession of Weapons

College Policy Code BP-324, Firearms, Explosives and Other Lethal Weapons, prohibits anyone from unauthorized possession of firearms, fireworks, gun powder, weapons, or other items which endanger health and safety on any property controlled by the College or in connection with any institutionally sponsored activity.

When it is witnessed or suspected that someone on College property is carrying a dangerous weapon on their person:
- Dial 911.
- If on the Norfolk campus, contact the security service.
- Contact the President or his/her designee or other Cabinet member
- Keep the person under surveillance (only if one can do so safely and discreetly) until an administrator and/or law enforcement officials arrive
- Do not ask the person(s) if he or she is carrying a weapon

When a weapon is witnessed or suspected to be in a vehicle:
- If on the Norfolk campus, contact the security service. At other extended campus locations, call local law enforcement.
- Contact the President or his/her designee, other Vice President, or Education Center Dean.

5.3.6.3 Building Lockdown
In the event of a police emergency, such as a shooter, it may become necessary to lockdown a building or buildings on College property to protect occupants and minimize the overall exposure to danger. Law enforcement will manage the situation and provide direction to the ERCMT. Action by the ERCMT may include issuance of a timely warning, situation updates, and/or further direction from law enforcement.

Should circumstances prevent the lockdown of a particular building, law enforcement will take appropriate steps to secure a building or area. It is the responsibility of members of the College community to follow the directions of law enforcement.

5.3.7 Missing Student Residing on Campus

A student who resides on campus is determined to be missing when a report comes to the attention of the College and is determined to be credible. A search is initiated by the Residence Life Staff, Campus Security, and the Dean of Student Life or designee in conjunction with law enforcement. The President or designee will be kept apprised of the situation at all times. Refer to Board Policy 5038 Missing Student for further information.

5.3.8 Missing Employee

Upon becoming aware that an employee has not reported for work, has not telephoned, and/or cannot be contacted, it is the responsibility of the supervisor to notify the Human Resources (HR) department. The HR staff will contact the listed emergency contact, other employees who may be familiar with the person’s usual schedule or activities, etc. in an effort to locate the employee. If unsuccessful, HR will contact local law enforcement for assistance.

5.3.9 Chemical Spill

Because of the range and quantity of substances used in laboratories and other work areas, preplanning is needed to respond safely to chemical spills. Spills should be cleaned up only by knowledgeable and experienced employees. A Safety Data Sheet (SDS), appropriate personal protective equipment, and sufficient quantities and types of appropriate spill control materials are to be readily available for all chemicals at a particular location.

In the event of a chemical spill or the presence of toxic vapors/fumes, contain and clean up the spill according to the following table:

<table>
<thead>
<tr>
<th>Category</th>
<th>Size</th>
<th>Response</th>
<th>Treatment Materials (Refer to MSDS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>Up to 300 cc</td>
<td>Chemical treatment or absorption</td>
<td>Neutralization or Absorption spill kit</td>
</tr>
<tr>
<td>Medium</td>
<td>300 cc – 5 liters</td>
<td>Absorption</td>
<td>Absorption spill kit</td>
</tr>
<tr>
<td>Large</td>
<td>More than 5 liters</td>
<td>Call 911</td>
<td>External assistance</td>
</tr>
<tr>
<td>No one available who is knowledgeable about spill clean up</td>
<td></td>
<td>Call Physical Plant Department</td>
<td></td>
</tr>
</tbody>
</table>
Communicate any information related to the situation to the Physical Plant Department. It will be helpful if you know what material is involved in the spill. If necessary, an outside contractor will be called in to clean up the contamination. Be prepared to evacuate the building; do not lock your door.

If the spill takes place inside and vapors/fumes occur in the building:
- Evacuate the building immediately to a safe area upwind away from the spill

If the spill/vapors/fumes occur outside a College building:
- Keep the students and employees inside;
- Close and secure windows and doors;
- If students or employees are outside, move upwind away from chemical spill and DO NOT step in spilled material.

Call 911 from a College, cellular or pay telephone if necessary for assistance.

5.3.10 Utility System Failure

Physical Plant Outages (Power Loss, Major Water Leak, etc.)

- Call the Switchboard to report the physical plant outage or emergency. The Switchboard will contact Maintenance personnel via the two-way radio system. Maintenance will contact the proper officials as well as the President or designee. If an outage or emergency would happen on a weekend or holiday and the Switchboard and maintenance personnel are not on campus, place a call to the Maintenance Weekend Cellular Phone by dialing (402) 750-1606.
- Maintain personnel or College officials will take actions appropriate to the situation, including proper notification and incident reporting of facts and observations.
- Respond to directions from the maintenance personnel. Do not place anyone in danger as a result of the outage emergency.
- In a power outage, shut off any large appliances. Stay away from downed electric wires, call for help and set up a barricade.

Gas Leak

- In the event of a gas leak, get out of the area right away. Don't light matches, run electrical equipment, use the telephone, or touch any light switches. (A spark can cause an explosion.)
- Call the Switchboard and report the gas leak.
- The Switchboard will contact Maintenance personnel via the two-way radio system. If an outage or emergency would happen on a weekend or holiday and the Switchboard and maintenance personnel are not on campus, place a call to the Maintenance Weekend Cellular Phone by dialing (402) 750-1606.
- Maintenance personnel or the ERCMT will take actions appropriate to the situation, including proper notification and incident reporting of facts and observations.
5.3.11 Flood

Floods generally occur to some degree after spring rains, heavy thunderstorms or snow thaws. While the majority of floods develop slowly over a period of days, flash floods can develop in a matter of minutes. If it becomes known that a flood is likely in an area that will impact College operations, the ERCMT will be activated to determine the extent of necessary precautions as well as to identify appropriate action to be taken.

In addition to responding to communication from the College, listen to radio or television stations for applicable safety information from local or state emergency management agencies in your area. Be aware of streams, drainage channels, rivers, or other areas in your locality known to flood suddenly and be prepared to move immediately to higher ground. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.

If you must prepare to evacuate, you should do the following:
- Disconnect electrical appliances;
- Do not touch electrical equipment if you are wet or standing in water;
- Do not walk through moving water; six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you;
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safety;

Flood Warnings are issued by the local National Weather Service when flooding is imminent or occurring.

5.4 Medical Emergency Procedures

If a person is seriously injured and appears to require a Rescue Unit:
- Do not move the person unless there is a life-threatening situation (i.e., falling debris, fire, or further danger).
- Dial 911 from a College, cellular or pay telephone and:
  - State the problem;
  - State the building and room number and building entrance number where the emergency exists;
  - State nature of emergency and any other information they may ask for;
  - If possible, have someone wait outside at the nearest entrance for ambulance.
- Notify your supervisor as soon as possible.
- Respond to the victim’s needs:
  - Using standard precautions, administer first aid; and
  - Keep the victim as calm and comfortable as possible.
- The appropriate personnel will make attempts to notify family or household members of the individual.
5.5 Death/Serious Injury of Employee/Student

When the College has been notified of a death or serious injury, the President, his/her designee, or other members of the ERCMT will decide on the best means to inform the College community, as appropriate, about the situation.

6.0 RECOVERY AND RESUMPTION OF OPERATIONS

6.1 Occurrence Report

Occurrence reports are to be completed, as appropriate, for risk assessment, tracking and claims processing (see Appendix F).

6.2 Building Inspection, Isolation, or Approval for Occupancy

After a disaster on campus (i.e., fire, tornado, flood), maintenance personnel, insurance company inspectors, and/or city officials will inspect buildings to determine if they are safe to occupy. If the building is not to be occupied, it will be cordoned off and no unauthorized personnel allowed in it. Once the building is determined safe for occupancy, maintenance personnel will notify employees that they can reenter the building. Until that time, access to buildings will be restricted.

6.3 Debriefing/Incident Review

Within one week of the emergency and as soon as possible, one or more debriefing sessions as necessary will be scheduled with the appropriate response team members and employees to review the situation and effectiveness of the action taken. During these debriefings, suggestions and recommendations will be made and evaluated. Appropriate changes will be made to the ERCMP at that time. A summary report will be prepared and submitted to the President within thirty (30) days of the incident.

6.4 Recovery Team

If necessary, a recovery team may be established to take steps to resume operations. Responsibilities may include, but are not limited to, accounting for all damage-related costs, protecting undamaged but exposed property, conducting salvage operations, or notifying insurance carriers and/or appropriate government agencies.

7.0 APPENDICES

<table>
<thead>
<tr>
<th>Name</th>
<th>Maintained By</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Building Emergency Maps</td>
<td>Physical Plant Department</td>
</tr>
<tr>
<td>B. Quick Reference Information</td>
<td>Communications Department</td>
</tr>
<tr>
<td>C. Building Coordinators</td>
<td>Executive Director of Business Services</td>
</tr>
<tr>
<td>D. Emergency Assistance for Individuals with Disabilities</td>
<td>Dean of Enrollment Management</td>
</tr>
<tr>
<td>E. Bomb Threat Checklist</td>
<td>Communications Department</td>
</tr>
</tbody>
</table>
Emergency Assistance for Individuals with Disabilities

The following provides guidance for emergency procedures for persons with disabilities. However, this information is not meant to replace the proper planning and training included in a personal emergency plan.

College procedures require all persons, including those with disabilities, to evacuate a facility anytime the fire alarm system is activated or otherwise instructed to do so. Depending upon the facility and type of disability, a person with disabilities may have the following evacuation options:

- Horizontal evacuation (e.g., going from one building into a connected, adjacent building on the same level) or Vertical (e.g., stairway) evacuation, or;
- Staying in place to await evacuation (e.g., office, classroom).

If danger is imminent, an individual with mobility impairment should wait until heavy traffic has cleared before attempting the stairs. Individuals with mobility impairments may not be able to exit a building without help from fire, police, or other emergency personnel. Stairway evacuations of individuals who use wheelchairs may be hazardous to disabled individuals, rescuers, and others attempting to evacuate and should not be attempted by untrained personnel. Persons who are unable to evacuate should await evacuation assistance in the safest area possible.

Individuals who have self-identified shall be notified of any safe areas in buildings they may occupy or frequent, and they should acquaint themselves with the locations of these areas in other College buildings.

In circumstances where evacuation is not possible and relocation to a safe area is not practical (e.g., pathway impeded), it is recommended that a person with a disability shelter in place (e.g., office, Residence Hall). In addition, the person with disabilities should be reminded to telephone their Rescue Assistants or if during typical office hours, the Switchboard immediately to further ensure that on-site emergency personnel will receive the information as soon as possible.

The Norfolk Police Department and/or the Norfolk Fire and Rescue Department are the first-responders to College emergencies, including those requiring evacuation. They shall enter a building during an emergency in order to facilitate the safe evacuation of all occupants. If possible, they will conduct a floor-by-floor search in order to locate those individuals who are unable to exit the building safely.

The College is required by law to keep all medical information confidential. However, emergency, safety personnel, and other College representatives may be informed if an individual with a disability might require help with alerting, evacuating, or sheltering during an emergency. The information shared with such personnel shall be limited to information necessary to help alert, evacuate, or shelter the disabled individual during an emergency.

Do not put yourself or others in danger. If you cannot safely evacuate an individual, get them to the safest area possible and notify emergency responders as soon as possible of the individual’s situation and location.

To Assist Visually Impaired Persons:
o Announce the type of emergency
o Offer your arm for guidance
o Tell the person where you are going, obstacles you encounter
o When you reach safety, ask if further help is needed

To Alert People with Hearing Impairments:
  o Turn lights on/off to gain the person’s attention
  o Touch the person’s arms
  o Indicate directions with gestures
  o Face the person when speaking
  o Write a note with evacuation directions

To Evacuate People using Crutches, Canes, or Walkers:
  o Evacuate these individuals as injured persons
  o Assist and accompany to evacuation site if possible, or
  o Use a sturdy chair (one with wheels) to move the person, or
  o Help carry the individual to safety

To Evacuate Wheelchair Users
  o Non-ambulatory persons’ needs and preferences vary. Individuals at first floor locations may exit without help. Others have minimal ability to move. Remember, lifting may be dangerous to you or them.
  o Some non-ambulatory persons have respiratory complications. Remove them from smoke and vapors immediately. Wheelchair users with electrical respirators should get priority assistance.
  o Most wheelchairs are too heavy to take down stairs. Consult with the person to determine best carry options and reunite the person with the chair as soon as it is safe to do so.
# BOMB THREAT CHECKLIST

## QUESTIONS TO ASK:
- **When is bomb going to explode?**
- **Where is it right now?**
- **What does it look like?**
- **What kind of bomb is it?**
- **What will cause it to explode?**
- **Did you place the bomb?**
- **Why?**
- **What is your address?**
- **What is your name?**

## CALLER’S VOICE:
- **Calm**
- **Nasal**
- **Angry**
- **Stutter**
- **Excited**
- **Lisp**
- **Slow**
- **Raspy**
- **Rapid**
- **Deep**
- **Soft**
- **Ragged**
- **Loud**
- **Clearing throat**
- **Laughter**
- **Deep breathing**
- **Crying**
- **Cracking voice**
- **Normal**
- **Disguised**
- **Distinct**
- **Accent**
- **Slurred**
- **Familiar**
- **Whispered**

If voice is familiar, who did it sound like?

## BACKGROUND SOUNDS:
- **Street noises**
- **Factory machinery**
- **Crockery**
- **Animal noises**
- **Voices**
- **Clear**
- **PA System**
- **Static**
- **Music**
- **Local**
- **House noises**
- **Long Distance**
- **Motor**
- **Booth**
- **Office Machinery**

## OTHER:

## THREAT LANGUAGE:
- **Well Spoken**
- **Incoherent**
- **Taped**
- **Foul**
- **Message read by**
- **Irrational threat maker**

## REMARKS:

Name: ____________________________

Phone Number: ____________________

Position: __________________________