



Nashua
Community College



Nashua Community College
505 Amherst Street Nashua, NH 03063
Phone: (603) 578-8900

Date: 10/01/2017

*By numbering the copies of the plan,
we can keep track of where they all are,
and ensure that any changes are
distributed to all of the holders.*

Copy Number 1-20



Foreword

This Emergency Operations Plan is part of a systematic planning effort on the part of the Nashua Community College to provide for the care and the well-being of the students, faculty and staff. This plan is meant to address extraordinary circumstances wherein the lives and property of individuals are in imminent danger. The procedures outlined in this plan constitute those temporary measures that will be taken to maximize the protection available for threatened individuals as well as preparatory measures that should be accomplished during non-emergency time. The plan does not create elaborate new structures, but relies on the organization, skills and procedures that are followed on a day-to-day basis.

Much of the information that is needed to implement a plan like this one should be treated as sensitive and not for public release. Some of the guidelines and checklists list within this plan should be disseminated to faculty and staff and maintained on the Nashua Community College web site. The exact locations of shelters and rallying points, the routes to be taken during an evacuation, the location of Nashua Community College's Emergency Operations Center and the centralized collection and release of information and decision-making and the means of communication may be useful information to potential terrorists or other criminals. Additionally, items of personal information about key personnel or persons with special needs must be available. For this reason, only part of the plan is subject to public scrutiny.

The plan itself is organized into two distinct parts; the "Basic Plan" and a series of checklists and resource listings. The basic plan provides overall concepts and assignment of responsibility. It does not contain great amounts of detail. Details of emergency operations are located in the annexes and checklists, which makes them sensitive and not considered to be public documents. The information in the checklists is arranged by function, recognizing that the evacuation planned for a HAZMAT spill will work just as well for a winter storm (and probably gets practiced several times each year.)

This plan is prepared in cooperation with the local Emergency Management Agencies. Each campus plan shall be developing in concert with local emergency preparedness plans. This plan is applicable to all staff, students as well as outside contractors and other guests in the school at the time of an emergency. Maintenance and implementation of the plan is the responsibility of those officials elected to the school board, and their appointed agents.

Table of Contents

Forewordi

BASIC PLAN

1. PURPOSE1

2. SITUATION AND ASSUMPTIONS1

3. CONCEPT OF OPERATIONS1

4. ORGANIZATION AND RESPONSIBILITIES 2

5. ADMINISTRATION AND LOGISTICS3

6. AUTHORITY AND REFERENCES3

7. TRAINING AND EXERCISES.....4

8. PLAN REQUIREMENTS, MAINTENANCE AND DISTRIBUTION..... 4

Record of Changes 8

Concurrence..... 8

Promulgation 9

Annex A. Local Campus Considerations

Annex B. ALL HAZARD PROCEDURES published *separately - not included as part of the basic plan*

- Appendix 1. Evacuation
- Appendix 2. Fire Response
- Appendix 3. Medical Emergency
- Appendix 4. Bomb Threat
- Appendix 5. Severe Weather
- Appendix 6. Flooding
- Appendix 7. Earthquake
- Appendix 8. Civil Unrest

Appendix 9. Mass Casualty

Appendix 10. HAZMAT

Appendix 11. Violent Attacks

Annex 1. Mutual Aid Agreements

Annex 2. Emergency Management Team Telephone Numbers

Annex 3. Floor/Building Wardens

Basic Plan

The premise of this plan is to inform key staff members what to expect in the event of an emergency. Nashua Community College's plan will outline what is expected of faculty and staff in order to avert any life threatening situations.

1. PURPOSE

A To provide for the protection of persons and property in the event of a natural, technological, or human imposed emergency or disaster. To establish procedures for alerting the administrators and staff. To define the roles and responsibilities of the Nashua Community College officials and staff.

B To assure coordination and cooperation with municipal and county government and emergency services.

2. SITUATION AND ASSUMPTIONS

a. The Nashua Community College campus is located at 505 Amherst Street Nashua, NH 03063 and has a normal student population of 1800 and 280 faculty/staff. The campus is comprised of two buildings and 3 mobile units.

b. Primary assistance during emergencies will be dispatched through the Hillsborough County/City 9-1-1 and be coordinated by the Hillsborough County/City Emergency Management Agency.

c. The school is subject to the following natural disasters and emergencies:

i. Natural Disasters:

Blizzard, Severe Winter Weather

ii. Technological Disasters:

Possible Hazmat Spill via Heavily Traveled Amherst Street/Train tracks within 1-mile area.

iii. Human-Caused Emergencies or Disasters:

Possible Human Violence.

3. CONCEPT OF OPERATIONS

a. Direction and Control:

i. An Emergency Operations Center (EOC) will be established from where this incident control (IC) will be exercised. The President will merge into a unified command with municipal emergency services when they arrive on site.

ii. In the EOC, the President will gather the Emergency Management Team (EMT) to assist in managing the incident.

iii. The Designated Emergency Leader of each building/floor will exercise control over immediate emergency actions in his/her area.

iv. In an emergency, school officials will continue only those functions necessary. All personnel and resources will be focused on providing for the safety and well-being of students and staff.

b. Assistance to Emergency Services: In compliance with the New Hampshire Emergency Management Services Codes and applicable laws;

- i. Nashua Community College shall make available a representative to municipal, county and state officials for emergency planning and exercise purposes and actual service as mass care facilities in the event of an emergency.
 - ii. Transportation. Provision is made in Nashua Community College contracts that all bus and transportation vehicles, owned or leased, shall be made available to State, county and municipal officials for emergency planning and exercise purposes and actual service in the event of an emergency incident.
- c. Accountability of Students and Staff:
- i. School policies regarding the accountability of students and staff will be addressed in the school emergency management plan.
 - ii. In case of an evacuation, classes will be directed from the building to pre-designated student evacuation areas or host schools. Attendance will be taken at the student evacuation area/host school and promptly relayed to the administration located at the EOC.
 - iii. Administrative areas will also have pre-designated evacuation areas where a roll will be conducted to account for staff.
 - iv. Emergency Leaders will contact the EOC at the first opportunity to be accounted for.
- d. Special Needs Populations: Nashua Community College will identify staff and students with special needs (language, physical and other) and designate individuals to assist and support them during emergencies. The assisting individuals will be determined by department head and the Coordinator of Disability Services.

4. EMERGENCY PLAN ACTIVATION

- a. This Emergency/Disaster Plan shall be activated under the following circumstances
 - i. When civil authorities declare a State of Emergency that affects the College, either local, citywide, regional, statewide or national
 - ii. When the Chancellor or designee declares a College or System-wide emergency.
 - iii. When the President or designee declares a College Emergency.
 - iv. When an occurrence, potential or actual, seriously disrupts the overall operation of the College or threatens the health or safety of members of the College community
- b. In the case of a perceived College-level emergency, the Office of the President should be notified. The President or the designee reached will declare if a College-level state of emergency exists and activation of the Plan is in order. If the College declares a state of emergency, the first designee reached activates the communication tree. The first designee reached is responsible for maintaining a log of who on the Emergency Management Committee has been reached and who has not been reached. All members of the Emergency Management Committee, if reached, must report to the designee within one half hour of activation of the tree.

c. Successive Designees for Determination of College Emergency:

President of the College
Plant Maintenance Engineer
Vice President for Student Services
Vice President of Academic Affairs
Security Chief
Security Officer
Other Officers of the College

5. ADMINISTRATION AND LOGISTICS

a. Administration

- i. Parents and students will be informed of the provisions of this plan through student take-home literature and the campus student handbooks (must be in language parents understand).
- ii. Memoranda of understanding or mutual aid agreements will be developing with State and local governments, other schools, private organizations and other support providers during non-emergency time.

b. Logistics

- i. Should a campus' resources prove to be inadequate; the Chancellor will task other campuses for assistance.
- ii. Additional requirements and shortfalls will be reported to the State and Nashua emergency management agency.

6. AUTHORITY AND REFERENCES

a. References

- i. The New Hampshire Emergency Operations Plan (EOP),
- ii. New Hampshire Department of Education, School Emergency Planning Guidance
- iii. Department of Homeland Security "Hazard Vulnerability Analysis for", Hillsborough County
- iv. The County of Hillsborough Emergency Operations Plan (EOP), 2009.
- v. US Department of Homeland Security Protective Measures Infrastructure Category: Higher Education Institutions, September 13, 2006

7. TRAINING AND EXERCISES

a. Training

- i. Annual training sessions shall be conducted on the Nashua Community College Emergency Operations Plan (EOP), duties and related procedures.
- ii. Fire safety and CPR/first aid training shall be conducted for all representatives of the campus emergency plan and members of the EMT. (training should be open to others)

- b. Exercises and Disaster Drills: The Nashua Community College will participate in the following:
 - i. County/National Weather Service (NWS) sponsored exercises: at least one disaster type drill annually.
 - ii. Evacuation drills at least each term.

8. PLAN DEVELOPMENT, MAINTENANCE AND DISTRIBUTION

- a. Presidents/administrators will coordinate the development and maintenance of the Emergency Operations Plan for their campuses. The plan will be reviewed annually and updated as needed.
- b. Basic distribution of the Emergency Operations Plan is one copy (except as noted) to:
 - i. _____ Nashua Community College
 - ii. _____ Each campus President
 - iii. _____ Each campus Security Coordinator
 - iv. _____ Nashua Emergency Management Agency
 - v. Hillsborough Emergency Management Agency
 - vi. Each building covered by the plan
 - vii. Nashua Community College Administrative office
 - viii.
 - 1. *All involved emergency response organizations*
 - 2. *Nashua Police Department*
- c. Additional copies of this plan can be obtained by writing to the Security Office, Nashua Community College 505 Amherst Street Nashua, NH 03063.

9. ORGANIZATION AND RESPONSIBILITIES

- a. CCSNH Chancellor will:
 - i. Determine a course of action to be taken during a widespread emergency affecting multiple campuses and coordinate the CCSNH response to the emergency.
 - ii. Ensure each campus is responsible for a minimum of annual reviews and updating this plan, applicable doctrine, procedures and checklists in order to maintain the plan in a current and usable state.
 - iii. Ensure each campus designates responsibility for the plan in their respective plans
 - iv. Ensure effective communication within the System and serve as the single conduit for communication to agencies outside the Nashua Community College.
 - v. Work through the President's office and local mass media to ensure that information concerning any event/incident is available to families and the public.

- vi. Act as liaison between state emergency services and the affected campus.
 - vii. Keep the Nashua Community College Board members apprised of the emergency.
- b. President's emergency response team
- i. The President's emergency response team is comprised of members of Nashua Community College administration. This team is the decision-making and policy-setting body during a crisis. Decisions regarding canceling classes, campus evacuation, sending faculty and staff home, communications, etc. are the purview of this group
- c. Chief of Security will:
- i. Ensure the campus emergency operations plan is updated annually.
 - ii. Ensure an emergency program drill or exercise is conducted at least once per term.
 - iii. Ensure responsibility for the emergency management plan is designated in the local plan
 - iv. Respond to the EOC and act as the Incident Commander until the arrival of emergency services.
 - v. Act as liaison between outside emergency services and the campus.
 - vi. Keep the campus staff and faculty members apprised of the emergency.
 - vii. Prepare news release of the status of the incident for use by public information office and local mass media to ensure that information concerning any event/incident is available to families and the public.
- d. Vice-President of Student Services will:
- i. Review each campus plan annually.
 - ii. Ensure each campus plan is updated annually.
 - iii. Provide assistance in developing plans, programs, drills, and exercise related to the emergency management plan.
 - iv. Provide oversight and guidance to applicable staff to the emergency management program.
 - v. Facilitate coordination with the State emergency management program.
 - vi. Assist in developing Memoranda of Understanding and Mutual Aid agreements at campus and CCSNH level.
- e. Department Heads
- i. The Designated manager of a designated area will appoint a supervisor or senior staff member to be charged to carry out the duties and responsibilities of the Emergency Leader and will provide contact information for Emergency Leaders to Campus President Lucille Jordan as changes occur. An alternate emergency leader shall also be appointed.
 - 1. The area of responsibility for Emergency Leaders should follow logically defined boundaries such as floors, floors within wings, or clearly delineated department areas.

2. Emergency Leaders' area of responsibility should be contiguous, i.e., not interrupted by another Emergency Leader's area of responsibility.
3. Emergency Leaders' area of responsibility should not be based solely on office or department of assignment, unless that office or department occupies a logically defined boundary.
4. Emergency Leaders' area of responsibility should not span multiple floors due to the difficulty of traveling between floors for emergency management purposes during an emergency.

f. Public information and communications

- i. The principal media contact and campus spokesperson is the public information officer. This team's responsibility is to
 1. provide public relations and crisis communications counsel and principles to institutional decision making; and
 2. to share information and communicate effectively with campus constituents, the media and external bodies in order to help ensure the health and safety of students, faculty, staff, and related publics.

g. Security

- i. Campus security coordinates general site security and control site access. The security chief provides a liaison with local law enforcement and fire departments.

h. Facilities management services (FMS)

- i. FMS personnel are expected to respond by providing for the safety of the campus's facilities for its occupants, and for protecting the structural integrity of the facilities. Functionally, this means protecting building occupants from hazardous conditions by identifying and managing appropriately the causes of those hazards, such as operating or shutting down building systems.

i. Emergency Leaders

- i. The Emergency Leader of each building/floor will exercise control over immediate emergency actions in his/her area.
- ii. The Emergency Leaders shall support the Emergency Operations Plan at all times.
- iii. In the event of an emergency, the Emergency Leaders shall follow prescribed procedures and shall direct response, enforce procedures, and take charge of occupants and visitors in his/her assigned area(s).
- iv. Emergency Leaders shall maintain a list of all persons in their areas of responsibility. The list shall note those persons requiring special assistance. Each time the list is updated a copy shall be provided to the Plant Maintenance Engineer/ Security Officer.
- v. Emergency Leaders, during an emergency response, shall be identified with high visibility yellow safety vests with the words 'Emergency Leader' printed across the back.

- vi. Maintain a kit of items necessary during an evacuation (employee and handicapped persons lists, telephone contact lists, Emergency Leader vest, etc.) and take the kit to the evacuation point during an evacuation.
- j. Resource teams
 - i. Computing services and telecommunications
 - i. Computing services is responsible for telephone and voicemail service, email and network services, and cable TV during an emergency.

Annex A

ALL HAZARD PROCEDURES published separately - not included as part of the basic plan

FACILITY (STANDARD) EVACUATION PROCEDURES

I General

- 1 For the purposes of this Plan, evacuation operations are classified as either "Standard" or "Extraordinary".
 - A "Standard" refers to a total or partial evacuation of one or several facilities to a pre-arranged assembly area, usually within walking distance. Standard evacuation has two sub-groups, either "Precautionary" or "Emergency."
 - B "Extraordinary" refers to a total evacuation of the Community College complex by all employees and visitors to a location a minimum of five (5) miles from the campus/facility.

This section of the Plan is concerned with a Standard evacuation of a facility.

- 2 Evacuation Procedures are in place to ensure the systematic and orderly evacuation of employees and other individuals who may be on Nashua Community College property by the nearest, safest means of exit in the least possible time, in case of an emergency situation, such as a major fire, that affects the facility and seriously endangers the occupants
- 3 Upon arrival, the responsible emergency responder agency (usually Fire Department or Law Enforcement) will take complete control of emergency response. This may include evacuation of the entire building.
- 4 The evacuation of any area that becomes involved in an emergency, such as a fire, must begin immediately upon proper instruction or signal from the Fire Alarm System, Emergency Leader, EOC, or emergency responders. The type of emergency and the location of the emergency will govern the method and direction of evacuation.
- 5 In situations requiring an evacuation before arrival of the emergency responders, the decision to evacuate and directives may be given by:
 - A President Lucille Jordan
 - B Vice-President of Student Services Lizabeth Gonzalez

C Plant Maintenance Engineer and or the Security Chief

D Emergency Leaders

- 6 The evacuation message will be relayed via the Emergency Paging System.
- 7 Whenever a building fire alarm is activated, all elevators should automatically go to the building's main lobby floor unless the fire is detected on the lobby floor. During an Emergency Evacuation due to a fire, the elevators should not be used for evacuation unless directed by emergency personnel.
- 8 There are two plans for a Standard evacuation depending upon the immediacy of the emergency: "PRECAUTIONARY" Evacuation and "EMERGENCY" Evacuation.
 - A A PRECAUTIONARY Evacuation is conducted when an emergency is anticipated, such as a serious weather condition or a bomb threat, that involves a decision to evacuate and time is allowed for occupants to secure their areas, and leave the building in a timely manner using prescribed methods of evacuation. In most cases, the elevators will be available.
 - 1) The objective of the PRECAUTIONARY Evacuation is to evacuate persons from the building as quickly as possible in a quiet, orderly manner. When conditions permit, this is the preferred method of evacuation from the building.
 - 2) The PRECAUTIONARY evacuation normally will be signaled by the Emergency Leaders. But, during some situations, signaling may also occur through a building's Fire Alarm System or facility-wide public address system.
 - 3) Upon notification of a PRECAUTIONARY evacuation, the building occupants shall promptly secure their respective areas and follow directions for evacuation from their Emergency Leader. This may require using only the Emergency Exit routes as described within the EMERGENCY evacuation procedure. However, in most situations, elevators will be in normal operation.
 - 4) During a PRECAUTIONARY evacuation, if time and conditions permit, the building evacuation will be conducted one floor at a time starting with the highest priority floor based upon proximity to the incident or time required for evacuation.
 - 5) Handicapped occupants will be given special assistance and priority during any evacuation.
 - B An EMERGENCY evacuation will be conducted when an emergency is in progress, i.e. a major Fire, and time does not permit a "Precautionary" evacuation. The goal is to clear the involved floor(s) as quickly as possible to prevent the loss of life and injury.
 - 1) The EMERGENCY evacuation will be normally signaled by the building Fire Alarm System and/or Emergency Leaders. Upon notification by either method, or other responsible person, building occupants should immediately leave their areas and proceed to the designated Emergency Exit and follow directions for Evacuation from the Emergency Leader or other designated person. During an EMERGENCY evacuation, the elevators will not be in normal operation. The elevators will be available only to emergency personnel.
 - 2) Handicapped and Injured occupants shall be given immediate assistance during an EMERGENCY evacuation.
 - 3) Emergency Leaders are responsible for the reassembling and accountability of

their personnel during an EMERGENCY evacuation. All employees must cooperate with Security Chief and Emergency Leaders in accounting for persons from their floors. In the event a person(s) is unaccounted for, employees shall report the situation to Emergency Leaders who shall in turn report to the Security Officer and subsequently the EOC or a supervisory responding firefighter.

- 9 All persons shall evacuate to the ground floor by the nearest stairwell. Once reaching the ground level proceed by the most expedient route to either the Primary or the Alternate rally point as directed by the Emergency Leader or other responsible emergency management personnel. A building list of primary and alternate rally points is included as an attachment in Annex 4 of this Plan.

10 Shelter in Place:

- A In some situations, evacuation may not be possible or be the best option to stay safe. In these cases, the correct course of action will be to “shelter in place.”
- B If directed by the Emergency Leader or other competent authority to shelter in place, move as far away from the situation as possible, and close any door between yourself and the situation.
- C If a telephone is available and still operational, dial 9-9-1-1 (campus phone) or 9-1-1 (pay and cellular phones) and advise them of your location, even if emergency responders are already on the scene.
- D If the telephone is not available but a window is near, place something white, such as a towel or tee shirt, on an outside window. This will signal emergency personnel of the location and they will dispatch help.
- E If sheltering in place from a fire:
 - 1) Stuff whatever material possible, such as clothing, around cracks near the door to reduce smoke penetration.
 - 2) If smoke or fumes are present, stay low until rescued; smoke rises and the air is fresher near the floor.
- F If sheltering in place due to a release of a hazardous substance:
 - 1) Stuff whatever material possible, such as clothing, around cracks near the door to reduce penetration.
 - 2) Use adhesive tape and plastic sheeting (if available) to seal windows and air vents.
 - 3) Be aware that some toxic substances, such a chlorine gas, are heavier than air and unlike smoke from a fire, will be in highest concentrations near the floor.
- G If sheltering in place due to a violent incident:
 - 1) In addition to closing doors between yourself and the incident, lock the door and/or place objects in front of the door to barricade it.
 - 2) Do not attempt to signal emergency personnel if doing so would alert an intruder to your location/presence.

11 Handicapped and Injured Occupants or Visitors

A Handicapped Employees

- 1) Physically Disabled employees or others requiring special assistance during an evacuation must identify their needs to their assigned Emergency Leader.
 - (a) Emergency Leaders shall provide to the Security Chief a list of physically disabled personnel and their work location within the Emergency Leader's Area of Responsibility. Include the name, floor, location, organization, and description of mobility limitations during an evacuation.
 - (b) If necessary, an Assistant Emergency Leader will be assigned to assist a physically disabled employee.
 - (c) The Security Chief shall update the roster quarterly on whenever changes occur.
- 2) In the event of an emergency requiring evacuation, the Security Officer shall notify the Fire Department Command Officer of any handicapped employees requiring assistance during evacuation.

B Visitors, Handicapped, and Injured Occupants

- 1) During an evacuation, Emergency Leaders and emergency personnel shall be alert for visitors, handicapped, and injured persons who may require assistance.
- 2) Emergency Leaders shall notify the Security Office or the fire department officer-in-charge of any person requiring evacuation assistance.

II Responsibilities

1 Employees and students

- A All occupants must support and respond to the directions of the Emergency Leaders.
- B Evacuate the building to the Evacuation Rally Point when notified by proper authority to do so.
 - 1) Walk single file into emergency stairways. Merge alternately when two lines meet at various floor landings. Do not stop moving. Always hold handrail, unless firefighters are coming up the stairwells; then move to the wall side to allow the firefighters the use of the handrail. They will be carrying equipment and will need the rail side to help them up the stairway.
 - 2) Remain calm and quiet to hear additional instructions from Emergency Leaders or other emergency personnel. They will direct you to an area of refuge.
 - 3) Except for firefighters or other emergency personnel, only traffic in one direction is permitted unless otherwise instructed by a firefighter.
- C Assist Visitors to safety. Visitors are not familiar with Nashua Community College evacuation procedures and Emergency Exits.
- D Follow established Evacuation Routes and remain at the Evacuation Rally Point until authorized to return to the building or given other instructions.
- E Report to the assigned Emergency Leader once reaching the evacuation point.

2 Emergency Leaders

- A The Emergency Leaders are representatives not only of Nashua Community College but also of the responding city fire department during an emergency and shall be in

- charge pending the arrival of the fire department and/or Plant Maintenance Engineer /Security Office.
- B Maintain a kit of items necessary during an evacuation (employee and handicapped persons lists, telephone contact lists, Emergency Leader vest, etc.) and take the kit to the evacuation point during an evacuation.
 - C Emergency Leaders, during an emergency evacuation, shall be identified with high visibility safety vests, distinctive hats, a combination thereof, etc. with the words 'Emergency Leader' printed across the back
 - D In an emergency, the Emergency Leaders shall follow prescribed procedures, as presented in this plan, and shall direct response, enforce procedures, and take charge of occupants in his/her assigned area(s).
 - E If an Emergency Leader is in a location other than his/her assigned area when an alarm is activated, they shall follow the flow of occupants and assist the Emergency Leader assigned to the area, as required.
 - F Emergency Leaders shall ensure their assigned area is completely evacuated. Check all conference rooms; core areas, rest rooms, closets, and other areas where personnel may be present.
 - G If possible without endangering yourself, secure all vital records, money, or other valuable assets, etc.
 - H Ensure individuals with special needs receive assistance. Note the location of any person(s) remaining in the building and the reason why they are not evacuating. Only those persons who are either unable to evacuate (disabled or injured) or those persons involved in the emergency situation (fire/police) may remain. A suitable person(s) should be assigned to assist disabled persons.
 - I Account for all personnel assigned to your area/floor at the pre-arranged rally point. Contact the Plant Maintenance Engineer /Security Office at the evacuation point and advise of any unaccounted-for personnel.

EXTRAORDINARY EVACUATION PROCEDURES

I General

- 1 For the purposes of this Plan, evacuation operations are either classified as "Extraordinary" or "Standard."
 - A "Extraordinary" refers to a total evacuation of the Nashua Community College complex (or outlying facility) by all employees and visitors to a location a minimum of five (5) miles from the campus/facility.
 - B "Standard" refers to a total or partial evacuation of one or buildings to a pre-arranged assembly area, usually within walking distance.

This section of the Plan is concerned with an "Extraordinary Evacuation" of the campus or large area of the complex.

- 2 Evacuation Procedures are in place to ensure the systematic and orderly evacuation of employees and other individuals who may be on Nashua Community College property by the nearest, safest means of route in the least possible time, in case of an emergency situation, such as a major Chemical Spill resulting in toxic fumes, that affects the entire campus and seriously endangers the occupants.
 - A TIME IS OF THE ESSENCE! During an Extraordinary Evacuation, it means that something has occurred that will be or is impacting your area or occurring right now on a large geographical scale around your area and requires you to leave. Your actions must be orderly, direct, and occur now!
 - B The most readily available means of transportation for a large scale evacuation is the personal vehicles of employees, students, and visitors.
 - C In all probability, the Extraordinary Evacuation will take place without the presence of emergency responders, police, fire department, etc. as they will be assisting at the incident scene and/or the larger surrounding community.
 - D It is essential that designated Emergency Leader's directions be followed during this critical period.
 - E If you become aware of a situation that you know, believe, or sense could or may develop into an Extraordinary Evacuation, alert your supervisor or Emergency Leader. Review the emergency guidelines and mentally prepare yourself as to what your next steps will be if the directive is given to evacuate.
- 3 In situations that affect a large geographical area it is necessary that all people in this large affected area must be moved out, on relatively few roads and only in certain directions, within a short period of time.
 - A Upon notification of a situation, the responsible emergency responder agency (usually Fire Department or Law Enforcement) will take complete control and order an evacuation of the area.
 - B This may include evacuation of certain groups or areas of buildings or the entire campus.
- 4 President or Nashua Community College EOC may order a "PRECAUTIONARY" Evacuation before directed to do so by emergency responders.
 - A The "Precautionary Evacuation" is conducted when an emergency condition has been identified that may OR may not affect the campus. This could be a chemical incident 5-6 miles away with shifting winds blowing in the general direction of the campus.
 - B The "Precautionary Evacuation" provides greater time to prepare for leaving the area. It allows for greater organization and coordination between all employees and building visitors. When circumstances permit, this is the preferred method of evacuation from the campus.
- 5 Once a directive "to evacuate" is given by lawful authority, compliance must begin immediately.
- 6 The evacuation message will be relayed by the Nashua Community College EOC via the tone alert radio, computer network, public address system, or telephone depending on the equipment in each building.
 - A The directive "to evacuate" may come from the electronic tone generator and voice

directive, a fire or law enforcement officer, Emergency Leader, EOC, or emergency responders.

- B Failure to obey a fire or police officer directive in times of an emergency may result in criminal action against you.
- 7 In the “Extraordinary Evacuation,” three directional choices or sets of Instructions are available to the “authority having jurisdiction” and/or the Nashua Community College EOC. The choices are as follows:
- A Alert others to the situation, assemble at the building’s designated rally point, account for all employees, and then assemble into groups that have a vehicle/driver. No group should leave without having the maximum number of people that the vehicle will accommodate unless directed by the Emergency Leader. This will ensure the number of vehicles attempting to evacuate are limited and therefore speed the evacuation.

Once directed to leave, vehicle drivers will then proceed to the evacuation rally site.

OR

- B Alert others to the situation proceed directly to an evacuation rally site without first rallying to organize transportation. In this case it is incumbent upon employees to without direction, assist others needing assistance and/or who may not have transportation and be that “helping hand” in this emergency. Contact the Emergency Leader once arriving at the evacuation rally site.

OR

- C Alert others to the situation, Nashua Community College Campus has been closed for the day, leave the job site and area. Notify your supervisor or Emergency Leader you are leaving. An evacuation rally site will Not be specified, although a direction of travel to evacuate or a warning of what direction to avoid may be given. In this instance, do not return to the work site until further notification is provided through the media or by telephone.
- 8 Handicapped and Injured Occupants or Visitors
- A Handicapped Employees
 - 1) Physically Disabled employees or others requiring special assistance during an evacuation must identify their needs to their assigned Emergency Leader.
 - (a) Emergency Leaders shall provide to the Plant Maintenance Engineer/ Security Office a list of physically disabled personnel and their work location within the Emergency Leader’s Area of Responsibility. Include the name, floor, location, organization, and description of mobility limitations during an evacuation.
 - (b) If necessary, an Assistant Emergency Leader will be assigned to assist a physically disabled employee.
 - (c) The Plant Maintenance Engineer/ Security Officer shall update the roster quarterly and whenever changes occur.
 - 2) Handicapped occupants and visitors will be given special assistance and priority during any evacuation.
 - 3) Emergency Leaders and Plant Maintenance Engineer/ Security Officer will

coordinate all assistance to these individuals.

B Visitors, Handicapped, and Injured Occupants

- 1) During an evacuation, Emergency Leaders and emergency personnel shall be alert for visitors, handicapped, and injured persons who may require assistance.
- 2) Emergency Leaders shall notify the Plant Maintenance Engineer/ Security Officer of any person requiring evacuation assistance.

II Responsibilities

1 Employees

- A All occupants must support and respond to the directions of the Emergency Leaders.
- B Evacuate the building and campus to the Evacuation Rally Point when notified by proper authority to do so.
- C Follow established Evacuation Routes and remain at the Evacuation Rally Point until authorized to return to the building or given other instructions.
- D Report to the assigned Emergency Leader once reaching the evacuation point. If the Emergency Leader cannot be located, report to the Plant Maintenance Engineer/ Security Officer.

2 Emergency Leaders

- A The Emergency Leaders are representatives not only of Nashua Community College but also of the responding city fire department during an emergency and shall be in charge pending the arrival of the fire department and/or Plant Maintenance Engineer/ Security Officer.
- B Emergency Leaders, during an emergency evacuation, shall be identified with high visibility yellow safety vests with the words 'Emergency Leader' printed across the back.
- C In an emergency, the Emergency Leaders shall follow prescribed procedures, as presented in this plan, and shall direct response, enforce procedures, and take charge of occupants in his/her assigned area(s).
- D If an Emergency Leader is in a location other than his/her assigned area when an alarm is activated, they shall follow the flow of occupants and assist the Emergency Leader assigned to the area, as required.
- E Emergency Leaders shall ensure their assigned area is completely evacuated. Check all conference rooms; core areas, rest rooms, closets, and other areas where personnel may be present.
- F If possible, without endangering yourself, secure all vital records, money, or other valuable assets, etc.
- G Ensure individuals with special needs receive assistance. Note the location of any person(s) remaining in the building and the reason why they are not evacuating. Only those persons who are either unable to evacuate (disabled or injured) or those persons involved in the emergency (fire/police) may remain. A suitable person(s) should be assigned to assist disabled persons.
- H Emergency Leaders shall notify the Plant Maintenance Engineer/ Security Chief or Nashua Community College EOC of any person requiring evacuation assistance.

- I Time permitting; assemble employees and other evacuees into groups that have a vehicle/driver. No group should leave without having the maximum number of people that the vehicle will accommodate. The purpose is to ensure the number of vehicles attempting to evacuate are limited and therefore speed the evacuation.
- J Account for all personnel assigned to your area/floor at the pre-arranged rally point. Contact the Plant Maintenance Engineer/ Security Chief at the evacuation point and advise them of any unaccounted-for personnel.

3 Plant Maintenance Engineer/ Security Officer

- A During an emergency, the Plant Maintenance Engineer/ Security Chief are representatives not only of Nashua Community College but also of the emergency responders and shall be in charge pending the arrival of the responsible emergency responders (fire department or law enforcement agency). However, in all probability, the Extraordinary Evacuation will take place without the presence of emergency responders, police, fire department, etc. as they will be assisting at the incident scene and/or the larger surrounding community.
- B Plant Maintenance Engineer/ Security Chief shall maintain a kit of items necessary during an evacuation (employee and handicapped persons lists, telephone contact lists, etc.) and take the kit to the evacuation point during an evacuation.
- C Plant Maintenance Engineer/ Security Chief shall contact the EOC and advise them of any unaccounted-for personnel.

4 Nashua Community College EOC

- A Initiate and oversee the orderly evacuation of the Nashua Community College Campus upon the order of the "authority having jurisdiction."
- B In the absence of a clear order to evacuate from the "authority having jurisdiction," determine if a "PRECAUTIONARY" Evacuation is warranted.
- C Determine, based on the nature of the threat and the immediacy of the need to evacuate, which of the three methods of Extraordinary Evacuation will be ordered. The choices are as follows:
 - 1) Direct employees to evacuate their facilities to one of their Standard Evacuation rally points where all employees will be accounted for, and then assembled into groups that have a personal vehicle/driver to provide transportation and directed to evacuate.

OR

- 2) Direct employees to proceed directly to an evacuation rally site without first rallying to organize transportation.

OR

- 3) Direct employees to leave the job site without specifying an evacuation rally site, but with a warning of what direction to avoid.

5 Nashua Community College Security Department

- A Establish Traffic Control at key campus intersections to ensure an orderly evacuation.
- B Coordinate off-campus traffic control points with the Nashua Police Department and/or New Hampshire State Police.

FIRE RESPONSE

I General

- 1 A fire condition in a Nashua Community College building may be detected and reported automatically by the automatic fire detection systems or manually by an employee, student, visitor, or other occupant using a manual fire alarm station.
- 2 Before a fire occurs, all employees should know:
 - A Where all the EMERGENCY EXITS are located and the shortest route to each
 - B The sound of the Fire Alarm. Respond right away to the sound of the alarm. Immediate response is vital for a quick orderly evacuation.
 - C The locations of Fire Extinguishers. They are only to be used if it is considered fully safe to do so and the employee is properly trained. Improper use could result in the spread of the fire.

II Responsibilities

1 Employees

- A Upon discovery of a fire, large or small, all personnel should clear the immediate area. The person discovering the fire should, without delay, activate the fire alarm by use of a fire alarm pull station, usually located by Emergency Exits on the building evacuation path. This will cause the building fire alarm to ring and automatically notify the Fire Department. Time and circumstances permitting, the person shall immediately notify the EOC. Give the location and nature of fire.
- B If in a smoke filled area, crawl to the nearest Emergency Exit. It is easier to breathe near the floor because smoke rises to the ceiling then fills downward allowing the fresh air to be at the floor.
- C If ordered to evacuate the building, follow the provisions of the "Emergency Evacuation" section of this Plan. Special considerations apply in the case of fire:
 - 1) Do not wait to hear if the evacuation is going to be cancelled or if the emergency is real. Do not take the time to collect personal belongings.
 - 2) Do not use elevators unless otherwise instructed by a city firefighter. The emergency exits have been designed to be the safest escape routes
 - 3) Proceed to the nearest emergency exit under direction of the Emergency Leader.
 - 4) Do not open an emergency exit door until it has been checked by the Emergency Leader or it has been determined to be safe.
 - 5) An Emergency Leader will examine the exit door before opening it. The door should not be immediately opened: if smoke is rising from underneath the door or the door is significantly warmer than room temperature, do not open the door; use an alternate exit.
 - 6) After it is determined that smoke or heat conditions do not exist, the Emergency Leader will open the door and check the stairway for smoke or gases before

directing occupants into the stairway. If smoke or gas is detected, the door shall be closed tightly and the occupants shall be directed to an alternate exit and an Emergency Leader will be posted at the emergency exit to prevent anyone from opening the door until the floor has been cleared of all other occupants.

- 7) Do not rush into stairways if you smell smoke. Fire produces deadly gases that can kill long before flames reach you.
- 8) Know what to do if you cannot evacuate.
 - (a) Move as far away from the situation as possible, stay in your office/classroom and always close the door between you and the fire. Use whatever material possible, such as clothing, to stuff around cracks near the door to reduce smoke penetration.
 - (b) If a telephone is available and still operational contact 9-9-1-1 (campus phone) or 9-1-1 (pay and cellular phones) with your location, even if the fire fighters are already on the scene.
 - (c) If the telephone is not available, but you are near a window place something white on an outside window. This will signal the firefighters of your location and they will dispatch help to you. Remember, stay low when in smoky areas until you are rescued.

2 Emergency Leaders

- A Implement appropriate Emergency Evacuation procedures from the "FACILITY (STANDARD) EVACUATION PROCEDURES" section of this Plan.
- B Examine emergency exit doors before opening them and allowing evacuees to use it.
 - 1) The door should not be immediately opened: if smoke is rising from underneath the door or the door is significantly warmer than room temperature, do not open the door; direct evacuees an alternate exit.
 - 2) After it is determined that smoke or heat conditions do not exist, open the door and check the stairway for smoke or gases before directing evacuees into the stairway. If smoke or gas is detected, the door shall be closed tightly and the occupants shall be directed to an alternate exit and an Emergency Leader will be posted at the emergency exit to prevent anyone from opening the door until the floor has been cleared of all other occupants.

3 Plant Maintenance Engineer/ Security Officer

- A Implement appropriate Emergency Evacuation procedures from the "FACILITY (STANDARD) EVACUATION PROCEDURES" section of this Plan.
- B Ensure the EOC and emergency responders are notified of the fire/evacuation.

4 President

- A Respond to and activate the EOC.
- B Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
- C Make available to the emergency responder incident command point a person with direct contact to the EOC – the president may be the best choice for this position.

MEDICAL EMERGENCY

I General

- 1 A medical emergency may occur with a student, visitor, employee, or a building tenant.
- 2 First aid should only be provided by persons who are properly trained and certified.

II Responsibilities

1 Employees

- A ASSESS the emergency before dialing <9-9-1-1 (campus phone)> or 9-1-1 (pay and cellular phones) or activate nearest emergency call station. This will only take a few seconds and it will be helpful when making the emergency phone call:
- B The victim shall not be moved except by competent and trained medical authorities unless not moving the victim presents a greater danger, such as being in danger from an active structure fire, noxious fumes, building collapse, or electrical hazards.
- C Alert the supervisor, co-workers, and/or Emergency Leader of the area about the emergency.
- D If the victim is conscious and/or can communicate coherently, ask the victim if they want an ambulance or someone else notified.

NOTE: Except in exceptional circumstances, i.e. victim unconscious and/or an apparent life threatening situation, the victim, or in case of a minor, the person whose care they are in, shall make the decision to call an Ambulance.

- E If it is determined that an ambulance is necessary, Dial 9-9-1-1 (campus phone)> or 9-1-1 (pay and cellular phones) or activate nearest emergency call station. Be prepared to provide the following information:
 - 1) Victim's name
 - 2) Victim's condition
 - 3) Building Address
 - 4) Suite/wing number
 - 5) Location in suite/wing
 - 6) Building entry, the Ambulance should use
 - 7) Telephone number
- F Remain on the phone, answer additional questions from the 9-1-1 dispatcher, and wait for further instructions.
- G Comfort the patient and assure him/her that help is on the way. Stay with the patient and wait for EMS (they will need information about the incident).
- H Unless trained, do not give first aid.

2 Emergency Leaders

- A Respond immediately to the scene when made aware of a possible medical emergency.
- B Assess the situation.

- 1) If the victim is conscious and/or can communicate coherently:
 - (a) Determine what happened.
 - (b) If immediate medical attention appears necessary, ask the victim if they want an ambulance or someone else notified.

NOTE: Except in exceptional circumstances, i.e. victim unconscious and/or an apparent life-threatening situation, the victim, or in case of a minor, the person whose care they are in, shall make the decision to call an Ambulance.

- 2) If there is any doubt as to the need for immediate medical attention, ensure an ambulance is summoned.
- 3) If necessary request additional assistance for crowd control, obtaining information, or escorting ambulance attendant to the scene.
- 4) Survey the scene for potential dangers, which require immediate evacuation, i.e. fire, noxious fumes, or electrical hazards.

NOTE: As a rule, the victim should not be moved by other than ambulance attendants.

- 5) Identify yourself to responding Emergency Medical Services Personnel and provide them with all relevant information.
- 6) First-Aid Volunteers shall render whatever assistance may be necessary, and shall remain present until the victim is removed.

C Investigation and Report

- 1) Notify Plant Maintenance Engineer/ Security Officer as soon as possible after emergency medical care has been provided or summoned.
- 2) Provide support for any investigation by properly authorized Nashua Community College personnel.

BOMB THREAT

I General

- 1 All bomb threats should be taken seriously. However, experience has shown that most anonymous threat calls are a hoax, intended to create an atmosphere of anxiety and panic in order to interrupt normal activities. Therefore, with the absence of Positive Target Identification (PTI - refer to Paragraph I 5) indicators or other credible information, an evacuation may not be considered appropriate.
- 2 Threats by Phone
 - A The most common method of making bomb threats is by telephone. It is important that as much information as possible is obtained from the caller. All persons who could receive a telephone bomb threat should be taught how to handle the situation effectively.
 - B In the event a call is received, the following procedure should be followed:
 - 1) Stay calm, be courteous, and do not display fear.
 - 2) Activate a telephone-recording unit if one is available.
 - 3) If the phone is equipped with a caller ID unit, note the number from which the call is coming.

- 4) Keep the caller talking. The more he or she says, the more helpful the information. If the caller does not indicate the location of the bomb or the time of detonation, ask him or her what time it is to go off and where it is located.
 - 5) Listen carefully. During or immediately after the conversation, take notes of the exact time the call was received, the exact words of the caller, and all details such as sex of caller, accent, attitude, background noises, and motive. Use a "Bomb Threat Checklist" (an example is attached) or follow the checklist on the Bomb Threat Card to record the details of the call.
 - 6) Advise the caller that the building may be occupied and the explosion could result in death or serious injury to many innocent people.
 - 7) After the phone call, notify the appropriate Department Head or Emergency Leader.
 - 8) Do not discuss the call with anyone else unless authorized to do so or required by law.
- 3 Threats by Mail
- A The most likely recipients are mailroom and administrative personnel.
 - B The following are instructions on how to handle bomb threats received by mail:
 - 1) To preserve fingerprints, leave for law enforcement personnel to collect or place all papers and envelopes associated with the threat in a bag or large envelope (clear plastic bag if possible). Pick up any bomb threat note ONLY by the edge.
 - 2) Do not handle the written threat any more than necessary.
 - 3) Do not allow anyone else to touch the note unless specifically authorized by a Law Enforcement Representative or the EOC.
 - 4) After recognizing a potential threat, notify the Department Head or Emergency Leader.
- 4 Bomb Threat Assessment
- A In all cases of bomb threat, the Security Chief and or Emergency Leader, in coordination with the EOC, should assess the seriousness of the threat using the following bomb threat assessment and bomb threat response guidelines.
 - B To determine if the threat is credible, consider:
 - 1) Time of day and day of week.
 - 2) Mode—telephone or mail.
 - 3) Identity of caller—child, female/male, young/old, drunk, foul language.
 - 4) Specificity of the threat—time, location, type of explosive device.
 - 5) Possibility of access to allow placing of the device.
 - C The threat contains Positive Target Identifications (PTIs) if it contains:
 - 1) Time the bomb is to detonate.
 - 2) Target to be destroyed.
 - 3) Bomb's construction, shape, or description.

4) Bomb's location.

5 Bomb Threat Response

A Refer to the table below to determine the proper response.

Do not evacuate?	This may be an appropriate response if there have been a number of recent, publicized hoax bomb threats in the area; if the caller seemed to be drunk; if the caller was a young child, or if it is a beautiful Friday afternoon about an hour or so before end of classes. This is especially true when no PTIs were provided in the bomb threat call.
Conduct a limited or general search of the facility?	Searches are usually the most appropriate choice and should generally be the chosen response, especially if no PTIs or only one PTI was given in the threat.
Order limited evacuation, general evacuation, or move to a safe haven?	Evacuations are usually ordered only when the call is judged to be serious, the threat credible, there is insufficient time to conduct a thorough search, and the judgment is made that occupants will be at less risk evacuating or moving to a safe haven than remaining in place and seeking cover. If two or more PTIs are given in the bomb threat call, an evacuation may be in order.

B The following outlines how the chosen response should be executed:

- 1) A PA announcement, tone alert system, telephone cascade, messenger, or other local notification plan should be used to alert the facility.
- 2) If it is not a Nashua Community College-owned and operated facility, representatives of the facility management notified.
- 3) A facility search in accordance with the Search Plans guidance given below should be planned and executed.
- 4) Public law enforcement and emergency services should be notified as appropriate; immediately if a suspicious object is found.
- 5) If appropriate, a determination of who is to be evacuated and to what location will be made.
- 6) A determination in coordination with the EOC will be made as to whether or not the area needs to be searched and when operations can resume and people can return to their work stations.
- 7) All visitors should be denied entrance until notified by authorities.

C Search Plans

- 1) A predetermined search should be organized. It is not effective to delegate the search to responding law enforcement agencies alone because they are unfamiliar with the area and do not know which objects in the Nashua Community College spaces would look unusual or out of place.
- 2) The most effective search is possible when all employees are calmly told about the bomb threat and the reason for the search and are then asked to briefly check (visual inspection only) their surrounding work areas for suspicious

objects.

- (a) Teams should be organized to search common areas. Employees not involved with a search team shall evacuate the area.

A search team leader (Usually the Emergency Leader) should be designated and a notification protocol developed to report search results to the Plant Maintenance Engineer /Security Officer or the EOC.

- (b) A plan should be developed to designate who is responsible for searching a specific area—for example; maintenance/facilities will search common areas, while IT staff will search LAN and electrical rooms.
- 3) The objective of the search activity is to search for and report suspicious objects. There are several points to be stressed within search plans:
- (a) The search should be systematic (divide the facility into search areas), it should be thorough, and it should be done calmly. It should be done by Nashua Community College personnel with Law Enforcement Supervision. Identify the areas that are most accessible to outsiders and the areas that are most vulnerable; search them first.
 - (b) Prime Suspect Areas to Search:
 - (1) Reception area/cages/computer rooms
 - (2) Behind and under Chairs/Couches
 - (3) Waste Baskets
 - (4) Janitor's Closet
 - (5) Restrooms
 - (6) Behind Drapes, Curtains, Window Sills
 - (7) Electrical/Maintenance Closets/Elevators
 - (8) Break Areas, lounges, and Locker Rooms
 - (9) Stairwells and Rooftops
- 4) When searching a room, the room should first be searched from floor to waist height, then from waist height to eye level and finally from eye level to ceiling. If the room has a false ceiling, the false ceiling should also be inspected and searched.
- 5) During the search, radio silence will be maintained (all radios will be turned off). All search progress reports will be made using the interior phone system.
- 6) Nobody should move, touch, or jar any suspicious object or anything attached to it. The removal or disarming of a bomb must be left to law enforcement professionals.
- 7) If the lights in the room were off, leave them off. Use a flashlight to search the room. If the lights were on, leave them on.
- 8) When a suspicious object is located, the team will report it immediately.

D Search Results

- 1) If no bomb (or suspicious object) is found, the EOC, through the Plant Maintenance Engineer/ Security Officer, should advise employees, tenants, and

responding emergency personnel and return the operation to normal activity as directed.

- 2) If a suspicious object is found, the search team coordinator and the Plant Maintenance Engineer/ Security Officer should do the following:
 - (a) Stress again to personnel not to touch or move the object.
 - (b) Evacuate personnel from the surrounding area.
 - (c) Prevent re-entering of the evacuated area.
 - (d) Inform the responding law enforcement agency who will take charge of getting the object deactivated and removed.
 - (e) After the object has been removed, finish searching to ensure that no other suspicious objects are present.

6 Bomb Explosion

If there is a bomb explosion:

- A Activate any appropriate other sections of this Plan (Mass Casualty, Medical Emergency, Evacuation, etc.)
- B Determine if there are any injuries and attend to them immediately.
- C Evacuate the surrounding area.
- D If debris is falling, shelter under a sturdy desk or table.
- E If possible dial <9-9-1-1 (campus phone)> or 9-1-1 (pay and cellular phones, although cellular phones should only be used as a last resort), <or activate nearest emergency call station> and give them your location and a description of the incident.
- F Untrained people should not attempt to rescue others in a collapsed or structurally unsound building; wait for trained emergency personnel to arrive.
- G Do not use an open flame such as matches or lighters. It could ignite flammable or explosive gases.
- H Advise law enforcement who will take charge of the situation.

III Responsibilities

1 Employees

- A Maintain a bomb threat checklist or bomb threat card near your office phone.
- B Comply with the General requirements of this emergency plan and follow the directions of your Emergency Leader.
- C When notified, search your work areas (office, classroom).

2 Emergency Leaders

- A Implement the provisions of the bomb threat emergency plan whenever notified.
- B Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
- C In coordination with the EOC and the Plant Maintenance Engineer/ Security Officer, assess the seriousness of a bomb threat using the bomb threat assessment and

bomb threat response guidelines.

- D In the absence of the Plant Maintenance Engineer/ Security Officer, identify yourself to responding Emergency Personnel and provide them with all relevant information.
 - E Organize search parties for your designated area of responsibility.
 - F If an explosion occurs,
 - 1) Determine if there are any injuries and attend to them immediately.
 - 2) Evacuate the surrounding area.
 - 3) Ensure no one goes near the scene of the explosion except to remove the injured.
 - 4) Control access to the area as other bombs may have been set to detonate at intervals.
- 3 Plant Maintenance Engineer/ Security Officer
- A Implement the provisions of the bomb threat emergency plan whenever notified.
 - B Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
 - C In coordination with the EOC, assess the seriousness of a bomb threat using the bomb threat assessment and bomb threat response guidelines.
 - D Identify yourself to responding Emergency Personnel and provide them with all relevant information.
 - E Direct facility searches through the Emergency Leaders.
 - F If an explosion occurs,
 - 1) Determine if there are any injuries and attend to them immediately.
 - 2) Evacuate the surrounding area.
 - 3) Ensure no one goes near the scene of the explosion except to remove the injured.
 - 4) Control access to the area as other bombs may have been set to detonate at intervals.
 - G An after-action report, including incorporation of lessons learned, shall be prepared immediately after resolution of the event.
- 4 Security Chief
- A Respond to and activate the EOC upon notification of a bomb threat.
 - B Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
 - C Make available to the law enforcement incident command point a person with direct contact to the EOC – the president may be the best choice for this position.
- 5 EOC
- A Upon notification of a bomb threat at a Nashua Community College facility, respond to the Emergency Operation Center.

B Coordinate response action with the affected facility's Plant Maintenance Engineer/
Security Officer

BOMB THREAT/TELEPHONE THREAT CHECKLIST

Describe Exact Wording of the Threat

Sex of caller:

Age:

Time:

Length of call:

Date:

Number displayed on Caller ID:

Number at which call is received:

Describe the Caller's voice

- | | | |
|--|---|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughter | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Stutter | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent | <input type="checkbox"/> Familiar |

If voice is familiar, who did it sound like?

Background Sounds

- | | | |
|--|---|---------------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Crockery | <input type="checkbox"/> Voices |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Office machinery | |

Threat Language

- | | | |
|---|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Educated | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Message read by caller | | |

Bomb Threat Questions to Ask:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?
10. Where are you calling?
11. Is this a prank?
12. How do I know this is not a prank?
13. May I talk to Hostage?
14. (If a Hostage Situation) Is the Hostage all right?
15. (If hostage situation) What do you want?
16. Will you call back in 15 Minutes?
17. IMPORTANT: How can I contact you if I have trouble meeting your demands?

SEVERE WEATHER

I General

- 1 Heavy rains, flooding, snowstorms, ice Storms, and tornados have the potential to inflict significant property damage, interrupt delivery of essential services, severely impact surface transportation, and result in a wide range of injuries.
- 2 Weather conditions that generate tornados can arise suddenly; therefore, tornados can strike with little or no warning.
- 3 Snow and ice storms have the potential to inflict significant property damage, interrupt delivery of essential services, severely impact surface transportation, and result in a wide range of injuries.
- 4 When severe weather conditions become apparent, the National Weather Service (NWS) describes conditions by two (2) classifications, a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornados, a hurricane condition, a winter ice storm condition, etc.
 - A A Watch becomes effective when atmospheric conditions are right to produce the particular weather phenomenon.
 - B A Warning means that the weather condition has been spotted and prompt action must be taken for safety.
- 5 The best protection against these weather conditions is to not become involved. Therefore, when severe weather is expected to or believed to affect the workplace, employees should listen for radio or television broadcasts to determine if the Nashua Community College will be closed for the day.
- 6 The decision to shelter in place or in designated Emergency Shelters or evacuate the building based on the above weather reports will be made by the Nashua Community College President/ Vice-President of Student Services.

II Responsibilities

- 1 Employees
 - A Follow the directions of the Emergency Leader for the Area.
 - B Move away from outside windows. Blinds and curtains should be closed to provide protection from flying glass in the event a window fails.
 - C If evacuated use the stairwells rather than the elevators and avoid areas with large expanses of glass and windows.
- 2 Emergency Leaders
 - A Implement the provisions of the severe weather warnings when received from the Tone Alert System. Refer to the "Communications" Section of this Plan.
 - B Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
- 2 Maintenance/facilities department will:
 - A Before the predicted storm arrives Prep and pre-position equipment as necessary
 - B Clear key roadways of snow, ice, or debris.

- C In conjunction with the Nashua Police Department assist in closing parking lots, walkways, or buildings.
 - D Restore malfunctioning infrastructure.
- 3 President
- A Implement the provisions of the severe weather warnings when received.
 - B Make determination of closings or early release; notify appropriate media.
 - C Implement the provision of any other applicable emergency plans (Evacuation, Medical Emergency, etc.).
 - D Activate the EOC as appropriate.

FLOODING

I General

- 1 Flooding has the potential to inflict significant property damage, interrupt delivery of essential services, severely impact surface transportation, disrupt neighborhoods and result in a wide range of injuries.
- 2 Flooding and flash flooding is a potential by-product of hurricanes, seasonal rains, or the storms accompanying tornados.
- 3 Flooding and flash flooding can occur with little advance warning.
- 4 Flooding has the potential to inflict devastating damage that would be beyond the capabilities of local emergency services.
- 5 If notified after operating hours of a flooding situation that would prevent Nashua Community College facilities from conducting business, students and employees will be notified by telephone, pager, e-mail, or public service announcement to stay at home until notified that the situation has been rectified.
 - J If notified that a flooding situation will prevent the conduct of classes in a Nashua Community College facility for an extended period, the President Lucille Jordan shall take steps to procure temporary workspaces.
- 6 Personnel shall not enter workspaces unless declared safe by responsible emergency personnel.
- 7 Actions must be taken to safeguard the following items via relocation or movement to alternative storage locations.
 - A Information Technology
 - B Equipment
 - C Supplies
 - D Materials/Critical Files
- 8 If flooding occurs while employees and students are present, they shall stay in the building until advised by appropriate authorities that it is safe to leave.
- 9 Do not enter below-grade basements or parking garages. Low areas such as these are subject to flooding.

II Responsibilities

1 Employees

A If notified that a flooding situation will prevent the conduct of business in an Nashua Community College facility, stay away from the facility.

B When directed, take actions to safeguard:

- 1) Information Technology
- 2) Equipment
- 3) Supplies
- 4) Materials/Critical Files

Move equipment and files to upper floors or, at a minimum, off the floor to desktops and tables.

C Unplug electrical equipment before evacuating out of the facility or to higher floors.

2 Emergency Leaders

A Implement the provisions of this plan when directed.

B Implement the provision of any other applicable emergency plans (Severe Weather, Evacuation, Medical Emergency, etc.).

C Organize and monitor, within your assigned area, efforts to protect equipment, files, and other Nashua Community College property.

3 Plant Maintenance Engineer /Security Officer

A Implement the provisions of this plan when directed.

B Implement the provision of any other applicable emergency plans (Severe Weather, Evacuation, Medical Emergency, etc.).

Organize and monitor, through the emergency leaders, efforts to protect equipment, files, and other Nashua Community College property.

C Advise the Facilities Operation Center when your facility is affected by flooding or in danger of experiencing flooding.

4 Nashua Community College President

A Make determination of closings or early release; notify appropriate media.

B Implement the provision of any other applicable emergency plans (Evacuation, Severe Weather, Medical Emergency, etc.).

C Activate the EOC as appropriate.

EARTHQUAKE

I General

- 1 Earthquakes have the potential to inflict significant property damage, interrupt delivery of essential services, severely impact surface transportation, and result in a wide range of injuries.

- 2 Earthquakes have the potential to inflict devastating damage that would be beyond the capabilities of local emergency services.
- 3 Earthquakes occur without notice and are usually of short duration, measured in seconds, but aftershocks may continue for some time.

II Responsibilities

1 Employees

- A Keep in mind that there remains a danger from falling glass and masonry after the earthquake has ended.
- B Once evacuated, personnel and students shall not enter workspaces unless declared safe by responsible emergency personnel.
- C Remain alert for after-shocks.
- D Use extreme caution in entering buildings or work areas; DO NOT use lighted matches, lanterns, or torches until you are advised there are no gas leaks, etc.
- E Stay away from damaged areas.
- F If directed by the Emergency Leader, take actions to safeguard the following items via relocation or movement to alternative storage locations:
 - 1) Information Technology
 - 2) Equipment
 - 3) Supplies
 - 4) Materials/Critical Files

2 Emergency Leaders

- A Determine if evacuation is required. Keep in mind that there remains a danger from falling glass and masonry after the earthquake has ended.
- B Determine the condition of employees and the extent of casualties requiring medical treatment beyond the First Aid Level.
- C Alert all employees to be prepared for after-shocks.
- D Implement the provision of any other applicable emergency plans (Fire, Evacuation, Medical Emergency, Mass Casualty, etc.).
- E Advise the Plant Maintenance Engineer of utilities problems or potential gas leaks.
- F If directed by the President, direct actions to safeguard the following items via relocation or movement to alternative storage locations:
 - 1) Information Technology
 - 2) Equipment
 - 3) Supplies
 - 4) Materials/Critical Files

3 Maintenance/facilities department will:

- A Inspect the building spaces for structural damage and provide an itemized report to the President.

- B Clear key roadways of debris.
- C In conjunction with the Nashua Police Department assist in closing unsafe roads, parking lots, walkways, or buildings.
- D Restore malfunctioning infrastructure.
- E Shut off utilities where needed
- 4 Plant Maintenance Engineer/ Security Officer
 - A Establish First Aid stations as necessary.
 - B Obtain damage reports from Emergency Leaders and provide a summary report to the EOC.
 - C Make a determination if employees should implement actions to safeguard the following items via relocation or movement to alternative storage locations:
 - 1) Information Technology
 - 2) Equipment
 - 3) Supplies
 - 4) Materials/Critical Files
- 5 President
 - A Activate the EOC.
 - B Make determination of closings or early release; notify appropriate media.
 - C Implement the provision of any other applicable emergency plans (Evacuation, Severe Weather, Medical Emergency, etc.).

CIVIL UNREST

I General

- 1 Civil unrest is hard to predict and can be triggered by a single event viewed as unjust by the populace.
- 2 Civil unrest can lead to rioting and looting, causing damage to property and persons.
- 3 Should a riot or civil disturbance occur proximate to a Nashua Community College facility, all entrances should be immediately locked and law enforcement should be notified by dialing <9-9-1-1 (campus phone)> or 9-1-1 (pay and cellular phones) <or activate nearest emergency call station>.

II Responsibilities

1 Employees

- A Remain in the facility and not engage in any discussion with demonstrators or pickets.
- B Do not go near windows or doors.
- C Do not attempt to enter the facility if, upon approaching your workplace, you note a disturbance near or in the entrances. Go to a safe location and attempt to contact your supervisor by telephone.

2 Emergency Leaders

- A Ensure all persons within your area of responsibility are made aware of the disturbance and are advised to not depart the facility.
- B Establish contact with the EOC.
- C Ensure exterior doors to your area of responsibility are locked.

3 President

- A Upon being alerted to a disturbance/civil unrest outside or near the campus, direct all entrances to be immediately locked and notify law enforcement
- B Activate the EOC.

MASS CASUALTY

I General

- 1 Mass Casualty situations will occur in conjunction with other emergencies such as hazardous material releases; explosions; hurricanes; severe storms; flood; fire; civil disturbance; tornados; and earthquakes.
- 2 Outside assistance will be required.
- 3 Assistance should be summoned by dialing <9-9-1-1 (campus phone)> or 9-1-1 (pay and cellular phones) <or activate nearest emergency call station> and advise the dispatcher of the situation. Be prepared to provide the following information:
 - A Number of Victims
 - B Building Address
 - C Floor/suite number
 - D Location on floor/suite
 - E Department/college name
 - F Contact telephone number
- 4 Immediate medical assistance should be provided as required in accordance with the "Medical Emergency" portion of this plan.
- 5 Although standard practice is to not move severely injured persons, during a mass casualty incident the capacity of local emergency services to treat and transport injured persons is frequently exceeded.
 - A Contact nearby emergency services personnel to determine the nearest casualty collection point.
 - B Be prepared to form teams to transport the non-ambulatory injured to the casualty collection point.
 - C Transport methods include using office chairs, friend carries, and makeshift stretchers.

II Responsibilities

1 Employees

- A Provide immediate medical assistance as required in accordance with the “Medical Emergency” portion of this plan.
 - B Prepare to evacuate yourself, students in your care, and assist with evacuating the wounded.
 - C Follow the directions of the Emergency Leader for the area.
- 2 Emergency Leaders
- A Implement the provisions of any other applicable emergency plans (Fire, Evacuation, Medical Emergency, etc.).
 - B Ensure 9-1-1 has been notified of the incident.
 - C If your assigned area appears to be unsafe, attempt to contact the Plant Maintenance Engineer/ Security Officer for guidance before evacuating casualties.
 - D Direct operations, if given the order, to move casualties in your area to a collection point.
- 3 President
- A Activate the EOC.
 - B Contact nearby emergency services personnel to determine the nearest casualty collection point.
 - C Determine if the facility conditions require immediate evacuation.
 - D Direct operations, if given the order, to move casualties to a collection point.

HAZARDOUS MATERIALS RELEASE

I General

- 1 A hazardous materials (HazMat) release could be accidental or could be the result of terrorist deployment of a Weapon of Mass Destruction (WMD). Hazardous materials generally include Chemical, Biological, Radiological, or Nuclear (CBRN - pronounced “see-burn”) materials.
 - A Biological - Microorganisms or toxins from living organisms that have infectious or noninfectious properties that produce lethal or serious effects in plants and animals.
 - B Chemical - Solids, liquids, or gases that have chemical properties that produce lethal or serious effects in plants and animals.
 - C Radiological - Radioactive material that can destroy or damage tissue in plants and animals.
 - D Nuclear - Generally refers to a weapon capable of generating a nuclear explosion but sometimes the term may also refer to radiological material.
 - E Weapon of Mass Destruction (WMD) - Any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors; any weapon involving a disease organism; or any weapon that is designed to release radiation or radioactivity at a level dangerous to human life (Source: 18 USC 2332a).
- 2 Nashua Community College is vulnerable to CBRN exposure either from accidental

releases, such as an accident involving rail or highway transportation of materials, or to deliberate attacks involving a WMD or being a collateral victim of a nearby WMD attack.

- 3 If a CBRN release is known or suspected, immediately telephone dialing 9-9-1-1 (campus phone) or 9-1-1 (pay and cellular phones) <or activate nearest emergency call station>and advise the dispatcher of the situation. Report the type of material encountered and quantity if known.
- 4 If the release is localized, clear the area and prevent access.
- 5 If evacuation is ordered, evacuate to a rally point upwind of the incident.
- 6 Assess any exposures (skin or clothing contact with hazardous materials or inhalation of fumes).
 - A For skin contact, flushing the affected skin area with large amounts of water is usually recommended.
 - B Remove exposed clothing and, if anyone has walked through contaminants, shoes to prevent further exposures.
 - C Assist inhalation victims until emergency personnel arrive. Make the victims as comfortable as possible.
- 7 If ordered to shelter in place:
 - A Close all exterior doors and windows.
 - B Tape around doors, using packing/duct/masking tape to seal out fumes.

II Responsibilities

- 1 Employees
 - A Prepare to evacuate yourself, students in your care, and assist with evacuating any wounded.
 - B Follow the directions of the Emergency Leader for the area.
- 2 Emergency Leaders
 - A Implement the provisions of any other applicable emergency plans (Fire, Evacuation, Medical Emergency, Mass Casualty, etc.).
 - B Ensure 9-1-1 has been notified of the incident.
 - C If evacuation is ordered, ensure the evacuation is to a rally point upwind of the incident.
 - D Contact facilities maintenance to shut down air circulation equipment.
- 3 Maintenance/Facilities
 - A Shut off HVAC when directed for shelter in place actions
- 4 President
 - A Activate the EOC.
 - B Implement the provisions of any other applicable emergency plans (Fire, Evacuation, Medical Emergency, Mass Casualty, etc.).
 - C Determine if evacuation or sheltering in place is required.

VIOLENT ATTACKS

I General

- 1 In the event of an armed intruder/violent attack, the following actions will be initiated immediately.
- 2 Immediately telephone dialing 9-9-1-1 (campus phone) or 9-1-1 (pay and cellular phones) and advise the dispatcher of the situation.
- 3 Evacuate the area if it can be done so safely. If evacuation is not practical, the best option is to remain in place behind locked doors.
- 4 All those who are confronted by the intruder should take every effort to remain calm and not make any sudden moves or gestures. Try not to raise your voice - Your tone and demeanor could strongly influence the outcome of the crisis.
- 5 Do not attempt to intervene or deal with a dangerous or armed perpetrator.
- 6 Do not attempt to prevent a perpetrator from leaving the area. Attempt to get a description, license plate number, etc.
- 7 Preserve the crime scene as much as possible. Do not touch or move any weapons or ammunition left at the scene.
- 8 After police arrive, if the danger is confined, orderly evacuation away from the affected building can begin.
 - A No one other than authorized personnel should enter the building where the intruder is located.
 - B Follow the orders of law enforcement officers EXACTLY.
 - 1) Law Enforcement officers may not be able to immediately determine your status as a victim, bystander, or suspect, so expect to be treated as a suspect until they can determine your status.
 - 2) Likely orders from police may include evacuating with your hands on your head or lying on the ground with your hands on your head or out to the side.

II Responsibilities

- 1 Employees
 - A Evacuate the area with your students if it can be done so safely. If evacuation is not practical, remain in place behind locked doors.
 - B Do not attempt to intervene or deal with a dangerous or armed perpetrator.
 - C Do not attempt to prevent a perpetrator from leaving the area. Attempt to get a description, license plate number, etc.
 - D Preserve the crime scene as much as possible. Do not touch or move any weapons or ammunition left at the scene.
 - E Follow the orders of law enforcement officers EXACTLY.
 - F If evacuated, report to your Emergency Leader at the evacuation point.
- 2 Emergency Leaders
 - A Implement the provisions of any other applicable emergency plans (Evacuation,

Medical Emergency, Mass Casualty, etc.).

- B Ensure 9-1-1 has been notified of the incident.

If an evacuation takes place, account for personnel in your designated area and report any unaccounted persons to the Plant Maintenance Engineer /Security Officer

3 President

- A Activate the EOC.
- B Implement the provisions of any other applicable emergency plans (Fire, Evacuation, Medical Emergency, Mass Casualty, etc.).
- C Determine if evacuation or sheltering in place is required.
- D Make available to the law enforcement incident command point a person with direct contact to the EOC – the president may be the best choice for this position.

Annex 1. Mutual Aid Agreements

Off-Campus Assistance and Mutual Aid

Neither Nashua Community College nor any municipality or jurisdiction has the resources to effectively handle all potential emergencies alone. In certain circumstances, the campus may request outside assistance from a variety of sources. This includes the Nashua Fire Department, Nashua Police, And Hillsborough County Sheriff's Department, and New Hampshire State Police.

THIS SECTION SHOULD CONTAIN A DESCRIPTION OF THE MUTUAL AID AGREEMENTS AND MEMORANDUMS OF UNDERSTANDING (MOU) IN PLACE. AT A MINIMUM, EACH CAMPUS SHOULD HAVE MOUs IN PLACE WITH LOCAL POLICE AND FIRE DEPARTMENTS SO THE CAMPUS HAS A FULL UNDERSTANDING OF THE SUPPORT TO EXPECT – THIS FACILITATES PLANNING TO FILL IN THE GAPS AND PREVENTS SURPRISES DURING ACTUAL EMERGENCIES

Annex 2. Contact List and Numbers

Title	Name	Office Phone	Cell Phone
CCSNH Chancellor	Ross Gittel	(603) 271-6484 Ext. 7450	
Nashua Community College President	Lucille A. Jordan ljordan@ccsnh.edu	(603) 578-8900 Ext. 1522	
Vice-President of Student Services	Liz Gonzalez lgonzalez@ccsnh.edu	(603) 578-8900 Ext. 1528	

Campus Safety Director	Jen Cruz jcruz@ccsnh.edu	(603) 578-8900 Ext. 1643	(603)921-1089
2 nd Shift Campus Safety	Kyle Metcalf kmetcalf@ccsnh.edu u	(603) 578-8900 Ext. 1515	(603) 897-9988
Plant Maintenance Director	Scott Bienvenue sbienvenue@ccsnh.edu .edu	(603) 578-8900 Ext 1553	(603) 340-1953
Security Officer	Craig Nelson cjnelson@ccsnh.edu u	(603) 578-8900 Ext. 1668	(603) 931-0457
Coordinator of Disability Services	Jodi Quinn jquinn@ccsnh.edu	(603) 882-6923 Ext. 1451	

FOR MUTUAL AID, INCLUDING PRESIDENTS OF OTHER CAMPUSES SHOULD BE CONSIDERED

Annex 3. Floor and Building Wardens

Building and Floor		Name	Office Phone	Cell Phone
	Primary	Anne Eule	Ext. 1764	
	Alternate	Francie Firmani	Ext. 1520	
	Primary	Patrick Geoffroy	Ext. 1596	
	Alternate	Jeff Sullivan	Ext. 1560	
	Primary	Lizabeth Gonzalez	Ext. 1528	
	Alternate	Barry Meehan	Ext. 1645	
	Primary	Scott Bienvenue	Ext. 1553	(603)340-1953
	Alternate	Ken Schevey	Ext. 1540	(603) 340-2814
	Primary	Alex Wunderlich	Ext. 1599	
	Alternate	Amy Vazifdar	Ext. 1580	
	Primary	Laura Bernier	Ext. 1524	
	Alternate	Toni Mason	Ext. 1768	
	Primary	Karl Wunderlich	Ext. 1472	
	Alternate	Tim Hogan	Ext. 1469	
	Primary	John Knorr	Ext. 1529	
	Alternate	Joe Gifford	Ext. 1649	

DESIGNATED EVACUATION RALLY SITE.S

Extraordinary Evacuation

Nashua Community College	Primary:	at least 5 miles away west on Amherst St
	Alternate:	5 miles east on Amherst St.*

Standard Evacuation

Building/ Annex buildings	Primary:	At least 300 feet away outdoor
	Alternate:	90 degrees from the Primary*

Gregg Hall	Primary:	Rear Parking lot area
	Alternate:	North West roadway

Wellness Center/Cafe	Primary:	Wellness Center parking lot
	Alternate:	East Side parking Lot

Main Building Offices	Primary:	Flag Pole Area front of property
	Alternate:	East/West side parking lots

Library	Primary:	East Side parking lot
	Alternate:	Flag Pole Area Front of Property

Aviation	Primary:	West Side parking area
	Alternate:	Courtyard

Automotive	Primary:	Rear parking lot Gregg Hall
	Alternate:	North West roadway

	Primary:	
	Alternate:	

	Primary:	
	Alternate:	

	Primary:	
	Alternate:	

	Primary:	
	Alternate:	

	Primary:	
	Alternate:	

*Alternate evacuation rally points should be at least 90 degrees, preferably 180 degrees, in a different direction from the primary.

