

# Emergency Operations Plan



MANCHESTER COMMUNITY COLLEGE

December 18, 2020

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## Table of Contents

Promulgation Statement	2
EOP Planning Committee	3
Approval and Implementation	4
Distribution List	5
Plan Revisions	6
Basic Plan	7
Functional Annexes	32
1. Hold	33
2. Secure	35
3. Lockdown	37
4. Evacuation	40
5. Shelter	42
6. Continuity of Operations (COOP)	44
7. Communications and Warnings	47
8. Family Reunification	49
9. Establish an Emergency Evacuation Route	51
10. Establish an Incident Command Post	53
11. Recovery - Public Health, Medical, and Mental Health	55
Hazard/Threat Specific Annexes	57
1. Active Shooter	58
2. Biological or Hazardous Material Spill	61
3. Cyber Incident	64
4. Environmental Management Systems	66
5. Pandemic, Epidemic and Infectious Disease Control	68
6. Fire	71
7. Flood or Water Event	74
8. Improvised Explosive Device (Bomb) Threat	76
9. Police / Suspicious Activity	79
10. Snow Event	81
11. Telephone System Failure	82
12. Tornado and High Wind Event	84
13. Utility Failure	86
Policy and MOU Appendix	89

## Manchester Community College All Hazard Emergency Operations Plan


Dear MCC Community,

The purpose of Manchester Community College's All Hazard Emergency Operations Plan (EOP) is to provide a management framework for responding to human caused or natural disaster events, including response operations and recovery management. This plan will help guide Manchester Community College's response to incidents that may threaten the health and safety of the College community or disrupt its programs and operations. The Emergency Operations Plan uses the National Incident Management System (NIMS) and Incident Command System (ICS) as a basis for response. The use of NIMS and ICS enables MCC and other response agencies to effectively coordinate with each other. Jurisdictions involved include the Manchester Police Department, Manchester Fire and Rescue, CCSNH, and other city and state agencies.

No plan can completely prevent the consequences of an incident, whether to property or to life. However, good plans executed by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the organization, chain of command, specific policies and general procedures that should be followed by all Manchester Community College students, faculty, and staff in the event of an emergency, and is designed to help college employees respond appropriately when emergency conditions arise. Although these situations are unpredictable, this plan allows for an immediate response by college employees, thereby minimizing danger to our campus.

I urge every member of the Manchester Community College community to read this plan and understand his or her role in emergency situations. Please review this document so you can support your colleagues and protect our students, faculty, staff and visitors should an emergency or threat arise.

Regards,



Brian Bicknell, President

## Emergency Operations Planning Committee

Kelly Chapman  
Business Affairs Officer  
Safety Committee Member

Ron Peddle  
Campus Safety  
Safety Committee, Chairman

Jeannie Dibella  
Human Resources Officer  
Safety Committee Member

Kim Keegan  
Vice President of Student Affairs  
Safety Committee Member

Gil Biron  
Faculty  
Safety Committee Member

Karen Keeler  
President's Office  
Safety Committee Member

Josh Murphy  
Facilities  
Safety Committee Member

Mark McGrath  
Admissions  
Safety Committee Member

Bob Lott  
Faculty  
Safety Committee Member

## Approval and Implementation Page

The Manchester Community College Emergency Operations Plan is written and maintained under the authority of the MCC President.

This plan supersedes all previous emergency and crisis plans and shall be in full effect as of the **December 18, 2020**.

This Emergency Operations Plan has been reviewed and approved by the President and Executive Leadership Team.

**DISTRIBUTION:** The EOP should be distributed to stakeholders and when new versions are created the previous versions should be collected. At least one copy of each older version should be maintained as a permanent record.

<b>Organization</b>	<b>Location</b>	<b>Date</b>
MCC	President’s Office	12-18-2020
MCC	HR Office	12-18-2020
MCC	Business Affairs Officer Room 254C	12-18-2020
MCC	VPAA Room 248	12-18-2020
MCC	VPSS Room	12-18-2020
MCC	President’s Assistant Room 256	12-18-2020
MCC	Facilities Director Facilities Building	12-18-2020
MCC	Director of Campus Safety Room 277	12-18-2020
MCC	Information technology Director Room	12-18-2020
MCC	Marketing and Communications Director Room 234	12-18-2020
MCC	Library Director	12-18-2020
CCSNH	Risk Management of Risk Management and Insurance Programs	12-18-2020

**PLAN REVISIONS:** This plan should be reviewed annually, and all changes should be brought to the attention of stakeholders. Previous versions of the EOP should be maintained in the event of litigation and as a reference.

Revision Date	Revised Section (s)

## **BASIC PLAN**

### **INTRODUCTION**

General disasters or emergencies can happen suddenly creating a situation where the normal support services for the College can become overwhelmed. During these times the College will utilize this All-Hazards Emergency Operations Plan (EOP) to assist in response and recovery. While no plan can replace common sense and good judgment of emergency response personnel, department heads, and other decision makers, this EOP provides guidance for Manchester Community College (MCC) during a response and for the short-term recovery from significant emergencies or disasters. Specifically, this EOP describes the roles and responsibilities of those individuals involved in the response and the roles and responsibilities of the campus community. It provides high level guidance that supports the implementation of the National Incident Management System (NIMS) and includes utilization of the concepts of the Incident Command System (ICS). This plan will assist MCC's efforts to prepare for, mitigate, respond, and recover from a disaster.

#### **A. Purpose of the Plan**

The purpose of the Manchester Community College (MCC) All-Hazards Emergency Operations Plan is to identify and respond to incidents by outlining the responsibilities and duties of MCC staff and faculty.

Developing, maintaining, and exercising the plan empowers employees in an incident to act quickly and knowledgeably. In addition, the plan educates staff, faculty, students, and other key stakeholders on their roles and responsibilities before, during, and after an incident. This plan provides parents and other members of the community with assurances that MCC has established guidelines and procedures to respond to incidents and hazards in an effective way.

The developed guidelines and procedures for dealing with existing and potential student and college incidents are defined in the plan below. The basic plan and the functional and hazard-specific annexes outline an organized, systematic method to mitigate, prevent, prepare for, respond to, and recover from incidents. Faculty and staff have been trained to assess the seriousness of incidents and respond according to these established procedures and guidelines. MCC regularly schedules in-service training for faculty and staff.

#### **B. Scope of the Plan**

This all hazards plan includes procedures for responding to a range of emergencies that could affect the MCC campus as well as the Community College System of New Hampshire offices. The primary responsibility of the plan is to the college community though, when appropriate, it addresses aiding our local community. This plan is intended to be invoked whenever MCC must respond to an unforeseen incident that cannot be handled by normal day to day operations.

The EOP is a part of MCC's larger integrated Emergency Management Program; addressing mitigation, planning, preparedness, response and recovery in conjunction with the Child Development Center, City of Manchester, CCSNH, Hillsborough County, the State of New Hampshire, the local Health Department, fire, police, and EMS agencies to help facilitate a coordinated strategy and response.



### **C. Legal Authorities**

MCC's EOP is developed and published in accordance with Homeland Security Presidential Directive-5, and CCSNH Campus Safety Security Policy #562.08.

This plan is promulgated under the authority of the College President. When an Incident Commander is required to manage an emergency, the College President or their designee delegates command authority to the Incident Commander (IC). This authority may occur in writing or verbally by activation of an Incident Commander. This delegation will grant the Incident Commander the authority to assume command to effectively manage the incident. A delegation of authority does not relieve the President or designee of the ultimate responsibility for the incident; rather it allows the Incident Commander to manage the personnel and resources in order to respond to the Emergency.

### **D. Order of Succession**

To ensure emergency management functions and an orderly continuation of leadership in an emergency, the following is the standard succession of authority if the College President is unavailable (unless other arrangements are established.)

1. Vice President for Academic Affairs
2. Vice President for Students and Community Development
3. Business Affairs Officer
4. During the evening and on weekends, the on-duty Campus Safety Officer will act as the incident commander until reassigned by the president or designee.

### **E. Partner Agencies**

The following are considered MCC partner agencies during an emergency. This list may change based on the emergency event:

- City of Manchester Fire and Police Departments
- Hillsborough County Sheriff's Office
- New Hampshire Homeland Security and Emergency Management
- Community College System of New Hampshire

### **F. Definitions and Terms**

**Disaster:** A sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life.

**Incident:** An incident is an occurrence – natural, technological, or human-caused – that requires a response to protect life or property. The College president or designee shall have the authority to determine when an incident has occurred and to implement the procedures within this Emergency Operations Plan

**Hazards:** Hazards shall include situations involving threats of harm to students, personnel, and/or facilities. Hazards include but are not limited to natural, technological, and human-caused incidents. Hazards may require an interagency response involving law enforcement and/or emergency services agencies depending on the size and scope of the incident.

**Incident Command System (ICS):** ICS is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is normally structured to facilitate activities in five major functional areas: command, operations, planning, logistics, Intelligence & Investigations, finance and administration. It is a fundamental form of management, with the purpose of enabling incident managers to identify the key concerns associated with the incident—often under urgent conditions—without sacrificing attention to any component of the command system.

**National Incident Management System (NIMS):** NIMS is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It is intended to:

- Be applicable across a full spectrum of potential incidents, hazards, and impacts, regardless of size, location or complexity.
- Improve coordination and cooperation between public and private entities in a variety of incident management activities.
- Provide a common standard for overall incident management.

**Unified Command:** In the Incident Command System, a Unified Command is an authority structure in which the role of incident commander is shared by two or more individuals, each already having authority in a different responding agency. Unified command is one way to carry out command in which responding agencies and/or jurisdictions with responsibility for the incident share incident management.

## **G. Situation Overview/Hazard Analysis Summary**

### **1. College Campus and Structural Information**

- Manchester Community College is part of the Community College System of New Hampshire (CCSNH). The campus consists of four (4) occupied structures and two (2) storage structures
- The site consists of 57 acres with 118,549 square feet of classroom, office, student and lab space
- MCC has a student population of approximately 3000 per semester that is diverse and inclusive. Staff, faculty, and students are actively engaged in programs that are designed to welcome students and provide a support system.
- In addition to the adult student population MCC is host to pre-school programs that care for 30-40 preschool age children and a charter school. If an incident requires a reunification center the Child Development Center may present several challenges.

### **2. Special Needs Population**

MCC is committed to the safe evacuation and transport of students and staff with special needs. The special needs population includes students/staff with:

- Limited English proficiency
- Blindness or visual disabilities
- Cognitive or emotional disabilities
- Deafness or hearing loss
- Mobility/physical disabilities (permanent and temporary)
- Medically fragile health (including asthma and severe allergies)

### 3. Hazard Analysis Summary

MCC is exposed to many hazards that have the potential for disrupting the college community, causing casualties, and damaging or destroying public or private property. Possible natural hazards include floods, snow events, and wind events. Adversarial or human caused hazards such as armed intruder and Technological Hazards such as Hazmat release or extended power failure.

Table 1. High-Priority Hazards

Flood	<p>Flooding is a natural feature of the climate, topography, and hydrology of land surrounding MCC. Flooding predominates throughout the winter and early spring due to melting snow, breakaway ice, and rainy weather. The Merrimack River east of MCC, has caused flooding in sections of Manchester in 1936 and 2006.</p> <p>Flooding may occur if a water pipe breaks or as a result of damage to water distribution systems such as failure of a dam or levee.</p>
Snow Events	<p>MCC and its surrounding areas are vulnerable to severe local storms. The effects are generally transportation problems and loss of utilities, but can vary with the intensity of the storm, the level of preparation by MCC, and the equipment and staff available to the perform required tasks.</p> <p>Generally, New Hampshire experiences high snowfall and cold temperatures resulting in significant snow accumulations, dangerous driving and walking conditions and potential for spring flooding.</p>
Fire	<p>Fire hazards are the most prevalent types of hazard. MCC has several science and technical programs that involve highly flammable gases and liquids. Examples of these substances include oxy-acetylene and gasoline. MCC experienced a fire on February 21, 2017 in the refrigeration lab. The result was an evacuation, minor property damage, and a discontinuation of classes in</p>

	Buildings B and C for the remainder of the business day.
Hazmat/Chemical Release	<p>Hazardous chemicals are used for a variety of purposes and are regularly transported through many areas in and around MCC. Currently, ammonia, chlorine, and propane are all used and stored on college grounds. Due to the college's proximity to the highway the campus is at risk for exposure to Hazmat released due to motor vehicle crashes involving hazmat transportation vehicles. Recent Hazmat incidents in the region include;</p> <p style="padding-left: 40px;">September 2018, Andover MA: Rt 114 closed due to acetylene tanks falling off truck.</p> <p style="padding-left: 40px;">February 2018, Middlesex, VT, I-89 tanker crash</p> <p style="padding-left: 40px;">December 2017: Littleton, MA I-495 tanker truck rollover.</p>
Intruder	While a hostile intruder incident has never occurred in a New Hampshire college, MCC like any college, is vulnerable to intruders.
Terrorism	MCC, like other public institutions, is vulnerable to terrorist activity.
Infectious Diseases	<p>Infectious diseases can spread quickly in colleges and communities with unvaccinated residents. In 2019 the State of NH notified the public of a traveler who was diagnosed with measles and boarded Boston Express Line bus #5178 on Feb. 26. This bus left Boston Logan International Airport at 9:25 p.m. with passengers, and picked up the infectious traveler and others at 10 p.m. at South Station. The bus made stops to drop off passengers in Tyngsboro, Massachusetts at 10:45 p.m., Nashua at 11 p.m., and arrived at its final destination in Manchester at 11:30 p.m. The bus was then retired and cleaned.</p> <p>Spring semester 2020: Covid-19 spread throughout the United States resulting in wide spread disruption of businesses.</p> <p>The college should be prepared to mitigate the effects of infectious diseases, such flu and measles.</p>

Utility Failure	Utility failures occur frequently in New Hampshire. It is not uncommon for power to be interrupted for several days or longer.
Bomb Threat/IED	While MCC has not experienced a bomb threat or actual IED detonation the college needs to be prepared for both due to the frequency of hoax bomb threats and the potential for a domestic terrorist incident during political speeches and rallies.
Tornado and High-Speed Wind	<p>Microbursts have severely damaged several areas of New Hampshire. On Aug. 18, 1991, five people were killed and 11 injured in Stratham. This downburst also caused almost \$2.5 million in damage. In 1994, a microburst left a path one-half mile wide and 4-6 miles long in the town of Moultonborough. On July 6, 1999, two people were killed when a microburst struck central New Hampshire.</p> <p>High-Speed wind damage frequently causes wide spread power outages throughout the region.</p>

**4. Preparedness, Prevention, and Mitigation Overview**

Preparedness is achieved and maintained through a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action. Ongoing preparedness efforts require coordination among all those involved in emergency management and incident response activities.

MCC fosters preparedness at all levels including students, parents, faculty, and staff. Examples of preparedness actions include maintaining this plan, conducting training, planning and implementing drills and exercises, etc. Prevention includes actions to avoid an incident or to intervene to stop an incident from occurring. MCC is committed to taking proactive prevention measures whenever possible to protect the safety and security of students and staff. Our policies include zero tolerance for bullying and other actions that undermine the safe haven of our college.

Recent upgrades to security systems offer greater protection of our students. Mitigation includes activities to reduce the loss of life and property from natural and/or human-caused disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. MCC has taken action to reduce or eliminate the adverse effects of natural, technological, and human-caused hazards on people and property. For example, of the many hazards that can endanger a college facility and its service to the community, the most prevalent is fire. MCC was built in accordance with State building codes, in the form of approved materials, fire-resistant assemblies, exiting requirements, the width and design of stairs, the dimensions of corridors, fire suppression systems, and many other standards.

**H. Planning Assumptions and Limitations**

## 1. Assumptions

Stating the planning assumptions allows MCC to deviate from the plan if certain assumptions prove not to be true during operations. The College EOP assumes:

- The college community will continue to be exposed and subject to hazards and incidents described in the Hazard Analysis Summary, as well as lesser hazards and others that may develop in the future.
- A major disaster could occur at any time, and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible; however, some emergency situations occur with little or no warning.
- A single site incident (e.g., fire, gas main breakage) could occur at any time without warning and the employees of the college affected cannot, and should not, wait for direction from local response agencies. Action is required immediately to save lives and protect college property.
- Following a major or catastrophic incident, the college may have to rely on its own resources to be self-sustaining for up to 72 hours.
- There may be a number of injuries of varying degrees of seriousness to faculty, staff, and/or students. Rapid and appropriate response will reduce the number and severity of injuries.
- Outside assistance from local fire, law enforcement, and emergency managers will be available in most serious incidents. Because it takes time to request and dispatch external assistance, it is essential for the college to be prepared to carry out the initial incident response until responders arrive at the incident scene.
- Proper prevention and mitigation actions, such as creating a positive college environment and conducting fire inspections, will prevent or reduce incident related losses.
- Maintaining the College EOP and providing frequent opportunities for stakeholders (staff, students, parents, first responders, etc.) to exercise the plan can improve the college's readiness to respond to incidents.
- A spirit of volunteerism among college employees, students, and families will result in their providing assistance and support to incident management efforts

## 2. Limitations

It is the policy of MCC that no guarantee is implied by this plan of a perfect incident management system. As personnel and resources may be overwhelmed, MCC can only endeavor to make every reasonable effort to manage the situation, with the resources and information available at the time.

## **II. CONCEPT OF OPERATIONS**

This plan is based upon the concept that the incident management functions that must be performed by the college generally parallel some of their routine day-to-day functions. To the extent possible, the same personnel and material resources used for day-to-day activities will be employed during incidents. Because personnel and equipment resources are limited, some routine functions that do not contribute directly to the incident may be suspended. The personnel, equipment, and supplies that would typically be required for those routine functions will be redirected to accomplish assigned incident management tasks.

### **A. National Incident Management System (NIMS)**

The National Incident Management System (NIMS) is a set of principles that provides a systematic, proactive approach guiding government agencies at all levels, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. This system ensures that those involved in incident response/recovery understand what their roles are and have the tools they need to be effective.

According to Homeland Security Presidential Directive 5 and the U.S. Department of Education, institutes of higher education are among organizations that should adopt NIMS if they receive Federal grant funds. As part of its NIMS implementation, MCC participates in the local government's NIMS preparedness program and believes it is essential to ensure that response/recovery services are delivered to colleges in a timely and effective manner. MCC recognizes that staff and students will be first responders during an incident. Adopting NIMS enables staff and students to respond more effectively to an incident and enhances cooperation, coordination, and communication among college officials, first responders, and emergency managers.

MCC will work with partner agencies to remain NIMS compliant as needed. NIMS compliance for colleges generally includes completing the following:

- Adopt the use of the Incident Command System (ICS). All staff and students who assume roles described in this plan will receive ICS-100 training. ICS-100 is a Web-based course available free from the Federal Emergency Management Agency (FEMA) Emergency Management Institute.
- Complete NIMS awareness course IS-700 NIMS: An Introduction. IS-700 is a Web-based course available free from the Emergency Management Institute.

All persons assuming roles described in the basic plan or annexes will take the IS-700 course.

- Participate in local government's NIMS preparedness program and incorporate the college plan into the community EOP as appropriate.
- Train and exercise the plan. All staff and students are expected to participate in training and exercising the plan's procedures and hazard-specific incident plans. The college is charged with ensuring that the training and equipment necessary for an appropriate response/recovery operation are in place.

### **B. Implementation of the Incident Command System (ICS)**

In a major emergency or disaster, MCC may be damaged or need to be evacuated, people may be injured, and/or other incident management activities may need to be initiated. These activities must be organized and coordinated to ensure efficient incident management. The Incident Command System (ICS) will be used to manage all incidents and major planned events. [Note: The ICS approach can be used in all phases of incident management, including pre-incident activities, response, and recovery.]

The Incident Commander at MCC will be delegated the authority to direct all incident activities within the college's jurisdiction. The Incident Commander will establish an incident command post (ICP) and provide an assessment of the situation to the President or other officials, identify incident management resources required, and direct the on-scene incident management activities from the ICP. If no Incident Commander is present at the onset of the incident, the most qualified individual will assume command until relieved by a qualified Incident Commander.

### **C. Initial Response**

College personnel are usually first on the scene of an incident in a college setting. Staff and faculty are expected to take charge and manage the incident until it is resolved or command is transferred to someone more qualified and/or to an emergency responder agency with legal authority to assume responsibility. Staff will seek guidance and direction from local officials and seek technical assistance from State and Federal agencies and industry where appropriate.

The President or designee is responsible for activating the College EOP, including common and specialized procedures as well as hazard-specific incident plans. The president or designee will assign an Incident Commander based upon who is most qualified for that type of incident.

## **III. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

This section establishes the operational organization that will be relied on to manage the incident and includes:

- A list of the kinds of tasks to be performed by position and organization.
- An overview of who does what. The President and Vice Presidents are not able to manage all the aspects associated with an incident without assistance. The college relies on other key college personnel to perform tasks that will ensure the safety of students and staff during a crisis or critical incident. The Incident Command System (ICS) uses a team approach to manage incidents. It is difficult to form a team while a crisis or critical incident is unfolding. Roles should be pre-assigned based on training and qualifications. Each staff member and volunteer must be familiar with his or her role and responsibilities before an incident occurs.
- College staff may be required to remain at college to assist in an incident. In the event that this EOP is activated, staff will be assigned to serve within the Incident Command System based on their expertise and training and the needs of the incident.

### **A. President**

The President may serve as the Incident Commander or delegate that authority to a qualified individual. At all times, the President still retains the overall responsibility for the overall safety of students and staff. However, delegating the authority to manage the incident allows the President to focus on policy-level



activities and interfacing with other agencies and parents. The President shall coordinate between the CCSNH office and the Incident Commander.

### **B. Incident Commander**

The Incident Commander responsibilities include:

- Assume overall direction of all incident management procedures based on actions and procedures outlined in this EOP.
- Take steps deemed necessary to ensure the safety of students, staff, and other individuals.
- Determine whether to implement incident management protocols (e.g., Evacuation, Shelter, Lockdown, and Lockout.), as described more fully in the functional annexes in this document.
- Arrange for transfer of students, staff, and other individuals when safety is threatened by a disaster.
- Work with emergency services personnel. (Depending on the incident, community agencies such as law enforcement or fire department may have jurisdiction for investigations, rescue procedures, etc.)
- Keep the President and other officials informed of the situation.

### **C. Faculty**

- Appropriately supervise students under their charge, if required, based on age and special accommodations.
- Take steps to ensure the safety of students, staff, and other individuals in the implementation of incident management protocols.
- Direct students in their charge to assembly areas/safe locations, in accordance with signals, warning, written notification, or intercom orders according to established incident management procedures.
- Give appropriate action commands during an incident.
- If required by a duty of care, take attendance when class relocates to an outside or inside assembly area or evacuates to another location.
- Provide attendance records, when possible, to the Incident Commander or designee.
- Execute assignments as directed by the Incident Commander or ICS supervisor.
- Render first aid if necessary.

### **D. Tenant Educators**

Teachers and Instructors who have a legal responsibility for the supervision of juvenile students shall remain with students until directed otherwise. Responsibilities include:

- Appropriately supervise students under their charge, if required, based on age and special accommodations.
- Take steps to ensure the safety of students, staff, and other individuals in the implementation of incident management protocols.
- Direct students in their charge to inside or outside assembly areas, in accordance with signals, warning, written notification, or intercom orders according to established incident management procedures.

- Give appropriate action commands during an incident.
- Take attendance when class relocates to an outside or inside assembly area or evacuates to another location.
- Provide attendance records, when possible, to the Incident Commander or designee.
- Execute assignments as directed by the Incident Commander or ICS supervisor.
- Render first aid if necessary.
- Maintain MOU's with potential family reunification centers, transportation services, and counseling services.

#### **E. Facilities/Maintenance Personnel/IT**

Responsibilities include:

- Survey and report building damage to the Incident Commander or Operations Section Chief.
- Control main shutoff valves for gas, water, electricity and IT infrastructure and ensure that no hazard results from broken or downed lines.
- Assess telecommunication capabilities for internal communications (room to room) and external communications (incoming & outgoing telephone calls).
- Assess
- Provide damage control as needed.
- Assist in the conservation, use, and disbursement of supplies and equipment.
- Keep Incident Commander or designee informed of condition of college.
- Contact utility companies.

#### **F. College Front Desk / Receptionists include:**

- Answer phones and assist in receiving and providing consistent information to callers.
- Provide for the safety of essential college records and documents.
- Execute assignments as directed by the Incident Commander or ICS supervisor.
- Provide assistance to the President and Policy/Coordination Group.
- Monitor radio emergency broadcasts.
- Assist with health incidents as needed, acting as messengers, etc.

#### **G. Administrative Staff/Contractors/Tenants**

- Responsibilities include reporting to the Incident Commander or ICS supervisor if requested.
- Tenants are expected to integrate their EOP's with the MCC EOP.

#### **H. Students Responsibilities include:**

- Cooperate during emergency drills and exercises, and during an incident.
- Learn to be responsible for themselves and others in an incident.
- Understand the importance of not being a bystander by reporting situations of concern.
- Develop an awareness of natural, technological, and human-caused hazards and associated prevention, preparedness, and mitigation measures.

#### **I. Parents/Guardians Responsibilities include:**

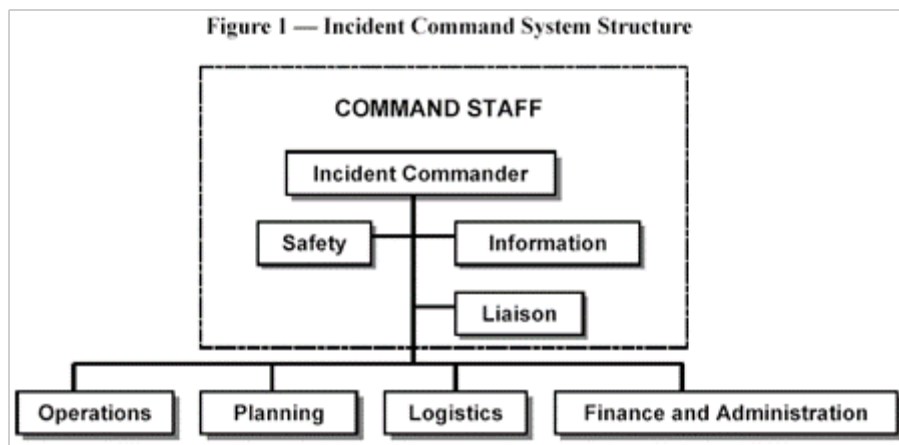
- Encourage and support college safety, violence prevention, and incident preparedness programs within the college.
- Practice incident management preparedness in the home to reinforce college training and ensure family safety.
- Understanding their roles during a college emergency

## IV. DIRECTION, CONTROL, AND COORDINATION

### A. Incident Command System (ICS)

To provide for the effective direction, control, and coordination of an incident, either single site or multi-incidents, the College EOP will be activated including the implementation of the Incident Command System (ICS).

The president may act as the incident commander or delegate the responsibility. The Incident Commander should be delegated the authority to direct tactical on-scene operations until a coordinated incident management framework can be established with local authorities. The Executive Leadership Team is responsible for providing the Incident Commander with strategic guidance, information analysis, and needed resources. While most incidents do not require a complete ICS Command System Structure the diagram below illustrates how it would look.



The ICS is organized into the following functional areas:

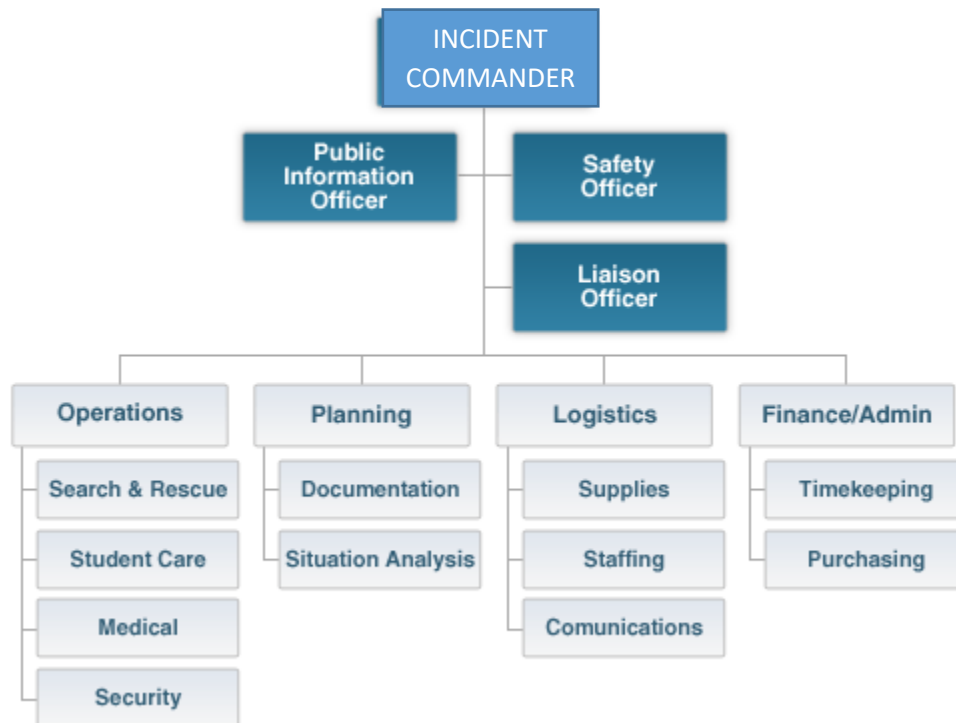
1. Incident Command: Directs the incident management activities using strategic guidance provided by the Executive Leadership Team. Campus-related responsibilities and duties include:

- Establish and manage the Command Post, establish the incident organization, and determine strategies to implement protocols and adapt as needed.
- Monitor incident safety conditions and develop measures for ensuring the safety of building occupants (including students, staff, volunteers, and responders).
- Coordinate media relations and information dissemination with the President.
- Develop working knowledge of local/regional agencies, serve as the primary on-scene contact for outside agencies assigned to an incident, and assist in accessing services when the need arises.
- Document all activities.

2. Operations Section: Directs all tactical operations of an incident including implementation of response/recovery activities according to established incident management procedures and protocols, care of students, first aid, crisis intervention, search and rescue, site security, damage assessment, evacuations, and the release of students to parents. Specific responsibilities include:

- Analyze college staffing to develop a Parent-Student Reunification Plan. A parent-student reunification plan may be necessary for tenant educational programs (CDC, charter School, etc). Implement an incident action plan as necessary.
- Monitor site utilities (i.e., electric, gas, water, heat/ventilation/air conditioning, IT infrastructure/Telecommunications) and shut off only if danger exists or directed by Incident Commander, and assist in securing facility.
- Establish medical triage with staff trained in first aid and CPR, provide and oversee care given to injured persons, distribute supplies, and request additional supplies from the Logistics Section.
- Provide and access psychological first aid services for those in need, and access local/regional providers for ongoing crisis counseling for students, staff, and parents.
- Coordinate the rationed distribution of food and water, establish secondary toilet facilities in the event of water or plumbing failure, and request needed supplies from the Logistics Section.
- Document all activities. As needed, the types of Teams described in the following table may be established within the Operations Section.

Table 2. Section Teams Example



Potential Responsibilities

**First Aid Team**

First Aid Teams provide triage, treatment, and psychological first aid services. First Aid Teams are responsible for:

- Setting up first aid area for students.
- Assessing and treating injuries.

- Completing master injury report. Note: The Logistics Section provides care to responders (if needed). The Operations Section First Aid Team is dedicated to students or other disaster victims. Evacuation/ Shelter/Care Team Evacuation, shelter, and student care in an incident are among the most important tasks faced by colleges. These tasks include student accounting, protection from weather, providing for sanitation needs, and providing for food and water.

**The Evacuation/Shelter/Care Team is responsible for:**

- Accounting for the whereabouts of all students, staff, and volunteers.
- Setting up a secure assembly area.
- Managing sheltering and sanitation operations.
- Managing student feeding and hydration.
- Coordinating with the Student Release Team.
- Coordinating with the Logistics Section to secure the needed space and supplies.

**The Facility & Security Response Team is responsible for:**

- Locating all utilities and turning them off, if necessary.
- Securing and isolating fire/HazMat.
- Assessing and notifying officials of fire/HazMat.
- Assessing and notifying officials of IT Infrastructure stability.
- Accessing and notifying officials of Telecommunications capabilities.
- Conducting perimeter control.

**Crisis Intervention Team (Behavioral Intervention Team, Human Resources)**

- The Crisis Intervention Team is responsible for:
- Assessing need for onsite mental health support.
- Determining need for outside agency assistance.
- Providing onsite intervention/counseling.
- Monitoring well-being of college Incident Management Team, staff, and students, and reporting all findings to the Operations Section Chief.

**Student Release Team**

Reunification refers to getting students reunited with their parents or guardians in an efficient and orderly manner. Reunification can be an enormous challenge and takes a lot of planning. The Student Release Team is responsible for:

- Setting up secure reunion area.
- Checking student emergency cards for authorized releases.
- Completing release logs.
- Coordinating with the Public Information Officer on external messages.

3. Planning Section: Collects, evaluates, and disseminates information needed to measure the size, scope, and seriousness of an incident and to plan appropriate incident management activities. Duties may include:

- Assist Incident Commander in the collection and evaluation of information about an incident as it develops (including site map and area map of related events), assist with ongoing planning efforts, and maintain incident time log.
- Document all activities.

4. Logistics Section: Supports incident management operations by securing and providing needed personnel, equipment, facilities, resources, and services required for incident resolution; coordinating personnel; assembling and deploying volunteer teams; and facilitating communication among incident responders. This function may involve a major role in an extended incident. Additional responsibilities may include:

- Establish and oversee communications center and activities during an incident (two-way radio, battery-powered radio, written updates, etc.), and develop telephone tree for after-hours communication.
- Establish and maintain college and classroom preparedness kits, coordinate access to and distribution of supplies during an incident, and monitor inventory of supplies and equipment.
- Document all activities.

5. Finance/Administration Section: Oversees all financial activities including purchasing necessary materials, tracking incident costs, arranging contracts for services, timekeeping for emergency responders, submitting documentation for reimbursement, and recovering college records following an incident. Additional duties may include:

- Assume responsibility for overall documentation and recordkeeping activities; when possible, photograph or videotape damage to property.
- Develop a system to monitor and track expenses and financial losses, and secure all records. This section may not be established onsite at the incident. Rather, the college and college campus management offices may assume responsibility for these functions.

#### **B. Coordination with Policy/Coordination Group (Board of Trustees)**

In complex incidents, a Policy/Coordination Group will be convened at the CCSNH operations center. The role of the Policy/Coordination Group is to:

- Support the on-scene Incident Commander.
- Provide policy and strategic guidance.
- Help ensure that adequate resources are available.
- Identify and resolve issues common to all organizations.
- Keep elected officials and other executives informed of the situation and decisions.
- Provide factual information, both internally and externally through the Joint Information Center. The President and Incident Commander will keep the Policy/Coordination Group informed.

#### **C. Community Emergency Operations Plan (EOP)**

The City of Manchester maintains a city Emergency Operations Plan (EOP) to address hazards and incidents. The MCC EOP has been developed to fit into the larger Manchester and CCSNH EOP in the case of a large-scale incident. Staff members that maintain and exercise the plan are in frequent contact with CCSNH and Manchester Police and Fire

#### **D. Coordination with First Responders**

An important component of the MCC EOP is a set of interagency agreements with various agencies to aid timely communication. These agreements help coordinate services between the agencies and MCC

Various agencies and services include local governmental agencies such as mental health, law enforcement, and fire departments. The agreements specify the type of communication and services provided by one agency to another. The agreements also make MCC personnel available beyond the college setting in an incident or traumatic event taking place in the community. If a college incident is within the authorities of the first-responder community, command will be transferred upon the arrival of qualified first responders. A transfer of command briefing shall occur. The college Incident Commander may be integrated into the Incident Command structure or assume a role within a Unified Command structure.

#### **E. Source and Use of Resources**

MCC will use its own resources and equipment to respond to incidents until incident response personnel arrive. Campus community members have been trained to assist if called upon and available after an incident occurs. The following organizations or agencies have agreed to be responsible for providing additional resources or assistance:

First aid kits and sanitation supplies will be provided by Manchester Community College unless the incident is large scale, in which case assistance will be requested through NH Homeland Security and Emergency Management.



## **V. COMMUNICATIONS**

Communication is a critical part of incident management. This section outlines MCC's communications plan and supports its mission to provide clear, effective internal and external communication between the college, staff, students, parents, responders, and media.

### **A. Internal Communications**

#### **1. Communication Between Staff/Faculty Members**

Faculty and staff will be notified when an incident occurs and kept informed as additional information becomes available and as plans for management of the situation evolve. The following practices will be utilized to disseminate information internally when appropriate:

- Campus email
- Rave Mass Communications System (voicemail, email, and text)
- Telephone Tree: A telephone tree is a simple, widely used system for notifying staff of an incident when they are not at college. The tree originates with the President, who contacts the members of the Incident Management Team. Team members then in turn will contact groups of staff (faculty and staff).

#### **2. Communication with the CCSNH Office**

The Incident Commander will use landline or cell phone to notify the Chancellor of the college's status/needs. More details will be located in the communications annex.

### **B. External Communications**

Communicating with the larger campus community begins before an incident occurs. In the event of an incident, students, parents, media, and first responders will require clear and concise messages from MCC about the incident, what is being done about it, and the safety of the students and staff.

#### **1. Communication with Parents**

Before an incident occurs, MCC will encourage tenants responsible for minors to;

- Develop a relationship with parents so that they trust and know how to access alerts and incident information.
- Inform parents about the college's Emergency Operations Plan, its purpose, and its objectives.
- Be prepared with translation services for non-English-speaking families and students with limited English proficiency. In the event of an incident, MCC will:
  - Disseminate information via text messages and emails to inform students about exactly what is known to have happened.
  - Implement a plan to manage phone calls and family members who arrive at college.
  - Describe how the college and college campus are handling the situation.
  - Provide information regarding possible reactions of students and ways to talk with them.
  - Inform parents and students when and where college will resume.

After an incident, MCC administrators will schedule and attend an open question-and-answer meeting for parents as soon as possible.

## 2. Communication with the Media

In the event of an incident, the Incident Commander will:

- Designate a Public Information Officer.
- Establish an off-campus briefing area for media representatives, if needed.
- Determine the need to establish or participate in a Joint Information Center.
- Coordinate messages with Municipal Public Safety, the President, Executive Leadership Team.

All MCC employees are to refer all requests for information and questions to the designated spokesperson or Joint Information Center (if established). Media contacts at the major television, Internet, and radio stations are maintained by the Director of Marketing and Development.

## 3. Handling Rumors

In addressing rumors, the most effective strategy is to provide facts as soon as possible. To combat rumors, MCC will:

- Provide appropriate information to internal groups including administrators, faculty, students, and staff. These people are primary sources of information and are likely to be contacted in with members in the local community.
- A leadership meeting will be held, as appropriate, so what is (and is not) known can be clearly communicated.
- Designate and brief personnel answering calls to help control misinformation.
- Conduct briefings for community representatives directly associated with the college.
- Enlist the help of the media to provide frequent updates to the public, particularly providing accurate information where rumors need to be dispelled. After the immediate incident response period, MCC will conduct public meetings as needed. These meeting are designed to provide the opportunity for people to ask questions and receive accurate information.

## 4. Communication with First Responders

The Incident Commander will maintain communication with first responders during an incident. Transfer of command will occur when first responders arrive on the scene to assume management of the incident under their jurisdiction. MCC will exercise the College EOP with first responders to practice effective coordination and transfer of command.

## 5. Communication After an Incident (Recovery Process)

After the safety and status of staff and students have been assured, and emergency conditions have abated following an incident, staff/faculty will assemble to support the restoration of the college's educational programs. Defining mission-critical operations and staffing will be a starting point for the recovery process. Collecting and disseminating information will facilitate the recovery process. The staff/faculty teams will:

- Conduct a comprehensive assessment of the physical and operational recovery needs.
- Assess physical security, data access, and all other critical services (e.g., plumbing, electrical).

- Examine critical information technology assets and personnel resources, and determine the impact on the college operations for each asset and resource that is unavailable or damaged.
- Document damaged facilities, lost equipment and resources, and special personnel expenses that will be required for insurance claims and requests for State and Federal assistance.
- Provide detailed facilities data to the college campus office so that it can estimate temporary space reallocation needs and strategies.
- Arrange for ongoing status reports during the recovery activities to: a) estimate when the educational program can be fully operational; and b) identify special facility, equipment, and personnel issues or resources that will facilitate the resumption of classes.
- Educate college personnel, students, and parents on available crisis counseling services.
- Apprise CCSNH of recovery status.

The CCSNH System Office is responsible for:

- Risk Management: Assist with reporting/managing claims with MCC insurance carriers.

### **C. Communication Tools**

Some common internal and external communication tools that MCC may use include the following:

- Standard telephone: MCC can designate a college telephone number as a recorded “hotline” for parents/stakeholders to call for information during incidents. The goal is to keep other telephone lines free for communication with first responders and others.
- Cellular telephones: MCC will not rely on cell phones, however, these phones may be the only tool working when electric service is out; they are useful to faculty/staff en-route to or from a site.
- Bullhorns and megaphones: A battery-powered bullhorn is part of the college’s emergency to-go kit to address students and staff who are assembling outside the college. Procedures governing storage and use will help ensure readiness for use.
- Two-way radio: Two-way radios provide a reliable method of communication between rooms and buildings at a single site. Key staff will be trained to understand how to operate the two-way radio.
- Computers: A wireless laptop computer may be used for communication both within the college and to other sites. Email may be a useful tool for updating information for staff, other colleges in an affected area, and the chancellor’s office.
- Fax machines: Possible uses include off-campus accidents where lists of students and staff members involved, their locations, and needed telephone numbers can be quickly and accurately communicated. Medical information, release forms, and authorizations include the designated fax number.
- Intercom systems: Currently MCC does not have an intercom system.

## **VI. ADMINISTRATION, FINANCE, AND LOGISTICS**

### **A. Agreements and Contracts**

If college resources prove to be inadequate during an incident, MCC will request assistance from state and local emergency services, other agencies, and industry in accordance with existing mutual aid agreements and contracts. Such assistance includes equipment, supplies, and/or personnel. All

agreements are entered into by authorized college officials and are in writing. Agreements and contracts identify the college campus officials authorized to request assistance pursuant to those documents. All pre-negotiated agreements and contracts are included in an appropriate appendix.

## **B. Recordkeeping**

### 1. Administrative Controls

MCC is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support incident management operations. These administrative controls will be done in accordance with the established CCSNH policies and standard cost accounting procedures.

### 2. Activity Logs

The ICS Section Chiefs will maintain accurate logs recording key incident management activities, including: Activation or deactivation of incident facilities.

- Significant changes in the incident situation.
- Major commitments of resources or requests for additional resources from external sources.
- Issuance of protective action recommendations to the staff and students.
- Evacuations.
- Casualties.
- Containment or termination of the incident.

## **C. Incident Costs**

### 1. Annual Incident Management Costs

The ICS Finance and Administration Section is responsible for maintaining records summarizing the use of personnel, equipment, and supplies to obtain an estimate of annual incident response costs that can be used in preparing future college budgets. Note: Personnel from the Business Affairs Office will assume this responsibility.

### 2. Incident Costs

The ICS Finance and Administration Section Chief will maintain detailed records of costs for incident management and operations to include:

- Personnel costs, especially overtime costs,
- Equipment operations costs,
- Costs for leased or rented equipment,
- Costs for contract services to support incident management operations, and
- Costs of specialized supplies expended for incident management operations. These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the State and/or Federal government.

## **D. Preservation of Records**

In order to continue normal college operations following an incident, vital records must be protected. These include legal documents and student files as well as property and tax records. The primary causes of damage to records are fire and water; therefore, essential records should be protected accordingly. Details are outlined in the Continuity of Operations (COOP) Procedures, a functional annex of this plan.

## **VII. PLAN DEVELOPMENT, MAINTENANCE, AND DISTRIBUTION**

The MCC Safety Committee is responsible for the overall maintenance and revision of the MCC EOP. The Safety Committee is also responsible for coordinating training and exercising the MCC EOP. The President is responsible for approving and promulgating this plan. Local fire and law enforcement review and suggestions will also be requested.

### **A. Approval and Dissemination of the Plan**

The Safety Committee, together with the President, will approve and disseminate the plan and its annexes following these steps:

- Review and Validate the Plan
- Present the Plan (for Comment or Suggestion)
- Distribute the Plan

#### **1. Record of Changes**

Each update or change to the plan will be tracked. The record of changes will include: the change number, the date of the change, and the name of the person who made the change. The record of changes will be in table format and maintained by the Safety Committee.

#### **2. Record of Distribution**

Copies of plans and annexes will be distributed to those tasked in this document. The record of distribution will be kept as proof that tasked individuals and organizations have acknowledged their receipt, review, and/or acceptance of the plan. The Safety Committee will indicate the title and name of the person receiving the plan, the agency to which the receiver belongs, the date of delivery, and the number of copies delivered. Copies of the plan may be made available to the public and media without the sensitive information at the discretion of the President.

### **B. Plan Review and Updates**

The basic plan and its annexes will be reviewed annually by the Safety Committee and others deemed appropriate by college administration. The President will establish a schedule for annual review of planning documents. The MCC EOP will be updated based upon deficiencies identified during incident management activities and exercises and when changes in threat hazards, resources and capabilities, or college structure occur.

### **C. Training and Exercising the Plan**

MCC understands the importance of training, drills, and exercises in maintaining and planning for an incident. To ensure that campus personnel and community first responders are aware of their duties and responsibilities under the college plan and the most current procedures, the following training, drill, and exercise actions will occur.

The Safety Committee will coordinate training and exercising efforts in accordance with the Homeland Security Exercise and Evaluation Program. Basic training and refresher training sessions will be conducted during the All-College Meeting. Mandatory College EOP training will include:

- Hazard and incident awareness training for all staff.
- Orientation to the College EOP.
- First aid and CPR for essential staff.
- Team training to address specific incident response or recovery activities, such as Parent-Student Reunification, Special Needs, and Relocation.
- Two online FEMA courses: ICS 100 and IS-700. Both courses are available for free at FEMA's Emergency Management Institute Web site. Additional training will include drills, and tabletop and functional exercises. Drills will be conducted at least once per semester. Exercises should occur at least once per college year. Approved volunteers and community members will also be incorporated into larger training efforts.
- All MCC staff members are encouraged to develop personal and family emergency plans. Each family should anticipate that a staff member may be required to remain at college following a catastrophic event. Knowing that the family is prepared and can handle the situation will enable college staff to do their jobs more effectively.

## **VIII. AUTHORITIES AND REFERENCES**

The following are the authorizations and mandates upon which this College EOP is based. These authorities and references provide a legal basis for incident management operations and activities.

- Homeland Security Presidential Directive-5
- CCSNH Campus Safety Security Policy #562.08



# FUNCTIONAL ANNEXES

Functional annexes address all-hazard critical operational functions, common and specialized procedures.

Each functional annex describes the policies, processes, roles, and responsibilities for that function and address how they are activated after normal business hours. All functional annexes also address

- Situations under which the procedures should be used.
- Activation authority.
- Specific actions to be taken when the procedures are implemented. Functional annexes do not repeat content but rather build on the information within the basic plan.

## ANNEXES

1. Hold
2. Secure
3. Lockdown
4. Evacuation
5. Shelter
6. Continuity of Operations (COOP)
7. Communications and Warnings
8. Family Reunification
9. Establish an Emergency Evacuation Route
10. Establish an Incident Command Post
11. Recovery - Public Health, Medical, and Mental Health

## FUNCTION: HOLD PROTOCOL

### I. PURPOSE

The HOLD Protocol is initiated when there is a situation requiring people to remain in their rooms or areas of the building for a short period of time. For example, an altercation may require people out of the halls until it is resolved. A medical issue may require students to stay in a classroom so medical personnel can travel in the hallways without being obstructed.

#### Activation Authority:

- President or designee.
- Director of Campus Safety or on-duty campus safety officer.

#### Methods of initiating the HOLD protocol

- Rave Mass Communications
- Verbal announcement/Tell others
- Two-way radio

#### Situations that may require the HOLD protocol

- When hallway need to be kept clear
- Wild/dangerous animal in the building
- Medical issue



### II. RESPONSIBILITIES

#### President or designee/Incident Commander

- Establish incident command post.
- Initiate Emergency Operations Plan.
- Ensure employees and students remain in their class/area.

#### Campus Safety

- Ensure employees and students are informed to remain in their class/area.

#### Human Resources, Director of IT, Director of Campus Safety

- Issue RAVE alert and updates

#### Faculty

- Encourage students to remain in the classroom as directed
- Increase situational awareness.
- Conduct business as usual.

#### Students

- Follow directives of employees

### **III.OTHER**

How to handle an employee, visitor, or student who refuses to Hold in place.

- Advise them of the potential danger.
- Do not attempt to restrain them.
- Notify campus safety if possible.

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## FUNCTION: EVACUATION PROTOCOL

### III. PURPOSE

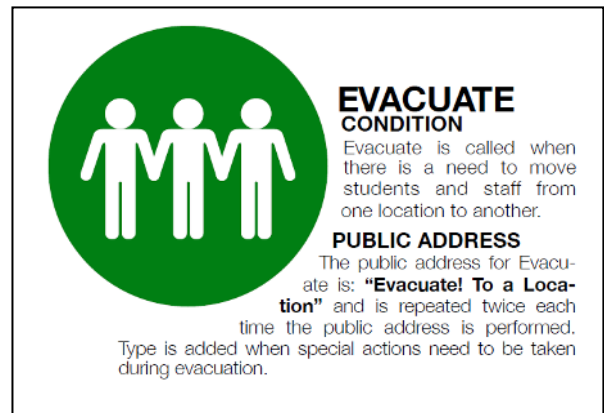
The purpose of the Evacuation protocol is to safely evacuate students, employees, and visitors out of a building or away from the campus.

Situations that may require an evacuation:

- Fire or indications of a fire, such as smoke.
- Roof collapse or other structural damage.
- Bomb Threat or other public safety threat.
- Impending natural disaster.

#### ACTIVATION AUTHORITY

- College President or Designee.
- As a result of a fire alarm.
- Campus Safety Director or on-duty campus safety officer.



As with all emergency communications, compliance with directives is mandatory for anyone on Manchester Community College property. Read or listen to the message to ensure you understand the reason for the Evacuation. Upon receiving directive to "Evacuate" or Upon hearing or seeing a fire alarm:

### II. RESPONSE

#### Classroom or Office

1. Quick Peek. Prior to leaving the classroom or office quickly peek into the hallway to ensure an armed intruder isn't using a fire alarm as a diversion.
2. Exit. Follow EXIT signs. Immediately leave the building following the most direct route. Do not use elevators.
3. Assist. Faculty should assign someone to provide assistance in assuring students with disabilities are directed to the evacuation point.
4. Faculty should turn off all gas and electrical appliances. The lights should be left on, the corridor door closed and left unlocked.
5. Upon exiting the building move well away from the building. This will prevent a "log jam" of people at the entranceway and allow the fire department swift access.
6. Re-entry: Campus Safety will notify you when it is safe to return to the building.

#### Larger Gathering Spaces

1. Upon hearing/seeing a fire alarm, or when directed to by campus safety personnel or staff, locate the nearest exit marked with an EXIT sign and leave the building.
2. Upon exiting the building, move well away from the building. This will prevent a "log jam" of people at the entranceway and allow the fire department swift access.
3. Re-entry: Campus Safety will notify you when it is safe to return to the building.

### **III. EVACUATION WITHOUT FIRE ALARM**

If an evacuation of a building is required due to unsafe conditions, such as a water leak, the following protocol should be followed if it can be done without endangering staff.

### **IV. RESPONSIBILITIES**

#### Human Resources

- Send an evacuation warning via the mass communications system "Evacuate to the ..."

#### Incident Commander/Leadership Team

- Clear the building of all employees, students, and visitors.
- Ensure police and fire have been notified.
- Notify the CCSNH Offices.
- Ensure two-way radios are in use.

#### Campus Safety

- If needed, initiate SECURE protocol to prevent people from entering buildings (See Lockout Annex)
- Establish Evacuation Route out of the parking lot (See Evacuation Route Annex)

## FUNCTION: SHELTER PROTOCOL

### I. PURPOSE

Shelter actions can involve taking protective measures against a possible severe weather situation, such as in the event of a tornado. Shelter-in-place can also be activated when hazardous materials (HazMat) contaminate the environment and it becomes necessary to temporarily seal off school occupants from the outside to prevent exposure to the contaminant. In this situation, actions include taking immediate shelter inside; shutting down HVAC (heating, ventilation, air conditioning) systems; and sealing off windows, doors, vents, and other openings to outside air (See Hazardous Materials Response Annex and Reverse Evacuation Annex). Our most probable HazMat incident on campus is from an accident involving a tanker truck carrying hazardous materials, or from an explosion at an industrial facility.

### II. PROTOCOL

Activation Authority:

- President or designee.

Methods of initiating the Shelter protocol

- Rave Mass Communications
- Verbal Announcement
- Two-way radio

Situations that may require sheltering;

- Tornado
- Hazmat release
- Extreme weather

### III. RESPONSIBILITIES

President or designee

- Establish incident command post.
- Initiate Emergency Operations Plan.

Campus Safety

- Monitor safety and security.
- Gather intelligence about the incident.

Facilities Director/Designee


- Shut down HVAC system, if required.

Faculty

- Encourage students to move inside, or stay, in a building.
- Increase situational awareness.
- Conduct business as usual.

Students

- If not already on campus, avoid campus per RAVE alert.



**SHELTER CONDITION**  
Shelter is called when the need for personal protection is necessary. Training should also include spontaneous events such as tornado, earthquake or hazmat.

**PUBLIC ADDRESS**  
The public addresses for shelter might include:

1. **Shelter for Tornado! Drop, Cover and Hold**
2. **Shelter for Bomb! Drop, Cover and Hold**
3. **Shelter for Hazmat! And Seal**

- If on campus, stay inside, business as usual.
- Avoid leaving campus until “All Clear”.

#### Communications/Marketing

- Change reader board on Front Street to “Shelter in Progress, Do Not Enter”
- Change wall monitors/TV’s to “Shelter in Progress, Stay Inside”

## **FUNCTION: CONTINUITY OF OPERATIONS (COOP) PROCEDURES**

### **I. PURPOSE**

The purpose of these Continuity of Operations (COOP) procedures is to ensure that there are procedures in place to maintain or rapidly resume essential operations within the college after an incident that results in disruption of normal activities or services to the college. Failure to maintain these critical services would significantly affect the education and/or service mission of the college in an adverse way.

### **II. SCOPE**

It is the responsibility of MCC officials to protect students and staff from incidents and restore critical operations as soon as it is safe to do so. This responsibility involves identifying and mitigating hazards, preparing for and responding to incidents, and managing the recovery. These COOP procedures are written to address these responsibilities before, during, and after times of routine work schedules.

The COOP procedures outline actions needed to maintain and/or rapidly resume essential academic, business, and physical services after an incident. MCC relies on strong internal and external communication systems and partnerships with contractors and organizations to quickly recover following an incident.

### **III. RESPONSIBILITIES**

The delegation of authority and management responsibilities in the event of an incident follows the hierarchy outlined in previous sections. Designated college staff/faculty, in conjunction with the President, will perform the essential functions listed below.

#### Essential Functions Performed by COOP Procedures Personnel and President

- Determine when to close colleges, and/or send students/staff to alternate locations.
- Disseminate information internally to students and staff.
- Communicate with parents, media, and the larger college community.
- Identify a line of succession, including who is responsible for restoring which business functions for colleges/campus.

#### Vice Presidents and/or Department Heads

- Ensure systems are in place for rapid contract execution after an incident.
- Identify relocation areas for classrooms and administrative operations.
- Create a system for registering students (out of campus or into alternative colleges).
- Brief and train staff regarding their additional responsibilities.
- Secure and provide needed personnel, equipment and supplies, facilities, resources, and services required for continued operations.
- Identify strategies to continue teaching (e.g., using the Internet, providing tutors for homebound students, rearranging tests).
- Reevaluate the curriculum.

#### Facilities/Maintenance Personnel

- Work with local government officials to determine when it is safe for students and staff to return to the college buildings and grounds.
- Manage the restoration of college buildings and grounds (e.g. debris removal, repairing, repainting, and/or re-landscaping).

#### Information Technology Department

- Stabilize Telecommunications

#### College Administrative Office, Business Affairs, Registrar's Office, CCSNH IT, MCC IT

- Maintain inventory.
- Maintain essential records (and copies of records), such as insurance policies.
- Ensure redundancy of records is kept at a different physical location.
- Secure classroom equipment, books, and materials in advance.
- Restore administrative and recordkeeping functions such as payroll, accounting, and personal records.
- Retrieve, collect, and maintain personnel data.
- Provide accounts payable and cash management services
- Restore MCC network connection to the CCSNH network infrastructure including CCSNH application access as well as MCC shared folders and drives.

#### Counselors, Mental Health Professionals

- Establish academic and support services for students and staff/faculty.
- Implement additional response and recovery activities according to established protocols.

#### Child Development Center and Head Start Staff

- Ensure the MCC and tenant EOP's are coordinated and supportive.

#### To implement the COOP procedures:

- Training will be designed to inform each participant of his/her responsibilities (and those of others) during implementation of COOP procedures.
- Identified COOP procedures personnel will participate in exercises to test academic, physical, and business systems. Training will include testing the information technology (IT) systems and backup data including testing of offsite backup system data and IT operating systems in cooperation with the campus office.

## **IV. PROCEDURES**

The following procedures will be followed by staff/faculty to assist in the execution of essential functions and the day-to-day operations.

### A. Activation and Relocation

The President will determine when to activate and implement the COOP procedures and make the decision to relocate to the alternate site. Authority for activation may be delegated. The activation may occur with or without warning. The President or designee (with delegated authority) will activate the COOP procedures whenever it is determined the college is not suitable for safe occupancy or functional operation. The President will also notify the CCSNH Offices and provide contact information for the relocation.

B. Alert, Notification, and Implementation Process

The executive leadership team will be notified either in person or by telephonic communications. Employees and students will be alerted and notified using the automated notification system as important information becomes available.

C. Relocation Sites

Relocation sites have been identified as locations to establish management and to implement essential functions if warranted by an incident. MCC will have more than one potential relocation site, preferably accessible by public transportation.

D. Alternate Facilities and Strategy

For estimated short-term (2 to 14 days) payroll and personnel actions, the alternative facility will be the CCSNH Offices in Concord, NH. For each alternate facility, the essential resources, equipment, and software that will be necessary for resumption of operations at the site will be identified and plans developed for securing those resources. IT systems available at the site will need to be tested for compatibility with MCC's backup data for compatibility with CCSNH backup data.

E. Interoperable Communications/Backup Sites

University of New Hampshire back up system.

F. Vital records are archived and/or retained on backup data systems stored off site.

G. Human Capital Management

Employees responsible for essential functions are cross-trained. Identified special needs employees are provided Americans with Disabilities Act (ADA) accommodation and guidance in their responsibilities as well as the assistance that may be provided by coworkers in event of an incident. A coworker may assist the individual, in the appropriate capacity, to an area of safety. All personnel are also encouraged to plan for their families' well-being before a disaster strikes.

H. Reconstitution

In most instances of COOP procedures implementation, reconstitution will be a reverse execution of those duties and procedures listed above, including:

- Inform staff that the threat of or incident no longer exists, and provide instructions for the resumption of normal operations.
- Supervise an orderly return to the college building.
- Conduct an after-action review of COOP operations and effectiveness of plans and procedures.

## **FUNCTION: COMMUNICATIONS AND WARNINGS**

### **I. PURPOSE**

The communications and notification function includes communication and coordination during emergencies and disasters (both internal communication and communication with external stakeholders), as well as the communication of emergency protocols before an emergency and communication after an emergency.

Manchester Community College can employ several forms of communication before during and after an incident.

### **II. COMMUNICATION METHODS**

**a. Timely Warnings:** MCC utilizes Rave Mobile Safety as it's mass communication system. Pre-approved messages can be sent via, email, text, and voice.

Messages can be sent by employees in the following positions

- Human Resources Officer
- Director of Information Technology
- Director of Campus Safety

**b. Social Media:** Marketing and Communications will update social media sites.

**c. Mobile Phones:** Key members of staff can communicate with MCC issued mobile phones

**Landline Phones:** Landlines are located in classroom, offices, and in corridors.

**d. Two-Way Radios:** two-way radios are used by campus safety and the facilities department. Other key areas throughout the building also have two-radios.

**e. Emergency 911 Call Boxes:** 911 call boxes are located in the North wing (formally known as Knox Building), the parking lots, and in all elevators. Calls initiated from a 911 call box are connected to E-911 in Concord, NH

**f. Panic Switch:** Panic switch activations are monitored by an alarm service who will then contact Manchester Police. Panic switches are located in the following areas;

- Learning Commons
- President's Assistant Desk
- Main Lobby
- Admissions
- Bursars Office
- Academic Affairs



**g. Lockout Plungers and Switches:** Lockout plungers and switches will lock the exterior doors of the Main Campus. They do not notify 911 or the police. Lockout plungers and switches are located in the following areas;

- Campus Safety Office
- Learning Commons Breakroom
- Academic Affairs
- Main Lobby Reception
- Maintenance Shop
- Room 120

**h. Fire System Sensors:** Sensors are both audible and visual and are located throughout the building.

### **III. MEDIA RELATIONS**

The Director of Marketing and Development is responsible for:

- Maintaining contact information for members of the media.
- Disseminating press releases regarding recovery operations.
- Coordinating media questions and issues with counterparts at the municipal and state level.
- Social media communications.

### **IV. TRAVEL COMMUNICATIONS**

Travel communications related to student foreign travel is handled by the Vice President of Student Affairs

### **V. EMERGENCY CONTACT INFORMATION**

See emergency contact addendum.

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## **FUNCTION: FAMILY REUNIFICATION**

### **I. PURPOSE**

Manchester Community College is host to a Child Development Center, Head Start Program, and Charter School. Occasionally, students under the age of 18 attend events and classes on campus. Reunifying children with their parents or guardians after an emergency event is a top priority. Family reunification is used to reunite children with verified and authorized family members after a critical and often highly stressful incident (e.g., fire, natural disaster, a situation involving weapons or violence at school, a school bus accident, etc.) that prevent normal access to the campus. Unfortunately, a quick reunification between families and children will not always be possible due to situations such as students needing hospital treatment. If the incident is large enough to impact the whole community, reunification may require the efficient and coordinated use of resources and efforts across local, state, regional, and sometimes national levels.

### **II. PROTOCOL**

Activation Authority

1. President or designee.

Situations that may require a family reunification site.

1. Emergency Evacuation
2. Active shooter incident
3. Fire
4. Bomb Threat

#### **Courses of Action**

Identify Reunification Locations: Tenants and groups responsible for Pre-K through 12<sup>th</sup> grade educational programs are responsible for identifying and coordinating off-campus Family Reunifications sites and associated transportation service. MOU's should maintained in the EOP.

Identify, in advance, suitable locations for reunification sites. Reunification locations may be on campus (interior), on campus (exterior), off campus (interior), or off campus (exterior) and are divided into four distinct and separate areas to maintain separation between students and families: (1) Student Assembly Area, (2) Family Check-In Gate, (3) Family Waiting Area, and (4) Reunification Area.

An Individual Assistance Area will also be identified at each location where family members can be escorted by a trained emotional health staff member to receive difficult information, such as a missing child, injured child, or a child detained by police, etc. Signs are pre-made, for use to identify these areas if the reunification process is needed.

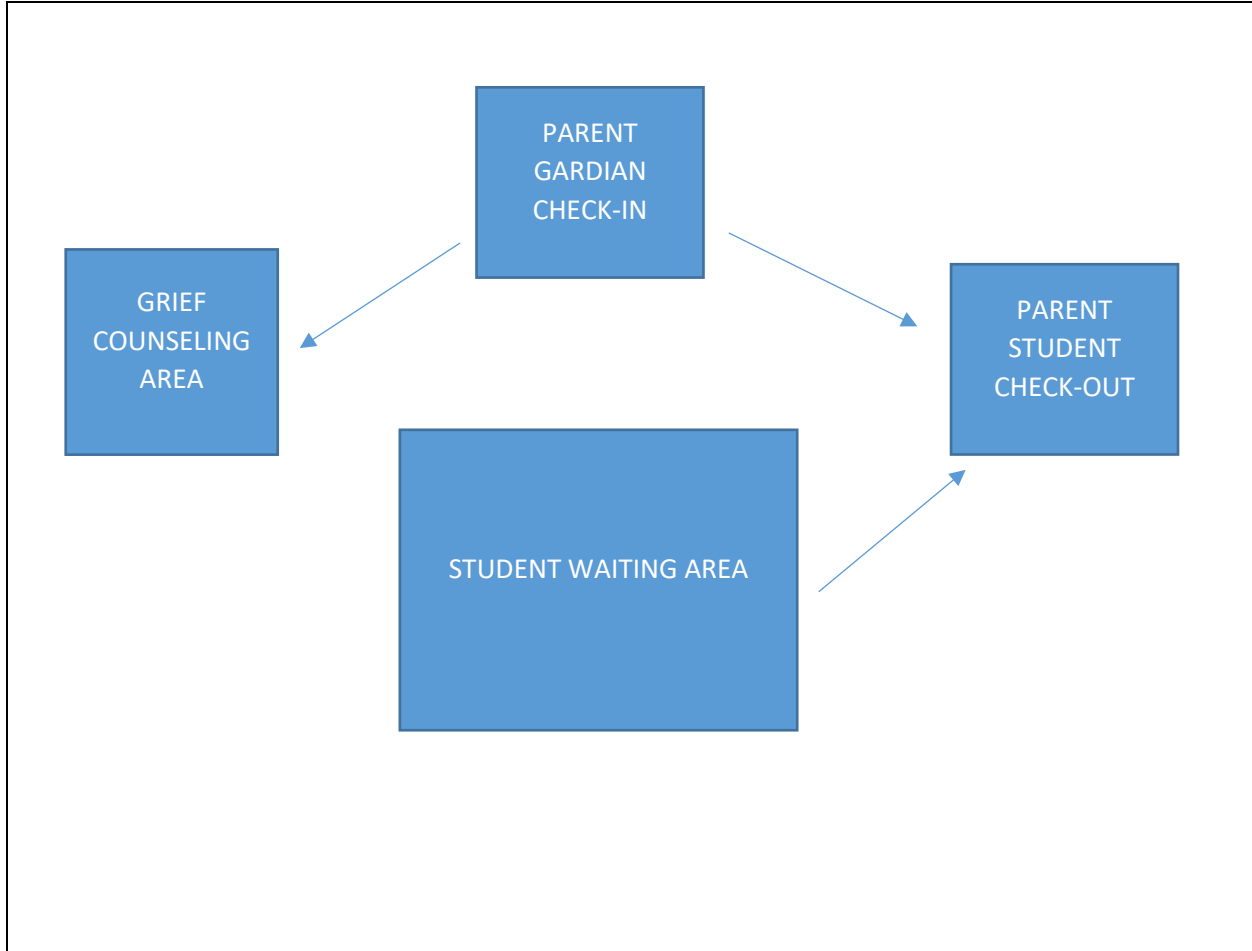
### **III. Memorandum of Understanding**

Reunification sites that are located off-site should be supported with a Memorandum of Understanding (MOU) between the college and the organization/business that has control of the host site.

#### IV. STAFFING

Employees/positions should be identified, in advance, to staff the Family Reunification Center. Generally, the reunification site will be staffed by employees of the respective tenants.

#### Sample Reunification Area



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## **FUNCTION: ESTABLISH AN INCIDENT COMMAND POST**

### **I. PURPOSE**

An incident command post (ICP) is a temporary location or site that signifies the physical location of the people responsible for managing an incident. It will typically include the [Incident Commander](#) and immediate staff. Initially, this will likely be the president or designee and members of the executive leadership team.

Typically, the ICP is located at or in the immediate vicinity of the incident site and provides good communications with other people managing the incident and responding to assist. Incident planning is also conducted at the ICP. An incident communications center would normally be established at this location. It is commonly marked with a green emergency light or green flag, so it can be distinguished from a distance.

### **II. PROTOCOL**

Activation Authority:

- President or designee
- Campus Safety Director

Situations that may require an Incident Command Post include, but are not limited to;

- Evacuation
- Lockout
- Lockdown
- Shelter
- Structural Damage
- Large Event
- Industrial Accident
- Major Crime

For most incidents, an ICP can be set up anywhere as long as it meets some basic criteria.

1. It is in a safe location.
2. It is close enough to the incident so the incident commander can manage operations.
3. Has sufficient communications capabilities such as landline, cell phone service, and two-way radio service. Other beneficial technology would include televisions and computers.

Potential sites for an ICP include

- Presidents Conference Room
- Campus Safety Office
- Campus Safety Vehicle
- Advanced Technology Building

Depending on the type of an incident, the incident commander/manager should ensure that the following items are available.

- First Aid Equipment
- Floor plans and diagrams
- Flashlights
- Megaphone
- Two-way radios
- Notebooks
- Pens
- Laptop with internet connection

### **III. Unified Command**

If an incident requires the assistance of first responders it is likely that they will assume command of the scene/incident. They may also relocate the ICP to a more advantageous location based on available intelligence and safety concerns. Be prepared to brief the incoming incident commander on the situation and offer assistance if requested.

## **FUNCTION: RECOVERY- PSYCHOLOGICAL HEALING**

### **PURPOSE**

These procedures have been developed to provide emotional recovery to students and staff impacted by trauma at college or in the community. Following a traumatic event or incident, the following recovery procedures should be implemented to assist students, staff, and their families in the healing process.

### **SCOPE**

The following procedures outline steps to be taken by staff/students following a trauma, a serious injury or death, and/or a major incident impacting the community. Mental health professionals available in the college community such as nurses and social workers are required to participate in the development, implementation, and evaluation of the College EOP as it relates to this annex.

Additional advice will be sought from outside psychologists and mental health experts.

### **RESPONSIBILITIES**

To implement the recovery: psychological healing procedures:

- All staff will undergo training to learn how to recognize signs of trauma.
- Members of the Crisis Response Team will undergo in-depth training to learn how to assist in managing trauma.
- Family members, parents, and guardians will be offered tips on how to recognize signs of trauma.
- Mental health experts will review and provide input into the plan.

### **SPECIALIZED PROCEDURES**

The following procedures will be implemented by staff/faculty when directed by the President or when deemed appropriate by the situation.

Immediately Following a Serious Injury or Death and/or Major Incident

- Convene a staff meeting immediately to discuss how the situation is being handled and to discuss what resources are available to staff, students, and families (refer to the communication procedures in the basic plan).
- Set up crisis centers and designate private rooms for private counseling/defusing. Staff should include outside mental health professionals to assist with staff grief.
- Encourage faculty to facilitate class discussions about the incident and allow students to openly discuss feelings, fears, and concerns shortly after the incident. Any students who are excessively distraught should be referred to the crisis response team.
- Accept donations. In the first hours and days after a major incident, offers of help will probably be plentiful; however, offers will diminish considerably as time passes. Donations given and not used can always be returned.

Designate a place for staff, students, and community members to leave well-wishes, messages, and items.

- Hospital/Funeral Arrangements



- Provide staff with information regarding visitation and/or funeral arrangements (time, location, customs) when available. If the funeral is scheduled during a college day, all student and staff will be excused from college.
- Encourage staff and students to attend the funeral to provide support for the family and bring closure to the incident.
- Designate staff person(s) to visit the hospital and/or attend the funeral to represent the college.

#### **Post-Incident Procedures**

- Allow for changes in normal routines or schedules to address injury or death; however, recommend students and staff return to their normal routine as soon as possible after the funeral.
- Follow up with students and staff who receive counseling and refer them to outside mental health professionals as needed.
- Donate all remaining memorial items to charity.
- Discuss and approve memorials with the president's consent.

## HAZARD/THREAT SPECIFIC ANNEXES

Hazard and threat specific annexes offer procedures to prevent, mitigate, and respond to specific types of emergencies that have been identified through the hazard analysis process.

### ANNEXES

1. Active Shooter
2. Biological or Hazardous Material Spill
3. Cyber Incident
4. Environmental Management Systems
5. Pandemic, Epidemic and Infectious Disease Control
6. Fire
7. Flood or Water Event
8. Improvised Explosive Device (Bomb) Threat
9. Police / Suspicious Activity
10. Snow Event
11. Telephone System Failure
12. Tornado and High Wind Event
13. Utility Failure

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## **BIOLOGICAL OR HAZARDOUS MATERIALS RELEASE/SPILL ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from a biological or hazardous materials release.

Manchester Community College uses and stores a minimum amount of hazardous materials. However, natural gas lines serve the campus, railroad transportation of hazardous materials may be in the area, and major traffic arterials used for the transportation of hazardous materials are adjacent to our campus.

MCC must be prepared for and respond appropriately in the event of a hazardous materials release. If you detect unknown odors or suspect a chemical release or exposure, follow the steps below immediately.

### **II. PREVENTION AND MITIGATION**

Staff, faculty, and students who handle hazardous material are trained in safety according to the associated OSHA safety data sheets.

### **III. RESPONSIBILITIES**

#### **a. Reporting Party**

- Notify Campus Security or Facilities immediately from any campus phone or cell phone.
- If known, advise on the source of the odor. If the odor is unknown to you, describe the odor when calling Campus Security or Facilities. NOTE: Do not approach the area of an odor or attempt a sniff test.
- If it is a strong natural gas odor within a building, evacuate the building but DO NOT activate the fire alarm.
- If it is a natural gas odor outside a building, call Campus Security immediately. NOTE: There are natural gas regulators near the main entrance and rear entrance that normally vent off small amounts of natural gas.
- If the odor is irritating or you feel symptoms such as dizziness, nausea, burning or stinging of the eyes or mucous membranes, alert someone to your symptoms and advise Campus Security that you are feeling ill.
- Follow the instructions of Campus Security or responding facilities personnel. Chemical Exposure or Spill If there is a human exposure to a chemical, call 911 immediately. If a body part comes in contact with a chemical, rinse the area with clean, cool, running water for at least fifteen minutes, unless the chemical is known to be water reactive.
- If the chemical splashed into the eyes, hold the eyes open while flushing with water and continue to flush the area for at least 15 minutes.
- Call Campus Security for immediate response.

Call 911 for all chemical releases that is NOT a small localized spill and that cannot be safely cleaned up by lab personnel.

- Alert everyone in the immediate area.
- Review the appropriate material safety data sheet (MSDS) and follow treatment recommendations. Chemical information is available from the lab managers.
- Protect other people from exposure. If the potential for additional exposures exists, evacuate the area then isolate the area and deny entry.
- Respond to the spill only in accordance with your level of training.
- If a chemical spill reacts either violently or is creating a cloud or odor, call 911 and advise the emergency operator to dispatch the fire department hazardous materials team and if possible, provide the type(s) of chemicals involved in the reaction. Evacuate the building.

Notice of an Off-Campus Release affecting the Campus.

- If notified of an off-campus release that poses a threat or danger to campus populations, the vice president will direct the campus to: EVACUATE or SHELTER.
- If notified to evacuate, follow established evacuation procedures for your building, or as instructed by Campus Security. (Evacuation routes may differ due to nature of the chemical and spill conditions).
- To SHELTER as directed: Close all windows, doors, and drapes;
- Facilities personnel may turn off HVAC systems.
- Facilities personnel may tape or stuff any gaps where air might enter (beneath and around doors and windows; and, remain in place until instructed to do otherwise by an MCC Official or emergency response personnel.
- Campus phones and email should still be operating and will be used along with other emergency notifications systems to contact the campus community.

b. Facilities and Maintenance

- Acts as incident commander until reassigned by college leadership.

c. President or designee/Incident Commander

- Assigns personnel to investigate odor/cause
- Contacts appropriate response agency
  - Fire
  - Utility company

d. Campus Safety

- Acts as incident commander after normal business hours.
- Assists as needed.

e. Staff and Faculty

- Follows RAVE Alert instructions

f. Human Resources

- Issues RAVE Alerts and Updates

**IV. POST INCIDENT**

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.



## **CYBER INCIDENT ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from a cyber-related incident.

Cyber incidents can include email fraud, ransomware, hacking attempts, denial of service attacks, website outages and data breaches.

### **II. PREVENTION AND MITIGATION**

- a. Employee education and awareness: Regular communication using a variety of methods (MMM, All Manchester Emails, informational documentation) to all employees as well as students to educate the MCC community to immediate threats to avoid, best practices to follow, and current cyber-related events to be aware.
- b. Network Infrastructure, Firewalls & Security Software: CCSNH System Office is responsible for and incorporates the network hardware infrastructure coupled with Firewalls and an array of security software applications to provide a robust network infrastructure and multiple levels of security within the entire Community College System of New Hampshire including MCC.
- c. System back-up: The CCSNH Office is responsible for the back-up of all major shared applications which MCC uses (Banner Student, Banner Finance, Email, Canvas, etc) and the administrative & academic servers which the CCSNH Office provides and supports on behalf of MCC. A regular backup schedule is in place and backups are automated & performed on a regular basis per their schedule.
- d. Physical access is limited: Access to the main server/communications room on the MCC campus and the network closets which house the switches and hardware comprising the CCSNH network infrastructure have restricted access. The main server/communications room door is controlled by an electronic lock and access is limited to only key IT individuals at MCC and at the CCSNH Office. The network closets use off master keys which are only issued to MCC IT Staff, MCC Maintenance Staff and the Campus Security officers.
- e. Passwords and authentication: The CCSNH Office is responsible for the password and authentication controls used by the MCC community and all applications and infrastructure required for password and authentication are housed and maintained at the CCSNH office in Concord, NH.

### **III. RESPONSIBILITIES**

- a. President or designee/Incident Commander
- b. Information Technology Department
  - The Director of IT will act as the incident commander for the MCC Campus.
  - The MCC IT Department is responsible for assembling all the MCC data pertinent to an incident, communicating with the CCSNH Technical Group and any MCC

departments affected by the cyber event to report the event, ensuring that the information is complete.

- The MCC IT Department supports the CCSNH Technical Group as they react and further investigate the event, providing additional information as requested and providing any assistance is required to address the cyber event.

c. Staff and Faculty

- i. Thru a variety of communication methods (MMM announcements, All Manchester emails, and direct interaction) the MCC IT department (in coordination with the CCSNH Office) communicates with the MCC community to relay key information, status of events, developments and outcomes.

d. Human Resources

- Send Rave notifications and updates as needed.

e. Communications

- i. The MCC IT Department reports on incident status to the MCC Leadership & campus community (if applicable) during and after the investigation and interacts directly with any MCC Community members who are directly affected by the cyber event to provide assistance and support.

#### **IV. POST INCIDENT**

- The College incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process
- Incident command should conduct an after action review (AAR), analyze information and make plan improvements if necessary.

## ENVIRONMENTAL MANAGEMENT SYSTEMS ANNEX

### I. PURPOSE

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from an Environmental Management Systems (EMS) outage.

The EMS control the heating and ventilation systems for all MCC buildings.

### II. PREVENTION AND MITIGATION

- a. Employee education and awareness: MCC Maintenance employees are trained and provided documentation on the environmental system by the environmental system vendor as a part of the assigned job tasks.
- b. Network Infrastructure, Firewalls & Security Software: The network components which connect, record and control the EMS at MCC are physically located on the MCC Campus in a variety of locations throughout all the buildings. The environmental management server which provides access & coordination of the various network components at MCC and facilitates the management of the environmental systems at MCC is housed at the EMS vendor. Both the network components at MCC and the environmental server housed at the environmental system vendor are incorporated into the CCSNH network infrastructure in order to provide a comprehensive EMS solution for the MCC Campus.
- c. System back-up: The EMS server is backed up by the environmental system vendor. The network components which are on the MCC campus do not require back-up.
- d. Physical access is limited: Access to the locations where the EMS network components on the MCC campus are housed are restricted to the MCC maintenance staff and the network closets which house the switches and hardware comprising the CCSNH network infrastructure which supports the EMS on campus have restricted access. The network closets use off master keys which are only issued to MCC IT Staff, MCC Maintenance Staff and the Campus Security officers.
- e. Passwords and authentication: The EMS systems are account and password protected. Accounts & their associated passwords are restricted to specific MCC maintenance staff, the EMS Vendor and specific CCSNH Technical staff. The password management is provided by the EMS vendor.

### II. RESPONSIBILITIES

- a. President or designee/Incident Commander
  - Approves financial expenditure for environmental system vendor support and possible on campus service visits.
  - Initiates an EVACUATION if needed (see Functional Annex)
- b. Maintenance Department.
  - The Director of Maintenance will act as the incident commander.
  - The MCC Maintenance Department is responsible for assembling all the MCC data pertinent to the outage and performing actions to resolve the outage.

- If resolution is not achieved, the MCC Maintenance department contacts the environmental system vendor and reports the outage.
- As needed, the EMS vendor evaluates the problem and coordinates resolution with the MCC Maintenance department and/or the CCSNH Technical group.
- If the environmental system outage poses a threat or danger to the campus populations, the President may direct the campus to EVACUATE.
- If notified to evacuate, the campus will follow established evacuation procedure per building, or as instructed by Campus Safety or Incident Commander.

#### c. Information Technology Department

- The MCC IT Department will provide support and assist the Maintenance Department during their EMS event.
- The MCC IT Department will assist in identifying if the EMS workstation is connected and communicating properly with the CCSNH network infrastructure and can communicate with the EMS server housed at the EMS vendor.
- The MCC IT staff will continue to coordinate with the MCC Maintenance department to provide support to the EMS vendor and/or the CCSNH technical group; conducting any actions or activities that the EMS vendor or the CCSNH technical group requests.
- The MCC IT Staff continue to work with the MCC Maintenance Department, the EMS vendor and/or the CCSNH technical group until resolution is achieved.

#### d. Staff and Faculty

- Through a variety of communication methods (MMM announcements, All MCC emails, and direct interaction) the Maintenance Department communicates with the MCC community to relay key information, status of events, developments and outcomes.

#### e. Human Resources

- Send Rave notifications and updates as needed.

#### f. Communications

- The MCC Maintenance Department reports on incident status to the MCC Leadership & campus community (if applicable) during and after the investigation and interacts directly with any MCC Community members who are directly affected by the EMS outage to provide assistance and support.
- Telephone systems and Email should still be operating and will be used along with other emergency notification systems to contact the campus community.

## II. POST INCIDENT

- The College incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process
- Incident command should conduct an after action review (AAR), analyze information and make plan improvements if necessary.

## **EPIDEMIC, PANDEMIC, AND INFECTIOUS DISEASE CONTROL ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from issues associated with an epidemic, pandemic, and infectious diseases.

Infectious diseases are defined as any disease caused by invasion by a pathogen which subsequently grows and multiplies in the body and are contagious or communicable and can be spread by contact between people or through food and / or water contamination. West Nile Virus, Avian Bird Flu, Influenza, Salmonella, Plague, COVID-19, and Anthrax are just a few of the many diseases that can be identified in an outbreak.

### **II. PREVENTION AND MITIGATION**

- a. The college encourages employees and students to obtain flu vaccines and other vaccinations for those working or studying in the healthcare field.
  - i. Primary Prevention (Stop infectious diseases before they happen):
    1. Wash hands regularly
    2. Keep up-to-date on vaccinations
    3. Receive regular medical examinations
    4. Maintain a healthy diet
    5. Exercise regularly
    6. Get an adequate amount of sleep
    7. Maintain proper hygiene
    8. Drink plenty of water
    9. Find healthy ways to reduce stress
- b. Employees who have contracted an infectious disease are encouraged to utilize sick time. Students should make arrangements with faculty to complete coursework from home and to work with their faculty members on requesting an Incomplete if necessary.
- c. Facilities and maintenance personnel are trained in infectious disease decontamination procedures using practices recommended by the Center for Diseases Control (CDC).
- d. Facilities and maintenance personnel are provided with personal protective equipment (PPE) for use when decontaminating infected surfaces.
- e. Department Chairs who oversee technical programs should be prepared to clean and disinfect medical equipment, scientific instruments, and tools.

### **III. RESPONSIBILITIES DURING THE EMERGENCE OF AN INFECTIOUS DISEASE**

- a. President or designee/Incident Commander
  - Monitor for signs of an infectious disease.
  - Consult and communicate regularly with NH Health and Human Services, CCSNH, Cabinet, and Leadership Team.
  - Assess extent of epidemic.
  - Assess need to temporarily close or restrict access for decontamination.

- Assess need to adjust food services on campus to reduce risk of infection.
- Keep list of and assess any unique needs of agencies on campus that do not fall under traditional organization chart (e.g., Childcare Center, Head Start, Spark Academy, and other services that use building).
- Consult with Department Chairs on student clinical, internship, and apprenticeship sites that may be affected and next steps in communicating with these sites.
- Assess need to track faculty/staff/students who are ill or who need to wait before returning to campus due to high risk for infection due to travel or other factors.
- Develop internal and external communications plan as situation evolves.
- Ensure RAVE Alert is sent.

#### b. Facilities and Maintenance

- Assess level of decontamination, if needed, to include computers, tables, chairs, surfaces, restrooms, and HVAC system
- Decontaminate in accordance with CDC guidelines.
- Conduct daily inspections of all areas for faulty equipment and water leaks/damage.

#### c. Faculty

- Monitor for signs of an infectious disease.
- Ask any students who are ill to not attend class.
- Prepare to deliver curriculum remotely.

#### d. Department Chairs and Managers

- Monitor for signs of an infectious disease.
- Send home any faculty or staff who are ill.
- Prepare to deliver curriculum, student and academic services, and office operations remotely.
- Document all department processes in advance so that if someone who typically performs a function falls ill, written instructions exist for how someone else can fulfill that function.
- When asked by HR/Leadership, track and monitor both a) those exposed or infected, and b) those who may or may not be visiting campus during an outbreak.
- For Department Chairs, maintain list of student clinical, internship, and apprenticeship sites and remain in close communication with these community partners about next steps.

#### e. Human Resources

- Send Rave Notifications and updates as needed.
- Determine minimum level of staffing to ensure business continuity.
- Manage and coordinate contact tracing

#### f. Information Technology

- Assess the need for technology and software access for faculty, staff, and students.
- Review options for video conferencing.
- Establish Helpdesk Remote Support structure and create an on campus Triage Safe Zone for onsite technology support needs.

g. Campus Safety

- Adjust access control schedules.
- Prepare to manage employee/visitor sign in logs.
- Establish the traffic flow and parking patterns to isolate and safeguard the buildings and sections of campus.
- Assist with signage and identification of building section boundaries.

h. Finance and Purchasing

- Identify alternate funding sources, if any.
- Coordinate purchase of technology and materials required for faculty to continue their classes in an online presence.
- Establish & secure additional storage locations for PPE materials.
- Inform & coordinate with all outside parties renting classroom or other space on the campus.

**IV. POST INCIDENT/RECOVERY**

The cessation of an infectious disease will likely result in the campus returning to normal operations in a series of phases to prevent a reemergence of the disease.

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## **FIRE ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from fires.

Fires can be started in several ways such as overloaded outlets, open flames in a chemistry lab or welding shop, smoldering cigarettes, or arson. All members of the campus community have a responsibility to participate in fire prevention efforts and maintain awareness when working with open flames and flammable liquids/gases.

### **II. PREVENTION AND MITIGATION**

Manchester Community College is dedicated to the prevention and mitigation of fires. The following efforts have been made to prevent and mitigate the effects of fires.

- Fire alarm pull stations are located throughout the building
- A sprinkler system is part of the fire suppressing system
- Fire extinguishers are located throughout the building in accordance with fire code.
- Science and Technology programs that may use welding equipment, open flames, or flammable liquid are provided with safety training.
- Smoking Areas are in designated areas away from the building.
- Drills are conducted each semester.
- Inspections are conducted regularly (emergency lighting, fire extinguishers).

### **III. RESPONSIBILITIES**

#### **a. Reporting Person**

- Any employee or student discovering fire or smoke should activate the fire alarm, and report the fire to the Campus Safety if possible, or call 9-1-1 if conditions require.

#### **b. Campus Safety**

- Act as incident commander until relieved/reassigned by the president or designee.
- After normal hours contact campus safety director and leadership team.

#### **c. President or designee/Incident Commander**

- Call or direct employee to call 9-1-1 to confirm the alarm is active, identify the college name and location, provide exact location of the fire or smoke, if any employee or students are injured, state that the building is being evacuated and identify the location of the campus command post. INITIATE INCIDENT COMMAND POST FUNCTION (see section 2, page...)
- Initiate an EVACUATION. (Functional Annex)



- Ensure that employees, students, and visitors immediately evacuate the building using prescribed routes or, alternate routes due to building debris, to safe areas at least 300 feet from the building.
- Notify the CCSNH office and institute COMMUNICATIONS AND WARNINGS procedures (See Section 2).
- Direct front desk person and staff to take the visitor log, EOP, floor plans, and supplies to the designated campus command post.
- Upon consultation with fire department and law enforcement officials, and if necessary due to unsafe conditions, direct an off-site evacuation to a designated primary relocation center.
- If relocation occurs, activate FAMILY REUNIFICATION annex (SEE FUNCTIONAL ANNEX)
- If relocation is not necessary, provide information on plan to return to the building and resumption of normal operations.
- Do not allow employee and students to return to the building until the fire department or emergency Incident Commander with jurisdiction over the scene has determined that it is safe to do so and given the "All Clear."
- Notify employee of the status of the emergency, if they can return to the building and when normal operations can resume.

#### d. Faculty, Staff, and Visitors

- Use quick peek method to ensure safety before leaving classroom/office.
- Take first-aid kit and any other supplies or resources relevant to the incident and lead students as quickly and quietly as possible out of the building to a safe area away from danger.
- Use alternate escape routes if the regular route is blocked or there is a safety hazard.
- Assist or designate others to assist students with functional needs.
- Close the classroom door and turn out the lights upon exiting and confirm all students and personnel are out of the classroom.
- Ensure that employees, students, and visitors immediately evacuate the building using prescribed routes or, alternate routes due to building debris, to safe areas at least 300 feet from the building.
- Remain in safe area (300 feet from danger) until the "All Clear" signal has been issued.
- No one may re-enter building(s) until it is declared safe by the fire department.

#### e. Building Search Team (sweep)

- Supervisors and managers will search/sweep their areas of responsibility and adjacent restrooms as they evacuate the building

#### f. Facilities and Maintenance

- After normal hours, contact campus safety director and leadership team.

#### g. Human Resources

- Send Rave Notification from ICP and updates.

#### **IV. POST INCIDENT**

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## FLOOD AND WATER EVENT ANNEX

### I. PURPOSE

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from flooding and water damage. Flooding due to rainwater and rising rivers may cause the closure of campus or a delay in operations. Flooding and water damage due to roof leaks or broken pipes must be assessed prior to restoration projects due to possible contamination and harmful bacteria.

### II. PREVENTION AND MITIGATION

- Roofing materials are inspected to ensure that they are in good condition.
- Water shutoff valves are inspected (ensure afterhours staff knows locations).
- Leaks are fixed in a timely manner.
- Cleanup and restoration equipment is maintained.

### III. RESPONSIBILITIES

#### a. Reporting Person

- All members of the campus community are encouraged to report water damage, leaks, and flooding to
  - Facilities, 703-8489,
  - Campus Safety, 703-8487

#### b. Facilities and Maintenance

- Facilities will act as the incident commander until reassigned by a member of the leadership team.

#### c. Campus Safety

- In the absence of a member of the facilities department, campus safety will act as the incident commander until reassigned by a member of the leadership team.

#### d. President or designee/Incident Commander

- If the flooding is caused by rainwater or flooded river an assessment must be made regarding accessibility of the campus by staff and students. Manchester Public Works, Police, Fire should be consulted.
- Establish ICP, if needed.
- Assess damage.
- Organize cleanup and recovery.
- Reroute buses, if needed.
- Ensure Rave Alert is sent and updated.

#### e. Faculty and Staff

- Follow RAVE instructions

f. Human Resources

- Send Rave Notifications and Updates

**IV. POST INCIDENT**

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## IMPROVISED EXPLOSIVE DEVICE (BOMB) THREAT ANNEX

### I. PURPOSE

The purpose of this annex is to provide guidance to respond to, and recover from, a bomb threat. Bomb threats are trending down but in 2017 there were 1724 threats made in the United States. Educational facilities remain the primary threat target.

IED explosions can have a devastating effect on an organization and a community. As an educational institution that also hosts political rallies and dignitary visits, it is imperative that the entire community knows how to report suspected packages and take precautions to avoid injury.

- Bomb threats should be handled on a case-by-case basis in consultation with local law enforcement, and use the [FBI Bomb Threat Classification Checklist](#).
- Evaluate every case on its own merit. There should be no automatic evacuation unless a bomb is obvious. Staying in the building may be the best option.
- Train staff on how to handle a bomb threat when it appears to have credibility:
  - Staff should know their assigned rooms/areas.
  - Staff should check their areas of responsibility for anything that may be out of place or suspicious.
  - Staff should not try to move or handle it.

### II. PREVENTION AND MITIGATION

- Campus safety conducts security inspections throughout the day.
- Employees are given awareness training/handouts regarding IED's.
- Campus safety personnel are trained in IED awareness and search techniques.

### III. RESPONSIBILITIES

#### a. Reporting Person

All members of the campus community are encouraged to report suspicious packages.

#### Suspicious vs. Unattended Items

• An unattended item is not automatically a suspicious one. Circumstances make an item suspicious, such as: out of context, making a noise, visible wires, or placement witnessed. If a suspicious item is found

- Do not touch, tamper with, or move the item.
- Immediately report item to campus safety.
- Fire and Police have jurisdiction of the scene if a suspicious item is found.
- Refrain from using radio communication in close proximity to the suspicious item.

#### **Bomb Threats Made by Mail**

- If a package or envelope appears suspicious - DO NOT OPEN IT; handle the package and/ or envelope and contents as little as possible;
- Contact local law enforcement. If at work, also contact campus safety;
- If the package or envelope indicates that a bomb or IED is at your location, follow law enforcement instructions; evacuate the area.

#### **Threats Made by Phone**

- Remain calm; Alert another person or co-worker that you are receiving a bomb threat;
- Contact local law enforcement. If at work, also contact campus safety.
- Unless the caller indicates that the danger is in your immediate vicinity and will soon explode, try to keep the person on the line while you gather information.
- If no imminent danger is indicated, try to obtain the following information:
  - Where is the bomb right now?
  - When is it going to explode?
  - What does the bomb look like?
  - What will cause the bomb to explode?
  - Phone number if it appears on caller ID
  - Caller's Name?
  - Who placed the bomb?

#### b. President or designee/Incident Commander

- Initiate EOP.
- Conduct Threat Assessment.
- Determine appropriate response.
  - Evacuate
  - Shelter
- Contact police/fire, if needed.
- Establish Incident Command Post.
- Establish Evacuation Route

#### c. Campus Safety

- Acts as incident commander until reassigned by a member of the leadership team.
- Liaison with police and fire departments.
- Discuss search alternatives with leadership team.

#### d. Facilities and Maintenance

- Follow RAVE Alert instructions.

#### e. Human Resources

- Send Rave Notifications and updates as needed.

#### f. Faculty and Staff

- Follow Rave Instructions.

#### g. Students

- Follow Rave Instructions.

#### **IV. POST INCIDENT**

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## **POLICE/SUSPICIOUS ACTIVITY ANNEX**

### **I. PURPOSE**

Police or suspicious activity near the college campus may require an increased level of awareness and security. Protective measures may include initiating the LOCKOUT protocol and resuming normal business practices. Examples of police or suspicious activity includes the police searching for suspects nearby, a person acting dangerous or carrying a weapon, or a dangerous animal on the loose.

LOCKOUT protocol may be suggested by local law enforcement. They may refer to it as a “soft lockdown”.

The LOCKOUT protocol may be initiated by any employee who observes a potentially threatening or dangerous person or animal. A LOCKOUT can be activated by pressing a red LOCKOUT plunger/switch or by contacting campus safety.

### **II. PREVENTION AND MITIGATION**

1. LOCKOUT buttons and switches have been installed.
2. RAVE ALERT notification system in use

### **III. RESPONSIBILITIES**

- a. President or designee/Incident Commander
  - Follow AVOID, DENY, DEFEND protocol.
  - Initiate LOCKOUT Function
  - LOCKOUT protocol may be suggested by local law enforcement therefore calling 9-1-1 may not be necessary.
  - If required, direct staff to call 9-1-1, give the name and exact location of the campus, the nature of the emergency, number and description of suspects (if known), type of weapon(s), area of the campus where last seen, actions taken by the campus, and whether there are on-site security personnel. Caller will remain on the line to provide updates.
  - Initiate Incident Command Post Function
  - Direct office staff to maintain contact with faculty reporting pertinent emergency information via 2-way radios, classroom phones, or cell phones.
  - Notify the CCSNH System office.
  - Determine appropriate procedure(s) as events dictate: LOCKOUT, LOCKDOWN; EVACUATION, SHELTER).
  - Provide warnings to staff and students via RAVE ALERT SYSTEM regarding the nature of the emergency. See Communications and Warnings Function.
  - Ensure that any buses en route (MTA, school fieldtrips, etc) to the campus are redirected to a different location.



b. Campus Safety

- Follow Avoid, Deny, Defend Protocol
- Acts as incident commander until reassigned by leadership.
- After normal hours notify Director of Campus Safety, Business Affairs Officer

c. Faculty and Staff

- If you are the first to note indications of dangerous person/animal, follow AVOID, DENY, DEFEND protocol, CALL 9- 1-1, attempt to call campus safety.
- If you have been advised that the LOCKOUT is based on nearby police activity you will also be given further details such as “continue normal activities but remain in the building.”

d. Facilities / Maintenance

- Assist with securing doors.

**IV. POST INCIDENT RECOVERY**

- The president or designee will activate the communications plan to deal with media and student notifications, charter schools, renters, and other stakeholders.
- The president or designee will activate the MENTAL HEALTH RECOVERY procedures and/or notify area mental health agencies to provide counseling and mental health services, if needed.
- The president or designee will debrief appropriate campus personnel.
- The president or designee, in consultation with law enforcement officials, will determine when the campus can end the LOCKOUT and communicate the information to students and stakeholders.
- COOP
- After Actions Review

## **SNOW EVENT ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to respond to, and recover from, a severe snow event.

### **II. PREVENTION AND MITIGATION**

- Facilities maintains awareness of severe weather predictions
- Snow removal equipment is inspected and maintained

### **III. RESPONSIBILITIES**

#### a. President or designee/Incident Commander

- Monitors event
- Meets with staff to determine closure/delay notification

#### b. Facilities and Maintenance

- Monitors event
- Removes snow and treats surfaces

#### c. Human Resources, IT Director, Campus Safety Director

- Sends Rave Notification and any updates

#### d. Campus Safety

- Lock exterior doors with C-Cure in accordance with RAVE Instructions.

#### e. Faculty and Staff

- Monitors event
- Monitors Rave notifications

### **IV. POST INCIDENT**

- The college incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## TELEPHONE SYSTEM ANNEX

### I. PURPOSE

The purpose of this policy is to provide guidance to prevent, mitigate, respond to, and recover from a telephone system outage.

The telephone system is comprised of two elements; the telephone system which manages the extensions, rooms, person(s) as well as inbound and outbound calling and the voicemail system.

### II. PREVENTION AND MITIGATION

- a. Employee education and awareness: Employees are trained and provided documentation on the telephone system during the hire/onboarding process.
- b. Network Infrastructure, Firewalls & Security Software: The servers which comprise the telephone system at MCC are physically located on the MCC Campus but are incorporated into the CCSNH network infrastructure in order to provide telephone services to all offices, classrooms and emergency phones on the MCC Campus.
- c. System back-up: The Voicemail system is backed up nightly in a two-step process. First the voicemail system is backed up to a folder on an MCC server that is accessible to both the MCC IT Department and the CCSNH Technical group. Once that backup step is complete, the CCSNH backup system copies the voicemail backup from the MCC server and stores the file within their back-up infrastructure for a specified period of time. The telephone system is backed up manually (on average once a month) and before & after all firmware updates. The backup file is stored on a separate MCC server for a period of time.
- d. Physical access is limited: Access to the main server/communications room on the MCC campus where the telephone system servers are housed and the network closets which house the switches and hardware comprising the CCSNH network infrastructure that supports the telephone services on campus have restricted access. The main server/communications room door is controlled by an electronic lock and access is limited to only key MCC IT Department individuals at MCC and at the CCSNH Office. The network closets use off master keys which are only issued to MCC IT Staff, the MCC Maintenance Staff and the Campus Security officers.
- e. Passwords and authentication: The telephone system servers housed on the MCC campus are account and password protected. Accounts & their associated passwords are restricted to specific MCC Helpdesk staff and specific CCSNH Technical staff.

### III. RESPONSIBILITIES

- a. President or designee/Incident Commander
  - Approves financial expenditure for telephone system vendor support and possible on campus service visits.
  - Initiates an EVACUATION if needed (see section 2).
- b. Information Technology Department
  - The Director of IT will act as the incident commander.

- The MCC IT Department is responsible for assembling all the MCC data pertinent to the outage and performing actions to resolve the outage.
- If resolution is not achieved, the MCC IT department contacts the telephone system vendor and reports the outage. The CCSNH technical group is also informed of the outage and that the telephone system vendor has been contacted.
- At the same time, MCC IT department contacts the Campus Safety Office, President or alternate to report the outage and discuss implication for the MCC Campus Community. If the telephone outage encompasses the entire campus or a large section of a building, a campus closure may be considered.
- If the telephone outage poses a threat or danger to the campus populations, the President will direct the campus to EVACUATE.
- If notified to evacuate, the campus will follow established evacuation procedure per building, or as instructed by Campus Safety or Incident Commander.
- The MCC IT staff continue provide support to the telephone system vendor and/or the CCSNH technical group; conducting any actions or activities that the telephone system vendor or the CCSNH technical group requests.
- The MCC IT Staff continue to work with the telephone system vendor and/or the CCSNH technical group until resolution is achieved.

#### c. Staff and Faculty

- Through a variety of communication methods (MMM announcements, All MCC emails, and direct interaction) the MCC IT Helpdesk (in coordination with the CCSNH Office) communicates with the MCC community to relay key information, status of events, developments and outcomes.

#### d. Human Resources

- Send Rave notifications and updates as needed.

#### e. Communications

- The MCC IT Department reports on incident status to the MCC Leadership & campus community (if applicable) during and after the investigation and interacts directly with any MCC Community members who are directly affected by the telephone system outage to provide assistance and support.
- Email should still be operating and will be used along with other emergency notification systems to contact the campus community.

### **IV. POST INCIDENT**

- The College incident commander/president will initiate the Continuity of Operations Plan and begin the Recovery process
- Incident command should conduct an after action review (AAR), analyze information and make plan improvements if necessary.

## **TORNADO AND HIGH WIND EVENT ANNEX**

### **I. PURPOSE**

The purpose of this policy is to provide guidance to mitigate, respond to, and recover from damage and injury caused by tornados and high speed wind events.

A variety of windstorm types occur in different areas of the United States. The primary storm types are straight-line winds, down-slope winds, thunderstorms, downbursts, northeasters (nor'easters), hurricanes, and tornados. For information on these storm types, refer to Section 3.1.1 in FEMA 543.4. Of all the storm types, hurricanes have the greatest potential for devastating a large geographical area and, hence, affect the greatest number of people.

### **II. PREVENTION AND MITIGATION**

It is beyond anyone's ability to prevent tornados and other high wind events however the college has taken the following steps to ensure the effects of high winds are mitigated.

- Roofing materials are inspected to ensure that they are in good condition.
- Trees are inspected to ensure that dead trees and branches are removed.
- Equipment is secured to prevent becoming a projectile.
- Communications tools are inspected
- Generators are inspected and maintained

### **III. RESPONSIBILITIES**

#### a. President or designee/Incident Commander

When a Severe Weather/Tornado Watch has been issued:

- Monitor NOAA Weather Stations (National Weather Service, Weather Channel, or television).
- Send RAVE Alert (delay/cancel classes)
- Bring all persons inside building(s).
- Direct staff and faculty to close windows and blinds.
- Review severe weather drill procedures and location of safe areas. Severe weather safe areas are under desks, in hallways and interior rooms away from windows.
- Avoid gymnasiums and cafeterias with wide free-span roofs and large areas of glass windows. Review "DROP COVER and HOLD" procedures with college community if possible.
- Assign staff to monitor all entrances and weather conditions.

When Severe Weather/Tornado has been issued for the college's location or severe weather or a tornado has been spotted near campus.

- Send SHELTER Rave alert.
- Direct students and staff inside the building to immediately move to interior safe areas, closing classroom doors after exiting.

- All personnel should be in "DROP, COVER and HOLD" positions until the danger passes.
- Direct students and staff outside to SHELTER inside a building.
- If outside, students and staff should move to the nearest interior safe area. If time does not permit, have students get down in the nearest ravine or open ditch or low spot away from trees or power poles.
- After danger has passed, issue "All-Clear".

b. Facilities and Maintenance

- Monitor conditions.
- Assess damage after incident.

c. Campus Safety

- Acts as incident commander until relieved/reassigned by a member of the leadership team.
- Monitors conditions.
- In the event that severe weather is expected after normal hours, notify
  1. Director of Campus Safety
  2. Business Affairs Officer

d. Human Resources

- Send Rave Alert Notification (SHELTER).
- Send Rave Alert Updates.

e. Business Affairs

- Monitor conditions.

f. Faculty and Staff

- Monitor conditions.
- Follow Rave instructions.

#### **IV. POST INCIDENT**

- The college incident commander/president should assess damage and, if needed, will initiate the Continuity of Operations Plan and begin the Recovery process.
- Incident Commander should conduct an after action review (AAR), analyze information, and make plan improvements if necessary.

## UTILITY FAILURE ANNEX

### I. PURPOSE

In the event of a system failure related to electrical power, water, drainage, or plumbing the following procedures should be followed. Note: A power failure may lead to a network failure. Ensure two-way radios remain charged.

### II. PREVENTION AND MITIGATION

- a. Routine inspections are conducted on utility systems.
- b. Backup generators have been installed.

### III. RESPONSIBILITIES

#### a. Reporting Person

- If you become aware of a system failure call facilities and maintenance at 8090 or 703-8489
- Be prepared to provide the following information: location of the failure, type of failure (power, sewage, etc)
- If there is a safety issue notify campus safety at 703-8487
- If the reporting person is an employee, they should ensure students and visitors remain a safe distance from any safety hazards.

Only personnel specifically trained in emergency shut-off procedures should attempt to turn on or shut off local and/or main utility lines to a campus building.

#### **Electrical/ Light Failure:**

- Call the FACILITIES DEPARTMENT: 703-8489.
- Provide assistance to others who may be unfamiliar with the space.
- Do not use candles or other type of open flame for lighting.
- Do not leave class or work unless told to do so by an authorized person.
- Proceed cautiously outdoors or to an area that has emergency lighting.
- In most cases, power will be restored shortly or you may be relocated to another area with power.

#### **Elevator Failure:**

- Activate the emergency button/telephone.
- Call Security if you do not get a response from the emergency button/telephone: 703-8487
- Do not attempt to evacuate the elevator or help others evacuate.
- Do not pry open elevator doors or climb through the elevator roof escape hatch.

#### **Gas Leak:**

- Electrical arcing through gas-filled air can trigger an explosion.
- Stop whatever you are doing.
- Do not turn on lights or any electrical equipment.

- Keep a safe distance from the leak. A distance of at least 300 feet is recommended.
- Call 911.

**Water Leak/Flooding:**

- Call the FACILITIES DEPARTMENT: 703-8489.
- If you can do so safely, turn the local water source off.
- If you can do so safely, cover or move objects that could be damaged by water.
- Evacuate the area.

**Water Supply Failure:**

- Call the FACILITIES DEPARTMENT: 703-8489.
- Do not consume tap water until told it is safe to do so by authorized personnel.

b. Facilities

- Acts as incident commander until reassigned by President or designee.
- Upon being notified the Facilities Director/designee will assign personal to identify and assess the failure.
- To prevent unnecessary phone calls to Facilities, the incident commander/director or designee should announce via two-way radio that the failure is being addressed.
- Call the appropriate utility company, if necessary.
- Outages lasting longer than 15 minutes and/affecting operations may require an update via the RAVE notification system.

c. Information Technology Department

- Determine possible length of power outage.
- Outages extending beyond 2 hours will affect telecommunications. Network closets (not supported by emergency power) will automatically power down; elimination wi-fi, network and telephone technology in affected areas.
- 

d. President or designee /Incident Commander

- Ensure personnel are assigned to resolve the issue.
- Monitor two-way radio.
- Determine if RAVE notification is needed.
- Assess situation to determine if classes/operations need to be delayed or canceled.
- If classes/operations are cancelled establish EMERGENCY EVACUATION ROUTE to prevent traffic congestion.
- Establish INCIDENT COMMAND POST(ICP), if necessary.

e. Campus Safety

- Ensure Facilities Department is aware of situation. After normal hours, notify Facilities Director.
- Be prepared to establish emergency evacuation route.
- Monitor phones, radios, video monitors.
- Assist as needed.



f. Human Resources

- Send RAVE notification if required.

g. Leadership Team

- Monitor two-way radio traffic
- Report to ICP, if necessary

**IV. POST INCIDENT**

1. COOP
2. After Actions Review

## **POLICY and MOU APPENDIX**

The Policy and MOU Annex contains documents related to emergency management operations that should be reviewed, confirmed, and updated annually.

<b>USE OF EMERGENCY VEHICLE ACCESS GATE</b>	<b>APPROVED: President</b> <i>Brian Richwood</i>
<b>OPERATIONS AND FACILITIES</b>	<b>DATE APPROVED:</b> 12/22/20
<b>FACILITY CAMPUS SAFETY AND SECURITY PROGRAM</b>	<b>DATE LAST AMENDED:</b>
<b>REFERENCE: CCSNH POLICY: SECTION 500 FACILITIES</b>	<b>EFFECTIVE DATE:</b> 11-7-2019

**PURPOSE**

Due to the congestion near the Front Street entrance an emergency vehicle access gate has been approved for use by the Department of Transportation, Manchester Community College, and the Community College System of New Hampshire. The purpose of this policy is to establish guidelines for the use and maintenance of the emergency vehicle access gate.

The emergency vehicle access gate will only be used until the projected I-293’s Exit 7 construction project and a new MCC entrance is available for use. Following construction of the projected new entrance the emergency vehicle access will be closed and removed.

**SCOPE**

This policy applies to all MCC employees, CCSNH Employees, students, contractors, tenants, and visitors.

**POLICY**

**A. Limitations**

1. Use of the emergency access gate will be limited to the emergency responders including but not limited to fire department, law enforcement, emergency medical and homeland security personnel, who are responding to the MCC Campus due to an emergency or critical incident.
2. CCSNH employees, students, contractors, tenants, and visitors are prohibited from entering or exiting through the access gate, unless directed to do so, by a member of the fire or police department for emergency evacuation purposes.
3. Vehicle parking is prohibited near the gate and in any manner that would prevent access by an emergency vehicle.

**B. Maintenance**

1. The mechanical and physical aspects of the access gate will be maintained by MCC.
2. MCC shall be responsible for snow removal on both sides of the access gate.
3. Maintenance and emergency response vehicles will use emergency lights (blue, red, or amber) when utilizing the gate.
4. Signs will be installed and maintained on both the interior and exterior of the gate indicating the gate is to be used for emergency access only.