



*The Commonwealth of Massachusetts*

**NORTH SHORE  
COMMUNITY COLLEGE**



1 Ferncroft Road, P.O. Box 3340, Danvers, MA 01923-0840

## **Emergency Response Plan 2007 May 31, 2007**

### **I. Introduction**

A crisis can erupt at any time and in any form. A fire, explosion, medical epidemic, water leak, power outage, hurricane, or bomb threat – the possibilities are infinite and unpredictable. Nonetheless, planning for the unpredictable does help. Crisis coordination centers, stockpiles of equipment and supplies, a communications plan, a program of practice scenarios – all developed in advance – helped the city respond more quickly and efficiently when the unthinkable struck.

It's everyone's wish that an emergency response plan will never have to be implemented. Wishful thinking by itself will not suffice should a serious crisis arise. So, the College has endeavored to develop and maintain an Emergency Response Plan, implement this plan and work to ensure that the entire community is kept informed. What follows is North Shore Community College's plan, which will be updated annually and available on the campus website.

### **II. Crisis Administration**

#### **A. Emergency Response Team**

##### **Members**

- President
- Vice President of Administration and Finance
- Vice President of Academic Affairs
- Vice President of Student and Enrollment Services
- Vice President of Institutional Advancement
- Vice President of Human Resources
- Police Chief
- Director of Facilities Management
- Director of Networking
- Disaster Recovery Committee Liaison (Assistant Vice President Budget & Planning)

## **Responsibilities**

- Gather, confirm and evaluate incident information
- Determine and implement tactics/actions
- Implement standing operating policies & procedures
- Coordinate Response
- Manage and track resources
- Update and communicate with Executive Staff
- Support on going critical needs
- Issue public information reports and instructions
- Link to local, state, and federal emergency coordination centers
- Serve as liaison to governmental agencies and external organizations
- Coordinate after action response with Disaster Recovery Committee
- Debrief and review outcomes for policy and procedural review
- Meet in the event of a possible impending emergency for proactive planning
- Test the response plan and equipment

## **Structure**

The response team shall be lead by the Director of Facilities who shall designate a chain of command. Understanding that emergencies are clearly unpredictable the initial response will likely be undertaken by Facilities Staff, Campus Police or others guided by policy, procedures, training, expertise, and experience.

Information gathering, mobilizing resources, providing direction and notifying the College Community are critical in the early stages of an event. Therefore, the Emergency Response Team though the team leader is authorized to make decisions that may have institution wide impact in a effort to protect life, minimize property damage and safeguard the College Community.

It shall be the Emergency Response Team Leader's responsibility to notify the designated Executive Staff members of an event and the actions being taken in a reasonable and responsible time frame.

## **Meeting Schedule**

The Emergency Response Team shall meet regularly over the next year to fine tune the details of the plan. There after it will continue to meet as needed with a goal of updating the plan annually.

## **B. College Staff Responsibilities**

College Employees may be asked to assume temporary roles outside of their normal duties and responsibilities to assist in responding to the emergency.

## **C. Emergency Coordination Centers**

### **Locations**

In cases of general widespread emergencies (Level 4 or 5), the Director of Facilities Management and/or the Chief of Campus Police will activate the Emergency Coordination Center (ECC) that shall serve as the workspace for the Emergency Response Team. Typical locations are:

#### Danvers Campus

Friends Building  
Presidents Board Room

#### Lynn Campus

LW108  
MBTA Campus Police Complex  
Modular Building

#### Beverly Campus

Small Training Room

### **ECC Equipment**

The ECC shall have easy access to:

Telephone handsets  
2 Phone lines with NSCC switchboard bypass capability; 5 in total  
Fax Machine  
Cell phone or Nextel communication devices for all team members  
Radio access via portable scanning radios for all campus, spare batteries, and charger (receive/transmit)  
Computers and networked printer  
Wired and wireless computer network connection  
Television with Cable Access  
Campus Map  
Backup power source

### **Portable Resources**

Pre-packaged kits of items shall be available for use during any emergency event. These emergency equipment kits shall be stored in pre-determined locations on all of the College Campuses:

A laptop computer

Information available electronically (redundant means of storage):

- Building plans to include infrastructure drawings
- Personnel telephone numbers
- Federal, state, and local public safety, public health, Public Services etc. emergency telephone numbers
- College Contractors telephone numbers
- Disaster Recovery Plan

Emergency/police scanner with TV audio

Public Safety Radio

- Battery packs
- Rapid battery charger

Extension cords – 14 gauge multiple plug- – 4 ~ 50 footers

Portable lighting (drop lights)

Paper building plans

Flashlights – Battery operated w/ spare batteries

Television – 9 inch w/ antenna AC/DC

### **III. The Plan**

#### **A. Levels of Emergency**

An emergency is an unplanned event that could range from minor to catastrophic. By defining a general level of response to unforeseen or emergency events a framework is established in which the event is managed. The following levels have been established to assist in responding to incidents or events:

##### **Level 1**

A minor department or building event/incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. (Example: Physical Plant responds to a broken water pipe.)

##### **Level 2**

A department or building incident that can be resolved with existing College resources or limited outside assistance. A Level 2 incident is usually a one-dimensional event that has a limited duration and some impact on the campus beyond those using the space/building in which it occurred. (Example: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals.)

##### **Level 3**

Events primarily involving people rather than infrastructure. In particular, many student issues can become quite complex because of varied institutional and student support responses that must be coordinated. (Examples: Assaults, Sexual Assaults, Building/Office Occupation, Bias and Hate Crimes, or Bomb Threats). In these situations specific departmental plans may be implemented.

##### **Level 4**

A major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations and often require considerable and timely coordination both internal and external to the College. Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. (Examples: Heating plant failure, extended power outage, severe storms, major fire, significant chemical hazard, contagious disease outbreak or domestic water contamination.)

## **Level 5**

A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the crisis, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. (Example: Earthquake, major hurricane or act of terrorism, which would require state and federal assistance.)

## **B. Response**

### **Initial Notification**

In the event of an emergency contact North Shore Community College Campus Police at extension 6222 on campus or 781-477-2100 if using cell or an outside phone. The non-emergency number to the North Shore Community College Police is extension 6209 on campus or 781-593-7032 if using cell or an outside phone. If called the Campus Police Dispatcher will make appropriate fire and/or medical rescue calls and will notify the Officer-in-Charge (OIC). The OIC will make the initial determination of necessary resources and if the Emergency Response network needs to be activated as per the Specific Responses noted in the next section.

### **Specific Responses**

#### **Level 1 or 2 Incidents**

Level 1 events typically are reported by the departments involved (Facilities Management for building issues, Telecommunications for telephone problems, etc.) or the effected individual(s) and are handled based upon established departmental practices. A Level 2 incident will be handled in a similar way and may necessitate several departments being involved in order to re-establish normal operations.

#### **Level 3**

Appropriate members of the Emergency Response Team will assess and address complex situations involving people and determine whether part of or if the entire team should be called together. Examples include assaults, sexual assaults, building/office occupation, hate crimes, bomb threats and controversial speakers.

#### **Level 4-5**

When a Level 4 or 5 emergency has been declared the Director of Facilities Management will immediately notify members of the Emergency Response Team and assemble them at an identified location.

Prior to the assembling of the Emergency Response Team on scene responders are authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis. The Office of Facilities Management or the Campus Police Department may also request help from other departments, on an emergency basis, including requesting that staff be pulled off less critical assignments to assist their personnel.

## **Executive Staff – Emergency Closing Guideline**

### **Elective Closing**

A closing short in duration, typically twenty-four hours or less. Traditionally, elective closings occur during periods of hazardous weather, in response to a troubling incident, during a building system failure or for a college event. The President with input from the appropriate staff shall make the determination as to whether the college will be closed in whole or in part. Examples:

Hazardous Weather – Snow Storm, Hurricane, etc

Community Emergencies – Local Fire, Traffic Accident, Infrastructure Failure

Threat – Bomb, Attack

### **Closing/Relocation**

As a consequence of some type of significant accident or building structural failure which will necessitate the closing of the effected facility or some portion for a period of time and may require the relocation of classes, services or activities; or an elective closing of some duration in response to a significant community emergency. The Executive Staff shall collaborate and as necessary consult with other appropriate staff to determine the college recovery strategy and/or the duration of the closure. Examples:

Fire/Explosion – College Structure

Major – Basic Service Failure/Environmental System Failure

Major – Structure Damage/Failure – Roof Collapse, Structural Damage, Major Flooding

College Specific Epidemic

### **Emergency Declaration – Municipality/State/Region**

In the event of a Community, State, or Regional declared emergency when the college as a whole or part is either requested or required to be closed by the Governor or Municipal Government Leaders. The Executive Staff shall collaborate to determine the appropriateness of requests made of the college. In the event the college is directed to close by the Governor, the Executive Staff shall determine the best method of communicating the closure to the college community and as necessary the best method of evacuation. Examples:

Community Emergency/Shelter Request

Extreme Environmental Condition

Nuclear Attack/Accident/Terrorism

Pandemic, Epidemic, or Disease

Governor's Proclamation

### **Emergency Declaration – National**

In the event of a National Emergency and the college is directed by the Federal Government to close the Executive Staff shall collaborate to determine the best method of communicating the closure to the college community and as necessary the best method of evacuation. Examples:

War/Terrorism  
Pandemic, Epidemic, or Disease  
U. S. Presidential Proclamation

### **Declaration of an Emergency Condition**

The President or his/her designee shall declare a state of College Emergency when he/she deems it necessary to initiate emergency protocols or operations and/or to close the College in all or part. The President or designee shall declare an end to the state of emergency when appropriate. Once an emergency is declared the Director of Facilities Management shall notify the Vice Presidents who will in turn notify the effected staff and students.

### **Departmental Responses**

In the event of the activation of the Emergency Response Plan many Departments have pre-determined responsibilities listed below. Other department may be asked for assistance as needed.

#### **President**

May be required to declare a College state of emergency; make other decisions and give direction as required.

#### **Vice President - Administration & Finance / Administrative Services**

May be required to declare a College state of emergency; make other decisions and give direction as required.

#### **Assistant Vice President - Budget & Planning**

- While the event is in-progress act as the liaison responsible for intercommunication with the Executive Staff.
- Liaison to the Disaster Recovery Committee

#### **Facilities Management**

- Mitigate facility and grounds damages and restore to functional level  
Provide emergency equipment.
- Coordinate response with municipal, state and federal agencies.
- Assist Campus Police with creating a safety perimeter at the site of the emergency.
- Coordinate dining services for dislocated personnel, emergency workers and others as needed.

#### **Campus Police Department**

- Handle law enforcement, crowd control, evacuation, site security, and mobile communications.
- Oversee EMS in treating immediate injuries and establishing a Medical Command in multi-injury situations.
- Serve as liaison with on-site Police, Fire and Medical command personnel
- Provide key access to buildings.

#### **Director of Informational Technology**

- Coordinate temporary telephone, fax, and computer hookups.
- Administer mass messaging system.

- Arrange access to phone bank and assist as necessary.
- Create temporary identification/access credentials as requested

#### **Auxiliary Services**

- Provide courier services.
- Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).

#### **Vice President – Academic Affairs**

Coordinate rescheduling of classes

Communicate information to Faculty.

#### **Academic Deans and Chairs**

- Identify and resolve instructional issues.
- Coordinate necessary faculty resources.
- Inform internal and external audiences about cancelled events.

#### **Vice President – Institutional Advancement**

Handle media response. Distribute information to internal and external audiences via Web, phone, email, mail etc.

#### **Vice President – Students and Enrollment Services**

Handle media response. Distribute information to internal and external audiences via Web, phone, email, mail etc.

#### **Student Support Center**

- Provide mental health counseling and assist employees and students in coping with trauma.

#### **Health Services Coordinator**

- Provide medical support.
- Coordinate with first aid services.
- Assist in providing services to those with minor injuries and provide trauma support.
- May be asked to assist/provide onsite medical triage.
- Coordinate with CDC, DPH and other external agencies.

#### **Fitness Coordinator/Student Life**

- Coordinate use of athletic facilities as a staging area and/or temporary shelter.

#### **Vice President – Human Resources/Affirmative Action/Payroll**

Administer payroll & leave use issues.

### **C. Emergency Communications**

Timely and accurate communication with the campus community during a Level 3, 4 or 5 emergency is essential. Additionally, it may be necessary to communicate with off campus groups such as the media or parents. The following shall guide that communication.

The VP Administration & Finance or his/her designee will coordinate electronic communications, both on and off-campus.

The VP of Institutional Advancement shall coordinate communications with the media.

As necessary, broadcast emails and/or broadcast phone messages will be sent out to faculty, staff and/or students

Information will be displayed on the College website.

Should both the phone and data network be unavailable, staff will be dispatched from the Emergency Coordination Center to alert key leaders in each building who will be expected to alert others in the building.

Phones linked directly to Verizon are available in both Emergency Coordination Centers for use in case the N.S.C.C. switch is unavailable.

Special messages and updates will be available on both 978-762-4000 and 978-762-4200 and on the college website.

The bank of phones in Student Advancement can be used to accept calls from the outside when it is expected that there will be many calls. Or, they could be forwarded to Student Affairs and/or Telecommunications. Student Affairs and Telecommunications personnel will staff the phone banks.

#### **D. Debriefing**

Upon the resolution and recovery from the event the Emergency Response Team will convene to conduct a critical incident review in an effort to improve our response to future emergencies and incidents.