CAPE COD COMMUNITY COLLEGE

EMERGENCY RESPONSE PLAN

Developed by Cape Cod Community College
Environmental Health and Safety Office
5th Edition: 2003
Purpose

The basic emergency response procedures outlined in this document are to protect the lives and property of Cape Cod Community College. When a situation arises that cannot be handled by normal operating procedures, the President or her designee may initiate this plan. This document covers several different emergency responses and is flexible for those that may not be specifically covered in this plan.

Scope

The following procedures apply to all college personnel, buildings, and grounds.

Types of Emergencies

Types of Emergencies covered in this plan:

- Fire
- Chemical or Biological Threat
- Bomb Threat
- Media Relations

Definitions of an Emergency

The College President or his/her designee serves as the Incident Coordinator during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist the Incident Coordinator in determining the appropriate response.

MINOR EMERGENCY

Any incident, potential or actual, which does not threat harm to life or property and will not affect the overall functional capacity of the College.

MAJOR EMERGENCY

Any incident, potential or actual, that threatens life or property and will disrupt the functional capacity of the college. Outside emergency services will most likely be required as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the College Administration during times of crisis.

DISASTER

Any event or occurrence that has taken place and has seriously impaired or halted the operations of the college. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus wide resources is required to effectively control the situation.

DECLARATION OF CAMPUS STATE OF EMERGENCY

The authority to declare a campus state of emergency rests with the College President or her designee as follows:
During the period of any campus major emergency, the Campus Public Safety Office as required shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. Campus Public Safety shall immediately consult with the President regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is made only registered students, faculty, staff, and affiliates are authorized to be present on campus. Those who cannot present proper identification showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest under Massachusetts General Law.

Once a campus state of emergency has been declared, college officials along with police and fire officials will meet in the maintenance building conference room MB-1. The following personnel shall report to MB-1:

President Schatzberg
Exec. V.P. Jerry Brisson
V.P. Bob Ross
Facilities Dir. Bob Cleghorn
Police Chief Phil Ryan
EH&S Personnel & Maintenance
Barnstable Police Chief or ranking officer
West Barnstable Fire Chief or ranking officer
State Police official

CAMPUS STATE OF EMERGENCY CALL LIST
In the event that a Campus State of Emergency is declared, the Public Safety Department will be responsible for initiating the State of Emergency Call List. The following personnel will be called in the order they appear. Public Safety personnel will instruct them to report to MB-1 or another specified location if deemed necessary. The Campus State of Emergency Call List is located at the beginning and end of this document as well as the being posted at the switchboard.

Emergency Direction
The President or her designee shall direct all emergency operations.

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1 This location has been chosen by the Cape Cod Community College Office of Environmental Health and Safety because of the low risk potential for being targeted by an individual or group of individuals attempting to cause harm and disorder in the college community. This location will also act as the Command Post during all emergencies.
In the absence of the President or her designee, the on-duty public safety officer shall assume operational control of the emergency until relieved.

Emergency Command Post

When a major emergency occurs, or is imminent, it shall be the responsibility of Campus Public Safety to establish and staff the command post. The command post will be established in the Maintenance Building room MB-1.

The command post will have the following equipment:
1. 3 Telephones
2. Two Portable hand held radios. One radio will be on channel 1 the other on channel 3.
3. Two back-up radios and extra batteries.
4. Campus telephone directory.
5. Local telephone directory including yellow pages or equivalent.
6. Any additional equipment requested by the Campus Chief of Police.

This command post will serve all outside emergency services (e.g. Police, fire, hazmat teams) unless otherwise ordered by the ranking official of the outside services.

Fire Plan

All fires (or possible fires evidenced by smoke, smell of burning materials etc.) should be reported IMMEDIATELY.

i. Dial 4333
ii.  PULL THE NEAREST FIRE ALARM STATION

Fire Safety Plan for Students and Staff

When the fire alarm is sounded:

i.  Faculty/staff member tells students to quickly leave the building by following the evacuation route.

   i.  RED EXIT lights in corridors denote the evacuation route. There are also posted evacuation route maps

   ii.  When the classroom has been emptied, the faculty/staff member, where practical, checks to see that all windows and secondary exits are closed and all gas devices are turned off. The lights should be left on. He/she then leaves, making sure the classroom corridor door is unlocked and closed, where practical, and exits the building following the evacuation route noted in step 1.

   iii.  Anyone located in the Cafeteria, Bookstore, Auditorium, Learning Resources Center, lounges, etc., will evacuate immediately by using the closest available exit.

   iv.  Students and/or other visitors in offices will immediately be told to leave and follow the evacuation route noted in Step 1.

   v.  Faculty/staff located in offices or other work areas, where practical, will immediately lock all desks, file cabinets, safes, storage cabinets, etc., shut any interior office doors, and close all windows. The last person out, where practical, will leave lights on, make sure all corridor doors are closed and unlocked, and exit following the evacuation route noted in step 1.

   vi.  When those evacuating reach the outside, they are to keep moving until they are at least 100 feet away from the building and remain there until authorization to re-enter is granted by the Fire Department.

   vii.  At no time should an elevator be used as a means of exit.

Fire Safety Plan for Students and Staff with Disabilities
When the fire alarm is sounded:

i. The faculty/staff member is charged with escorting individuals with mobility impairments to the nearest safe stairwell and remaining with them until relieved by designated emergency personnel. Maintenance staff, which is responsible for checking the building once an alarm has sounded, will follow the same procedure if they locate students in lounges or restrooms needing special assistance.

ii. Fire Department personnel will be responsible for checking above-mentioned areas as applicable. During scheduled drills, there will be no need for individuals with mobility impairments to exit the building.

iii. During an unscheduled alarm, the Campus Public Safety and Fire Department personnel will determine whether or not to transport individuals with mobility impairments out of the building.

iv. When those evacuating reach the outside, they are to keep moving until they are at least 100 feet away from the building, and remain there until authorization to re-enter is granted by the Fire Department.

| Ambulatory individuals (individuals without mobility impairments) should follow the above Fire Safety Plan for Students and Staff unless they require special assistance. |

NO ONE MAY RE-ENTER THE BUILDING UNTIL AUTHORIZATION IS RECEIVED FROM THE FIRE DEPARTMENT

Individual Sensitivity

Each individual and more specifically, each supervisor of students, employees, or buildings should be sensitive to the following issues:

i. The location of and instructions regarding the use of fire extinguishers.
ii. The location of alarm boxes and how to use them.
iii. The location of exits and alternative egresses in case of fire.
iv. The avoidance of the storage of combustible lab chemicals, liquids, gases, or other materials such as wood, paint, unusual amounts of newspapers, and miscellaneous combustibles in faculty/staff offices.
   (Note: More important than the exterior of the building are items stored inside)
vi. The avoidance of combustible items stored against hot pipes or other hot conductors.
vii. The avoidance of electrical overloads or heat from strong lamps.
viii. The careless disposal of cigarettes.
ix. The careless inspection and avoidance of connected electrical appliances when not in use or under supervision.
x. (Unauthorized coffeemakers and other appliances will be disconnected and appropriated by CCCC)
xi. The careful display of all Christmas and other holiday decorations. All decorations must be flame retardant. No trees or other live decorations are permitted on campus.

Procedures in Case of Fire

The following is a general procedure:

If you discover or suspect a fire in a building:

i. Sound the alarm, and dial extension 4333.
ii. Give as much information as possible.
iii. Warn the occupants of the building by knocking on doors and shouting a warning.
iv. Do not assume someone else has called 4333.
v. Leave the building.
vi. When firefighters arrive, direct them to the fire.
vii. If you hear a fire alarm, proceed as follows:
viii. Keep low to the floor if smoke is present.
ix. Before opening a door, feel the knob.
x. Do not open a door if the knob is hot.
xi. If the knob is not hot, brace yourself against the door and open it slightly. (Fire can create pressure enough to push open a door if not held firmly)

Procedures in Case of Fire

xii. If heat or heavy smoke is present in the corridor, close the door and stay in the room.
Chemical or Biological Threat

**Purpose**
The following section is designed to assist college personnel through the process of handling a chemical or biological threat. In the event that Cape Cod Community College personnel receive a suspicious package or letter, this plan is to be initiated. In the event that an unknown substance is released from a package, letter, or any other suspicious item, this plan is to be initiated.

**Scope**
The following procedures apply to all college personnel, buildings, and grounds.

**Identifying a suspicious package or letter**
A suspicious letter or parcel might have some of the following indicators:

i. Origin—there is no return address or name of sender is unusual.

ii. Postage—Excessive or inadequate postage.

iii. Balance—The letter is lopsided or unusually thick.

iv. Weight—The letter or package seems heavy for its size.

v. Contents—Stiffness or springiness of contents; protruding wires or components; oily outer wrapping or envelope; feels like it contains powdery substance.

vi. Smell—Particularly almond or other suspicious odors.

vii. Writing—Handwriting of sender is not familiar or indicates a foreign style not normally received by recipient. Common word or names are misspelled.

**Handling a suspicious package or letter**

i. Do not excessively handle or open a suspicious package.

ii. Immediately segregate it in an unused room or space.
   a. If package or letter is discovered in the mailroom, the mailroom will be sealed immediately.

iii. Attempt to verify the sender and/or legitimacy of the package (i.e. ask the recipient if he/she was expecting a package that matches the suspect package’s size and shape).

iv. If the letter or parcel remains suspect, call campus security.
   a. Campus Public Safety shall advise The President to declare a Campus State of Emergency.

**Response for suspicious substance release**

i. Initiate Campus State of Emergency.

ii. Contain the material to minimize the number of individuals exposed.
   a. Seal room where material has been released.

iii. Contain the potential impacted individuals to ensure that they receive proper medical attention.

iv. Remove non-impacted individuals from area immediately.

v. Maintain control of all potentially impacted materials.
Notification
i. Notify Campus Public Safety
   a. Give Public Safety as many details as you can.
ii. Campus Public Safety:
    a. Advise President or designee to Declare Campus State of Emergency.

Containment
i. HVAC system (heating and ventilation system) for impacted and adjacent areas, and bathrooms should be immediately shut down.
ii. Isolate impacted areas
iii. Retain all impacted material for response team.
Bomb Threat

Purpose
The Following procedures will insure the safety of the college population in the event of a bomb threat.

Scope
The following procedures apply to all Cape Cod Community College personnel.

Bomb Threat made by telephone
i. If a bomb threat is made to the college switchboard or other personnel, attempt to secure information as outlined in the CCCC BOMB THREAT RECORD located in the back of this document.
ii. Try to record the call and get the phone number from the caller I.D. display.
iii. Contact Campus Public Safety immediately following the call.
   a. Campus Public Safety shall advise President to declare a Campus State of Emergency.
iv. The West Barnstable Fire Department, Mass. State Police, Barnstable Police, and the District Attorneys Office will conduct an investigation to identify the caller. Cape Cod Community College will offer any resources available to assist with the investigation.
Hazardous Material Release

The topics associated with the release of hazardous materials are covered in the Cape Cod Community College Environmental Management System under section six (6) titled Hazardous Substance Management Plan, and under section nine (9) titled Spill Prevention Control and Countermeasures Plan (SPCC). Copies of these plans are available in the Environmental Health and Safety Office.
Media Relations

Cape Cod Community College has three basic guidelines to observe in crisis situations:

i. Only authorized spokespersons will meet or talk with the media.

ii. Only factual information is released; no speculation is to be offered.

iii. The Director of College Communications will handle all media relations.
CCCC BOMB THREAT RECORD

TIME OF CALL: ____________   DATE: ______________

EXACT WORDS OF THREAT: _____________________________________________
________________________________________________________________________

NUMBER ON CALLER ID: ________________________________________________

QUESTIONS TO ASK:
1. When is bomb going to explode? _______________________________________
2. Where is the bomb? _________________________________________________
3. What does it look like? ______________________________________________
4. What kind of bomb is it? _____________________________________________
5. What will cause it to explode? _________________________________________
6. Did you place the bomb? _____________________________________________
7. Why? __________________________________________________________________
8. Where are you? _____________________________________________________
9. What is your name? _________________________________________________

CALLER’S VOICE:
Calm  Disguised  Nasal  Angry  Broken
Stutter  Slow  Sincere  Lisp  Rapid
Giggling  Deep  Crying  Squeaky  Excited
Stressed  Accent  Loud  Slurred  Normal

TONES OF VOICE:
Well Spoken  Irrational  Incoherent  Foul

If voice if familiar, whom did it sound like? ___________________________________________
What were any background noises? ___________________________________________________
Remarks:

Person Receiving the Call: ___________________________________________________________
Telephone number call received at: __________________________________________________