



**EMERGENCY**

**POLICY AND PROCEDURES**

**MANUAL**

**FOR**

**WASHINGTON COUNTY**  
**COMMUNITY COLLEGE**

**October 2013**

**One College Drive Calais, ME 04619-9704**  
**207-454-1000 1-800-210-6932 Fax 207-454-1026**

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## **NOTICE OF NONDISCRIMINATION**

Washington County Community College is an equal opportunity/affirmative action institution and employer. For more information, please call (207) 454 – 1002.

Washington County Community College is an equal opportunity/affirmative action institution and employer. For more information, please call 207-454-1002.

You may find the complete long version of our nondiscrimination policy at our web site.  
[www.wccc.me.edu](http://www.wccc.me.edu)

## I. INTRODUCTION

Because immediate and effective action is critical in emergency situations, the Health & Safety Committee of Washington County Community College (WCCC) has developed this information booklet on emergency policies and procedures. This manual applies to all campus facilities. We ask you to take a few moments to read through the booklet and become familiar with the following information in order to reduce the likelihood of confusion or panic in an emergency situation.

## II. GENERAL INFORMATION

The first and most important step, for handling emergencies is preparation.

- A. Keep this manual readily accessible as a reference.
- B. Know the key emergency numbers.
- C. Know your location. If you are stressed during an emergency, you may give incomplete information to the emergency personnel. Take a minute to write down clear directions to your office or work location.

Copy the procedures on the next page and post them by your phone so that anyone who uses your phone for emergencies will have clear directions.

- D. Make sure the first aid kit in your area is stocked with the correct supplies. Use surgical gloves when helping a victim. Refer to **Appendix A** for location of first aid kits.

**DO NOT ATTEMPT TO ADMINISTER FIRST AID UNLESS YOU HAVE BEEN PROPERLY TRAINED.**

- E. Learn CPR, how to use a fire extinguisher and other life saving resources when training opportunities arise.
- F. Know your environment – fire alarms, exits, windows, fire exits.
- G. Keep egress areas free from obstructions and clutter at all times.

**III. PROCEDURE FOR EMERGENCY CALLS**

Do the following if a situation involves a fire, personal injury or other emergency that may pose a threat to someone's health or safety.

A. Call the general emergency phone number.

<b>Police Department</b>	<b>911</b>
<b>Fire Department</b>	<b>911</b>
<b>Ambulance</b>	<b>911</b>

Do not hesitate. **Call 911** even if in doubt.

B. Call: **454-1000 – Internal Emergency Line** – This line has been designated to provide notification to an office that can help in the event of an emergency.

\*\*\*\*\*

**My name is \_\_\_\_\_ . I am at Washington County  
Community College. There is an emergency. (Describe the emergency)  
The directions to where I am are:**

**Building:** \_\_\_\_\_

**Room Number:** \_\_\_\_\_

**My Call Back Phone Number:** \_\_\_\_\_

**Description of how to get to where you are:**

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## IV. VIOLENCE IN THE WORKPLACE

### A. PURPOSE

Washington County Community College recognizes that domestic violence is a serious public concern and is committed to provide assistance to victims of domestic violence, sexual assault, and stalking. This policy is established to create a working and learning environment in which employees and students are comfortable discussing issues of domestic violence, sexual assault or stalking. More importantly, this policy creates an environment in which employees and students affected by these issues feel comfortable contacting any Responder in order to seek support from the College and to learn about available resources.

The specific purposes of the policy are to:

1. Develop responsive policies and procedures to assist employees who are affected by relationship abuse;
2. Provide immediate assistance to victims;
3. Provide assistance and/or disciplinary action to employees or students who are perpetrators of abuse; and
4. Offer training on recognizing and responding to relationship abuse.

Washington County Community College will not tolerate any act of domestic violence, sexual assault or stalking in the workplace, and will take action to prevent and correct the misuse of the College's resources in connection with any act of domestic violence, sexual assault or stalking, including harassment or violent or threatening behavior that may result in physical or emotional injury to any College employee or student, while in College offices, facilities, work sites, classrooms, vehicles, conducting College business, or traveling on behalf of the College.

### B. DEFINITIONS

**Abuser/Perpetrator:**

An individual who commits domestic violence, sexual assault or stalking.

**Domestic Violence:**

A pattern of coercive behavior that is used by a person against family or household members to establish and maintain power or control over the other party in the relationship. This behavior may include physical violence, sexual abuse, emotional and psychological intimidation, verbal abuse and threats, stalking, isolation from friends and family, economic control, and destruction of personal property.

**Responders:**

Employees with supervisory responsibility, the College's Affirmative Action Officer and other designated individuals who will respond to victims and abusers and who will receive comprehensive training on best practices for identifying and responding to domestic violence, sexual assault, and stalking.

**Sexual Assault:**

An act of sexual violence whereby a party forces, coerces, or manipulates another to participate in an unwanted sexual activity. This behavior may include stranger rape,

date and acquaintance rape, marital or partner rape, incest, child sexual abuse, sexual contact, sexual harassment, ritual abuse, exposure, and voyeurism.

**Stalking:**

Repeated unwanted contact between two people that directly or indirectly communicates a threat or places the victim in fear. Stalking may occur between intimate partners, acquaintances, or strangers. Stalking behaviors include but are not limited to: following a person; appearing at a person's home or place of business; making harassing phone calls; sending letters or e-mails; leaving written messages or objects; or vandalizing a person's property. In Maine, stalking is a crime and is defined more specifically in the criminal statutes in 17-A M.R.S.A. §210-A.

**Threat:**

Expresses intent to cause physical or mental harm. Such expression constitutes a threat, regardless of the communicating party's present ability to act and regardless of whether the expression is contingent, conditional, or future.

**Property Damage:**

Intentional damage done to property, including property owned by the College, employees, students, visitors or vendors.

**College Resources:**

Include but are not limited to workplace telephones, College cell phones or pagers, facsimile machines, mail, electronic mail, a College vehicle, a College credit card, or other College employees or students.

**Victim:**

An individual subjected to domestic violence, sexual assault, or stalking.

**Workplace:**

An employee is considered to be in work status when the employee is conducting College business, is in College-owned or leased workspace, is using the facilities or services of the College, is using College resources or equipment, is using a vehicle that is owned or leased by the College or its agencies, is attending a work-related conference, or is traveling on behalf of the College.

**Workplace Safety Plan:**

A strategy developed in corroboration with a victim to implement workplace and campus wide safety options, including, but not limited to: setting up procedures for alerting security or police; temporary relocation of the victim to a secure area; voluntary temporary transfer or permanent relocation to a new work site; reassignment of parking space; escort for entry to and exit from the work site; responding to telephone, fax, e-mail, or mail harassment; and, keeping a photograph of the abuser or a copy of an existing court order in a confidential on-site location and providing copies to designated personnel.

**C. WEAPONS**

Washington County Community College does not permit weapons, firearms and/or ammunition or any other explosives in any of its campus buildings or Outreach Centers. Shooting guns or other firearms or the use of other forms of weapons is not permitted on campus, Outreach Centers, or the nearby wooded areas. Failure to follow this policy will lead to disciplinary action and possible legal charges.

**D. PERSONS COVERED BY THIS POLICY**

Persons covered by this policy include College employees and students, contractors, volunteers or temporary workers, on College Campus.

**E. CONFIDENTIALITY**

Washington County Community College recognizes and respects an employee's and student's right to privacy. Washington County Community College will maintain the confidentiality of an employee's disclosure unless the substance of the employee's or student's disclosure demands otherwise. Disclosure will be necessary if an abuser presents a threat to the safety of any employee or student of the college.

Whenever possible, the employee or student will be given notice of necessary disclosures.

**F. RESPONSE AND ASSISTANCE TO EMPLOYEES AND STUDENTS WHO ARE VICTIMS**

The College seeks to offer support and referrals for assistance to victims who disclose concerns or request help. Disclosures may be made to any supervisor or Responder with whom a victim is comfortable.

If an employee of the College has reason to believe that a co-worker is a victim, the concerned employee is encouraged to contact a Responder.

If an employee of the College or a student has reason to believe that a student is a victim, the concerned employee or student is encouraged to contact a Responder.

If a survivor discloses domestic abuse the person informed should send the following messages: you are not alone, you are not to blame, there is help available, and I am concerned about your safety. The person may wish to refer the survivor to the resources listed below:

**1. RESOURCES**

A Responder will provide referral information to victims, which may include:

- a. Washington County Community College policy concerning Workplace Response to Domestic Violence, Sexual Assault, and Stalking;
- b. Local and State domestic violence resources;
- c. Local and State sexual assault resources;
- d. Advocacy and legal services;
- e. Medical and counseling services;
- f. Law enforcement agencies;
- g. Employee Assistance Program – Employees
- h. Student Counseling Program - Students

**2. IMMINENT DANGER**

If any person is in imminent danger in the workplace, that person, a co-worker, the person's supervisor, or any other person in a supervisory or managerial position should notify the internal emergency line immediately, or local law enforcement.

**3. SAFETY PLANNING**

The College will work with victims to develop an individualized safety plan when necessary. The safety plan may include, but is not limited to, the following measures:

- a. Screening telephone calls;
- b. Providing a new work space;
- c. Setting an alternate work schedule;
- d. Arranging an escort to and from parking areas; and
- e. Sharing information concerning the perpetrator with local law enforcement.

4. **COMPONENTS OF A WORKPLACE SAFETY PLAN**

- a. Consider obtaining a civil order for protection and make sure that it is current and on hand at all times. Include the workplace on the order. A copy should be provided to the office of Human Resources Coordinator or Asst. Dean of students & Community Affairs, and other individuals or offices as appropriate, e.g., your supervisor. Ask co-workers and/or supervisors to call the police if the perpetrator threatens, harasses you at work, or violates the civil order for protection in any way.
- b. Consider providing a picture of the perpetrator to Human Resources Coordinator or Asst. Dean of Students & Community Affairs and other individuals or offices as appropriate, e.g., reception areas, if applicable.
- c. Consider providing the Human Resources Coordinator or Asst. Dean of Students & Community Affairs with a description of any vehicle the abuser may drive.
- d. Consider identifying an emergency contact person should your employer be unable to contact you.
- e. Review the safety of your parking arrangements.
- f. Consider having an escort to and from your car or public transportation and/or obtaining special parking access.
- g. Consider requesting a change and/or unpredictable rotations of your work schedule, work site, or work assignment, if such a change is possible and would enhance your safety at work.
- h. Consider having your telephone calls screened at work.
- i. Consider requesting additional security measures for your work site. It may be possible to relocate your work station to a more secure area, provide you with a cellular phone for emergency use at work, or install security cameras or silent alarms at your work site.
- j. See **Appendix B** for a listing of agencies and other resources available to provide assistance.

5. **REASONABLE AND NECESSARY LEAVE**

Employees who are victims may need leave time.

Leave will be consistent, at a minimum, with 26 M.R.S.A. §850 (Employment Leave for Victims of Violence), which requires employers to grant reasonable and necessary leave from work, with or without pay, for an employee to prepare for and attend court proceedings; receive medical treatment or attend to medical treatment for a victim who is the employee's daughter, son, parent or spouse or obtain necessary services to remedy a crisis caused by domestic violence, sexual assault or stalking. The leave must be needed because the employee or daughter, son, parent or spouse is a victim of violence, assault, sexual assault, stalking or any act that would support an order for protection.

Leave benefits may include, as applicable:

- a. Sick or vacation leave;

- b. Family and Medical;
- c. Unpaid leave

**6. COURT ORDERS**

- a. Victims are encouraged to disclose the existence of Temporary or Permanent Orders for Protection from Abuse or Harassment to any department supervisors or a Responder, particularly where the order includes a provision that the perpetrator is not to have contact with the victim at the victim's place of employment or study.
- b. Washington County Community College's Human Resources Coordinator or Asst. Dean of Students & Community Affairs will develop and implement necessary protocols related to orders. Under no circumstances will these orders be placed in an employee's or student's file.

**7. WORK PERFORMANCE**

- a. When a victim has performance or conduct problems as a result of domestic violence, sexual assault or stalking, the College will offer support and an opportunity to correct the problems. Supervisors may develop a work plan with the employee to assist and support the employee in meeting performance expectations.
- b. Nothing in this policy alters the authority of the College to establish performance expectations, counsel employees, impose discipline, reassign duties, place an employee on leave, or take other action as it deems appropriate.
- c. Information or documents pertaining to a victim's involvement in a domestic violence, sexual assault or stalking situation will be kept separately from the employee's personnel records and will not be considered for purposes of hiring or promotion.
- d. In the event that an employee is ultimately unable to maintain employment with the College as a result of domestic violence, the employee will be provided with information about Title 26, M.R.S.A., §§1043 and 1193 (Unemployment Compensation Disqualification and Misconduct Clauses) which provides victims with the right to collect unemployment benefits if they leave their employment in order to preserve their own safety, or if they have been terminated because of performance issues stemming from domestic violence.

**G. RESPONSE AND ASSISTANCE TO EMPLOYEES WHO ARE PERPETRATORS**

The College encourages employees who are perpetrators to voluntarily seek assistance from any of the resources listed at the end of this policy or the College's confidential Employee Assistance Program.

Employees who engage in behaviors on-duty that constitute domestic violence, stalking or sexual assault will be subject to discipline, up to and including termination. In some cases, where there is a connection between off-duty conduct of this nature and one's employment with the College, that off-duty conduct may lead to discipline, up to and including termination.

Any retaliatory action resulting from an employee making a complaint or observation of domestic violence, or otherwise asserting rights or responsibilities under this policy or relevant laws is a serious violation of this policy and will be subject to disciplinary action.

If an employee is concerned that a co-worker is a perpetrator of domestic violence, sexual assault or stalking the employee should discuss their concern with their immediate supervisor or the Human Resource Coordinator who will determine the appropriate action. The employee is discouraged from confronting the co-worker directly.

**1. ON DUTY**

Any employee or student who commits domestic violence, sexual assault or stalking in the workplace (see definition) will be subject to corrective or disciplinary action, up to and including termination/dismissal.

In addition, any employee or student who uses any College resource (see definition) at any time or place to commit domestic violence, sexual assault or stalking will be subject to corrective or disciplinary action, up to and including termination/dismissal.

**2. OFF DUTY**

Any employee or student who is: (i) found by the College to have engaged in domestic violence, sexual assault or stalking; or (ii) arrested, convicted, or named as a defendant in a protective order as a result of domestic violence, sexual assault or stalking, may be subject to corrective or disciplinary action, up to and including termination/dismissal when such action has a link/connection to their employment with the College.

**3. PROTECTIVE ORDERS**

Any employee or student who is named as a defendant must disclose any order from protection from abuse or harassment, or any condition of bail or probation applicable to the employee or student that includes:

- a. Conditions that may interfere with the employee's or student's ability to perform job duties/course work; or
- b. Conditions prohibiting or limiting contact with other employees or students of the College.

The employee or student must disclose the above information to the Human Resource Manager (for employees) and the Dean of Students (for students) at the beginning of the employee's or students next scheduled work/school day.

- c. Failure to provide the above information may result in disciplinary action up to and including termination/dismissal.

**H. TRAINING**

**1. POLICY DISTRIBUTION**

This policy will be distributed to all persons covered by this policy, will be posted at all Campus Buildings, and will be posted on the College's web site at: [www.wccc.me.edu](http://www.wccc.me.edu)

Each person covered by this policy shall sign a statement acknowledging that the person has received and read the policy. Employees' statements will be retained in personnel files. Statements signed by other persons covered by this policy will be retained by the person's primary contact at the College.

**4. EMPLOYEE TRAINING**

- a. All current employees will receive policy awareness training. All new employees will receive training as part of New Employee Orientation.
- b. Persons who must attend specialized training designated by the College focusing on identifying and responding to issues of domestic violence, sexual assault and stalking in the workplace include:
  1. All employees newly hired or promoted into managerial or supervisory positions;
  2. All current managers and supervisors; and
  3. Responders.
- c. The Safety Committee will provide opportunities for education and discussion on domestic violence, sexual assault, and stalking issues, to carry out the purpose of this policy.
- d. Domestic Violence, Sexual Assault, Batterers' Intervention, and the Employee Assistance Program resources are provided at the end of this policy.

**I. POLICIES**

Washington County Community College also has policies covering Equal Employment Opportunity/ Affirmative Action/Non-discrimination, Harassment, Sexual Harassment and E-Mail Usage and Management

**J. CONCLUSION**

Washington County Community College is sensitive to the needs of employees and students affected by domestic violence, sexual assault or stalking. The College will strive to heighten awareness among staff and provide ongoing training and resource information.

## V. BUILDING EVACUATION

Supervisors must inform all current employees of the evacuation plan. Employees must be familiar with evacuation plans for the buildings in which you are located or visiting. When entering an office or other environment check for the evacuation directions.

All faculty members are responsible for reviewing the evacuation plan for classrooms and shops with all students at the beginning of each semester

1. Exit signs and evacuation maps are posted in all college areas in the event an evacuation of the building becomes necessary.

Except for medical emergencies, elevators should not be used for emergency evacuation.

Special health problems and needs (such as a "handicapped accessible" means of evacuation) need to be addressed in advance by contacting Accessibilities Specialist in order to make proper provisions for these individuals.

2. All should follow the procedures outlined below in case it becomes necessary to evacuate the building.
  - a. Remain calm.
  - b. Keep talking and confusion to a minimum.
  - c. Walk, do not run to exits. Close all doors as you leave.
  - d. Exit in an orderly fashion with no more than two people side by side.
  - e. Do not jam or crowd exits.
  - f. Use the stairwells for evacuation.
  - g. Assist any special needs person if needed.
  - h. Once outside the building, conduct a head count to make sure that no one remained inside. Designated areas for assembling from different parts of each building are given at the end of the manual.
  - i. You will be notified by proper authorities when it is safe to return to your building.

### A. BOMB THREATS

1. If you should receive a bomb threat over the phone, try to keep the person on the line and ascertain the following:
  2. The time the bomb is suppose to explode
  3. The location of the bomb
  4. The type of bomb
  5. A physical description of the bomb
  6. The age and gender of the caller
  7. The name of the caller
  8. Any vocal qualities such as accents, speech impediments, etc.
  9. Any background noise such as a train, party noise, etc.

Immediately upon hanging up, you should:

10. Notify the Calais Police Department at 911
11. Notify the person in charge at your present location of the threat and have evacuation procedures put into effect.
12. Do not return to the building until instructed to do so.
13. Make yourself available to the officers on duty and relay all pertinent information to them as soon as possible.
14. Notify the WCCC Office of the President
15. For any inquiries by the press or others direct them to the Office of the President.

A Bomb Threat Check list is located in **Appendix C**

#### **B. ELEVATOR EMERGENCY**

If the elevator gets stuck between floors, call or ring the bell for assistance. If you hear someone calling for help from an elevator, contact the following.

Internal Emergency Number	<b>454-1000</b>
Facilities Management	Phone: <b>454-1067</b>
	Cell Number <b>214-4806</b>

If you are unable to reach help on campus, **call 911.**

#### **C. FIRE EMERGENCY**

Fire alarm pull stations are located throughout the hallways in all buildings on campus. These alarms are connected to the local fire department. Upon the ringing of the fire alarm (an uninterrupted, loud buzzer), the building will be evacuated immediately in an orderly manner utilizing the routes designated on the evacuation maps. Maps showing the location of the nearest fire alarm pull station, fire extinguisher, and the correct evacuation route are posted for all classrooms, labs and shop areas as well as in the main corridor of each wing.

If you detect fire or smoke:

1. Activate the nearest fire alarm pull station. The Calais Fire Department will be called automatically.
2. Close any open doors to the affected area.
3. Do Not attempt to fight the fire unless it appears to be containable; and you are trained in the use of a portable fire extinguisher.
4. There are exit stairwells on each floor of all buildings designated by the EXIT signs. These stairwells should be used for evacuation. In order to prevent smoke from entering the stairwells, **ALL DOORS MUST BE KEPT CLOSED.**
5. Should the primary exit be blocked by heavy smoke or fire, use the secondary route as indicated on the evacuation map.

6. Should you become caught in heavy smoke, crouch down below smoke levels, take short breaths through your nose and crawl to the stairwell.
7. Be sure that any special-needs person is being assisted in leaving the building.
8. When safely outside the building, proceed immediately to the assembly area designated for your part of the building.

**a. GENERAL INFORMATION OF FIRE EMERGENCIES**

Maintenance personnel have been appointed for each building and know the location of all alarms, stairs, and extinguishers to use in case of emergency. The maintenance personnel will supervise and aid in the evacuation and assist instructors in conducting a head count in the assembly areas.

Classroom and shop teachers and staff supervisors will be in charge of evacuating their areas with the help of the maintenance personnel.

It is extremely important that each location on campus have a designated area to meet outside the building so a head count may be taken. Familiarize yourself with the staging locations, located in the back of this manual, for your area. The fire warden will verify that everyone is out of his/her area and report this information to the Calais Fire Department.

Maintenance personnel will check fire extinguishers, EXIT signs and lights in stairwells periodically for problems. Any problems found should be reported to the Director of Facilities at 454-1067.

It is important that the fire doors in the corridors be kept closed at all times. Do not prop them open. It is not only in violation of the fire safety code, but, should a fire occur, closed doors will prevent smoke and flames from spreading more rapidly.

Fire and evacuation drills will be held twice a year and will be signaled by an uninterrupted buzzer.

**b. DUTIES OF COLLEGE STAFF**

1. Upon hearing the fire alarm, notify all students and co-workers in your area and evacuate the building.
2. Perform a quick check of your area to ensure that everyone is evacuating the area.
3. Ensure that any special-needs person is receiving all necessary aid to evacuate the building.
4. Assure that all fire doors are closed and lights are turned off.
5. Assure that all persons have been accounted for and have evacuated the area.
6. Maintenance staff will check the elevator to make sure that no one is trapped inside.

## VI. MEDICAL AND PERSONAL INJURY EMERGENCY

- A. If the emergency involves injury and others are around, call for assistance from another person. Stay with the injured person, and ask the other person to call 911. Direct the other person to wait for emergency personnel near a main entrance and direct them to the scene of the accident or illness (if the dispatcher does not require them to remain on the line). **If you are alone, do not leave the person alone for longer than is necessary to make the 911 call.**
- B. After calling 911, **Call 454-1000 – Internal Emergency Line** –This line has been designated to provide added notification to an office that can help in the event of an emergency.
  1. Be prepared to give the following information to the emergency personnel.
    - a. The nature of the emergency
    - b. The location of the emergency
    - c. Your name, telephone number from which you are calling, and the location where the emergency occurred.
  2. Be prepared to assist the emergency personnel by remaining on the telephone to act as a link between the emergency area and emergency personnel.
  3. Avoid unnecessary movement or action of the victim that might further injure the individual.
  4. A designated safety officer will help you to document the incident and to make a record of procedures followed.
- C. The Health & Safety Committee recommends that a member of each department be trained in basic first aid techniques so that temporary first aid can be applied until trained assistance arrives. Do not attempt to aid the ill/injured person unless you are trained in emergency first aid.
- D. There is a medical kit for minor first aid located in many departments and offices. Ensure that this kit is properly stocked at all times.

**VII. POWER FAILURE**

- A. In the event of a power failure, notify the maintenance department at 454-1067 or 214-4806 or after 4:30 p.m. dial 214-3391.
- B. If a power failure should occur, the building fire alarm system, exit signs, and stairwell lights will be powered by an emergency source.
- C. While in most cases, evacuation of a building will not be necessary, you will be informed by the College if power can not be restored and that the situation could lead to unsafe conditions.
- D. Facilities Management employees will verify that no other emergency accompanies the power failure and should also check to ensure that no one is trapped in an elevator.
- E. If a power failure is associated with a fire emergency, all procedures for evacuation of the building should be followed.

## VIII. DISASTER PREPAREDNESS AND RESPONSE PLAN

### A. GENERAL INFORMATION

At any time, the College may experience a crisis or disaster that requires a well coordinated response by the College. The following identifies some of the types of disasters that may occur on college property for which the college will have to respond in a timely and effective manner.

1. Murder, accidental death, suicide, physical attack or threat, or serious injury;
2. Major fire, natural disaster, or environmental accident/incident that threatens or has harmed the college community, facilities, or asset;
3. An act of terrorism;
4. Discovery of internal problems such as theft; major conflict of interest; immoral, unethical, or illegal activity by faculty or staff that has a direct effect on the campus community; actions by a member of the college community that could cause serious financial or physical harm;
5. Allegations or actions against the College and/or the /MCCS System concerning any of the internal problems cited above;
6. A strike, major protest, or boycott aimed at the College or System.
7. Contagious illness

All require the establishment of a coordinated command structure, quick response, reliable communications, and provision of various types of services and support. Some may require a full or partial lock down of the college.

### KEY PRIORITIES

- Priority 1: Life safety issues**  
Evacuation  
Search and Rescue  
Identification of Shelters  
Medical Aid
- Priority 2: Preservation of property**  
Damage assessment (assessment of safety and usability of facilities) Utilities survey (survey of gas, electric, steam, water, and sewer utilities)
- Priority 3: Stabilization**  
Are adequate food, water, and shelter available?  
Are utilities working sufficiently  
Are communication systems working  
Is adequate counseling available
- Priority 4: Recovery Plan**  
Goal: return to normal operating procedures

## **B. DISASTER PREPAREDNESS AND CONTAGIOUS ILLNESS RESPONSE PLAN**

This plan will address two separate, but closely related scenarios. Both will require the establishment of a coordinated command structure, provision of housing, food, and medical care to individuals remaining on campus, maintenance of the physical plant to ensure continued services, establishment of a secure perimeter, limiting access to campus, and communication and coordination with the outside community.

1. The first is the response to a major disaster affecting the outside community requiring WCCC to become a haven for those currently on campus. Such a situation may include a major ice storm, earthquake, terrorist attack, or pandemic spread of influenza. In general, these situations would be accompanied by a Federal or State "No Travel" order requiring us to shelter-in-place all those currently on campus for any reason.
2. The second is the discovery of contagious illness (most likely influenza, but possibly including meningitis or other pathogens) on campus and the receipt of an order from the Maine Center for Disease Control or the Federal Centers for Disease Control to quarantine the school to prevent spread to the outside community. The following is the likely sequence of events.

In either case, we assume that the situation is so serious as to curtail the civil-rights of freedom of movement (akin to holding someone down who wishes to run back into a burning building).

### **Disaster**

The Disaster scenario is best exemplified by a major earthquake or severe storm, though it may apply to pandemic illness as well. In this case the agency-in-charge, State EMA, CDC, State Police, would issue a "no-travel" order to prevent people from entering harm's way and to facilitate the movement of emergency vehicles through the area. It then becomes incumbent on us to secure the campus, enforce the no-travel order, and shelter-in-place all individuals on campus until such time as the order can be lifted.

### **Contagious Illness**

The On-Campus scenario initiates with diagnosis of a highly contagious illness in a student currently on-campus or who has been in class during the past 7-10 days. The initial diagnosis will almost certainly be made by one of the local hospitals. Any acute illness or life-threatening condition on campus would initiate our Emergency Procedures. This includes calling 9-1-1 and having the sick individual transported by ambulance to the hospital. Upon diagnosis, the hospital would notify (as they are required to do by law) the Maine CDC and/or the Federal CDC in Atlanta. One or both of these agencies would conduct a threat assessment and then would order us either to close and send people home, or order us to quarantine the campus and shelter everyone here. In this most serious case, the essential note is that no one is allowed on to campus, nor is anyone currently on campus allowed to leave. The sequence of events for this scenario will include the following steps:

1. Diagnosis (usually by one of the local hospitals) of a highly contagious illness in a student or employee currently on-campus or who has been on campus/in class during the previous 7-10 days.
2. Upon diagnosis, notification by the hospital to the Maine Center for Disease Control and/or the Federal Center for Disease Control in Atlanta.

3. Threat assessment conducted by health agency.
4. Order received by college to either to close and send people home, or to quarantine the campus and shelter everyone on campus, constituting a lock down.
5. Only authorized individuals allowed to enter or leave the campus or building affected. .

### General Sequence of Events

The Initial phases of the scenarios differ in sequence, but there are common elements. Importantly, either of these scenarios must crystallize a command structure that places certain responsibilities on certain offices. The individuals in these offices must carry out their assigned duties or leave all others in an untenable situation.

1. Notification from a State or Federal Authority to the "Incident Commander" at the College. In general, this will be the President. In the absence of the President, such notification will follow the chain of command down through the Assistant to the President and Human Resource Coordinator, Dean of Academic & Student Affairs, Director of Finance, and Director of Facilities.
2. Communication of the received order shall go from the Incident Commander to:
  - a. the senior staff of the college  
- most of whom will have specific roles in the response plan
  - b. the remaining faculty and staff
  - c. the students on-campus
  - d. the students off-campus
  - e. the community at large
3. The campus will divide into several sectors to meet specific needs: all are consistent with their current on-campus functions, but may take on a new level of intensity.
  - a. Please refer to the Core Response Team for specific on campus duties on pages 19-22.
4. Primary Concerns for these incidents are (in order of importance):
  - a. Campus Security and Isolation: This must include the placement of barricades at all potential access points to campus, restricting all movement to a single access point that is under direct security control. Movement of people on campus may have to be controlled. Pedestrian access to and from campus must be restricted. Secondary stakeholders in this plan may be those businesses along River Road that may be affected by our need to secure the campus; particularly, Calais High School, Pratts Dealership, etc. Barricades could be placed on College Drive and Gatcomb Drive.
  - b. Housing for all campus residents is already achieved. The challenge will be to provide beds and space for all faculty, staff, and commuter students (including hotel dwellers) who will have to be accommodated. Minimal estimates suggest 500 additional cots, blankets, pillows and toiletries will have to be supplied. Contact Michael F. Hinerman with the Washington County Emergency Management Agency for assistance.

- c. Food (and Fuel) - Planning needs to occur now to prepare and supply sufficient food and fuel to sustain ourselves for 7 to 10 days. This should be in durable form, capable of long term storage, or constantly cycled.
- d. Medical Treatment and Isolation: Medical staff must have appropriate facilities in which to treat the ill or injured. The ill must be isolated from others (esp. if flu). The medical "ward" must be isolatable from general traffic and from the air handlers supplying other non-medical areas.
- e. Maintenance must keep areas sufficiently sanitized.
- f. All other functions support these primary efforts.

5. Aftermath:

- Counseling for students
- Grieving for any deaths
- Loss control and insurance for damaged property
- Making up lost instructional time
- Semester Timing
- Faculty/Staff Contractual Issues

6. Major Disaster External and Internal to College:

A major disaster affecting the College and/or the outside community may require WCCC to become a haven for those currently on campus. Internal disasters such as a terrorist attack or bomb threat may require the college to limit entrance or exit from the campus. In these cases, the college assumes that the situation is as serious as to curtail the civil-rights of freedom of movement and to prohibit entering or exiting the college grounds.

A disaster is best exemplified by a major earthquake or severe storm, though it may apply to pandemic illness or terrorist act, as well. In this case, the agency-in-charge (i.e. College, MEMA, CDC, state and/or local police) will issue a "no-travel" order to prevent people from entering harm's way and to facilitate the movement of emergency vehicles through the area. It then becomes necessary to secure the campus, enforce the no-travel order, and shelter-in-place all individuals on campus until such time as the order can be lifted. See Section entitled "Lockdown Procedure for Terrorist Threat" for procedures to follow in the event of a terrorist threat.

**C. CRISIS RESPONSE TEAM**

The College will establish a Core Response Team for each emergency. The following individuals are required to respond when called upon to do so. Others may be consulted or included as needed.

- **Incident Commander:**
  - College President,
  - assisted by his/her cabinet,

In general, the incident commander is the President. In the absence of the President, the senior member of the President's Cabinet will assume incident command.

- **Logistics**
  - **Medical Services:**  
Director of Facilities  
Associate Dean of Community Education and Student Affairs  
Emergency Medical Services.
  - **Housing:**  
Dean of Enrollment and Student Services  
Associate Dean of Community Education and Student Affairs
  - **Food and Water:**  
Director of Finance assisted by the  
Food Service Manager and the  
Dean of Enrollment and Student Services
- **Planning**
  - **Public Relations and Information:**  
Director of Human Resources, Training and Public Relations.
- **Operations**  
Director of Facilities assisted by  
Dean of Academic Affairs
  - **Maintenance:**  
All members as needed
  - **Liaison:**  
Director of Human Resources, Training and Public Relations  
assisted by Dean of Academic Affairs and the  
Director of Facilities
  - **Employee Assistance:**  
Director of Human Resources, Training and Public Relations  
and the Director of Finance
  - **Counseling and Morale:**  
Dean of Enrollment and Student Services,  
Associate Dean of Community Education and Student Affairs,  
Director of Residential Life, and  
Assistant Director of Residential Life

- **Finance:**  
President assisted by  
Director of Finance

#### **D. ROLES OF VARIOUS TEAM MEMBERS**

##### **All Team Members**

- To be responsible for developing and implanting strategy and tactics to carry out the incident objectives.
- To organize, assign, and supervise resources assigned to the incident.
- To work closely and coordinate activities with other members of the Team and staff.
- To be responsible for the departments supervised directly by the team member.
- To meet with the Incident Commander as directed or as circumstances dictate
- To ensure that employees practice the response to disaster at least once annually.
- To report to Incident Commander as circumstances dictate

##### **Incident Commander (or designee):**

- To provide the overall leadership for the incident response
- To delegate authority to others to manage the Incident Command Structure ("ICS")
- To be responsible for all activities and functions of the incident until positions in the ICS have been staffed
- To assess the need for staff, how many, and of what type
- To establish incident objectives for the organization based on the situation
- To implement meetings with members directly under their control during and post incident
- To gather and analyze information so that we can be ready for tomorrow and the next day.
- To gather intelligence and information analysis, and dissemination.
- To manage the planning process and compiles the Incident Action Plan using input from the rest of the organization.
- To serve as the primary contact for outside supporting agencies assigned to the incident or event.

##### **Logistics**

- To ensure facilities operations
- To provide the resources and services required to support the incident activities
- To coordinate the resources and services required to support human needs (i.e. housing, food, water, lodging).

##### **Planning**

- To serve as the conduit between internal and external stakeholders, including the media, or other organizations seeking information directly from the incident or event.
- To maintain open lines of communication, including smooth operation of telephone and computer systems.
- To ensure that student personal and emotional support is provided during and after the event

- To assist with planning and implementation of the necessary actions  
Maintain accurate lists of all employees and location of employees
- To monitor well-being of staff involved in the event and to direct them towards proper resources
- To assist with any staff crisis that may develop as part of the event
- To ensure that the college is operating within contract guidelines
- To work with various managers to address staff issues post-event

### **Operations**

- To report to the Incident Commander as circumstances dictate
- To assist with the planning and implementation of the response
- To provide accurate student information as requested
- To identify and remediate potential problems
- To be responsible for any employees under direct supervision
- To coordinate the activities very closely with the other members and staff

### **Finance**

- To make appropriate financial decisions for the purchase of items needed
- To make any financial decisions with post incidents expenses
- To make financial decisions with the return to regular business
- To keep accurate and timely records of expenditures and cost analysis through the planning, implantation, and post incident
- To be responsible for contract negotiation, track personnel and equipment time, document and process claims for accidents and injuries occurring at the incident, and to keep a running tally of the costs associated with the incident.

## **E. COLLEGE RESPONSE TO A CRISIS/DISASTER**

**Step 1: Notification of Crisis/Disaster:** Notification of a crisis may come from a State or Federal Authority to the "Incident Commander" at the College or the Incident Commander may notify of State and Federal Authorities.

**Note:** Law enforcement agencies and hospitals have been provided with contact names and contact information on a regular basis.

**Step 2: Assessment and Preliminary Planning:** Preliminary and brief assessment of the threat of disaster will be conducted by the President and team members identified by the President. Action steps to be taken will be outlined.

**Step 3: Communications to Affected Person** Communication of the received order shall go from the Incident Commander or designee to:

- a. senior staff of the college (President's Cabinet) and the MCCS President and attorney
- b. all other faculty and staff
- c. students on-campus
- d. students off campus
- e. neighboring stakeholders and community at large

**Step 4: Maintenance** personnel will secure the campus or the building. If available, assistance will be sought from law enforcement agencies. Depending on the nature of the disaster and the requirements of agency officials, the college may engage in a total or partial lock down.

**Maintenance Personnel and Isolation/Lock Down:** Should the College be required to be fully secured, barricades will be placed at the College and Gatcomb Drive. Maintenance personnel will patrol open areas to prevent any person from leaving or entering at any point around the college's perimeter. Pedestrian access to and from campus will be restricted.

**Individual Building Isolation/Lock Down:** Should a threat/disaster be limited to one or two buildings, the college may isolate those buildings only, following the directives of emergency and/or law enforcement officials.

**Secondary stakeholders:** Secondary stakeholders in the lock down of the Calais campus include Calais High School and businesses along River Road that may be impacted by the closing of the campus.

**Access Roads:** Access roads will be kept clear of vehicles and any other obstructions which may limit or slow access for emergency vehicles and personnel.

**Step 5: Human Needs** Of primary importance are the human needs of the members of the College. In the case of contagious illness and certain types of disasters when the College is totally locked down, the College must be ready to address human needs for 7 – 10 days. It is reasonable to expect that the need for personal support will extend beyond the crisis. All functions will support these primary efforts.

**Housing:** An incident may require long term housing. Currently, the College provides housing for approximately 100 residents in its resident halls. Beds and space for all faculty, staff, and commuter students will be provided in the St. Croix Hall. Showers are available in this building.

**Note:** The Director of Facilities will work with various emergency agency personnel (Red Cross, MEMA) to obtain sufficient cots, blankets, pillows and toiletries based on the number of individuals requiring housing.

**Food and Water:** The Director of Finance and the Food Service Manager will work with the various emergency agencies to ensure a sufficient supply of food and water. The food will be in durable form, capable of long term storage, or constantly cycled.

**Medical Treatment and Isolation:** A medical staging area will be in the Nursing Laboratory in the Administration Building (Room 7) provided that it is accessible. Supplies will be made available for treatment of ill or injured individuals. The nursing training lab has hospital beds and supplies. In the event the Nursing

Laboratory is not available then medical treatment and isolation will be provided in the Food Service classroom located in St. Croix Hall.

**Note:** The Director of Facilities will be required to have Housekeeping clean and sanitize all areas, including bathrooms.

**F. AFTERMATH SUPPORT AND SERVICES**

- Counseling services will be made available for students and employees. Currently, the college employees have access to the Maine State Employee Assistance Program.
- Gatherings and proper events to allow people to deal with grief and loss.
- The Director of Facilities and the Director of Finance will ensure proper evaluation of loss, notify insurers and state officials, and handle any paperwork necessary for compensation.
- During times of emergency, time lost is governed by the dictates of the various employee contracts. Faculty desiring to make up lost instructional time will work with the Academic Dean to determine a course of action.

## IX. LOCKDOWN PROCEDURE FOR ACTIVE SHOOTER/TERRORIST THREAT

### A. PURPOSE

To outline procedures for full or partial lockdown providing for the safety and security of the students, staff, faculty, and visitors when an active shooter or terrorist threat (i.e. individual with weapon) has been identified that places them in a position of possible danger. The lockdown procedure will call for buildings or areas inside a building not considered under threat to be secured thus preventing any potential violence from spreading to them.

### B. CORE CRISIS RESPONSE TEAM

The following outlines the core team members in the event of a terrorist threat. Other team members will be added as needed.

1. Overall responsibility: College President
2. Direct implementation responsibility: Director of Facilities
3. Internal Communications Responsibility: Director of Information Technology and the Director of Facilities.
4. External Communications Responsibility: Office of the President

### C. NOTIFICATION AND RELATED PROCEDURES

#### 1. INITIAL NOTIFICATION OF THREAT

Anyone with knowledge of a threatening situation or incident that could affect the safety and security of the college and/or its occupants should call 911, then dial 77# which activates the intercoms on campus phones to notify employees near a phone of the situation.

#### 2. NOTIFICATION OF KEY PERSONNEL

Each building has designated emergency contacts. Notification will begin immediately with phone calls outlining the threat (location, type of threat, number of individuals involved if known) and the eminent danger to each of the appointed personnel in each building. In addition, e-mails will be sent to all personnel. The emergency contact persons in each building will then be instructed to go to each room in the building and give notification of the situation in progress. See **Appendix G** for listing of individuals responsible for securing the campus buildings.

#### 3. INSTRUCTIONS TO ALL INDIVIDUALS IN THE EVENT OF A TERRORIST ACTION ON COLLEGE PROPERTY.

These instructions are posted in each room.

- Stay calm.
- Stay as low as possible.
- Turn off the lights including computer monitors; close and lock all windows; close all blinds.
- Lock all room doors including all entry doors.
- Stay away from windows and doors.

- Remain in the building unless instructed to evacuate.
- Go to a corner of the room and sit on the floor and wait for the all-clear notice.
- If outside, seek refuge in a secure building; and avoid remaining in the open.

4. **ELIMINATION OF THREAT**

When the incident is resolved and law enforcement officials notify the college that the environment is safe, telephone calls to each appointed person in each building will be made by the Incident Team members. The building emergency contact personnel will go to each room and give the all-clear.

5. **COMMUNICATIONS**

**Communications to news media:** Office of the President and Assistant to the President and Human Resources Coordinator

**Communication to Law Enforcement:** Director of Facilities and the individual(s) reporting the threat.

**Communications to students and employees:** Office of the President or his designee(s).

6. **REVIEW**

Within one day of the incident, the President's Cabinet and other stakeholders will convene to conduct a review of the incident and to adjust any procedures that will assist the college to respond more efficiently and effectively

## **X. CRISIS COMMUNICATIONS PLAN**

### **Part I: Communications Responsibilities**

The College should be prepared to communicate a rapid, accurate, and complete response in a crisis. Clear and effective communication is critical to ensuring the health and safety of individuals, minimizing the disruption and damage that can be caused by a critical incident, and protecting the institution from negative publicity.

- A. Whenever possible, appropriate details and actions taken by the college during an emergency should be provided to students, staff and faculty before being released more broadly. (See **Appendix D.**) The family of victims or affected college community members should be contacted before information is released more broadly.
- B. The College will consult with the MCCS Office Public Affairs Officer and brief the media as soon as possible, providing a prompt and accurate response to the crisis. If time permits, an information sheet will be developed, reviewed by the attorney, and if approved, distributed to incident team members.
- C. Communications will be provided by the Office of the President. Depending on the crisis, the college President may authorize members of the President's Cabinet to act as the college spokesperson.
- D. The media will be provided with as much information as available within the constraints outlined in Part 3 - What Information Should and Should Not Be Released.
- E. It is the responsibility of the President or his designee(s) to be on the scene, available for media interviews, and to ensure, in the event of death or injury, that the victims and survivors have been contacted.
- F. The Office of the President or his designee(s) is the designated spokesperson, serving on the core response team for all crises. During a crisis, the Director will be available 24/7. Whenever possible and for the most part, inquiries should be directed to this individual, and all informational materials should be developed in consultation with this person or approved by him/her and the college President to avoid confusion and mixed messages.

### **Part 2: The 10 C's of good crisis communication**

In any crisis, members of the President's Cabinet as members of a crisis response team will follow these guidelines.

- A. Be cooperative
- B. Provide control
- C. Demonstrate caring and concern
- D. Demonstrate competence
- E. Be credible
- F. Be consistent

- G. Be clear
- H. Be concise
- I. Keep current
- J. Act with calm

**Part 3: What information should and should not be released**

**Public Right to Know:** Although the public may have a strong and legitimate interest in learning about a critical incident, the privacy interests of those involved may not permit public and/or media access to certain information.

**Notification of Next of Kin:** When a member of the college community is involved in a critical incident, the College will always seek first to inform next of kin of the incident. Frequently, law enforcement officials will assist with the notification.

**Involvement MCCS Legal Counsel and Public Affairs Officer:** Having accomplished that notification, the crisis response team, in consultation with MCCS legal counsel and the Office of the President, shall determine what information can be publicly released. Talking points will be created.

**Release of Student Information:** The release of information regarding a student is governed by the Family Educational Rights and Privacy Act (FERPA). Generally speaking, the only information the College may release about a student is information defined by FERPA as "directory information." This includes the student's name, address, telephone listing, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and the most recent previous educational agency or institution attended by the student.

**Students must consent to the disclosure of even this information**, and College records must be checked to determine whether or not a student has granted this consent. In general, no information about a student, including directory information, may be released in response or in relation to an actual or alleged incident without prior authorization from MCCS legal counsel.

**Release of WCCC Employee Information:** MCCS employees also have certain personnel related privacy rights. As a general rule, the fact that someone is employed by the college, current position, and salary are not confidential. But most other information, including personal contact information, is. Information regarding employees should not be publicly distributed without first consulting MCCS legal counsel.

**Criminal Investigations:** Caution must be exercised in releasing information that could interfere with a criminal investigation or a subsequent legal proceeding.

**Unverified and speculative Information:** Information that is speculative will not be released. Unless proven and verified, the College should not release information on or speculate about the following:

- A. Number of deaths/injuries
- B. What was damaged, if anything
- C. Estimates concerning the extent of damage in dollars cannot be accurate during the first hours of an emergency and are best released when verified

- D. Estimates concerning the length of time it will take to put a damaged facility back online
- E. Speculation on cause and blame placed on any individual, agency or piece of equipment
- F. Comments on judicial or administrative processes in which findings have not been issued
- G. College shutdown (if any)
- H. If and how safety rules were violated, by anyone
- I. Possible effect on the community
- J. Events as they transpired

What to Release: Once proven and verified, the college will release information about the following:

- A. Factual account of events
- B. Background information (See part 3)
- C. Update of events as they unfold
- D. Actual cause of crisis
- E. Course of action
- F. Extent of physical damages

#### **Part 4 Communications Checklist**

The College will use the following checklist when communicating about a crisis.

- Inform the M CCS president of the incident.
- Determine who on the Notification/Contact List (**Appendix D**) needs to be contacted, by whom, and how the contact will be made.
- Confirm who will serve as spokesperson.
- If an incident involves a member of the college community, ensure that parents/next of kin have been notified of the event before information is released more broadly (to the college community, media, etc.).
- When appropriate, the College should establish a telephone hotline and dedicated Web page(s) for providing ongoing updates. All internal and external communications should direct the public to call that number or check the college website for updates.
- Develop and release a statement to the college community that includes guidance on how to respond to media inquiries. (See **Appendix H**.)
- Revise and release a similar statement to the media and via other channels (e-mail, Website, telephone hotline, community meetings, etc.), based on the information available. (For what should and should not be included in these statements, see below.)

- In addition to a prepared statement (**Appendix H**), the core team should develop responses to questions it anticipates receiving from various audiences and constituencies.
- Continue to update hotline and website as situation unfolds (including information about grief counseling, mental health services, support groups, memorial services, safety seminars, etc.).
- Place trusted, informed, trained individuals on the phones/hotline/switchboard office, and provide those individuals with copies of all public statements about the event.
- If needed, assign staff person to serve as liaison with public safety agencies (notify public safety agencies of press briefings, provide copies of all public statements issued by the college, serve as conduit for information from these agencies to the college).
- If needed, assign staff person to serve as liaison to victims' families and counseling units.

**Part 5: Communications Checklist in the Event of a Major Situation Drawing Regional or National Media**

The College will use the following checklist to address communications of a crisis that draws regional or national media attention. The nature of the emergency will dictate staging areas.

- Establish parking areas for satellite trucks and other large media vehicles.
- Establish a media center that is staffed 24/7 with power outlets, Internet access, restrooms, tables, chairs, air conditioning, and a briefing area with a multiple mike system (if possible). The Core Response Team meeting room will not be in close proximity to the media center.
- Issue credentials for entering the media center.
- Direct media to the center to work and receive information.
- Issue periodic statements to the media gathered at the center.
- Set up area for interviews.
- Provide food for reporters and photographers.
- Shoot and release your own pictures and video to give close-up coverage with less confusion and intrusion.
- Arrange for meals, and bring in bedding and clean clothes for staffers who may not go home for a while.
- Give staff frequent breaks and ability to contact their families.
- Monitor staff fatigue levels.

**Part 6: Media and Incident Staging areas**

**Incident Location:** Washington County Community College

**Media:** Lower Dorm Parking Lot

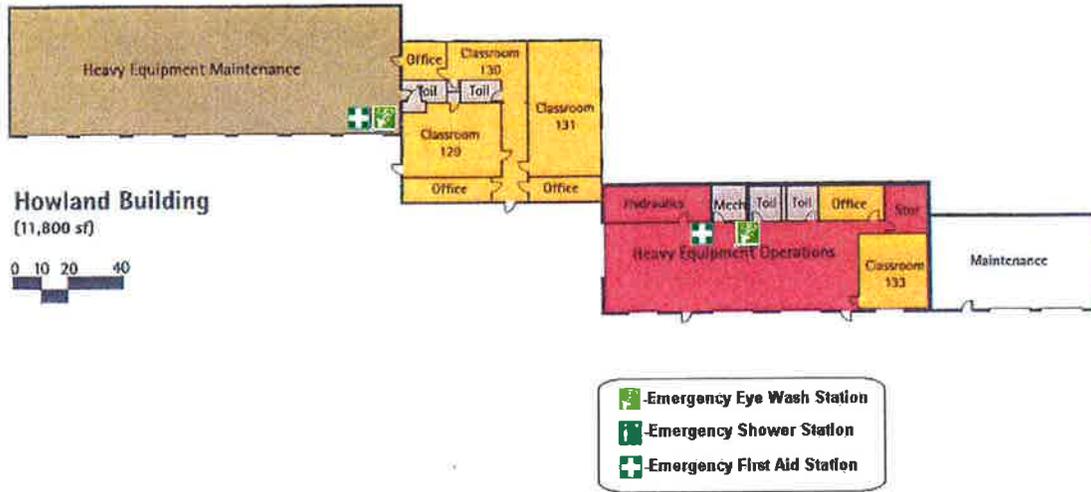
**Incident Command Center:** Office Suite of the President.

## **XI. APPENDICES**

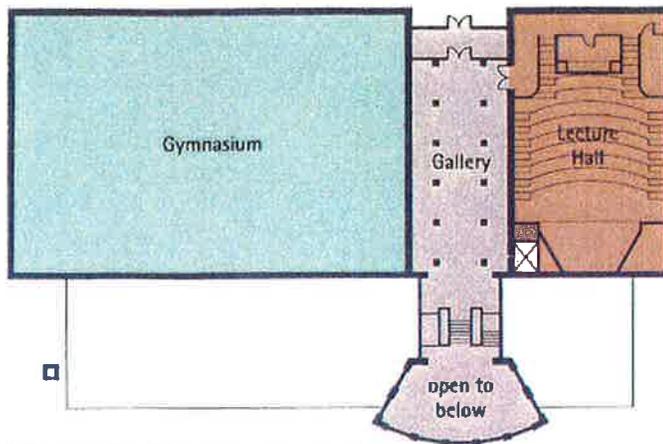
- A. FIRST AID KIT LOCATIONS
- B. LISTING OF DOMESTIC VIOLENCE AGENCIES AND OTHER RESOURCES
- C. BOMB THREAT CHECKLIST
- D. EMERGENCY NOTIFICATION LIST – DIVISION LEADERS AND KEY PERSONNEL EMERGENCY NUMBERS
- E. SYSTEM OFFICE CONTACT NUMBERS
- F. CRISIS COMMUNICATION CALL DOWN LIST FOR LOCAL BUSINESSES
- G. SECURING BUILDING ASSIGNMENTS
- H. SAMPLE COMMUNICATION AND INFORMATION STATEMENT
- I. CAMPUS MAPS
  - 1. AERIAL PHOTO
  - 2. SITE MAP
  - 3. ADMINISTRATION/CLASSROOM/SHOP BUILDING
  - 4. ST. CROIX HALL AND HOWLAND HALL



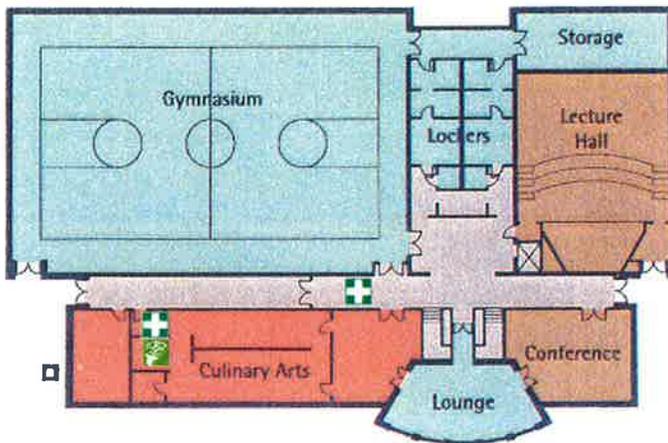
**Harold Howland Hall Emergency Stations**



**St. Croix Hall Emergency Stations**



**St. Croix Hall Upper Level**  
(2,000 sf)



**St. Croix Hall Lower Level**  
(16,100 sf)



-  -Emergency Eye Wash Station
-  -Emergency Shower Station
-  -Emergency First Aid Station

**Appendix B**

**DOMESTIC VIOLENCE AGENCIES AND OTHER RESOURCES**

**Domestic Violence Resources:**

Violence in the Workplace Policy  
Website: <http://www.wccc.me.edu>

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The Next Step – Domestic Violence Project  
Hotline: 1-888-604-8692  
Phone: 1-207-255-4785  
Website: <http://www.nextstepdvproject.org/>

Downeast Sexual Assault Services  
Hotline: 1-800-228-2470  
TTY: 1-888-458-5599  
Website: [http://www.downeasthealth.org/sex\\_assault.html](http://www.downeasthealth.org/sex_assault.html)

Employee Assistance Program  
Toll Free: 1-800-451-1834

Student Counseling Program  
WCCC Administration Building  
Dean of Enrollment and Student Services – 454-1032  
Associate Dean of Community Education and Student Affairs – 454-1012  
Director of Residence Housing - 454-1054

Office of Human Resources  
WCCC Administration Building  
Phone: 454-1002

**APPENDIX C**

**WASHINGTON COUNTY COMMUNITY COLLEGE  
BOMB THREAT CHECKLIST**

If you receive a call regarding a possible bomb threat, remain calm. Your goal is to try and keep the caller on the line as long as possible and get as much information about the incident as possible.

**QUESTIONS TO ASK:**

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is address?
9. What is your name?
10. What is the number indicated by the caller-ID?  
\_\_\_\_\_

**EXACT WORDING OF BOMB THREAT:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- Male  
 Female

Approximate Age: \_\_\_\_\_

Time call received: \_\_\_\_\_ A.M. P.M.

Date Call received: \_\_\_\_\_

Your Name: \_\_\_\_\_

Your Position: \_\_\_\_\_

Your Telephone Number: \_\_\_\_\_

Date Checklist completed: \_\_\_\_\_

**CALLER'S VOICE:**

- |   |  |
|---|--|
| <input type="checkbox"/> Calm           | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> Soft           | <input type="checkbox"/> Angry           |
| <input type="checkbox"/> Stutter        | <input type="checkbox"/> Loud            |
| <input type="checkbox"/> Excited        | <input type="checkbox"/> Lisp            |
| <input type="checkbox"/> Laughter       | <input type="checkbox"/> Slow            |
| <input type="checkbox"/> Rasp           | <input type="checkbox"/> Crying          |
| <input type="checkbox"/> Rapid          | <input type="checkbox"/> Deep            |
| <input type="checkbox"/> Normal         | <input type="checkbox"/> Distinct        |
| <input type="checkbox"/> Slurred        | <input type="checkbox"/> Whispered       |
| <input type="checkbox"/> Ragged         | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Disguised      | <input type="checkbox"/> Accent          |

Familiar (If voice is familiar, who did it sound like?)  
\_\_\_\_\_

**BACKGROUND SOUNDS:**

- |  |   |
|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery      |
| <input type="checkbox"/> Voices        | <input type="checkbox"/> Crockery               |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Clear                  |
| <input type="checkbox"/> PA System     | <input type="checkbox"/> Static                 |
| <input type="checkbox"/> Music         | <input type="checkbox"/> House noises           |
| <input type="checkbox"/> Long distance | <input type="checkbox"/> Local                  |
| <input type="checkbox"/> Motor         | <input type="checkbox"/> Office machinery       |
| <input type="checkbox"/> Booth         | <input type="checkbox"/> Other (Please specify) |

\_\_\_\_\_

\_\_\_\_\_

**BOMB THREAT LANGUAGE:**

- Well spoken (education)
- Foul
- Taped
- Incoherent
- Message read by threat maker
- Irrational

**REMARKS:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**APPENDIX D**

**Emergency Notification List**

<b>Name</b>	<b>Title</b>	<b>Work Direct Line /Internal Line</b>	<b>Cell Phone/Pager</b>
Joseph L. Cassidy	President	454-1001/1001	904-7250
Tina Erskine	Director of Human Resources, Training and Public Relations	454-1002/1002	214-3401
David Sousa	Dean of Academic Affairs	454-1003/1003	557-7950
Susan Mingo	Dean of Enrollment and Student Services	454-1032/1032	214-4780
Desiree Thompson	Dean of Finance	454-1021/1021	557-6075
Dave Sullivan	Director of Facilities	454-1067/1067	214-4806
Scott Harriman	Associate Dean of Community Education and Student Affairs	454-1012/1012	214-3760
William Cody	IT Coordinator	454-1011/1011	214-4520
Karen Gookin	Director of Residence Housing	454-1054/1054	214-4641

\*The college president or his/her designee should inform the MCCS president or his designee as soon after an emergency has been identified as possible. When in doubt, place the call. The MCCS president will, in turn and when necessary, be responsible for contacting and/or involving the following:

- Governor
- Board of Trustees
- Legislators
- Other State Officials
- System Legal Counsel
- Other System Managers

**APPENDIX E  
SYSTEM OFFICE CONTACT NUMBERS**

<b>Name</b>	<b>Title</b>	<b>Contact Number</b>
John Fitzsimmons	President	Office: 207-629-4007 Cell: 207-233-0727 Home: 207-781-4260
Ellyn Chase	Executive Assistant	Office: 207-629-4007
David Daigler	Chief Financial Officer	Office: 207-767-0116 Cell: 207-831-8613
Derek Langhauser	Counsel	Office: 207-767-0116 Cell: 207-831-8613

APPENDIX F

Crisis Communication Call Down List for Local Businesses

<b>Business</b>	<b>Address</b>	<b>Contact Name</b>	<b>Contact Phone</b>
Calais Schools	5 Church Street	Dr. Keith Laser	454-7561
Calais High School	2 College Drive	Matt Clark	454-2591 or 454-2595
St. Croix Early Care and Education Center	29 Gatcomb	Marsha Rogers	454-3213 or 454-0131
The Dons	14 River Road	Don Percilio	454-2869
Lazy W Quarter Horses	91 River Road	Carroll & Charlene Wallace	454-3693
St. Croix Regional Technical Center	2 College Drive	Bob Moholland	454-2581
Pratt –Chevrolet-Oldsmobile	143 River Road	Ian Pratt	454-0600

**APPENDIX G**

**INDIVIDUALS RESPONSIBLE FOR SECURING BUILDINGS**

**St. Croix Hall**

- Susan Mingo
- Scott Harriman
- Tab Davis
- Mel Greenlaw

**Administration Building**

- David Sullivan
- Tina Erskine
- Jim Monaghan
- Bob Merrill
- Desiree Thompson
- Tab Davis

**Howland Harold Building**

- Dan Corbett
- Jim Monaghan
- Mel Greenlaw
- Available Faculty

**Residence Hall**

- Karen Gookin
- Chris Woodside
- Scott Harriman

## APPENDIX H

A generic, sample communication and information statement

(City/town, Date): This is the information we can confirm at this time. At \_\_\_\_\_, we have experienced a \_\_\_\_\_. (Provide as many facts as can be confirmed: who, what, where, when, how.) As a result, \_\_\_\_\_ students/faculty/staff were injured and have been transported to \_\_\_\_\_ where they are being assessed and treated. College officials have notified the families and are at the hospital to offer their support.

We are grateful to our employees and the local emergency agencies who responded so quickly and effectively to control the situation. [At no time was a danger posed to the surrounding community.]

At this moment, it is too early to determine the specific cause of \_\_\_\_\_. College personnel are cooperating and working closely with local authorities. The safety of our students, employees, and neighbors is extremely important to us. We are committed to conducting a thorough investigation of the incident to learn what can be done to minimize the chance of anything like this happening again. And we will work with authorities to that end.

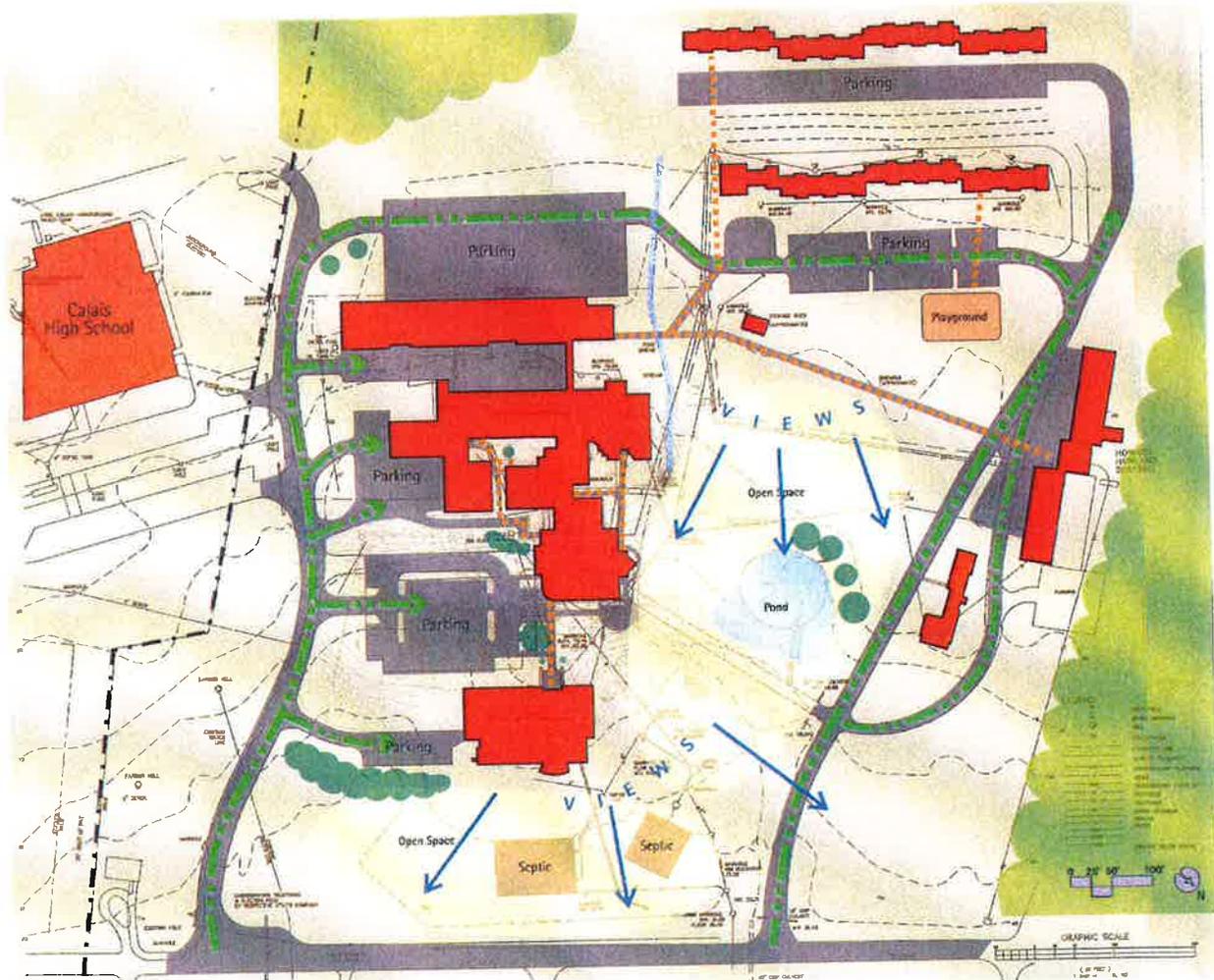
Washington County Community College has established a hotline to provide ongoing updates about this situation: 207-xxx-xxxx. We will also be posting information as it becomes available to our website at [www.wccc.me.edu](http://www.wccc.me.edu).

At this time, we are asking that all media questions be addressed to the Office of the President at 207-454-1001, [wccassidy@wccc.me.edu](mailto:wccassidy@wccc.me.edu).

APPENDIX I  
CAMPUS MAPS  
AERIAL PHOTO



APPENDIX I  
CAMPUS MAPS  
CAMPUS SITE PLAN



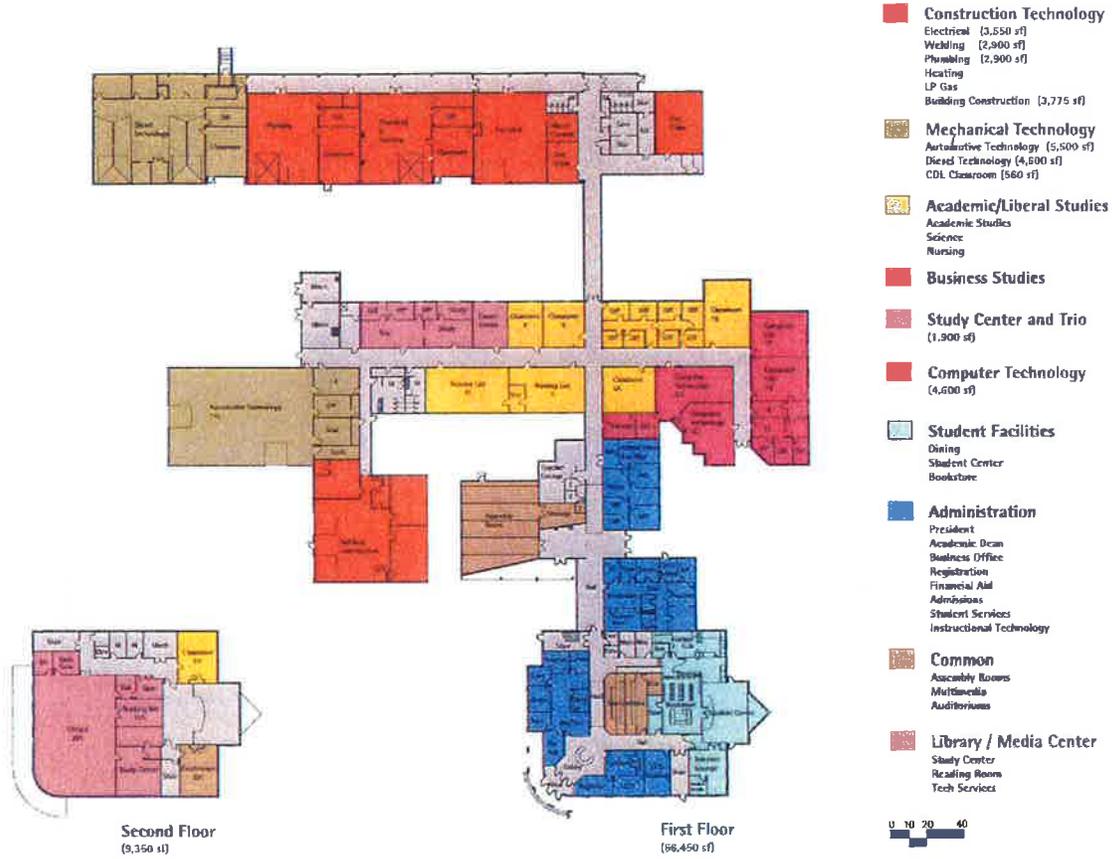
Site Analysis Plan - Calais Campus  
Washington County Community College

HARRIMAN ASSOCIATES

Architects - Engineers

APPENDIX I

CAMPUS MAPS  
FLOOR PLAN - ADMINISTRATION/CLASSROOM/SHOP BUILDING (MAIN)



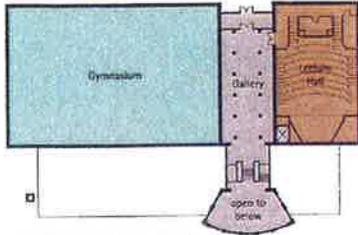
Main Building Floor Plan - Calais Campus  
Washington County Community College

HARRIMAN ASSOCIATES

Architects • Engineers

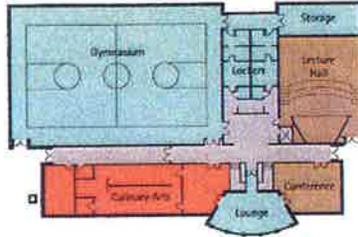
APPENDIX I

CAMPUS MAPS  
CAMPUS SITE PLAN



St. Croix Hall Upper Level  
(2,000 sf)

- Athletic Facilities**  
Gymnasium (6,200 sf)  
Lockers (625 sf)  
Lounge (600 sf)  
Storage (550 sf)
- Common**  
Lecture Hall (2,450 sf)  
Conference (650 sf)
- Culinary Arts**  
(1,900 sf)



St. Croix Hall Lower Level  
(18,100 sf)



Howland Building  
(11,800 sf)



- Heavy Equipment Maintenance**  
(4,550 sf)
- Common**  
Classrooms (2,500 sf)  
Offices (750 sf)
- Heavy Equipment Operations**  
(2,700 sf)



St. Croix Hall & Howland Building Floor Plans – Calais Campus  
Washington County Community College

HARRIMAN ASSOCIATES



Architects • Engineers