



**CHESTER
COLLEGE**
of NEW ENGLAND

EMERGENCY RESPONSE PLAN

Maintained & Coordinated by the Office of Student Affairs

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IMPORTANT TELEPHONE NUMBERS

Emergency: Police, Fire, Ambulance: 911
9-911 if using a campus phone

Student Affairs/ Residence Life On-Call Phone: (603) 370-9104

Katie Orlando, Director of Student Affairs: cell, (603) 370-9104 or cell, (603) 702-0164

Jim Spinney, Director of the Physical Plant: home, (603) 887-8029 or cell, (603) 548-4553

Laura Ives, Dean of the College: home, (603) 244-2194 or cell, (603) 244-0896

Byron Petrakis, Dean of Students: home, (603) 642-4372 or cell, (603) 370-9106

Office Numbers during Business Hours:

Administrative Offices	887-4401
Admissions	887-7400
Assistant to the Dean	887-7406
Bookstore	887-7416
Business Office	887-7413
Commuter Lounge	887-6806
Dalrymple Student Center	887-6801
Dean of the College	887-7403
Dean of Students	887-7419
Dining Commons	887-7415
Douglas Art Building	887-6804
Douglas Photo Barn	887-6803
Financial Aid	887-7404
Information Technology	887-7427
Maintenance & Housekeeping	887-7438
President's Office	887-7409
Registrar	887-7412
Student Affairs	887-7442
Support Counselor	887-7452
Wadleigh Library	887-7425

Residence Halls:

First Floor East (103-113)	887-7446
First Floor West (114-124)	887-7447
Second Floor East (203-213)	887-7449
Second Floor West (214-224)	887-7450
Second Floor South (225-234)	887-7448
Outside Preston Hall	887-7437
Outside Adams Hall	887-7460

Utilities:

PSNH (Electric)	800-662-7764
Hanson Fox (HVAC, Water)	603-669-3601
Amerigas (Gas)	603-432-2521

PREFACE

This College Emergency Response Plan is designed for Chester College of New England administrators, faculty and staff and serves as a guide of proper protocols to be followed by College personnel in campus emergency situations. While this manual does not cover every possible situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

The Chester College of New England policies and procedures herein are to be followed by all College personnel whose responsibilities and authority cover the operational procedures found in the Manual. Campus emergency operations will be conducted within the framework of these College guidelines.

All requests for procedural changes, suggestions, or recommendations should be submitted in writing to the College Safety Committee. All changes recommended by the College Safety Committee will be submitted in writing to the President for review and recommendation to the Executive Committee.

PURPOSE

The emergency procedures outlined in this document are intended to provide for the protection of lives and property through effective use of Chester College of New England's campus and community resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President, or designee appointed by the president, will declare a state of emergency, and the College Emergency Response Plan will be implemented.

There are many types of emergencies that may result in the implementation of this plan. These include natural and manmade events. Specific examples are described below. Since an emergency often occurs suddenly and without warning, these procedures are designed to be flexible in order to accommodate response contingencies of varying magnitude.

For the purpose of this Plan and to assist College personnel in determining the appropriate response, the categories of emergencies are defined as follows:

MINOR EMERGENCY: Any incident, actual or potential, which is not likely to seriously affect the overall functional capacity of the College.

MAJOR EMERGENCY: Any incident, actual or potential, which affects one or more buildings, and which will disrupt the overall operations of the College. Outside emergency services will probably 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 these incidents.

DISASTER: Any event or incident that has occurred and has seriously impaired or halted the operations of the College. In rare 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. Outside emergency services will be essential.

Any incident which fits one of the definitions above and concerns campus resources, and/or instrumentalities of the College immediately should be reported to the President or designee, Director of Student Affairs or designee.

SCOPE

The response procedures in this document apply to all Chester College personnel and to all the buildings and grounds owned and operated by the College.

The College Emergency Response Plan includes response protocols for the following types of emergencies:

- Fire
- Utility failure
- Medical emergency
- Chemical or hazardous material spill
- Criminal act
- Weapons/Firearms
- Sniper/Hostage Situations
- Civil Disturbance/Demonstration
- Bomb Threat
- Earthquake
- Psychological crisis

ASSUMPTIONS

The College Emergency Response Plan is based on a realistic approach to the kinds of problems likely to be encountered on the campus during an emergency or disaster. The plan is based on the following assumptions:

- An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no advance warning.
- The succession of events in an emergency is not predictable, thus published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
- Disasters may affect residents in the geographical location of the College, thus Town or State emergency services may not be immediately available to assist with an emergency at the College.
- A major emergency or disaster may be declared if information indicates that such a condition is developing or is probable.

DECLARATION OF CAMPUS STATE OF EMERGENCY

The authority to declare a campus state of emergency rests with the College President or designee, appointed by the President, as follows:

During the period of any campus major emergency, the President or designee will immediately place into effect the appropriate procedures necessary to meet the emergency, safeguard persons and property, and maintain facilities. The Director of Student Affairs will immediately consult with the President or designee and Administration regarding the emergency and the possible need for a declaration of a campus state of emergency. When the President or designee makes this declaration, only those persons authorized by the College administration will be allowed on campus. Persons who do not have urgent business on campus will be asked to leave the premises. Unauthorized persons remaining on campus may be subject to arrest in accordance with the law.

CAMPUS EMERGENCY RESOURCE TEAM (CERT)

DESIGNATED MEMBERS AND AREAS OF RESPONSIBILITIES:

The College shall establish and maintain a Campus Emergency Resource Team (CERT), which consists of the following personnel and areas of responsibility:

Emergency Director (President or designee appointed by the President if the Dean of the College is unavailable)

Emergency Advisors (President's Cabinet: Dean of the College, Chief Financial Officer)

Emergency Coordinator (Director of Student Affairs)

Building/Facility Coordinator (Director of Physical Plant)

Public Information/Media Relations (Director of College Advancement or, if this position is not filled, the Enrollment Manager/Marketing Director)

General Supportive Assistance College Management Team (Faculty Chairs, Directors and Resident Directors)

CERT members will cooperate with the Director of Student Affairs for implementation and coordination of the College Emergency Response Plan according to their assigned areas of responsibility. The Emergency Coordinator will keep the President or designee informed throughout an emergency situation.

GENERAL RESPONSIBILITIES

1. EMERGENCY DIRECTOR

- Overall direction of the College Emergency response.
- Work with the others on the Resource Team and other administrators in assessing the emergency and preparing the College's specific response.
- Determine and declare the conclusion of the campus state of emergency.
- Notify and conduct liaison activities with the College administration governmental agencies, Campus Emergency Resource Team and others, as necessary.
- Establish an Emergency Center for prolonged operations.

2. EMERGENCY COORDINATOR

- Contact emergency authorities (911) as required.
- Overall coordination of the College emergency response.
- Determine the type and magnitude of the emergency and establish resources for Emergency Coordination Center and communications net; determine if radio communications can and should be utilized based on nature of emergency.
- Notify Emergency Director or designee of issue if not on sight.
- Initiate immediate contact with the Director of Physical Plant, Emergency Advisors, and appropriate College administration and begin assessment of the College's condition.

- Notify and utilize Campus staff, Police, and other designated personnel, if necessary, to maintain safety and order.
- Notify the members of the Campus Emergency Resource Team and advise them of the nature of the emergency.
- Provide for storage of vital records at an alternate site.
- Respond to the scene of emergency and assess the incident.
- Survey habitable space and relocate essential services and functions.
- Take immediate and appropriate action to protect life, property, and to safeguard records as necessary.
- In conjunction with Business Office, Human Resources, Information Technologies and Resources, and Administration, develop procedure for evacuation of vital records and data.
- Prepare "Appraisal Report of Emergency Outcome" and submit to the College President with the final emergency outcome at conclusion of emergency or when directed to do so by the Emergency Director.
- Train all members of the CERT in their areas of responsibility and review the procedures described in this document with the CERT annually.

3. COLLEGE ADMINISTRATORS, FACULTY, AND STAFF

All employees are responsible for following established evacuation procedures and other protocols. In order to prevent and minimize accidents and to reduce incidents involving hazardous materials, work order requests, when necessary, should be promptly submitted to the Facilities/Maintenance Department.

In Emergency Situations:

- Inform all employees under their direction of the emergency condition.
- Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
- Maintain telephone/radio communications with officials from the Campus Emergency Resource Team.

4. PHYSICAL PLANT DIRECTOR

- Provide equipment and personnel to perform shutdown procedures, hazardous area control, and damage on assessment, barricades, debris clearance, emergency repairs and equipment protection.
- Provide vehicles, equipment, and operators for movement of personnel and supplies; assign vehicles as required to the Campus Emergency Resource Team for emergency use.
- Obtain the assistance of the utility companies as required for emergency operations.
- Furnish emergency power and lighting systems as required.
- Provide facilities for emergency generators and fuel during actual emergency or disaster periods.
- Provide traffic and parking control, access control, perimeter and internal security patrols and fire prevention services as needed.
- Provide direction in incidents involving chemicals, biological, or hazardous materials.
- Assist with the relocation of vital college records and data.

- In coordination with the Physical Plant Staff, inspect the Campus facilities to determine if any environmental health problems have occurred and report findings to the Emergency Director.
- Maintain communication with the Director of Student Affairs.

5. PUBLIC INFORMATION/MEDIA RELATIONS

- Advised by the President and Director of College Advancement and College Relations of all news concerning the extent of disaster affecting the campus.
- Immediately implement a communications with the Director of Student Affairs for updates.
- Quickly secure accurate information and avoid premature or unauthorized spread of information.
- Manage media inquiries.
- Present the positive side of crisis resolution efforts.
- Compile questions & answers on subjects most likely to be addressed by the media.
- Prepare and approve news releases, if necessary, concerning the emergency and release the information to the media.

GENERAL PROTOCOL FOR REPORTING EMERGENCIES

IN ANY EMERGENCY: Call 911 first and then the Director of Student Affairs at (603) 370-9104 or (603) 887-7442.

IMPORTANT: When calling 911 give your name, location, and the nature of the emergency. Do not hang up until told to do so.

GENERAL BUILDING EVACUATION PROTOCOL

1. All building evacuations will occur when an alarm sounds and/or upon notification by Student Affairs team.
2. When the fire/evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. Use stairs in case of fire and/or other emergencies. DO NOT use elevators.
4. Once outside, proceed to a clear and safe area away from the building. The locations for safe assembly areas are as follows:

If you are evacuating from. . .	Then your assembly area is. . .
Lane, Powers, Wadleigh Library or Adams Hall	The Soccer Field; Dalrymple Hall if bad weather.
Dalrymple or Nutting	Wadleigh Library Gallery
Preston Hall	Preston Parking Lot; Wadleigh Library Gallery if bad weather.
Douglas or Photo Barn	Tennis Court Parking Lot; Wadleigh Library Gallery if bad weather.

5. Keep driveways and walkways clear for emergency vehicles and personnel. Each administrator should have an accurate headcount for his/her department or class to assure that all persons are accounted for once outside.

In all emergency situations, including evacuations, the Campus Emergency Resource Team (CERT) will assemble.

IMPORTANT: DO NOT return to an evacuated building unless told to do so by a college official.

FIRE EMERGENCY RESPONSE PROTOCOL

REPORTING A FIRE:

1. Pull the nearest fire alarm box in the corridor.
2. DO NOT attempt to fight the fire. Use extinguishers for personal safety.
- 3 Exit through the nearest door to the outside building to the nearest assembly area.
4. Notify the Physical Plant staff that you pulled the alarm and the location.

RESPONSE TO A FIRE ALARM WHEN YOU ARE IN THE AREA OF THE FIRE:

1. Evacuate all people from the area and to the safe assembly area.
2. Assist the handicapped in exiting the building where possible. Move handicapped personnel to a stairwell and close all doors as you move to the first floor. This will keep the fire out of the stairwell.
3. Last person leaving the area should close the door to the corridor.
4. DO NOT use elevators.
5. Leave the building by the closest exit.
6. Move to an external assembly area away from the building.
7. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a college official.

RESPONSE TO A FIRE ALARM WHEN FIRE IS LOCATED IN ANOTHER AREA OF THE COLLEGE:

1. Leave the building by the closest exit. DO NOT use elevators.
2. Assist the handicapped in exiting the building where possible. Move handicapped personnel to a stairwell and close all doors as you move to the first floor. This will keep the fire out of the stairwell.
3. Move to an assembly area.
4. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a college official.

UTILITY FAILURE RESPONSE PROTOCOL

1. Whenever a major utility failure or phone failure occurs - either during regular business hours (Monday through Friday 8:30 AM – 4:30 PM) or after business hours, weekends or holidays - immediately notify Physical Plant Staff.
2. If there is a potential danger to building occupants, activate the building alarm to initiate the evacuation protocol.
3. All occupants will evacuate a building when an alarm sounds continuously.
4. Once outside, move to a clear and safe area away from the affected building. Keep the walkways; fire lanes clear for emergency personnel.
5. If requested, assist the emergency personnel as necessary.
6. A Campus Emergency Command Center may be set up near the emergency site. Keep clear of the command center unless you have official business.
7. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

RESPONSES TO SPECIFIC TYPES OF UTILITY FAILURE:

NOTE: Always observe Steps 1 and 2 above whenever the following utility emergencies arise:

- **ELECTRICAL/LIGHT FAILURE:** During the failure, contact Physical Plant Staff for flashlights that are available for such emergencies.
- **PLUMBING FAILURE/FLOODING:** Cease using all electrical equipment. Notify Physical Plant Staff. Vacate the area if directed to do so.
- **GAS LEAK:** Cease all operations. **EXTINGUISH ALL SMOKING MATERIALS. DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT.** Remember, electrical sparks can trigger an explosion. Notify Physical Plant Staff after you evacuate the area. Inform others not to smoke.
- **VENTILATION PROBLEM:** If smoke odors come from the ventilation system, immediately notify Physical Plant Staff. If necessary, cease all operations and vacate the area.

MEDICAL EMERGENCY & FIRST AID RESPONSE PROTOCOL

In the event of a medical emergency incident involving an injury illness on campus:

If the injury or illness is life threatening, call 911 first; then contact the Director of Student Affairs and do the following:

- State the type of medical emergency
- Give the location of the victim(s)
- Stay on the phone until 911 operator and/or Student Affairs tells you to hang up.
- Stay at the location of the emergency until Police/Fire / Student Affairs arrives on the scene.

Campus Staff Role During Medical Emergency:

- Respond to scene of emergency
- Call 911, for ambulance/emergency medical personnel, if needed; then assess situation.
- Initiate and continue CPR/Basic First Aid, if deemed necessary, or to sustain life, until the arrival of emergency personnel. Do not move the individual unless absolutely necessary to protect life.
- Have personnel located at door exit and elevator to assist ambulance/emergency personnel to the injured or ill person.

CHEMICAL, BIOLOGICAL OR HAZARDOUS MATERIALS RESPONSE PROTOCOL

1. Any spill of or exposure to a chemical, hazardous chemical or radioactive material is to be reported immediately to the Director of Physical Plant by person who observes the spill.
2. If a letter, package or other object is received containing a substance suspected to be Anthrax or any other biological agent, the object should not be shaken or disturbed and should be immediately placed in a plastic bag or other container to prevent leakage of contents. Anyone present should immediately leave the room and the area should be secured to prevent others from entering. If you have been or may have been exposed to the substance, wash your hands with soap and water, then immediately notify Physical Plant or police, or your supervisor.
2. When reporting, be specific about the nature of the involved material and exact location. Physical Plant will contact the necessary specialized emergency authorities (fire/ambulance/police/spill containment).
3. The key person on site should evacuate all persons from the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Physical Plant. The Science Labs have spill kits that can be utilized for containment.
4. Anyone who may be contaminated by the spill or exposure is to avoid contact with others as much as possible; they should remain in the vicinity. Required first aid and clean up by specialized authorities should start at once. The Director of Physical Plant or designee will notify the specialized chemical clean up company.
5. If an emergency exists, activate the building fire alarm system (pull the fire call box). The Physical Plant Staff must still be notified of the emergency.
6. When the building alarm is sounded or when told to leave by a College official, walk quickly to the nearest marked exit and utilize the evacuation plan.
7. Once outside move across the roadway and stay clear of the affected area.
8. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

GENERAL VIOLENT OR CRIMINAL INCIDENT RESPONSE PROTOCOL

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them to Director of Student Affairs.
2. If you observe a criminal act or whenever you observe a suspicious person on campus, notify Student Affairs immediately and report the incident, including the following information:
 - a. Nature of the incident.
 - b. Location of the incident.
 - c. Description of person(s) involved.
 - d. Description of property involved.
 - e. Type of weapon, if any.

NOTE: If the incident poses a danger of death or bodily injury, call 911 first.

3. Assist the officers when they arrive by supplying them with any additional information.

GENERAL PSYCHOLOGICAL CRISIS INCIDENT RESPONSE PROTOCOL

A psychological crisis exists when an individual is threatening harm to himself or herself or others. This type of incident also includes incidents when individuals are not acting in a rational manner. This could include uncontrollable behavior, hallucinations and the inability to effectively communicate with others. Such effects can be caused by a reaction to alcohol, drugs, or illness - physical or mental.

If a psychological crisis occurs:

- Never try to handle a situation on your own that could be dangerous
- Immediately notify Student Affairs
- If the situation is life-threatening, contact emergency personnel at 911

WEAPONS & FIREARMS RESPONSE PROTOCOL

No person shall possess or have any firearm, deadly weapon or prohibited knife (as legally defined), while present on any property owned/operated by Chester College of New England. In the event of a firearm or weapon being involved in an incident or being observed:

- DO NOT approach the person with the weapon.
- Move immediately out of the area to a safe location.
- Notify others as you leave the area.
- Call 911 (on campus 9-911) and inform them of the situation, and then notify the Director of Student Affairs.
- Do not re-enter the area and take steps to prevent others from doing so until the authorities arrive.
- Once you are in a safe area, do not leave unless a Chester Police Officer or college employee under the direction of the Chester Police arrives to escort you out.
- Remain as calm and as quiet as you can.
- Do not attempt to rescue others unless you have been trained or can reach them in a safe manner.
- Above all, do not endanger yourself.

As with any crime, your awareness of your surroundings and events happening around you are the biggest potential deterrent to a criminal or terrorist act occurring. Please report any suspicious activities or behavior to the Office of Student Affairs. This may include suspicious vehicles on and around campus, suspicious persons in and around buildings including those taking photographs or videotaping, students or faculty or staff in locations unusual for their duties/responsibilities, suspicious packages around the building perimeter and or in any of the buildings and suspicious unknown visitors or phone callers.

SNIPER & HOSTAGE RESPONSE PROTOCOL

During any sniper or hostage situation the goal is to contain and isolate the individual with the gun or hostage(s) while limiting the number of potential hostages/victims. Thus the steps to follow would be as stated in the Firearms/Weapons section above, that is:

- DO NOT approach the person with the weapon
- Move immediately out of the area to a safe location
- Notify others as you leave the area
- Call 911 (on campus 9-911) and inform them of the situation, and then notify the Director of Student Affairs.
- Do not re-enter the area and take steps to prevent others from doing so until the authorities arrive
- Once you are in a safe area, do not leave unless a Chester Police Officer or college employee under the direction of the Chester Police arrives to escort you out.
- Remain as calm and as quiet as you can
- Do not attempt to rescue others unless you have been trained or can reach them in a safe manner
- Above all, do not endanger yourself

Once notified of a sniper or hostage situation, the Director of Student Affairs will use whatever communication system is available for the particular building involved to notify others in the building of a hostage or sniper situation. The Director of Student Affairs will also seal off that building and prevent others from entering it until the situation is resolved. The faculty and staff in the building involved in the incident should immediately lock the doors to the rooms they are in, turn off the lights and suggest all occupants seek shelter behind a brick or metal structure(s) that would provide some protection from bullets fired from a firearm. Faculty and staff in each room should then remain as calm and as quiet as possible and attempt to contact the Police to advise them of their location and the number of people in the room. In such a situation a cell phone is the best communication device to use.

The Chester Police will assume control of the incident upon arrival and remove individuals from the building when safe to do so. Thus, you should remain in your secure (locked down) location until a Chester Police Officer or the Director of Student Affairs, under the direction of the Chester Police Department, arrives to escort you out of the room. Chester College of New England will follow the directions given by the Chester Police or the highest ranking official on scene during this process and will not be directly involved in the negotiations unless asked to participate by the highest ranking police official.

CIVIL DISTURBANCE AND DEMONSTRATIONS RESPONSE PROTOCOL

Most campus demonstrations such as marches, meetings, picketing or rallies will be peaceful and non-obstructive. A demonstration should not be interfered with unless one or more of the following conditions exists as a result of the demonstration.

1. INTERFERENCE with normal operations of the College.
2. PREVENTION of access to office, buildings, or other College facilities.
3. THREAT of physical harm to persons or damage to College facilities.

If any of these conditions exists or the suspicion of such a disturbance exists, Student Affairs should be notified. The Student Affairs Director will inform the President or designee.

Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS:

1. Generally, demonstrations of this kind should not be interrupted nor the participants provoked. Efforts should be made to conduct College business in as normal a way as possible. If demonstrators are asked to leave but refuse to vacate at the end of the normal business day:

- a. Arrangements will be made by the Director of Student Affairs, President and Administration to monitor the situation during non-business hours.
- b. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS :

1. In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

- a. Demonstrators will be asked to terminate the disruptive activity by the Director of Student Affairs or designee. If the demonstrators are students, the President and other key College personnel, and/or student leaders may be asked to go to the area and to assist.

2. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in possible intervention by civil authorities.

3. After consultation with the President/Executive Council, the need for an injunction and intervention of civil authorities will be determined.

4. If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed.

5. Upon arrival of the Chester Police Department, the remaining demonstrators will be warned of the intention to arrest.

6. Demonstrators will be informed that failure to leave the College property will result in being charged with the criminal offense of Defiant Trespass and that violators will be prosecuted.

VIOLENT, DISRUPTIVE DEMONSTRATIONS:

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the President or designee will be notified.

1. During Business Hours - (Mon - Fri) 8:30 AM to 4:30 PM

- a. The Director of Student Affairs will contact the Chester Police Department.
- b. The President or designee will determine the possible need for an injunction.
- c. Student Affairs will provide a Chester Police Officer with a radio/phone for communication between the College and Chester Police Department.
- d. All other critical facilities (Computer labs, Computer rooms, Business Office, Human Resources, Directors offices, President's Office, Facilities/Maintenance offices/shops should secure their doors to prevent entrance by the demonstrators.
- e. The Director of Information Technology and Resources should initiate the back up of data in the server room and prepare to evacuate the data from the College.

2. After Business Hours, Weekends, Holidays

- a. The Director of Student Affairs should be immediately notified of the disturbance.
- b. Student Affairs will investigate the disturbance and report to the President or designee.
- c. The Director of Student Affairs/designate will initiate telephone contact with the President and other designated Directors will be contacted.
- d. If deemed necessary, by the immediate violent nature of the situation, Student Affairs will call the Chester Police Department for assistance.

BOMB THREAT RESPONSE PROTOCOL

1. If the threat is received by telephone, encourage the caller to talk. The person receiving the bomb threat should ask specific questions such as:
 - a. When is the bomb going to explode?
 - b. Where is the bomb located?
 - c. What kind of bomb is it?
 - d. What does the bomb look like?
 - e. Why did you place the bomb?

2. Keep talking to the caller as long as possible and record the following information:
 - a. Time of call.
 - b. Approximate age and the gender of the caller.
 - c. Speech pattern, accent, other distinguishing vocal traits.
 - d. Emotional state of the caller.
 - e. Background noises.

3. Inform the Director of Student Affairs that a bomb threat has been received and location of the device. After the caller hangs up, DO NOT hang up your phone but use another phone to call.

4. Upon being informed of a bomb threat, the Director of Student Affairs will immediately:
 - a. Notify police (911) of the received bomb threat at the College.
 - b. Notify the President and Administration of the bomb threat.
 - c. Pull the fire alarm to evacuate the buildings as directed by the President and Administration.
 - d. Inform personnel in all College buildings to evacuate as necessary.

5. If a suspicious object or potential bomb is observed on campus, Do Not Handle It! Clear the area and immediately notify Student Affairs.

6. Upon hearing the alarm bells, quickly exit the building by the nearest door. Once outside, move to a clear area away from the building. (See General Evacuation Protocol.)

7. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

The CERT Team will meet to assess the situation and then implement the appropriate College response.

IMPORTANT: Neither radios nor cell telephones will be used for communications. These frequencies may trigger the bomb.

EARTHQUAKE RESPONSE PROTOCOL

During an earthquake, remain calm and quickly follow the steps outlined below:

1. If **INDOORS** seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. If **OUTDOORS** move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines, as they may be energized.
3. If in a motor vehicle, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation and if emergency help is necessary, call Student Affairs.
5. Damaged facilities should be reported to the Physical Plant Staff.
NOTE: Gas leaks and power failures create special hazards. Please refer to the section of this document covering Utility Failures.
6. If an emergency exists, activate the building alarm system (pull fire call box.) NOTE: THE BUILDING FIRE ALARM RINGS ONLY IN THE BUILDING IN WHICH IT IS LOCATED. You must still report the emergency by telephone call 911 and notify Student Affairs.
7. When the building alarm is sounded or when told to leave the building by a College official, walk quickly to the nearest exit. (See General Evacuation Protocol)
8. Once outside, move across the roadway and stay clear of the affected building. You will be notified whether or not to depart the campus area, and informed where to seek shelter.
9. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

SHELTER PROTOCOL

In the event one or both of our residence halls are partially or fully inoperable, the following process shall take place:

Short-term closure:

- If a room, rooms, or the hall will only be inoperable for one to two days, residents affected by the closure will be temporarily located to the other hall's open beds and/or common areas if feasible. If this is not feasible, the town of Chester will be contacted and residents will be moved to our Emergency Shelter located at the Town Offices.
- Each resident should assemble an emergency supply kit ahead and bring it to the temporary shelter. Items to bring with you include blankets, a pillow, toiletries, medications, glasses, food, beverages, flashlights and batteries, first aid kit, hand wipes and water. While we will have some supplies available, we ask that everyone prepare an emergency kit.
- If the other hall has enough open beds to accommodate the amount of residents affected by the closure, students may be permanently relocated to these rooms for the duration of the semester.

Long-term closure:

- If a room, rooms, hall or halls will be inoperable for a period of 3 days or longer, the Sleep Inn in Londonderry (72 Perkins Road, (603) 425-2110), and the Holiday Inn Express in Manchester (1298 South Porter Street, (603) 647-3197), will be contacted and accommodations shall be made for all effected residents at these hotels. At least two members of the Residence Life team shall stay at each hotel as well and will be easily accessible to residents.
- A shuttle will be provided to students without personal transportation to these locations. Residents will receive daily updates from the Resident Directors with any new information and times shuttles will be available that day.
- Students and staff that help shuttle fellow residents to and from campus during the building closures shall receive a gas stipend.
- When the hall re-opens, students will receive 48 hours from the initial time of notification to check out of their hotel rooms and move back into the residence hall. The college will cover the daily costs of the hotel room and students will be responsible for any additional charges accrued during their stay.

Remember, in times of crisis, it is easy to experience stress and tension. We ask that everyone try to stay calm, be flexible, follow the requests of the Director of Student Affairs and Resident Directors, and volunteer to assist others.

DOCUMENTING INCIDENTS

Violations must be referred and documented in an incident report and filed with the Office of Student Affairs within 24 hours after the incident occurs. The college staff member that responds to the incident first is responsible for filing the report. Incident report forms are available in the staff mailroom in Lane and in the Student Affairs Office. Incidents must be documented if they fall into any of the following categories:

1. Intentional damage
2. Arson, tampering with, and/or misuse of fire equipment; false reporting of fire and/or other dangerous condition
3. Possession and/or use of firearms, ammunition, explosives, and/or chemicals
4. Illegal possession, use, and/or sale of drugs, alcoholic beverages
5. Theft
6. Trespassing
7. Hazing
8. Assault
9. Harassing and/or endangering others
10. Lewd and indecent behavior
11. Persistent and/or unusual noise or behavior
12. Significant interference with others
13. Failure to cooperate with a staff member
14. Unauthorized room change
15. Health and safety violations
16. Any other violation where a warning was given and the violation persisted or recurred

Writing Effective Incident Reports: General Tips

- Compose the incident report immediately after the incident. If this is not possible, make notes on a piece of paper for future reference. Details about confrontations are easily forgotten. Write the information while it is fresh in your mind.
- The location of the incident should be specific, not just the name of the building. For example, write "In the hallway outside of Douglas room 12."
- Write a clear and concise description of the event and any prior confrontation concerning the incident.
- **Be specific.** How many people were in the room? Don't be afraid to write foul language in the report.
- If a policy violation **has** occurred, remember that your job is to **report what happened**, not to decide the fate of the offender. Therefore, do not make any promises about what will happen or not happen.

Steps to Writing the Report

- Start the report with the day, date, and time.
- State where it happened and who was involved. Include yourself and other staff.
- Use complete names for the people involved the first time they are mentioned in the report. After that, you can use first names only. Don't leave out any names just because people didn't say anything.
- State what happened during the incident. Put events in proper order (It helps to number items). If you are quoting, indicate that, or indicate that you are

- paraphrasing. Use verbs rather than adjectives--"He yelled," rather than "He was angry".
- Keep in mind that you are writing the report to document **the facts** as they occurred during the incident. Everything must be written clearly and in third person.

Some Other tips to Remember

- Always call the Student Affairs Director after calling the Chester Police or Fire Departments
- Do not scream or use foul language
- Do not chase people
- Do not make deals
- Always leave door open when you are in a room if you are the only staff member present
- Never touch or confiscate alcohol or drugs. Ask the owner to dump their own alcohol and escort them to a bathroom to do this. Chester Police will take care of drugs and drug paraphernalia.