Emergency Handbook

Keene State College Policies and Procedures

Emergency Handbook

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Keene State College is committed to providing a healthy and safe environment for students, faculty, and staff. If an emergency does arise, it is important that you are informed of the situation and know how to respond accordingly. To that end, the Office of Environmental Health and Safety (EHS) and Campus Safety have prepared this emergency guide to assist you in preventing, learning about, and dealing with emergencies. We urge you to become familiar with this handbook. We also invite you to contact us if you have any questions.

Always dial 911 for medical, fire, or police emergencies!

Important business numbers for all non-emergencies are listed below:
Campus Safety: 603-358-2228
Office of Environmental Health and Safety: 603-358-2879
On-Call Resident Director: 603-313-7818
Keene Police Department: 603-357-9813
Keene Fire Department: 603-357-9861

Important Notes for Cell Phone Users:

- If you call 911 from your cell phone, the call will be routed to Concord and then back to Keene, so please call Campus Safety at 358-2228, if possible, to save response time.
- Not every cell phone allows for 911 operators to determine your location or phone number. You may be asked to give your cell phone number and tell them what state you are calling from. Be forthcoming with this information. If the call is disconnected, the dispatcher will attempt to re-establish contact with you.
- Add the telephone numbers for Campus Safety (358-2228) and the Physical Plant (358-2202) to your cell phone address book.

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Emergencies that affect the College can be potential or actual events and range from a simple, small event to a large, complex event requiring numerous resources - both internal and external to the College. The College has developed an Emergency Operations Plan to facilitate decision- making, communication, and coordination of response activities in the event of an emergency. The purpose of this guide is to assist you in preventing and responding to emergencies.

In all emergencies, preparation beforehand is one of the fundamental tenets toward mitigating the effects of any emergency. Individual college administrative units looking for assistance in developing specific emergency plans should contact the EHS Coordinator or Campus Safety.

Emergency Communications

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Probably the most critical aspect of planning for emergencies is communication. The College will do everything possible to communicate to you before, during, and after emergencies. This would include providing detailed instructions to you about the emergencies and what you need to do to ensure your own safety. Emergency response communication mechanisms are in place to allow for broadcast voice mail and e-mail messages for faculty, students, and staff should an emergency rise to the level of needing to communicate to the KSC community.

In an emergency, the College will speak with one voice. In general, all informational communications regarding emergencies to students, faculty, staff, the public, and the media will be made by Marketing and Communications. Marketing and Communications will work with emergency responders through a preset process to ensure that all information being

reported is timely, factual, and informative.

Immediate decisions and orders requiring communications, such as evacuations, will likely be made by emergency personnel on the scene. But even then, unless it is a life-threatening situation, they will rely on Marketing and Communications to forward that information to you through other means, such as text messaging and website postings.

Emergency Notifications

Please check your voice mail or Outlook Exchange e-mail account regularly for any updated messages. Updated bulletins will also be posted on the home page at www.keene.edu and on MyKSC should an event occur that requires a campus-wide notification. You may also call the Keene State College Information Phone Line (800-352-1909).

When a situation exists that presents an imminent danger to the campus, the College uses an emergency notification system which is designed to send emergency messages to enrolled campus members via SMS (text) message, cellular telephone and/or e-mail. An “imminent danger” is one that threatens the immediate safety of the campus community, is not anticipated, and failure to provide such a warning may result in serious harm. Examples of such emergencies are a large scale chemical or hazardous material spill, an armed and actively violent person or a tornado. Messages will not be used unless the situation is determined to be imminent and requires immediate action.

More information and to enroll in the emergency notification system.

For faculty and staff, there is a place to indicate your office/work location (building) so messages can be sent out to individuals in specific buildings if necessary.

The College also has an outdoor warning system with voice notification capabilities. The siren system will only be used if the situation is determined to be imminent and requires immediate action. When the system is activated, a siren will be sounded and then followed by one of four pre-recorded voice messages, including:

- Severe weather warning. Seek shelter immediately.

- Attention: An emergency condition exists, stand by for instructions.
- This is a test of the emergency warning system.
- All clear. The emergency is over.

The siren system is also capable of live public address. A microphone or radio at Campus Safety or the Campus Emergency Operations Center can be used to broadcast critical communications specific to the event.

Campus Blue Light Phones

Learn the locations of the emergency blue light telephones which are placed throughout the campus and do not hesitate to use them to summon a Campus Safety Officer. These phones connect directly and immediately to the Campus Safety dispatcher, while relaying the exact location of the caller.

To operate the phones in academic buildings, simply lift the receiver from the cradle. To operate outdoor phones, turn the handle, open the box, and push the red button.

Reporting an Emergency

When calling Campus Safety or 911 to report an emergency, be prepared to answer the dispatcher’s questions (be as detailed as possible):

- What is the nature of the emergency? **Tell the dispatcher to call for paramedics if it is a life-threatening emergency.**
- Where is the emergency?
- Where are you?
- When did it happen?

Do not hang up until the dispatcher tells you to. You may be given instructions to assist a victim, provide additional information, or wait for responding emergency personnel.

Announcement of Curtailed Operations

In the event of extraordinary weather conditions (or other emergency), the President may declare curtailed operations for Keene State College. The decision to curtail operations is made because road conditions are dangerous, campus conditions are dangerous for parking and pedestrian traffic, or there are utility and power outages. In that case, the College will close regular operations and essential personnel from the staff will provide necessary services.

Decisions on curtailed operations will be made by 6 a.m. for morning closings and by 2 p.m. for evening closings.

The decision will be communicated in the following ways: voice mail to all campus phones, broadcast e-mail, an announcement on the home page at www.keene.edu, and/or a news item on MyKSC. The following television and radio stations will also be notified: WMUR-TV (channel 9) in Manchester; the local radio stations WKNE (103.7 FM), WKBK (1290 AM), WZBK (1220 AM), WOQL (97.7 FM), and WINQ (98.7 FM); WTSA (96.7 FM) and WKVT (1490 AM) in Brattleboro, Vt.; WEVO (89.1 or 90.7 FM) in Concord; and WYRY (104.9 FM) in Winchester. The information is also available via the College's 800 number: 800-572-1909.

Some departments or buildings on campus, including those providing services to on-campus students, are considered essential and, as such, may be required to remain open during curtailed operations. "Essential personnel" are drawn from administration offices, Residential Life, Campus Safety, and Physical Plant and are determined by the area principal administrator. Unless an emergency requires a complete evacuation of the campus, housing and meals will always be available.

For more information, go to www.keene.edu/administration/policy/detail/weather/.

Preparing Yourself for an Emergency

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Overview

How you handle and survive an emergency does not just fall to emergency responders. There are things you should consider and do to make sure that you are ready in the event an emergency does occur. The U.S. Department of Homeland Security recommends that you build personal emergency kits and develop personal communication and evacuation plans for emergencies.

Personal Communication Plan

Identify people outside of your immediate family that can be contacted in the event you can’t communicate directly with them. Make a card with those phone numbers and give copies to all family members. Identify:

- an emergency contact in your local area
- an out-of-state contact in case the emergency affects your local contact
- a family meeting place.

Emergency responders and hospital personnel look to cell phones for identification and notification purposes. A simple addition to your cell phone’s phone book can help them contact your family members. All you need to do is add the letters I C E (meaning In Case of Emergency) and put in your contact’s information. For additional entries, name them ICE 2, etc.

Personal Evacuation Plan

In an emergency, you may be instructed to leave quickly. Make sure you know:

- two or more ways to exit your home or building
- where you should meet with family, other residents, co-workers, or students after being evacuated
- the location of fire alarms, fire extinguishers, and other safety devices
- the location of your personal emergency kit.

Personal Emergency Kit

Everyone should build a personal emergency kit. The kit should be stocked with items that you would need to survive during a period of evacuation, such as:

- one day’s worth of clothing, including shoes
- towel(s) and a blanket and/or a sleeping bag
- personal-care items (medications, toiletries, etc.)
- a flashlight and extra batteries
- water and nonperishable foods
- an extra set of car keys
- cash
- copies of important documents (license, prescriptions, bank account information, etc.).

If you have a car, always keep your gas tank filled at least half full. Keep the following items in your car:

- a cell phone
- bottled water and nonperishable food
- a first aid kit
- cash
- a flashlight and extra batteries
- flares or light sticks
- a vehicle emergency kit (jumper cables, tire jack, spare tire)
- a blanket
- a shovel
- a basic tool kit

General Procedures

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Building Evacuations

- When the building evacuation or fire alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- Do not use the elevators in case of fire and/or earthquake. Their safe operation during emergencies cannot be guaranteed.
- Once outside, proceed to a clear area that is at least 500 feet away from the affected building.
- Coordinate with others in your department to have an agreed upon meeting place so everyone can be accounted for.
- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Do not return to an evacuated building unless told to do so by fire or police personnel on the scene.

Evacuation of Students with Disabilities

Students with disabilities living above the first floor in residence halls should follow the established Residential Life protocols when they are in their residence hall – either remain in their room or go to the area of refuge on their floor and contact Campus Safety (358-2228) to notify them of their location and need for assistance. In all other buildings, students who are unable to evacuate should immediately contact Campus Safety and notify them of their exact location and need for assistance.

If you have disabled persons in your classroom or work area, you should designate volunteers to assist these persons during the evacuation. The type of assistance necessary can vary by the disability.

Mobility Impaired

Individuals with mobility impairments and those who use wheelchairs may be evacuated using an evac-chair or by one of several methods described below. In each case, ask the disabled person which method would work best for

them.

- In-chair evacuation (only for non-motorized wheelchairs): Unlock brake, gently lean chair backward, and move to the edge of the first stair step. The helper in front steadies the chair by the rods to which the footrests are attached. The helper at the rear of the chair controls the descent and takes most of the weight of the chair.
- Office chair evacuation: Transfer the disabled person into a sturdy office chair. One helper gently leans the chair backward. The other helper faces the chair and holds on to the front legs. Helpers control the descent by bending their legs slowly and keeping their backs erect.
- Out-of-chair evacuation: The helper kneels in front of the wheelchair, with his or her back to the disabled individual. Place the disabled person's arms up and over the helper's shoulder and across the helper's chest. The helper then leans forward before standing with the disabled person on his back.
- Two-person carry side by side: The helpers position themselves next to the wheelchair and grasp the other helper's upper arm or shoulder. The disabled person places his or her arms around the helpers' necks. The helpers lean forward and place their free arms under the individual and firmly grasp each other's wrists. The helpers descend the steps at the same time side by side.

Hearing Impaired

The hearing impaired person may not hear the alarms or verbal warnings, so the helper should get his or her attention by tapping on his or her shoulder or arm. Use hand signals to direct the hearing impaired individual toward a safe exit.

Visually Impaired

The assigned volunteer tells the visually impaired individual that they will help them out of the building. The helper should offer his or her arm for the disabled individual to grasp and should give clear verbal directions when making turns or going down steps.

Campus-Wide Evacuations

The Emergency Manager, Fire Chief, Police Chief, or their designee will announce evacuation of all or part of the campus grounds. When such an order is given, immediately vacate the area in question and relocate to another part of the campus grounds as directed. Building managers are responsible for aiding occupants in their buildings that require assistance.

If the campus is to be evacuated for longer than one day, residential students should meet with their Resident Directors who will provide information on evacuating campus.

Do not leave the safe area until you are accounted for and you are notified that it is safe to go.

Shelter-in-Place

Shelter-in-place means to seek an immediate, temporary shelter inside a building. Shelter-in-place may be necessary when there has been a release of toxic chemicals to the outside air or other emergency where the escape route may not be safely secured. If you are already located within a building when a shelter-in-place is communicated, you should remain there until further instructed.

The best location to choose for a sheltering-in-place is a room with the fewest number of doors and windows. A large room or hallway with a water supply is desirable. During a shelter-in-place event, shutting down the heating and ventilation systems is recommended. This will limit the movement of air into the building. Some air-conditioning and ventilation systems at the College are controlled by the Energy Office while others maintain local controls.

Lock-Down

A lock-down action may be required during an actual or potential threat outside of the campus or specific buildings or areas. Campus Safety or other officials will order and announce “lock-down” procedures:

- Clear hallways, restrooms, and other rooms that cannot be secured.

- Lock all classroom doors and windows and pull down shades.
- Move people away from windows and doors. Turn off lights.
- Keep out of sight. Take cover behind a solid object, if possible.
- DO NOT respond to anyone at the door until “all clear” is announced.
- Remain in place until the police, or other official, gives the “all clear.

Power Failures

In the event of a power failure:

- Remain calm. If the outage lasts more than a few minutes, contact Physical Plant. During non-business hours, contact Campus Safety.
- Do not light candles or use any other open flames to illuminate the area. Emergency lights are designed to illuminate hallways and stairwells for 90 minutes or more, so safe travel through the buildings will not be immediately compromised.
- If it is determined that an outage will last for an appreciable amount of time, unplug all electrical equipment, especially computers, and turn off all light switches.
- Laboratory personnel should secure all experiments, close all fume hoods and chemical containers, unplug all equipment and turn off gases.
- If you are trapped in an elevator stay calm. Use the emergency phone in the elevator cab to contact Campus Safety for assistance. You can also contact the Physical Plant.
- If others are trapped in an elevator:
    - Advise them to stay calm.
    - Call Physical Plant or Campus Safety.
    - If any passengers are injured, dial 911.
    - Remain near the elevator car and maintain communications with the passengers until assistance arrives if it is safe to do so.

Fires

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Fire Procedures

If you see or receive a report of visible smoke or fire in the building:

- Activate the nearest alarm box and/or dial 911 to report the situation.
- Remove people from the affected area if necessary and if possible.
- Close doors and windows. **Do not lock**. If possible, mark “FIRE” on the door where the fire is located.
- Leave by the nearest marked exit and alert others to do the same.
- Only use fire extinguishers if you have been trained to do so, on small fires only (for example, a wastebasket fire), and if it is safe to do so. Make sure that you are between the fire and the nearest exit and have a clear path to the exit. Try to work with another person.

When the building evacuation alarm is sounded, an emergency exists:

- *Never assume that it is a false alarm!* Walk quickly to the nearest marked exit and alert others to do the same. Gather only essential personal belongings (coat, purse, etc.).
- *Do not use the elevators.*
- When leaving a room after a fire alarm, feel the door first. If the door is cool to the touch, exit carefully. If it is hot, stay where you are, seal the door, and post a sign in the window to signal your location. *NEVER enter a room where there is fire or smoke*.
- If you encounter smoke, crouch near the floor as you exit. If possible, breathe through a dampened cloth. Smoke is the greatest danger in a fire, so stay near the floor where air will be less toxic.
- Assist the disabled in exiting the building.

- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Keep clear of the Command Post and all emergency vehicles.
- *Do not return to an evacuated building* unless told to do so by the Fire Department or other official.

If you are trapped inside a building that has been evacuated:

- *Do not panic!* Call 911 to alert emergency responders to your location.
- Place an article of clothing (shirt, coat, etc.) outside the window and/or underneath a door as a marker for rescue crews.
- If smoke is present, move toward the window and open it unless there is thick smoke and/or flames near it. If there is no window, and/or smoke is present, close or cover any openings under the door or walls to prevent smoke spread.
- Stay near the floor where the air will be less toxic.
- Shout at regular intervals to alert emergency crews as to your location.

If clothing is on fire:

- Drop to the ground or floor and roll to smother flames.
- Smother flames with a blanket or other suitable object.
- Drench with water from a safety shower or other source.
- Seek medical attention for all burns and injuries.

Fire Prevention Tips

It’s easier to prevent a fire than it is to extinguish or escape from one:

- Know the location of fire extinguishers, fire exits, and alarm systems in

your area and how to use them.

- Keep aisles and hallways clear and accessible. Don’t block doorways.
- Keep equipment such as fire extinguishers, electrical panels, detectors, pull stations and automatic fire sprinklers clear at all times. Sprinklers require at least 18 inches of clearance and electrical panels require at least 36 inches of clearance.
- Never tamper with life safety devices such as sprinklers, detectors, and fire extinguishers. It is a violation of state law to do so.
- Avoid the use of extension cords. Use only surge protected, UL-listed power strips and plug them directly into wall outlets.
- Plug major appliances directly into wall outlets.
- Check electrical cords frequently for damage and replace if worn or damaged. Avoid running cords underneath rugs or traffic areas to avoid damage.
- Store combustibles away from all heat sources such as heaters, stoves, ovens, etc.
- Store flammable liquids in designated cabinets.
- Avoid the use of space heaters. When allowed on campus by facilities, space heaters must be electrical only, with no open flame, and must have an automatic shut-off feature when tipped over.
- Keep grills at least 10 feet away from all buildings, including building overhangs, porches, and balconies.
- Smoke in designated spaces only and use designated receptacles for cigarette disposal.
- Any outside fire on campus or off, including campfires and portable outdoor fireplaces, requires a fire permit. Contact your local fire department to obtain a permit.

Explosion, Plane Crash, or Similar Alarm

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If there is an explosion or a downed aircraft (crash) on campus, take the following actions:

- Immediately take cover under tables, desks, and other objects which will give protection against falling glass or debris.
- After the effects of the explosion and/or fire have subsided, notify Campus Safety. Give your name and describe the location and nature of the emergency.
- Activate the building alarm.
- When the building alarm is sounded or when instructed to leave by police, fire, or College officials, walk quickly to the nearest marked exit and ask others to do the same.

Medical Emergencies

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Overview

When an injury or illness occurs, evaluate the situation:

- In case of a minor injury or an illness, assist the victim if possible using proper precautions and/or refer them to Cheshire Medical Center, their family physician, Health Services for students, or the emergency room.
- In case of a life-threatening injury or illness:
  - Stay calm and assess the situation. Do not put yourself in more danger.
  - Get help! Yell or call 358-2228 or 911. Tell them you need an ambulance. Give your name, describe the nature and severity of the problem, and describe the exact location of the victim.
  - Keep victim still. Do not attempt to move a person who is ill or injured unless he or she is in immediate danger of further injury (fire, chemical spill, etc.).
  - If possible, isolate the affected person.
  - Check breathing and initiate first aid if trained to do so.

    - Help stop bleeding (apply direct pressure to the wound or elevate the wound). Protect yourself from bodily fluids.
    - Remain to assist the emergency personnel with pertinent information about the incident.
- Call Campus Safety to request an ambulance or if you need assistance with a sick or injured person. In medical situations that result from more complex building emergencies or area-wide disasters, professional help may be delayed. Stay with the victims unless a building evacuation is ordered.
- In the case of any injury on campus, remember to fill out the appropriate incident report form as quickly as possible. The form is available at /ksc/assets/files/19030/incident_report.pdf.

Note: Health Services does not provide emergency medical services.

Injury/Illness Prevention Tips

- Falls are the most common accidents both at home and on the job. Keep walking surfaces in your home, office, and classroom clear and free from obstructions and trip hazards. Simple housekeeping is the best prevention.
- Clean up all spills as soon as possible to prevent others from slipping and falling. Contact the Physical Plant if you need assistance to address any large spills on campus.
- Wear helmets when riding bicycles, motorcycles, ATVs, snowmobiles, and horses, and when skiing. Along with helmets, wear protective padding on elbows and knees when rollerblading or skateboarding.
- Always wear a seat belt when you are in a vehicle.
- Contact EHS if you have concerns about a safety hazard on campus.
- *Stay Healthy!* Some common sense measures can go a long way in preventing colds and the flu:
    - *Wash hands often*, especially when handling food, after coughing or sneezing, or using the bathroom.
    - Use a tissue when coughing or sneezing, or sneeze into your elbow.

- Stay home when you are sick.
- Avoid close contact with others who are ill by staying about three feet away from them.
- Get a flu shot if possible.

Pandemic Flu Preparedness

Keene State College has created a Pandemic Influenza Preparedness Plan to help the campus prepare and respond to a pandemic influenza outbreak. We are also working with local, state, and federal officials to develop response plans to pandemics and other medical emergencies.

In the event of a suspected outbreak or problem, you will be given detailed instructions via campus communication channels about steps to take or procedures to follow to deal with the medical emergency.

Animals and Insects

Any direct physical contact with an unknown animal, especially if it results in a bite or scratch, could have serious consequences (such as rabies). Any animal that is wandering loose on campus should be reported to Campus Safety or the Grounds Department (358-2702). If a wild animal such as a bat or a raccoon is inside a building, try to safely isolate it in a room by closing the doors behind it and keeping people away. Do not attempt to handle any dead wild animals. Contact the proper authorities for assistance. Only trained animal technicians should handle animals.

In the case of a bite or other injury caused by an animal or venomous insect (e.g., a black widow or brown recluse spider) or a severe allergic reaction to an insect or other animal, call Campus Safety immediately for emergency medical assistance. Be prepared to give your name, location, and, if possible, the species or type of animal involved.

Try to remove the affected person and yourself from danger. Tell others to vacate the area if a dangerous animal may still be nearby. Help the victim immobilize the bite area and make the victim as comfortable as possible until medical or other assistance arrives.

Eastern Equine Encephalitis (EEE) and West Nile Virus (WNV)

Equine Encephalitis (EEE) and West Nile Virus (WNV) ar Eastern e viral illnesses spread by the bite of an infected mosquito. Birds are the source of infection for mosquitoes, which can sometimes transmit the infection to horses, other animals, and, in rare cases, people. EEE and WNV appear sporadically in New Hampshire.

- Report any dead birds on campus to the Physical Plant or the EHS. Off campus, contact your town’s health officer. In Keene, contact the Health Officer at 356-1253.
- Eliminate mosquito breeding areas by regularly cleaning or eliminating areas where water can quickly stagnate, such as small pools, birdbaths, trash cans, empty planters, etc. Contact Physical Plant if you see such areas on campus.
- To avoid being bitten by mosquitoes, the State of New Hampshire Department of Health & Human Services (NHDHHS) recommends the following:
  - Use insect repellent when outside during mosquito season.
  - If possible, stay inside between dusk and dark, when mosquitoes are most active.
  - When outside between dusk and dark, wear long pants and long-sleeved shirts.
  - Keep screens on windows and make sure they do not have holes.

Violent, Criminal, or Disruptive Behavior

Section Menu

Overview

Everyone is asked to assist in making the campus and our community a safe place by being alert to suspicious situations and promptly reporting them. If a person(s) disrupts a class or lecture, ask them to leave. If they refuse to leave, call Campus Safety and your immediate supervisor.

All students, staff, and faculty at Keene State College have the right to work and learn in an environment free of discrimination and discriminatory harassment. Any employee of Keene State College who observes discrimination or harassing behaviors or who receives information that such conduct may have occurred is responsible for discussing this information with an administrative contact. If you receive any malicious threats you should report these incidents immediately. No one is permitted to harass, defame, intimidate or threaten anyone through the use of computing or network resources (KSC's Computer and Network Use Policy). For sexual harassment issues, see KSC's Sexual Harassment Policy and Complaint Procedures.

If you are a victim or a witness to any offense, avoid risks and contact the police immediately by dialing 911 or Campus Safety or by using one of the campus blue light emergency telephones. Report the incident, including the following:

- nature of the incident
- location of the incident
- description of person(s) involved
- description of property involved
- location or direction of person(s) involved

If you observe a criminal act or a suspicious person, immediately report the incident to Campus Safety. Assist the officers when they arrive by supplying them with all available information and ask others to cooperate. After the disturbance, seek emergency first aid, if necessary.

Active Shooter on Campus

In the event of an active shooter (and if it is possible to do so safely) leave the area, find shelter in a safe indoor area away from the danger, and take protective cover.

If you CANNOT get out, secure immediate area:

- Proceed to a room that can be locked. Close and lock all the windows and doors, and turn off all the lights. This is referred to as lockdown.
- Put cell phones on vibrate.
- Keep occupants calm, quiet, and out of sight. If possible, get everyone down on the floor and ensure that no one is visible from outside the room. You may need to cover windows with paper or clothing to block the view into the room.
- One person in the room should call 911, advise the dispatcher of what is taking place, and inform him or her of your location.
- Remain in place until the police or other official tells you it is all clear. Unfamiliar voices may be the criminal attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

If a shooter is in the same building:

- Determine if the room you are in can be locked and, if so, follow the same procedure described in the previous paragraph.
- If your room can’t be locked, determine if there is a nearby location that can be reached safely and is secure or determine if you can safely exit the building.

If a shooter enters your office or classroom:

- Try to remain calm.
- If you can get out of the area safely, do so.
- Dial 911, if possible, and alert the police to your location. If you can’t speak, leave the line open so the dispatcher can listen to what’s taking place. Normally, the location of a 911 call can be determined without speaking.
- If there is absolutely no opportunity for escape or hiding, it might be possible to negotiate with the shooter. Attempting to overpower the shooter with force should be considered a very last resort - after all other

options have been exhausted.

- If the shooter leaves the area, either play dead until help arrives or proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing. Move quickly, *always keep your hands visible, and follow the instructions of any police officers you may encounter*. Do not attempt to remove injured people. Instead, leave victims where they are and notify authorities of their location as soon as possible.

Psychological Crisis

A psychological crisis exists when an individual is threatening harm to him- or herself or to others, or is out of touch with reality due to severe drug reactions, a psychotic episode, trauma, severe stress, or medical emergencies such as insulin resistance or shock . Your actions may help calm a potentially violent situation. Try to behave in a manner that helps calm a situation:

- Stay calm. Don’t be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and yourself sit down. Sitting is a less aggressive position.
- Try to be helpful. For example, schedule an appointment for a later time.
- Give positive-outcome statements such as “We can get this straightened out.”
- Give positive feedback for continued talking such as “I’m glad you’re telling me how you feel.”
- Stay out of arms’ reach.
- Have limited eye contact.
- Take notes.
- Avoid exacerbating behaviors. DO NOT patronize, yell or argue, joke or be sarcastic, or touch the person.

If someone becomes violent:

Never try to handle a situation you feel is dangerous. Don’t endanger your safety. Leave the scene immediately, if possible, or try to alert a co-worker that there is a problem (e.g., by calling and using an agreed-upon code word to indicate trouble). Call Campus Safety from a safe place. Clearly state that you need immediate assistance. Give your name and location and briefly describe the nature of the situation. Don’t hang up until you are told to do so. Should the situation warrant such action, Campus Safety will notify College Counseling Center personnel or the Associate Vice President for Student Affairs.

If you are concerned about a student or situation but are not sure how to proceed, call the Counseling Center (358-2437) The Counseling Center also has a critical incident support (CIS) team that can help in an emergency.

Hostage Situation

If you are a witness to a hostage situation and the hostage-taker is unaware of your presence:

- DO NOT INTERVENE!
- Assess the situation. Do not put yourself in more danger.
- Call 911. Give the dispatcher the details of the situation.
- Seal off the area near the hostage scene.

If you are taken hostage:

- Be patient and calm. Time is on your side. Don’t threaten or intimidate your captor. Avoid drastic action.
- Before you say or do anything, consider the threat to yourself and others that are involved.
- If necessary to speak, ask for permission first. Don’t talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare.
- If medications, first aid, or restroom privileges are needed by anyone,

calmly say so. The captor in all probability does not want to inflict harm. Such direct action further implicates him or her in additional offenses.

- Be observant. When you are released, the personal safety of others may depend on what you remember about the situation and are able to communicate.

Civil Disturbance or Demonstrations

Most campus demonstrations such as marches, meetings, picketing, and rallies are peaceful and non-obstructive. Everyone should attempt to carry out business as usual. Avoid provoking or obstructing the demonstrators. A student demonstration will not be disrupted by police or campus officials unless one or more of the following conditions exists:

- with normal operations of the College
- Prevention of access to an office, a building, or other College facilities
- Threat of physical harm to persons or damage to College facilities

If you believe any of these conditions exist or are threatened, contact Campus Safety.

Bomb Threats

While not common, bomb threats and suspicious packages can happen at the College. All bomb threats should be reported immediately to Campus Safety. If you receive a bomb threat, try to provide as much information as possible to the dispatch operator and to the responding officers. In order to ensure your safety and to minimize the disruptions caused by such threats (this is usually the goal of those making the threats), the following procedures should be followed:

- *If you observe a suspicious object, package, or potential bomb on campus, do not handle the object! Clear the area and immediately call Campus Safety.* Report the location of any suspicious object.
- Turn off all radios, walkie-talkies, and cell phones. Do not turn them on again until the situation has been cleared by emergency personnel.

- Do not open drawers or cabinets or turn lights on or off.
- Assist the police and fire departments if requested, because you are far more likely to recognize something out of place than they are.
- Police and fire officials will conduct a detailed bomb search.
- If ordered to evacuate, go to an open area where the possibility of a secondary device would be minimal.

The decision to order an evacuation for a bomb threat rests with Campus Safety and the Keene Police Department if a suspected device is located and with the Chief of Police when a device is not located. If the Chief of Police cannot be reached to make the decision, the responsibility passes to the ranking officer.

Phone Bomb Threat

If you receive a bomb threat call, remain calm. Record the time of the call, ask questions, and take notes:

- When will the bomb go off?
- Where is it?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- Who is calling?

Keep talking to the caller as long as possible, listen carefully, and try to determine the following:

- What is the caller’s gender?
- What is his or her approximate age?
- Is the voice familiar?
- Did the person have an accent or a unique speech attribute?

- What is the emotional state of the caller?
- Can you describe any background noises during the call?

Written Bomb Threat

If you receive a bomb threat via a letter or note, dial 911 immediately and do the following:

- Make a note of all persons that you know who handled the note.
- Avoid excessive handling of the note. The police will want to check for fingerprints.
- Follow all instructions from responding emergency personnel. Evacuate if ordered to do so.

Suspicious Letters or Packages

KSC receives a variety of packages and letters every day. Some of these items are sent through mail services and some are delivered by private or public couriers. Be aware of letters or packages that have any kind of suspicious traits, including:

- no return address or unusual or unverifiable return address
- postmark showing a very different location than return address
- misspelled words or poor handwriting, printing, or typing
- packages that are addressed to a title only, without a name, or incorrect or nonexistent departments or position titles
- restrictive markings like “personal,” “private,” or “to be opened only by”
- excessive postage, no postage, or noncancelled postage
- excessive use of tape or unprofessionally wrapped packages
- a rigid or bulky envelope
- odd smell or sounds coming from the package
- oily stains, leaking, or seepage from the package

- wires protruding from the package.

Your best protection when handling the mail is your knowledge of the items you typically handle on a day-to-day basis and being able to determine what seems out of place. Never open or excessively handle any letter or package that you believe is meant to cause harm.

Not all dangerous packages or envelopes look suspicious, and not all suspicious looking packages are dangerous. You must always use your best judgment. If you are concerned for any reason, do not handle the package.

If you determine that the package or letter is suspicious:

- Gently set the package down and secure the area by closing doors.
- Call Campus Safety.
- Do not attempt to further handle the package until it has been deemed safe by responding personnel. This will keep fingerprints to a minimum and will assist the police in identifying potential offenders.
- Do not attempt to destroy the package on your own.
- Determine who else in the office or on the campus may have legitimately handled the package and be ready to communicate this information to the police.
- Evacuate the area if ordered to do so by the authorities.

Dealing with an Opened Threatening Package or Envelope

If a threat is not identified or considered until after a package or envelope is open, it is most important to remain calm. By taking the following actions, *you will limit the exposure of others to the potential danger, and you will allow emergency personnel to treat you quickly*, if necessary:

- Move away from the package, but do not leave the area that you are in, unless the package contains a type of bomb or other explosive device.
- Close any doors in the immediate area and isolate yourself and anyone else that was in the immediate vicinity of the package. This may mean a temporary quarantine for you and anyone else in the immediate room.

- If you come in contact with a suspicious substance, immediately wash your hands with soap and warm water, remove heavily contaminated clothing as soon as possible, and place clothing in a plastic bag or container that can be sealed.
- Do not allow any entry except by emergency response personnel.
- Use the phone and dial 911. Follow all instructions from emergency personnel.
- Turn off any window A/C units and fans.
- Contact the Physical Plant and request that any air-handling units not controlled locally be shut down.
- Make a list of any others that may have come in contact with the package, including those that may have handled it but have not opened it. Be prepared to share this information with emergency responders.

The goal of responding emergency personnel is to make sure you and any others in the affected area remain safe and healthy. Their available resources are extensive and will allow them to properly handle the situation as promptly as possible. Stay calm and give the responders the time to formulate a response. Be prepared to communicate over the phone with them for a time. They will get to you as soon as possible, and they will arrange for medical treatment, decontamination, and any other services that you may require.

Personal Safety Tips

At Work

- Discuss and agree on circumstances and situations in the workplace that everyone should watch out for. Have procedures, and signals in place to deal with threatening situations. Previously agreed-upon code words can be used to communicate information with fellow staff members without alerting the aggressor.
- Avoid scheduling appointments for times when no one else is in the area. Alert your colleagues in advance about a difficult meeting, keep the door to the room open, or meet in a public area.

- Try to avoid working alone after hours.
- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.

Walking Around

- Avoid walking alone at night. Travel in groups when possible and always walk in well-lit, heavily traveled areas.
- Learn where the campus emergency phones are located and how to use them. Their locations are identified by blue lights
- Call Campus Safety after dark or when you feel the need for an escort on campus. When off campus, contact a local cab company.
- Learn the best routes between your home, work and activities.
- Take the safest route, not the fastest route. The safest route is usually the best lit, most traveled one.
- Gauge the social scene on and around campus, at local bars and other favorite spots.

At Home

- Doors and windows to your apartment or home should be locked. Do not loan out your key or access card.
- Don’t leave exterior doors propped open. If you find one open, close it. These doors are locked for your protection.
- Do not leave your identification, wallets, checkbooks, jewelry, cameras, and other valuables in open view.
- Program your phone’s speed dial memory with emergency numbers.
- Record the serial numbers of valuable objects you have in your room, home, or office. Engrave such objects with your name or driver’s license number.
- Mark clothes with a laundry pen or thread and needle in a spot other than the label.

- Do not allow people you do not know well to stay overnight in your room, apartment, or home.
- If you are receiving threatening or obscene phone calls contact the police.
- If you notice a person attempting to gain entry to your residence or attempting to look into your residence, call the police.

Severe Weather Emergencies

Section Menu

Overview

The Grounds Department is responsible for monitoring weather conditions and notifying the campus community if/when the threat of such weather warrants special attention or actions. During potential severe weather conditions, Campus Safety monitors other local and state emergency response agencies, including the Keene Fire and Police Departments.

During any weather watch or warning check campus communications frequently. For your safety and for the safety of those around you, respond quickly to all instructions from campus and emergency officials.

Thunderstorms

Severe Thunderstorm Watch: Indicates that weather conditions are such that a severe thunderstorm may develop. Monitor weather reports and campus notifications. If at all possible, stay indoors until the threat has passed.

Severe Thunderstorm Warning: A severe thunderstorm has developed and will probably affect those areas stated in the weather bulletin. Stay indoors until the threat has passed.

Tornadoes

Tornado Watch: Indicates that weather conditions in the area are favorable

for the formation of tornadoes. During a watch, normal activities should continue unless you are instructed otherwise by College emergency staff or the administration. All departments should have staff available to monitor communications and disseminate messages. Communications should be monitored as long as scheduled uses of the buildings continue. All watches are cancelled by official notification only.

Tornado Warning: Indicates that a tornado has been sighted and is a threat to the area.

- When a tornado warning has been issued for Cheshire County, campus officials and all available emergency and facilities personnel will notify all occupants in a building to move to the safest area for that building.
- The safest area in a building during a tornado is usually the basement or an interior hallway of the lowest floor.
- Seek shelter under sturdy furniture if no basement is available.
- If outside and unable to get to a building, lie flat in the nearest depression, ditch, or ravine.
- Never wait out a tornado inside a car.
- Tornado warnings are cancelled by official notification only.

Hurricanes

Hurricane/Tropical Storm Watch: Indicates that current tracking shows a storm moving in a path that may take it over a certain area. During watches, College staff will work together to determine the best course of action to prevent injury and property damage on the campus. Normal activities should continue unless instructed otherwise by College officials. All departments should have staff available to monitor communications and disseminate messages. Communications should be monitored as long as scheduled uses of the buildings continue. All watches are cancelled by official notification only.

Hurricane Warning: Indicates that a hurricane is expected in the area within 24 hours. Your response and the response of the College to the warning will vary based upon the storm’s intensity. Possible actions include school closings, evacuation, shelter-in-place, cancellation of sporting events, and

preparations to secure buildings and equipment.

Floods

The campus area along the Ashuelot River is prone to occasional flooding, which may result in the declaration of a flood emergency. Flood emergencies can result in the partial or full evacuation of Campus facilities, including residence halls, student and staff parking lots, the Redfern Arts Center and the Spaulding Gymnasium.

During potential flooding conditions, Grounds and Campus Safety will monitor reports of flooding through consultation with other local and state emergency response agencies. If conditions or reports warrant, a flood emergency will be declared and students, faculty, and staff will be directed to move vehicles and/or evacuate parts of the campus. The decision to implement evacuations will be based upon Campus needs, with the overall goal to be the preservation of life and then property.

All efforts will be made to communicate the evacuations in a timely manner. However, in the event of sudden flooding, such as during an ice dam or a flash flood, notification may not allow for much, if any, time to move vehicles or personal belongings. When instructed to move a vehicle or evacuate a building or area, do so immediately. If you leave your vehicle on campus over weekends and breaks when you are not on campus, make sure someone else on or near campus has your keys and can move your vehicle if necessary.

Interior Flooding

In the event of interior flooding from a broken water line:

- Immediately contact the Physical Plant or Campus Safety to notify them of the situation. Inform them immediately if any oil, chemical, or other potentially hazardous materials are suspected of contaminating the flood waters.
- If possible, secure any vital equipment or records and other important papers.
- Shut off all electrical equipment *only if you can do so without standing in*

water.

- Secure all laboratory equipment in the same manner.
- Evacuate the affected area.

Earthquakes

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

- Remain calm.
- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. Drop to your knees, clasp both hands behind the neck, bury your face in your arms, and make your body as small as possible. Close your eyes and cover your ears with your forearms.
- If outdoors, move quickly away from buildings, utility poles, and other structures. *Always avoid power or utility lines* as they may be energized.
- If in an automobile, stop as soon as possible in the safest place available, preferably away from structures, power lines and trees. Stay in the vehicle for the shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is necessary, call 911. Protect yourself at all times and be prepared for aftershocks.
- Damaged facilities should be reported to the Physical Plant or Campus Safety.
- If an emergency exists, activate the building alarm.
- When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.
- Do not use the elevators. They may have been damaged in the quake.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

Oil and Hazardous Materials Spills

Section Menu

Overview

A spill is defined as “a material out of control.” In a particular sense, the quantity of material is not important. The essential issue is whether the hazards, location, and quantity cause the situation to be beyond the capability of the staff to clean up the spill and return the area to normal working conditions without the assistance of emergency personnel. The cleanup crew must be properly trained, must don the appropriate personal protective gear, and must use suitable equipment and supplies.

A major chemical spill requires the assistance of emergency personnel from outside the department: EHS, Campus Safety, and the Keene Fire Department.

Some chemical spills or uncontrolled releases of fuels, oil, or other materials require follow-up reporting with government agencies, even when there is no injury or damage associated with them. Any incident resulting in building evacuation, employee injury, or off-site impact, will trigger notification to local, state, and federal agencies. At KSC, these reports are the responsibility of the EHS office. Therefore, it is extremely important that you contact EHS at the numbers noted above.

Oil Spills

KSC has a Spill Prevention and Countermeasures Control (SPCC) Plan that describes procedures in the event of an oil spill. Once emergency services are notified, contact EHS or Physical Plant. It is the responsibility of EHS to immediately report all spills to the New Hampshire Department of Environmental Services (NHDES) at 603-271-3644 or 603-271-3636, unless all of the following conditions are met:

- the discharge is less than 25 gallons
- the discharge is immediately contained

- the discharge and contamination is completely removed within 24 hours
- there is no impact to groundwater or surface water.

If a spill results in a violation of water-quality standards or causes a film or sheen upon or discoloration of the surface of water or adjoining shorelines, the National Response Center (NRC) in Washington, D.C., must also be immediately notified (800-424-8802).

Chemicals

Any release of a hazardous chemical or material that cannot be contained by available spill containment materials should be reported immediately to the Keene Fire Department by dialing 911:

- When reporting, be specific about the nature of the involved material and exact location.
- Once emergency services are notified, or in the event of a controllable spill, the Physical Plant and EHS Office should be notified.
- The key person on-site should vacate the affected area at once, closing doors on the way out to prevent further contamination of other areas until the arrival of fire department personnel.

If there is a threat to human health or the environment or when there can be off-site impact, any incident involving hazardous waste or material must be reported immediately to the NHDES (603-271-3644 or 603-271-3636), and the NRC (800-424-8802). A courtesy call should also be made to the Environmental Protection Agency (EPA) Region I Spill Response (617-918-1279). If a spill discharges to the sanitary sewer, the spill must be reported immediately to the Keene Industrial Pretreatment Coordinator (357-9836, ext.6504) or Mutual Aid (911) if after hours.

Minor Chemical Spill

A minor chemical spill is considered one that either laboratory staff or faculty is capable of handling safely without assistance and where there is no injury or threat of imminent injury. Typically, a minor spill would be considered less

than 0.5 liter (as a rule of thumb) of a material that is not highly toxic. Spill kits are available in each laboratory and should only be used by qualified staff or faculty with knowledge of the properties and hazards posed by the chemical and any potential dangers posed by the location of the spill. Spill cleanup materials should be segregated for hazardous waste disposal. EHS should be contacted for advice and assistance. The basic procedure is as follows:

- Alert all persons nearby the spill area.
- Use eyewash or safety shower if needed to decontaminate.
- Use a spill kit to clean up and segregate cleanup materials for hazardous waste disposal. Use proper personal protective equipment, which at a minimum will include chemical-resistant gloves and safety glasses.
- Decontaminate the spill area with water or soap and water mixture it’s if a nonreactive chemical.
- Wash hands thoroughly and seek medical attention if necessary.
- Notify EHS.

Major Chemical Spill

All other spills not described above are considered major spills. Keene State College does not have an on-site emergency response team; therefore, primary response is to evacuate, call for help, and protect human health. The basic procedure is as follows:

- Avoid breathing vapors of spilled material.
- If possible and safe to do so, turn off any ignition source or gas emergency shutoff valve.
- Remove any contaminated persons from spill area and decontaminate via eyewash or safety shower. The use of a safety shower is never a mistake; do not be reluctant to use the shower in the event of personal chemical contamination.
- Anyone who may be contaminated by the spill should avoid contact with others as much as possible, remain in the vicinity, and give their names to

the fire department. First aid and any necessary decontamination by specialized authorities would be started at once if necessary.

- Evacuate the area and close the door to the lab.
- Call 358-2228 or 911 and notify the operator of the location, nature, and volume of the spill.
- Contact Campus Safety to initiate internal notifications, including EHS. EHS/Campus Safety or Keene HazMat should be directed to contact Clean Harbors (800-645-8265) for spill cleanup and disposal.

Preventing Spills

- Store all chemicals properly.
- Anchor all shelves and storage cabinets. Don’t overload them.
- Keep incompatible chemicals away from each other. Consult the Material Safety Data Sheet (MSDS) for information on a chemical’s incompatibility and proper storage practices.
- Limit purchases to only those chemicals needed in the smallest amount possible. The less on hand, the less that can spill.
- Keep all containers, including waste containers, tightly sealed when not in use.
- Keep all compressed gas cylinders secured. Segregate flammable gasses from other gasses when not actively being used.
- Maintain strict housekeeping standards in any areas where chemicals are used or stored.

References and Useful Websites

Section Menu

911

www.nh.gov/safety/divisions/emergservices/nh911/pubinfo/index.html

Emergency Preparedness

Hazards in the home
www.nh.gov/safety/divisions/bem/index.html
www.ready.gov

Fire

Red Cross Fire Safety Guide
www.gencourt.state.nh.us
www.usfa.fema.gov
www.nfpa.org
www.campus-firewatch.com
www.campusfire.org
Campus Fire Safety
Department of Fire Safety Vermont

Illness Prevention and Pandemic Planning

www.dhhs.state.nh.us
www.cdc.gov

Nuclear Event

www.dps.state.vt.us/vem/request.html