Crisis Management

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INTRODUCTION
This Crisis Management Plan has been developed to help SUNY/Orange faculty, staff and students prepare for the many aspects of responding to a critical incident involving our school and extension. The CMP has been designed to provide for a consistent response to critical incidents at the SUNY/Orange system. The CMP provides a step-by-step guide for choosing a crisis management team and then using that team to establish sound procedures for handling any school-based crisis.

Many of the procedures and assignments described in the CMP would be required only during the most serious incidents. The more likely use of this CMP will be to help organize faculty, staff members and students in their individual roles during an emergency and to help train the entire college in crisis planning.

Communities demand that our college remain a safe haven for education. While security services are provided and the qualities of those services are reviewed regularly, we can never predict exactly when an incident is going to happen. This unpredictability results in the need for every faculty, students and all administrators to be prepared should a critical incident occur. The initial response to a critical incident must be quickly and effectively accomplished. This CMP is intended to be a tool that will help prepare us all for that initial response.

The Office of Safety & Security is prepared to provide any assistance needed to help understand and implement the guidelines explained in this plan.

SECTION 1-A
CRISIS MANAGEMENT TEAM (CMT)
The single most effective way of dealing with a critical incident or crisis situation is through the use of a Crisis Management Team (CMT). This team cannot be put together when the crisis or critical incident is unfolding. Each member must be in place and comfortable with his or her role long before a crisis or critical incident occurs.

There is no way a single President or Executive Vice President can manage the many aspects associated with a critical event. The President must rely on other key college personnel to perform tasks that will ensure the safety of students and other college personnel during a crisis or critical incident. The Incident Command System (ICS), which will be introduced later in this plan, uses a team approach to deal with situations.

The membership of SUNY/Orange CMT should consist of an immediately accessible core group of college personnel who have the knowledge and skills to handle an emergency situation. In addition to the college President and Executive Vice President for Administration, members should be selected based on specific needs during an emergency. Selecting a range of members for the CMT will ensure that various aspects of crisis planning can be accomplished.
CMT: Crisis Management Team

- President
- Executive Vice President for Administration
- Vice Presidents of Institutional Advancement and Student Development
- Director of Administrative Services/Facilities
- Director of Safety and Security Services

Each member of the CMT must be in place and comfortable with his or her role long before a crisis or critical incident occurs.

SECTION 1 - B
EMERGENCY PHONE LIST
President       341-4700
Executive Vice President     341-4905
Vice President for Institutional Advancement  341-4726
Vice President for Student Development   341-4020
Director of Administrative Services/Facilities  341-4901
Director of Safety & Security Services   341-4710
City of Middletown Police Department   341-3151
City of Middletown Fire Department   343-4169
City of Newburgh Police Department    561-3131
City of Newburgh Fire Department    562-1212

Remember that crisis planning involves more than the emergency incident. Members of the college community need to have the ability to identify alarming changes in a student's behavior or recognize community events or incidents that could affect the college. Once these changes or events have been identified, the CMT must take action. This may mean arranging counseling for a student or scheduling a community or staff meeting, but in either case, the end result is addressing the needs of the college population.

SECTION 2-A
INCIDENT COMMAND SYSTEM (ICS)
The Incident Command System (ICS) is a nationally recognized organizational structure that provides for role assignment and decision making while planning for and reacting to critical incidents of all types. Implementing ICS will allow for all college personnel to know their area of responsibility during a crisis and to plan and practice the management of their specific role.

Tasks needed to successfully handle critical incidents are delegated to various managers of the CMT, who then are responsible for the assignment. This type of delegation limits the number of functions under any one manager, allowing each person to focus on just one or two aspects of the incident. These managers then provide information to the incident supervisor (President/Executive Vice President for Administration) and help that person make informed decisions. Using this type of organizational system during a critical incident creates clear communication channels that will help limit the chaos and uncertainty associated with emergency incidents.

Permanently assigning specific areas of responsibility to members of the crisis management team provides each member with the opportunity to specialize in the management of his or her area. Plans can be made, policy established, and training conducted well in advance of any emergency incident. This type of forward thinking will be needed during a critical incident and is a key component to SUNY/Orange being properly prepared.

Most emergency responders use some form of ICS to manage emergency events. Because of this, SUNY/Orange with assigned roles for administrators and faculty will be able to work more efficiently with the responding fire or police agency. These agencies
will be able to quickly identify a liaison college employee who will quickly answer questions about the incident and college operations.

The Incident Command System would become a common way of handling problems or issues at SUNY/Orange. All components of the ICS may not be needed to handle every incident; however, using portions of the ICS structure will help the President or designee deal with school related events quickly and effectively.

The incident command system (ICS) provides for role assignment and decision making while planning for and reacting to critical incidents.

Role Assignments:

1. Incident supervisor
2. Student accounting
3. Police and fire liaison
4. Information and media representative
5. Staff assignments
6. Counseling

SECTION 2 - B

ROLE LIST

1. INCIDENT SUPERVISOR
This person should normally be the President or Executive Vice President for Administration. The incident supervisor is the overall leader during an emergency incident. The incident supervisor makes decisions based on the information and suggestions being provided from other members of the crisis team.

2. STUDENT ACCOUNTING
Vice President of Academic Affairs is responsible for ensuring all instructors have an accurate accounting of students and for coordinating efforts in accounting for missing or extra students. Much of this role involves planning for an incident and communicating with the faculty during an emergency so student accountability can take place. If evacuation of a building is necessary, staff and students should be safely escorted to a building designated by the VP of Academic Affairs.

3. POLICE AND FIRE LIAISON
When local police and fire departments respond to a college incident they will immediately require contact with the Director of Safety and Security or a designee. Contact between the college operations and those of the police/fire operations must be maintained throughout the incident.

4. INFORMATION AND MEDIA REPRESENTATIVE
Vice President for Institutional Advancement.
Like parents, the local media will respond to events that occur at any educational institution. A media staging area in Morrison Hall will be established to assist in providing information for public release. This person will also serve as the staff liaison by providing information to staff members about the incident.

The Director of Safety and Security is assigned the responsibility of communication and recording of incident to make sure the various college offices receive notification and updates about the event and if any needed resources are requested. When an event first occurs, the communications person should confirm that 911 has been called or place the call. During the
event, this person should keep a detailed record of the events, decisions, and actions including annotation of time. This record will help ensure all critical tasks have been completed and allow the incident supervisor to track all activities. This written record will also help the police or fire department reconstruct the events during the subsequent investigation.

While controlling the media is not a top priority for the Administrator in charge during an emergency, failing to prepare for the media response can easily become a public relations disaster. The local media is responsible for providing coverage of local events. A crisis or emergency at SUNY/Orange is a major news story and will solicit the response of countless news organizations. VP of Institutional Advancement and staff must prepare for the media response and understand that ignoring the media is not an option during a crisis.

The Department of Institutional Advancement designates whose job it is to deal with the media. These entities have established good working relationships with the local media representatives and are well trained in public information. A problem colleges face during a crisis is that media representatives arrive simultaneously with police or fire department personnel. Everyone should know the location of the media staging area. This will allow for quick direction of incoming media vehicles and control over media representatives.

5. STAFF ASSIGNMENTS
The role of Executive Vice President for Administration is to use available personnel to assist with carrying out the core functions associated with an incident. Any Faculty & Staff not assigned students during an incident and any college personnel arriving at the incident should report directly to this person or designee. Working closely with the incident supervisor, this person will direct staff to the areas that need assistance. Those responsible for organizing the various areas will coordinate with this person in requesting manpower during the incident. This person will keep a roster of assignments and manpower needs making requests to administrative offices when needed.

6. COUNSELING
The need for a pro-active counseling program cannot be overlooked. Many dangerous situations can be avoided by early intervention of trained professionals. Available resources should be identified and used on a regular basis when the first sign of depression, anger or other alarming
changes in a student is observed. During a crisis, the Vice President of Student Development must quickly organize a counseling program to help students, parents, faculty and the community heal from the incident.

SECTION 2 - C
STAGING AREA

During a college crisis, the expected response by the media, community residents, and some parents will create chaos if a plan is not in place. SUNY/Orange must be prepared for the possibility of an evacuation during an emergency or crisis. The logistics of moving a student population must be planned and fully understood by all those responsible for the safety and security of students. SUNY/Orange has designated the Commons Building cafeteria as the primary area and the Physical Education Building as the secondary location and the Assembly room in the Newburgh Extension. Safety & Security Personnel are to maintain order at these locations and allow only parents and college personnel (not the media) into these areas. If dismissal of classes is necessary, Safety & Security Personnel shall assist with traffic at pertinent intersections.

SECTION 2 - D
COMMAND POST

During an emergency, it is important that all decisions be coordinated with the various participating agencies. The incident command system allows for decisions to be made by the incident supervisor, based on information received from personnel managing other activities. This information exchange will work if there is only one central location for this information to be sent.

Establishing a command post will provide everyone involved in the incident with a location for information and updates. Police and fire departments will establish a command post for their operations during a college based incident and will require communication with the college command post for information and planning. Because of this relationship, the command post will be located at Morrison Hall and out of any direct danger zone (Newburgh Extension: Director's conference room).
This location will also allow for the police and fire operations to operate independently when needed. The person in charge of the incident should respond to this command post early in the emergency and remain at that location. (Secondary location is Horton Hall conference room, 2nd floor and at Newburgh, the Assembly Room)

The command post should not be placed near the media staging area to prevent interference while dealing with the crisis. Any SUNY/Orange personnel arriving to assist with the incident should report to the command post for updates or assignments.

SECTION 3 - A

“SECURE - IN - PLACE” PROCEDURE
An emergency situation may prevent the safe evacuation of a school building and require steps to isolate student, staff and faculty from danger. Only after conferring with the President/or designee, the incident supervisor can order a “secure - in - place” procedure. All college personnel must be familiar with these procedures and the specific actions they must take. The Crisis Management Team (CMT) will then plan for the next steps in handling the incident. Depending on the situation, SUNY/Orange crisis management team should be assembled prior to announcing the “Secure-in-place” procedure. Members of the team should report to Morrison Hall (Emeriti Room) or the identified command post. Secondary location: Horton Hall conference room, 2nd floor rear room, if Newburgh the Director's conference room. The CMT will then plan for the next steps in handling the incident. This will involve monitoring and intervening in the emergency situation, making notifications, and ensuring this procedure. Instructors should be aware of the emotional response some students may have to this situation. As this procedure is taking place, the CMT should ensure that several functions are taking place. Depending on the situation, the college or specific areas of our college, may need to be completely secured from the inside. This will require specific individuals from Safety & Security being assigned to lock any open doors. Notifications will continue to be made to college administration and possibly the police department. Any known injuries should also be reported to the administration, who will relay that information to the police.

Communication via school radio is permissible as long as the incident does not involve an explosive device or a suspect in possession of a radio or scanner. The Safety & Security liaison member of the CMT should be prepared to gather all known information and respond to the first arriving police personnel location and brief them on the situation. If this procedure has been started, wait for the police department to arrive before arranging for evacuation of the college. This will allow for a more secure environment if the evacuation is necessary and assist the police if a tactical operation is necessary. Special attention should be paid to the Kindercollege area of the main campus and the Newburgh Extension. The same “Secure-in-place” procedures should be utilized. Extra security personnel will be assigned to this sensitive area. The onsite emergency “Secure-in-place" procedures can also be modified for use during a local incident in which the college population is not in direct danger. A local incident might be a
police or fire event nearby or an injury on school grounds that requires limiting student movement in the area.

When a “Secure-in-place” procedure is announced, several steps should take place. Safety & Security Staff will be assigned to the dangerous area to ensure students and staff do not enter the area. Immediate notification should be made to the police department (911), fully explaining what is known at that time.

When ordering a “Secure-in-place” procedure the following announcements should be made and repeated several times via SUNY/Orange telephone and e-mail systems.

“Staff and instructors, please secure your students and or staff in you area immediately, until further notice by Supervisor or security designees.” If classes are to be notified, they will be instructed by Safety & Security personnel of situation.

These announcements have been designed for quick action to benefit students, staff and faculty. The reason for plain language announcements instead of codes is so that every faculty member, student and staff member knows what is expected to take place immediately. Plain language also provides the opportunity to change portions of the message to meet specific needs during the emergency.

Unassigned instructors/staff should ensure that students in hallways are placed in secured areas. Safety & Security staff members should check restrooms and other areas where students may be found.

During a “Secure-in-place” situation, special attention should be given to the areas of the college where numerous students are gathered in an unsecured environment, such as the cafeteria, OH Theater, LRC. Arrangements should be made so those students in these areas can be moved to nearby locations that can be secured. A CMT member should be assigned to these areas to facilitate this effort.

**Instructor Response to a “Secure-In-Place” Procedure**

When an instructor with a class hears one of the announcements, he or she should follow these directions:
1. Secure the classroom door immediately, utilizing desks, chairs, etc;
2. If necessary, keep all students sitting on the floor, away from the door and windows;
3. Use caution and discretion in allowing students entry into the classroom. Request college ID, for safety measures;
4. Advise the students that there is some type of emergency, at this time;
5. Take attendance and prepare a list of missing students and extra students in the room. Prepare to take this list with you when you are directed to leave the classroom;
6. If there is a cell phone in your classroom use the telephone to call out. If there is a situation in the classroom dial (845) 341-4710 for non-emergency inquiry or (845)341-4686 (which is our “77” line on main campus for emergencies). In Newburgh dial (845) 341-4556 for non-emergency or (845) 341- 4533 (which is our “33” emergency line);
7. Ignore any fire alarm activation, the college will not be evacuated using this method unless directed by Safety & Security personnel or officials from Police/Fire Departments;
8. Project a calm attitude to maintain student behavior;
9. Remain in the room until a member of the crisis management team, a police officer or an SUNY/Orange Safety & Security officer comes to the room with directions;
10. When or if students are moved out of the classroom, assist them in moving as quietly and quickly as possible to assigned areas.

SECTION 3 - B
THREAT PROCEDURE

I. POLICY
A. It is the policy of SUNY/Orange County Community College Department of Safety & Security, that all threats, whether verbal, written and/or sexual harassment threat, be treated as an authentic threat.

B. It is the policy of SUNY/Orange County Community College that anyone reporting a threat to the Director of Safety & Security/Staff, will be required to provide necessary information until a complete report can be made.

II. PURPOSE

The purpose of this policy is to set the guidelines for staff and students and faculty to follow in the event of a threat to their safety and life.

III. SCOPE

All employees and students of SUNY/Orange County Community College.

IV. PROCEDURE

A. Employees receiving threats will immediately notify the following:
   1. Switchboard Operator/Security Personnel (x4710) who will notify:
      a. Director/Staff of Safety & Security - ext. 4932
      b. Director of Administrative Services - ext. 4901

B. After conferring and evaluating the situation, proper notification will be made to the following:
   1. Executive VP for Administration- ext. 4905/06
   2. Administrator on call

If Necessary:
   3. Middletown Police Department, phone 343-3151, Newburgh Police Department 561-3131
   4. Middletown Fire Department for standby (request for one unit if bomb threat) 343-4000, Newburgh Fire Department 561-1212

C. If a threat situation occurs and if deemed necessary by SUNY/Orange Director of Safety & Security, proper notification of M.P.D. or N.P.D. will be made. M.P.D./N.P.D. officials will determine status of situation for referral to the Detective Division.

D. If the threatened complainant feels eminent danger, the Director of Safety & Security will assign a security officer to the complainant.
E. Director of Safety & Security will direct the preparation of SUNY/Orange incident report for documentation under the Campus Security Act.

Continued

Threat Procedure

Profile of a Stalker
According to a study (1999) by the American Journal of Psychiatry of 145 stalkers. They state them as delusional, unemployed and socially incompetent, but with the capacity to frighten and distress their victims.

Seventy-nine percent of the stalkers were men and seventy-five percent never had an intimate relationship. Their victims were former partners, work contacts or strangers.

The five types of stalkers identified were people who had been rejected, were seeking intimacy, and were incompetent, resentful and predatory. Their stalking ranged from 34 weeks to 20 years. Sixty-three percent of the stalkers made threats and thirty-six percent were assaultive.

One must stress to the stalker personally (not through a mediator who might be seen as competition) that there is no interest in any relationship with him or her. One must be firm and unequivocal without demeaning or insulting their dignity or self-worth.

The medical term for the worst such cases is “erotomatic transference”. The one doing the stalking believes his or her self-worth and well-being rests on establishing a mutual relationship with the target.

SECTION 3-C

HOSTAGE SITUATION PROCEDURE
I. Policy

1. It is the policy of SUNY/Orange to effectively deal in the safest possible manner with every hostage situation that might occur on college grounds;

2. A hostage situation shall be defined as any situation when a student, visitor, faculty or staff member is unlawfully detained against their will with the possibility of imminent danger to life or personal safety.

II. Scope

All employees, students and visitors of SUNY/Orange and extensions.

III. Procedure

1. SUNY/Orange personnel and students will follow directives and safety requirements as provided by personnel of the Department of Safety & Security Services, administrator in charge and the Middletown/Newburgh Police Department Hostage Unit or Newburgh Police Department Hostage Unit.

2. If a hostage situation occurs, the Department of Safety & Security staff (dial “77”) will be notified first and then the Executive Vice President or designees will be notified.

3. Director of Safety & Security Services or designee will assure that affected area is to be secured and only one designated mediator is to establish communication with the individuals(s) by phone, if possible. If not able to establish communication by phone, the mediator is to act prudently until the police department hostage unit arrives.

SECTION 3 - D
EXPLOSIVE DEVICES PROCEDURE

I. POLICY

1. Explosive device threats against this college may be received by phone, mail or
by actual person present. Any staff member receiving this threat should make every effort to follow the outlined procedures.

2. Most threats are directed to personnel over the telephone. (98% are usually unfounded) These calls are usually very brief. Every effort should be made to remain calm and collected, so to obtain all possible data from the caller. (Refer immediately, if possible, to the Explosive Device Report which will assist you in obtaining the pertinent details, Part A)

3. If call is received on a digital phone, make note of the phone number illustrated on phone, whether internal or external.

4. Upon receiving and obtaining the information, notify the following:
   a.) Department of Safety & Security ("77", Directors Extension 4932)
   b.) Department of Administrative Services (ext. 4901)

5. A central command post will be established by the Crisis Management Team

6. Maintenance and Safety & Security personnel are to be discreet in notifications to all concerned in the affected area.

7. College personnel might be requested to adhere to the "secure-in-place" procedure and to exercise care in their departments, not to disturb any foreign objects or packages and to notify, if any are found, the command post by dialing "77".

8. A detailed search will be conducted by officials at the specific announced site. If no explosive device is found at that site, an expanded search of all properties must be conducted and documented.

9. In the event that a staff member receives a threat of this nature at their residence that could possibly be work related, they should:
   a.) Notify Director of Safety & Security of the circumstances.
   b.) Notify their local police department to fill an official complaint.

II. PURPOSE

To insure safety of all students, visitors and personnel of SUNY/Orange in the event of an explosive device threat, either by person, phone or mail, (email or regular).
III. SCOPE

All students, visitors, personnel of SUNY/Orange and related emergency responding units.

IV. EXPLOSIVE DEVICE SEARCH PROCEDURE

1. In exercising extreme caution, the affected areas of the college will be thoroughly searched by those assigned. Radio communication will be by landline only. Cell phones and personal beepers are to be turned off immediately. If foreign objects or packages are found, do not disturb. Use college phones to notify the command post of such findings (dial “77”).

2. Secure the immediate area and wait for administration official decision to start evacuation procedures.

3. Assigned personnel will begin the search in all public areas. This includes rest rooms, elevators, storage areas, lobbies, and stairwells. Do not overlook areas around college, especially in the trashcans or exterior ashtrays.

4. The search should then move inward away from the public area, concentrating on the more secure employee areas. A proper search consists of four (4) search sections:
   a.) From floor to waist
   b.) From floor to top of head
   c.) The ceiling
   d.) Into false or suspended ceilings.

5. Recommended immediate evacuation.
   a.) When caller gives description of package, explosive used or exact location of explosive device;
   b.) When a political statement is read or a reason for the bomb is given;
   c.) Caller telephones more than once, telling personnel how much time is left;
   d.) If the press has been notified by the caller;
   e.) If the caller has data about the location that the general public does not have;
   f.) When, after a bomb threat, suspicious package is found.

6. Evacuation Procedure:
   a.) From point of suspicious package or device, evacuate everyone from the immediate area and expand in a widening circle;
   b.) Remember evacuation perimeter-extend in all directions including floor above and floor below the suspicious device;
c.) **Open doors and windows** - this will decrease the chance of injuries and reduce property damage should a detonation take place;

d.) Do not change environment in or around suspicious package or device. Leave the area in the same condition as when package was discovered;

e.) Evacuate persons away from building (1,000 feet) away from responding emergency personnel. Special attention to assist those requiring special assistant;

f.) Safety & Security Service personnel will assist in traffic control to insure that roads leading to the college remain accessible;

g.) Search team personnel should be responsible to see that all students and personnel are out of the danger area.

h.) The evacuation route should avoid campus parking lots (where 74% of all devices have been found) and other areas where secondary devices may be hidden). The added concerns of chemical incidents include wind direction to avoid walking into the surrounding danger area.

V. IF SUSPICIOUS PACKAGE OR EXPLOSIVE DEVICE IS FOUND

1. Do not **touch, move or try to open** any suspicious packages;

2. If a suspicious package is found, **immediately** evacuate that area;

3. With assistance from emergency personnel, two perimeters should be established:
   a.) **Inner Perimeter:** 300 feet in all directions from device. **Only specialized emergency personnel** allowed inside inner perimeter (bomb squad, emergency service).
   b.) **Outer Perimeter:** 1,000 feet in all directions from device. **All non-specialized personnel** allowed inside outer perimeter (Police Department, Fire Department, Paramedics).

4. In the event of an actual detonation, without prior notice of threat or evaluation, the SUNY/Orange Crisis Management Plan, in conjunction with Orange County Emergency Response personnel, will take effect. All public relation statements will be referred to VP of Institutional Advancement.

5. Because one explosive device is found or detonates, does not mean there cannot be another. Also, all explosives are toxic. This includes the gases and residues released after a detonation. **Only trained and properly equipped personnel** should enter a post-blast site.

VI. MAIL BOMBS

The following tips are presented to attempt to help responsible persons determine if they are in receipt of a mail bomb.
1. Mail Bomb Characteristics:
   a.) Letters feel rigid, appear lopsided or are bulkier than normal
   b.) Oil stains may be present on the wrapper
   c.) Use of an excessive amount of postage stamps
   d.) The sender is not known by the individual or college personnel
   e.) No return address
   f.) Unusual restricted endorsements, such as “personal” or “private”
   g.) Addressee does not normally receive personal mail at the college
   h.) Name and title of addressee not accurate
   i.) Address is prepared to insure anonymity of sender (home make labels, cut and paste lettering)
   j.) Mailing appears to be dissembled or re-glued
   k.) Mailing emits a peculiar odor
   l.) Protruding wires, tinfoil or string is present
   m.) Pressure or resistance is noted when removing the contents
   n.) Several combinations of tape are used to secure the parcel
   o.) Package makes a buzzing or ticking noise
   p.) Contents make a sloshing sound

SUNY/ORANGE COUNTY COMMUNITY COLLEGE

Explosive Device Report Form A

Instructions: Be calm, be courteous, listen, do not interrupt the caller - Immediately press the TRAP/TRACE BUTTON (if on switchboard), if phone is caller id equipped, note the internal or external number.
1. Caller's Identity: Male ____ Female
   Adult ____ Juvenile

2. Caller's Message (exactly as stated):

3. Explosive Device Data (if caller will answer questions):
   a.) When will bomb go off?
   b.) Where is bomb located?
   c.) What does it look like?
   d.) Why did you place the bomb?
   e.) Did caller seem familiar with college area? Yes ____ No

4. Caller's Voice Impressions:
   Accent: American ____ Foreign ____ Other
   Manner: Angry ____ Calm _____ Laughing _____ Emotional ____ Other
   Speech: Fast ____ Slow ____ Distinct ____ Stuttering ____ Slurred ____ Other

5. Background Noises:
   Street Noises _____ Factory Machinery _____ Crockery
   Animal Noises _____ Music _____ Quiet _____ Airplanes

6. Additional Information:

7. Persons Contacted:
   Name
   Administrative Officer
   Police Department
   Fire Department
   Director of Safety & Security

8. Person Receiving Call:
   ___________________________ Time _____________ Date/Day

9. OCCC Incident Report Prepared by:

   SECTION 3 - E
   FIRE SAFETY PROCEDURE

I. POLICY
   All fire alarms are to be taken seriously. The signal to evacuate a building for a fire drill
or emergency is a series of rings on the building fire bells. Evacuation of the college is mandatory until the signal to re-enter has been given by appropriate personnel and the alarm bells have ceased ringing. Therefore, the following general procedures are to be followed any time a fire alarm sounds: **R.A.C.E. PROCEDURE:**

**R**escue: Assist any injured or disabled persons in exiting the building or to a safe refuge;

**A**larm: Pull nearest fire alarm station; know its location nearest your workstation or classroom;

**C**onfine: The fire. If possible, close all windows, attempt to contain fire by use of proper fire extinguisher, then before leaving the room, take belongings and close doors;

**E**vacuate: Leave the building by means of the closest safe stairway and exit in an orderly manner. **DO NOT USE ANY ELEVATORS.**

Smoke is the greatest danger in a fire, so stay near the floor where the air is less toxic. Once outside the building, stay clear of the doorways and at least 1000 feet from the building. Remain clear of all roadways as well. Where appropriate, Kindercollege staff and students are to safely evacuate to the following locations:

Sarah Wells to Orange Hall

Newburgh Extension to the Newburgh Free Library, 124 Grand Street, Newburgh, NY
FIRE EMERGENCY PRE-PLAN

- KNOW THE LOCATION OF THE NEAREST FIRE ALARM
- KNOW THE EMERGENCY NUMBER TO CALL “77”, IN NEWBURGH “33”
  NON-EMERGENCY  4710, IN NEWBURGH 4556
- KNOW THE LOCATION OF FIRE EXTINGUishERS AND HOW TO USE THEM
  P-ULL THE PIN
  A-IM THE EXTINGUisher AT BASE OF FIRE
  S -QUEEZE THE HANDLE
  S -WEEN AT THE BASE OF THE FIRE
- KNOW WHERE YOU EXITS ARE

IN CASE OF FIRE - R-A-C-E

R-SECUE (ALL PERSONS MUST EXIT THE BUILDING AT THE SOUND OF THE ALARM)
A-LARM (PULL THE FIRE ALARM BOX IF YOU SEE FIRE OR SMOKE)
C-ONFINE (CLOSE ALL DOORS AS YOU EXIT)
E-VACUATE (LEAVE THE BUILDING AT THE SOUND OF THE ALARM)

SECTION 3 - F
CHEMICAL/BIO HAZARD EMERGENCY PROCEDURE

Evacuate the immediate area. Notify the Office of Safety & Security (“77”) and Facility
Services (x4600) to assess the hazard and provide guidance for containment and cleanup.

- Review Material Safety Data sheet and determine urgency of the situation.
- if contamination has occurred attend to affected people and remove them from exposure.
- If appropriate, the Crisis Management Team (CMT) will notify 911 for police, fire department and Haz-mat team to respond.
- arrange to meet responding emergency personnel to provide them with appropriate information.
- Notify the Office of Safety and Security. Personnel from this office will assist in assessing the hazard and providing guidance for containment and cleanup. This person will also act as a liaison with police and fire department personnel.
- Alert occupants in adjacent area if hazard has the potential to spread.
- Involve building engineer or custodian for ventilation information. This may involve limiting exposure by containing the fumes in the isolated area or diluting the fumes by opening the area for fresh air ventilation.

1. USERS GUIDE TO THE MATERIAL SAFETY DATA SHEET

The material safety data sheet (MSDS) contains a bewildering amount of technical information about the chemicals on our campus. How can you sort through all the data to find what you need to know?
This users guide to the MSDS pinpoints the sections that give you the information you need to work safely.

MSDS Sections 1-2.

What Substance Is This?
Here's where you can learn the common names for the chemicals and the names of substances in the chemical that may be dangerous. These sections tells you:

- What the substance is
- Who makes it?
- What it’s made of.

MSDS Section 3.

What Is It Like?

- What the chemical looks like.
- What kind of odor it has.
- How it reacts with water.
- Its specific gravity (whether it floats or sinks in water).
- Its vapor pressure (how easily it vaporizes).
- Its vapor density. (If a chemical is heavier that air, will it accumulate in low places?).

MSDS Sections 4-5.

What Dangers Are There?

These sections tell you if the chemical is hazardous when mixed with other substances or exposed to air or water. These sections tell you:

- If the chemicals combustible, flammable or explosive.
• The flash point of the substance, (the lowest temperature at which the chemical vapors will ignite in the presence of a spark or fire).
• The auto-ignition temperature, (the temperature at which the chemical will ignite without spark).

MSDS Section 6.
This section will explain the health hazards of the chemical. This section tells you:
• The symptoms of exposure.
• Emergency first aid and treatment for exposure.
• How the chemical enters your body.
• Whether the substance is carcinogenic or an irritant.

MSDS Sections 7-8.
How Can You Protect Yourself?
• The type of personal protective equipment (PPE) and clothing to wear when you handle this substance.
• Special precautions to take when you store or transport the substance.

SECTION 4
PUBLIC DEMONSTRATIONS

Most groups will give advance warning of a planned protest. When the warning comes:
• Central Scheduling Department/Director will identify a spokesperson for the group;
- Obtain information on when, where, what, why and how many;
- Notify the Offices of Safety & Security and Facilities;
- Contact Middletown/Newburgh Police Departments and advise them of the situation, if necessary;
- The Safety & Security Department will continually work with the Executive Vice President on any statements or contact with the demonstrating group;
- Assign CMT members to act as liaison with police, media, and possibly, the demonstrating group;
- Prepare to establish areas where demonstrators can set up without affecting the operation of the campuses.

SECTION 5
SEXUAL ASSAULT INCIDENTS

- Determine if immediate medical attention is needed, if so call Health Services at extension 4870 and "77" for Security & Safety;
- If there is a crime scene related to the assault, close off the area to everyone. Assign crisis
management team member to assist security personnel;

- Call Middletown/Newburgh Police Departments and request that police respond;
- Assign Crisis Management Team member (counselor) to stay with the victim. Depending on the situation, victim should not eat or drink, change clothes, or shower, while awaiting police arrival;
- Isolate the victim from activity related to the incident;
- Review possible need for a “Secure - in-Place” situation until circumstances surrounding the incident are known;
- Victim should not be asked any questions beyond obtaining a description of the perpetrator, strict confidentiality is essential;
- Police will coordinate questioning of victim, suspects and collection of evidence. Assign Crisis Management Team member as liaison;
- Gather CMT and discuss how to handle emotional effects of incident on staff, faculty and student population;
- Coordinate statements to media, families and community with the Office of V.P. of Institutional Advancement.

Be aware of rumors, which may start from these type of events and address those rumors directly using facts.

SECTION 6
ABDUCTION OR MISSING STUDENT

Begin gathering information on the student including:

- Description including height, weight, skin color, eye color, clothing, backpack,
etc.;

- Obtain photo, if available;
- Home address, phone number, parents' contact number;
- Class schedule, special activities.

- Convene crisis management team;
- Begin recording events;
- Notify proper police personnel.

SECTION 7
MEDICAL EMERGENCY

The Health Services office is opened and staffed by an R. N.
Hours of Operation Monday-Thursday 8 A.M.-8 P.M., Friday - 8 A.M. - 4 P.M.
I. PROCEDURE

In the event of any accident or emergency on campus, the following procedures should be followed:

1. Contact the Health Center at extension 4870 or if there is no nurse on duty dial extension 4710 for Safety & Security Office.
2. Please be aware that an accident report must be filled out by the nurse for insurance claim purposes on all staff and student accidents.

Information to be given to Nurse or Safety & Security Personnel:

1. Describe the type of emergency and assistance needed to the best of your ability; If the victim is unconscious or not breathing state that immediately.
2. Give your name and extension from which you are calling.
3. Give name of victim if known, and their exact location.
4. Hang up last to insure that the nurse or Safety & Security Personnel has no further questions.

Be prepared:

1. Know the location of nearest first aid kit in your building.
2. Have someone meet the nurse or ambulance attendants at a specified location.
3. Be ready to give as much detail as possible regarding the situation. i.e. Time of occurrence, injuries noted, possible causes.
4. In the event of a life threatening illness or injury when neither the nurse nor Safety & Security Personnel is available call Mobile Life at 343-1212.

SECTION 8

POST CRISIS ASSESSMENT

During and after a crisis, students, staff and faculty are at risk of succumbing to mental and emotional stress or injury.
In a crisis, human beings often experience one or more physical responses, including shock or numbness, adrenaline rush, a raised heartbeat, sweating, and hyperventilation. These are normal responses, part of our fight-or-flight syndrome. We also experience emotional reactions like shock, disbelief, denial, anger or rage, sorrow, confusion, frustration, self-blame, and guilt. Although we may feel some of these emotions immediately, we may not experience some emotions for days or weeks. These too are normal responses, but sometimes they take us by surprise. If we do not acknowledge their power, they can cause us damage. According to the research, some traumatic events are more apt to cause serious reactions than others are. High on the stress list are:

- Human-caused events.
- Events that is life threatening.
- Events that violate our sense of how the world is or should be.
- Events that attract high media coverage.
- Events that we can identify with.


Our college counseling center will be available to all our students, staff and faculty, if necessary. All data shall remain confidential.

Continued

Post Crisis Assessment

Assessment after a crisis is a critical evaluation and learning step in crisis management. The CMT will meet for an after-crisis assessment, which includes the following:
• Account for all personnel and resources following the crisis
• Hold a non-critical de-briefing meeting of all college based personnel involved in resolving the crisis.
• Ensure there is a proper follow up on all necessary areas of concern.
• Identify and request any additional resources needed to have the college return to normal operation.
• Document findings and implement changes in the crisis management plan to facilitate improvements.