CRITICAL INCIDENT MANAGEMENT PLAN

February 26, 2013

Guidelines for Addressing Campus Safety in the Event of an Incident or Situation

(The most current version of this publication is posted on myDCC.)
The key to the effective, timely and complete mitigation of a situation or incident is the effective use of communications among all involved parties. No one should operate outside the scope of the incident strategies and assigned tactics as issued by the College Incident Commander (CIC). Everyone must be on the same page throughout the incident.

Guidelines for Addressing Campus Safety

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1.1 AUTHORITY

Dutchess Community College has developed a critical incident management plan as authorized under the New York State Executive Law 128. This plan is consistent with the County of Dutchess Emergency Plan, National Response Plan (NRP), State University of New York (SUNY), National Incident Management System (NIMS), and the Federal Emergency Management Agency (FEMA).

The College is committed to protecting the welfare of its community members as well as its intellectual property and facilities. This plan will be continuously updated and revised in an effort to minimize the impact of emergencies and maximize the effectiveness of the campus community's response to and recovery from these inevitable occurrences.

1.2 INTRODUCTION

This plan is the result of the recognition that local government has the primary responsibility for managing emergency situations. The Critical Incident Management Plan (CIMP) is an “all hazards” approach and operations design for addressing emergencies. The plan outlines actions and activities to facilitate emergency management. The development of this plan is based on a realistic assessment of potential hazards that could affect the College community. The plan addresses assessment of existing capabilities to respond to those situations.

1.3 STATEMENT OF PURPOSE

This document constitutes the Critical Incident Management Plan (CIMP) for Dutchess Community College. This plan serves as a guide for handling major and minor emergencies and disasters and to protect lives and property through the effective use of available personnel and resources during emergency situations. This plan will be activated whenever a natural or human event causes substantial disruption, distress and/or fear to the extent that it dominates the campus community and cannot be adequately controlled by routine measures.

1.4 THE INTENT

The intent of these guidelines is to effectively identify strategies for addressing any incidents or situations occurring on campus, or involving the College community, which place any individual(s) at risk of harm or significantly disrupts the campus environment.
The Critical Incident Management Plan is intended to:

- Ensure the protection of life and property.
- Assist the alleviation of human suffering and hardship.
- Restore essential facilities and services to the College community in an effective manner.
- Maintain effective communications with the College community, the public, and any needed assistance or resource providers during a critical incident.
- Provide simple and flexible procedures that are readily adaptable to a variety of crisis situations and contingencies.
- Identify the College’s role in coordinating emergency operations with outside agencies.
- Expedite response, recovery, prevention and recovery in all emergencies.

Note: In an emergency where emergency responders have been summoned, the College assumes a support role. The emergency responders are in charge of the incident and the College will provide support to them as requested. The College should not initiate any actions related to the incident without approval of the Incident Commander (IC).

If emergency responders have not been summoned, the College is then in charge of the situation or incident.

1.5 PLAN REVIEW

The Critical Incident Management Plan (CIMP) will be reviewed annually and will be updated and revised as appropriate. Interim revisions will be made when one of the following occurs:

- A change in College site or facility configuration that materially alters the information contained in the plan or materially affects implementation of the plan.
- A material change in response resources.
- An incident occurs that requires a review.
- Internal assessments, third party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan.
- New laws, regulations or internal policies are implemented that affect the contents of the implementation of the plan.

Other changes deemed significant.

- Plan changes, updates and revisions are the responsibility of the Campus Safety Committee in collaboration with the Vice-President and Dean of Administration and the Vice-President and the Dean of Student Services and Enrollment Management.
1.6 TYPES OF SITUATIONS

Potential disastrous situations addressed in this plan, together with supporting information and contingency plans include, but are not limited to:

- Accident or incident causing major property damage
- Active shooter/hostile intruder
- Bomb threat
- Significant chemical spill
- Civil disorder or significant demonstrations
- Concern or threat of suicide
- Death of a member of the campus community
- Fire
- Hazardous materials incident
- Missing person
- Pandemic outbreak
- Significant utility outage
- Significant weather event
- And any other situation that endangers the safety and well-being of the campus population

NOTE- throughout this document numerous campus positions are listed. It should be understood that in their absence, the next person in line will assume that responsibility and authority or as assigned by the College Incident Commander (CIC).
1.7 ACRONYMS, TERMINOLOGY AND KEY DEFINITIONS

College Command Post (CCP- not to be confused with the Incident Command Post as established by emergency responders)
College Operations Officer (COC)
Campus Safety Committee (CSC)
College Response Team (CRT)
Critical Incident Management Plan (CIMP)
The “College” is Dutchess Community College (DCC)
Department of Homeland Security (DHS)
Emergency Operations Center (EOC) (note- this is not the same as the Incident Command Post)
Federal Emergency Management Agency (FEMA)
Campus Incident Commander (CIC) (college official that is in charge of an incident that does not require outside assistance such as police, fire, EMS, etc)
College Command Post (CCP)
Incident Commander (IC) (outside agency head that is in overall charge of an incident)
Incident Command Post (ICP, not to be confused with the College Command Post-CCP)
Incident Command System (ICS)
National Incident Management System (NIMS) This is the ICS system used nationwide.
National Response Plan (NRP)
Public Information Officer (PIO)
State University of New York (SUNY)

Unity of Command: everyone has one, but only one supervisor or manager.

Single Command – one person is in charge. If no outside emergency agencies are involved, this responsibility is assumed solely by the College. This person will be identified as the College Incident Commander (CIC). If outside agencies are involved, they assume the role and responsibilities of the Incident Commander (IC) and the College assists them operating within the Incident Command Systems (ICS) model and communicates through the outside agency’s IC, either directly or through their Liaison officer, if that position is staffed by the IC.

Unified Command – is an authority structure in which the role of IC is shared by two or more individuals, each already having authority in a different responding agency. A Unified Command may be needed for incidents involving multiple jurisdictions or emergency response agencies.
1.8 COLLEGE RESPONSE TEAM (CRT)

The institution has identified a College Response Team (CRT) to deal with crises or emergencies in an organized, forthright and professional manner. Although it may be impossible to be fully prepared for every situation, it is prudent to develop a process and response strategy enabling Dutchess Community College’s leadership to initiate the necessary steps to deal with any unfamiliar, novel or emergency situation.

The members of the College Response Team (CRT) will include the members of the President’s staff, members of the Campus Safety Committee, and depending on the nature, type, scope or duration of an emergency, additional members of the campus community may be added on a needed basis as appropriate. In preparation for managing emergencies and to evaluate response and outcome after an emergency a standing organization and distributed responsibilities are required. In the event of an emergency, the President will oversee the situation at the College. In the President’s absence, the emergency management responsibilities are delegated to the next administrator in charge.

Members of the President’s staff include:

- College President
- Vice-President and Dean of Administration
- Vice-President and Dean of Student Services and Enrollment Management
- Vice-President and Dean of Academic Affairs
- Dean of Community Services
- Associate Dean of Administration for Campus Facilities Management
- Director of Campus Security and Safety
- Director of Community Relations

1.9 CRT MEETINGS AND REPORTS

The College Response Team (CRT) is comprised of members of the President’s staff and the Campus Safety Committee. Initial meetings will be held a minimum of three times each year: annually in September (at the start of each College year) in January during the week before classes start, and in May (at the end of the college year). The meetings will be used to review these guidelines, participate in drills and training, clarify team member roles and amend/revise response procedures and discuss any known situation that may impact the College during the coming year. The College president or his designee may activate the CRT to address any incident deemed appropriate.

When a situation occurs, a lead administrator will be designated to respond and a level of incident response determined. The President will be notified and will decide on convening the CRT. At the CRT meeting, the known facts regarding the situation will be shared and a plan/strategy to address the situation will be developed. Members of the team will work together, and follow National Incident Management System (NIMS) – Incident Command System (ICS) format to gather all necessary information pertinent and manage the incident. A member of the team will be
designated to prepare a written statement that summarizes the relevant facts of the particular situation.

The Campus Incident Commander (CIC) will be responsible for ensuring all emergency notifications and timely warnings are issued as required. This statement will serve as the foundation for all information communicated individually to internal constituents (faculty, staff, and students) and external constituents (stakeholders, sponsors, media, families). The College President and/or his/her designee will be the individual designated as the College Spokesperson / ICS Public Information Officer (PIO) responsible for reporting relevant facts to the media and public. The College President will be responsible for informing the Chair of the Board of Trustees and, when appropriate, the County Executive, of an emergency.

Required CRT members will continue to meet and communicate regularly throughout the duration of the situation. Effective, timely and complete communications are essential to the any successful mitigation of a situation or incident. The College president and the CRT will provide the College spokesperson(s) / PIO with all relevant facts during the Incident. Rumor control will also be addressed early on. The CRT will assist the Director of Community Relations with preparation of a statement to be presented to the public by the College President and/or the President’s spokesperson / PIO designee. Updates and additional media releases will be issued on a regular basis in an effort to keep the college community up to date on the status of the incident.

After The Incident - The College Response Team (CRT), appropriate DCC staff and Emergency Responder representatives will meet after the crisis has passed to evaluate the handling of the crisis. A written “After Incident Action Report” with recommended changes, if any, will be prepared to improve the process in the future.

On an annual basis, The CIMP guidelines will be reviewed, as necessary, updated, and revised by the Campus Safety Committee. The Campus Safety Committee will report directly to the College President and will make appropriate recommendations to the President on an as needed basis.

1.10 NIMS TRAINING

The National Incident Management System (NIMS) has been adopted as the Emergency Management System DCC will utilize should an emergency occur on-campus. The goal for NIMS training is to develop a basic foundation of NIMS training for College Response Team and Campus Safety Committee members. Basic NIMS on-line training requires two courses: IS-700.a National Incident Management System (NIMS), an introduction at http://training.fema.gov/EMIWEB/IS/is700a.asp and ICS-100HE Introduction to the Incident Command System at http://training.fema.gov/EMIWEB/IS/is100HE.asp

These courses are approximately 3 hours in length and a test must be successfully (70%) completed for each course. NIMS is an important component in the DCC Critical Incident Management Plan (CIMP) and in ensuring coordination, collaboration, and integration with state, county and local emergency responders. DCC personnel should complete an in-house activity after completion of the 100 & 700 courses.
An annual DCC “refresher” must be completed by all appropriate personnel to insure competency. Periodic table top exercises will be conducted to insure personnel are proficient in their role within the scope of this plan, should an emergency occur. Situations and emergencies do not need to be geographically large to create a danger to the college and its population.

**Chapter 2: LEVELS OF EMERGENCIES & RESPONSE**

The National Incident Management System (NIMS) will be utilized to manage emergency response at Dutchess County Community College. The Control Incident Management Plan (CIMP) is designed to provide guidelines for responding to a variety of critical incidents that affect the College. Not all emergencies require the same degree of response, and each incident will be evaluated on a case-by-case basis.

Incidents will be classified into one of the following levels: Level 0: normal campus conditions; Level 1: minor emergency; Level 2: moderate-major emergency; or Level 3: disaster.

**2.1 LEVEL 0 (Normal Campus Condition)**

A non-emergency/special events level represents a situation where no outside resources are needed, a defined area is involved, no injuries or anticipated threat exists. Normal campus conditions exist.

**2.2 LEVEL 1 (Minor Emergency)**

A Minor Emergency is a campus emergency with limited impact that does not affect the overall operation and function of the College. A minor emergency will not normally entail notification of the CRT. During a minor emergency an Incident College Command Post may be established if deemed necessary by the College Incident Commander (CIC). Minor emergency examples would include: minor hazardous material incident, small fire, temporary limited power outage, injured member of the college population. Operational management of a minor emergency rests with the Vice-President and Dean of Administration and the Director of Campus Security and Safety.

Level 1 Incident Notifications:

An incident is reported directly to a Campus Divisional administrator, Campus Security should be contacted at ext. 4911 or 8070 (431-8070 via cell phone) or by campus blue light phone system and advised.

Security and the appropriate divisional representative will respond and will be responsible for handling the incident and all required reports.

Security will be responsible for contacting any specifically needed campus resources.

Incidents not specifically listed in the CIMP will immediately be designated as a Level 1 incident until investigation and level determination is accomplished. Campus Security and the Designated
Administrator will respond and be responsible for securing the scene, incident command and control, recovery operations, and completing required administrative and campus security reports.

Security will be responsible for advising the Vice-President and Dean of Administration, or their designee, who will, in turn, notify the appropriate offices and College officials.

The President’s office will be responsible for advising the President or the President’s designee. Should the incident occur after normal business hours, the lead administrator will advise the president as deemed appropriate.

2.3 LEVEL 2 (Moderate/Major Emergency)

A Moderate/Major Emergency is a local emergency that has disrupted or potentially may affect operations of the College or adversely impact a major population of the College community. Outside emergency services will probably be required, as well as a major response from available campus services. A major emergency on campus requires the establishment of an Incident Command Post, staffed by the CRT. Major policy considerations and decisions will be made by the CRT and College administration during a major emergency. Examples of major emergencies include: serious crimes on campus, major fires, death, serious flooding, structural failure, or partial infrastructure failure.

Level 2 incident notifications:

Campus Security will assure appropriate College emergency notification systems are activated. Security will advise appropriate campus personnel of the nature and location of the emergency. If sounding an alarm notification is not appropriate, security will notify the College president and/or Vice-President and Dean of Administration and the lead administrator. Security will ensure appropriate Police and Fire/EMS emergency responders have been requested.

The President or their designee will determine the level of response needed by the College Response Team (CRT), the Campus Safety Committee, and/or The President’s staff. The President or his designee will determine the Emergency Operations Center (EOC) activation and designation of a NIMS / PIO. The President or their designee will advise the DCC Board of Trustees and / or the Dutchess County Executive.

The Incident Command Post will be established and activated. Activation of the on-campus Emergency Operations Center (EOC) will occur. The NIMS Liaison Officer will be identified. The NYS Emergency Operations Center will advise appropriate state agencies.

Notification will be provided to the appropriate stakeholders, to include the State University of New York (SUNY), Director of University Police, and the SUNY Media Unit.
2.4 LEVEL 3 (Disaster)

A community-wide emergency that potentially disrupts, impacts, impairs or halts the operations of the College and involves major damage or systems failure. Disasters impact not only the College, but possibly the surrounding community and beyond. In some cases, when mass personnel casualties and severe property damage have been sustained, a coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, a college EOC, College Incident Command Post and CRT will be activated, and the appropriate support and operational plans will be executed. Examples include: tornadoes, widespread extended power outage, severe natural disasters, or serious acts of terrorism.

Level 3 incident notifications:

Campus Security will immediately notify the College President, the Vice-President and Dean of Administration and/or the Associate Dean for Administration of any significant threat to life, health, or property on the DCC Campus or in the surrounding Dutchess community.

A Level 3 incident can be declared at any time by the President or his Incident Command Designee. All Emergency Notifications and Timely Warning requirements will be complied with.

The President or their designee will determine the level of response needed by the College Response Team (CRT), the Campus Safety Committee, and/or the President’s staff. The President or his designee will determine the EOC activation and designation of a NIMS / PIO. The President or their designee will advise the DCC Board of Trustees and/or the Dutchess County Executive.

The College EOC and College Incident Command Post (not the same as the outside agency’s Command Post) will be established and activated. The NIMS Liaison Officer will be identified. The NYS Emergency Operations Center will advise appropriate state agencies.

The Vice-President and Dean of Administration will be responsible for notifying police and/or fire departments, The Dutchess County Emergency Manager, the New York State Emergency Operations Center for notification of The NYS Office of Fire Prevention and Control (OFPC), Office of Emergency Management (OEM), The Office of Homeland Security, and any other state agency that may be needed regarding the nature and scope of the emergency.

Notification will be provided to the appropriate stakeholders, to include the State University of New York (SUNY) Director of University Police and the SUNY Media Unit.

2.5 DETERMINING THE THREAT SEVERITY LEVEL

The process for determining the threat severity level for any incident will be as follows:

The College Incident Commander (CIC), upon being notified of an incident, or community condition, will determine the threat severity level. The CIC, either personally or through the
Campus Response Team (CRT), will communicate the threat severity level to those who need to know.

The CIC may modify the threat severity level up or down as more information becomes available or as the situation changes. Any reclassification of the threat severity level will be communicated by the Incident Commander (IC), either personally or through the CRT.

2.6 INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System (ICS) helps to mitigate the risks by providing accurate information, strict accountability, planning, cost-effective operations and logistical support for any incident. As the national system, NIMS ICS will be the standard incident management system for the College’s Critical Incident Management Plan. By supporting, planning, preparedness, and training activities, the potential implications associated with a critical incident may be minimized.

2.7 UNIFIED COMMAND AND CONTROL

In Incident Command System, a Unified Command is one way to carry out command in which responding agencies and/or jurisdictions with responsibility for the incident share emergency management. They speak with one voice. A Unified Command may be needed for incidents involving: multiple jurisdictions, a single jurisdiction with multiple agencies sharing responsibilities; or multiple jurisdictions with multi-agency involvement.

If outside emergency agencies are involved they assume the IC role of the incident and the College supports them as needed. They determine if a Single Command or Unified Command is appropriate and establish it as such. The College supports them.

The College will follow NIMS ICS protocols when implementing command and control during level 1, 2, or 3 incidents. If a Unified Command is needed, Incident Commanders representing agencies or jurisdictions that share responsibility for the emergency manage the response from a single Incident Command Post. The College supports their operation as needed. A Unified Command allows agencies with different legal, geographic and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability. Under a Unified Command, a single, coordinated Incident Action Plan will direct activities. The Incident Commanders will supervise a single Command and General Staff organization and speak with one voice, that being the CIC.

Chapter 3: ORGANIZATION

3.1 INCIDENT COMMAND POST

The Command Post location will be established for an incident based on the determination of what location will work the best. All personnel who are expected to be at the Command Post will be advised as to its location.
There are two “types” of Command Post:

1) College Command Post (CCP) – staffed by college personnel
2) Incident Command Post – (ICP) staffed by outside agencies

Command Post personnel will be closely limited so as to allow it to operate efficiently. DCC Security will control entry to the CCP and police will control entry to the ICP. In no case should the CCP be located where it will impact the mitigation of the incident or interfere with emergency responders. The CCP will be properly identified.

The College Command Post supports the Incident Command Post but the ICP maintains total control over mitigation of the incident.

Appropriate Security, Administrative, and Local emergency responders will respond to the specific incident location, evaluate the level of risk and collaborate to control the risk and the scene. Safety of students, visitors and staff will be of prime consideration.

3.2 COLLEGE OPERATIONS OFFICER (COC)

This position will be staffed by the College Incident Commander (CIC) when the magnitude of the incident would be best served by staffing this position. The COC would assume responsibility and authority for all tactical operations of the College personnel while the CIC would maintain authority and responsibility for the Strategic Level of the College’s operation. They would insure that all College operations are accomplished in coordination with the Incident Commander’s (IC) plans and operations.

3.3 EMERGENCY OPERATIONS CENTER (EOC)

The Emergency Operations Center (EOC) is the facility used for the centralized support of any emergency that may affect the college community. Once the emergency is declared, the EOC will be activated and staffed accordingly on Level 2 and 3 incidents. If the incident is at the Dutchess South campus, the EOC will be activated and staffed at the main campus.

On campus, Bowne 122 has been designated as the Emergency Operations Center (EOC). The College President or his designee will decide when to activate the EOC and what staffing will be activated for Level 2 critical incidents. The EOC will be activated whenever a Level 3 Critical Incident is declared.

The Vice-President and Dean of Administration or their designee will be responsible for opening and setting up the EOC. They will be responsible for ensuring the EOC is adequately supplied. DHS NIMS / Incident Command System (ICS) staffing positions and procedures will be utilized whenever the DCC EOC is activated.
3.4 THE COLLEGE PRESIDENT

The College President, or designee, acts as the highest level of campus authority (CIC) unless they delegate this responsibility and authority to another DCC member. All emergency policies shall be directed by the College President or his designee. In the event of an emergency, the President will oversee the overall aspects of an incident unless outside emergency response personnel have been summoned. In this case they assume the overall responsibility of the control of the incident. The College President provides support to the IC. The President is the individual who can proclaim a campus Emergency and who establishes policies which govern the emergency operations.

The Campus Safety Committee serves as advisory bodies to the College President. These bodies will be assembled to make recommendations, give advice to and assist the College President on matters related to decisions and policy concerning emergency preparedness, response, recovery and mitigation. Members of these advisory bodies may be required to accept positions of authority or responsibility when needed. Each member of the President’s staff shall notify all essential employees in their respective departments who shall be appointed to the Incident Command Structure.

3.5 INCIDENT COMMANDER (IC) and COLLEGE INCIDENT COMMANDER (CIC)

The Incident Commander (IC) is the “outside” emergency response agency head in charge who is in overall command of an incident at which they are operating. The College Incident Commander is the person in charge of a campus incident where outside emergency agencies have not been summoned. When outside agencies are present, the CIC will control the college’s resources under the direction of the IC. The CIC is responsible for the overall activation and coordination of the Critical Incident Management Plan and serves as a liaison between outside agencies, emergency personnel, the College Response Team (CRT) and the College Administration. The CIC will remain in that capacity until relieved by the College President, the emergency/disaster has been declared over, or until there is no longer a need for the Critical Incident Management Plan activation.

The CIC shall be responsible for directing the set-up of the Emergency Operations Center (EOC). The CIC may recommend to the President appointments of campus personnel to the emergency organization.

3.6 EMERGENCY ORGANIZATIONAL CONCEPT

The structure of the emergency teams is based on the Incident Command System (ICS) to provide the following:

- Clear lines of authority and channels of communication;
- A simplified functional structure that is easily expanded or minimized, as needed;
- The incorporation and best use of all-available personnel and resources;
- Continuous leadership at all levels.

The organization of the ICS is built around the following major management activities:
**COMMAND**: Sets strategic goals and priorities, has overall responsibility at the incident or event.

**OPERATIONS**: Conducts tactical operations to carry out the plan; develops the tactical objectives and organization, and directs all resources.

**PLANNING**: Develops the action plan to accomplish the objectives, collects and evaluates the information, maintains resource status.

**LOGISTICS**: Provides support to meet incident needs, provides resources and all other services needed to support the incident.

**FINANCE/ADMINISTRATION**: Monitors costs related to the incident; provides accounting, procurement, time recording and cost analysis.

**INTELLIGENCE FUNCTION**: Monitors all pertinent information sources (weather, police, fire, employee) and informs command of any significant informational impacts.

**LIAISON**: Responsible for coordinating the operations of all outside agencies as they operate on and around campus and integrate with functions on the campus.

**PUBLIC INFORMATION OFFICER (PIO)**: Responsible for distributing official public statements concerning the situation and coordinating relations with the press concerning the matter, as per the guidelines of the Crisis Communication Plan. They shall also establish a means to communicate conditions concerning the emergency to members of the College community as well as to all concerned stakeholders. When outside emergency agencies are involved they shall operate jointly with the lead agency’s PIO to ensure accurate and complete information is provided. The following chart illustrates the ICS emergency organizational structure once the Critical Incident Management Plan has been implemented. The design of an operation would utilize this chart for both DCC resources as well as outside emergency responders. If outside emergency responders were summoned they would be in command of control of the incident and DCC resources would support their operation. DCC would assume the role of an “Assisting Agency” in terms of the incident.

Figure 1: National Incident Management System ICS Model (December 2008) as found on the FEMA website:  
http://www.fema.gov/pdf/emergency/nims/NIMS_AppendixB.pdf
APPENDIX B: INCIDENT COMMAND SYSTEM

Figure B-1. Example of the Role of Safety Officer and Assistant Safety Officers in ICS in a Multi-branch Incident

The dotted-line connections represent coordination and communication between the two points, not necessarily a direct link within the chain of command.
3.7 COMMUNICATIONS AND MEDIA INQUIRY

All media inquiries will be directed to the Director of Community Relations who serves as the contact for the media. In the event they are unavailable, the College Incident Commander (CIC) will be contacted to designate another person to serve as the Public Information Officer (PIO). The designated PIO is responsible for discussing all media inquiries with the College President.

When many media inquiries are expected during a major critical incident, The President will designate an appropriate ranking administrator as the PIO. This individual will be briefed on Incident Action Plans (IAPs) and will collaborate with unified command agencies’ PIOs for joint media releases. If a faculty or staff member, not a designated spokesperson, receives a call from the media, he/she should refer the caller to the Community Relations/Public Relations Office by simply stating, “All calls on this matter are being referred to the DCC Director of Community Relations. During an incident, no college personnel are to speak with any member of the media without approval from the CIC.

3.8 CRITICAL INCIDENT NOTIFICATIONS

The Campus Security desk at extensions 4911 and 8070 (431-8070 via cell phone) will serve as the initial contact for any real or perceived on-campus threat. In the event of a significant medical or physical emergency, Fairview FD/EMS and the Local law enforcement can be contacted by dialing 911 via a cell phone.

A Campus Staff Personal Communication Notification List will be updated on an as needed and continuous basis. This contact list will be distributed to all members of the President’s staff. The information on this list is to be considered confidential, is to be kept in readily available locations for easy access in the event of an emergency.

Blue Light emergency phones are located throughout the College campus for immediate access to Security and for reporting emergencies.

3.8.1 SUNY NY ALERT EMERGENCY CONTACT INFORMATION SYSTEM

SUNY NY ALERT is an emergency contact system that enables the College to send out critical information about serious campus emergencies. This information can be disseminated concurrently through email, phone and text messaging to multiple addresses and phone numbers provided to the system by the participants. All members of the DCC community are automatically enrolled in this using their DCC e-mail. All members of the College community are strongly encouraged to update their information with other contact information such as their cell phone number for text messages, etc. This information must be updated each August 1 as it is purged after each semester. Members of the College community are provided an opportunity to “opt out” of this emergency notification system. Participation in SUNY NY Alert is strongly encouraged, but voluntary. The information provided to SUNY NY Alert is completely confidential and this alert system will only be used to send information regarding CAMPUS EMERGENCIES and school closings or delays. For more information about SUNY NY Alert, go to www.albany.edu/sunynyalert.
3.9 NOTIFICATION TO SUNY AND COUNTY

The College President’s Office will be responsible for contacting the State University of New York System Administration whenever there is an incident likely to be of interest to the media. The SUNY contact for these communications will be:

- David Schindler, Director of University Police Phone: (518) 320-1600 or (518) 320-1833

The Vice-President and Dean of Administration will be responsible for contacting the Dutchess County Emergency Manager whenever there is an incident in which they need to be made aware of. The contact for this communications will be:

- Dana Smith, Dutchess County Emergency Response Coordinator 486-2081, or 911.

This notification is not to be confused with initial 911 notification of the incident.

3.10 DCC CRISIS COMMUNICATION TOOLS

This following list of crisis communication tools available to DCC is updated on an annual basis. DCC seeks multiple methods for getting the message of an emergency situation out to the college community and all stakeholders.

Current DCC Crisis Communication Tools Available

<table>
<thead>
<tr>
<th>COMMUNICATION TYPE</th>
<th>DESCRIPTION</th>
<th>ESTIMATED MINUTES TO INITIATE</th>
<th>INDOOR or OUTDOOR</th>
<th>ADA</th>
<th>ON/OFF CAMPUS</th>
<th>FOCUS ON STUDENTS, FACULTY/STAFF, PARENTS, COMMUNITY, ALL</th>
<th>SPEED</th>
<th>POINT OF FAILURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus portable radio system</td>
<td>2 way portable radios with separate channels for security and maintenance</td>
<td>Immediate</td>
<td>Both</td>
<td>Yes</td>
<td>Both</td>
<td>Staff</td>
<td>Fast</td>
<td>Repeater failure</td>
</tr>
<tr>
<td>SUNY NY-Alert</td>
<td>An externally hosted free system that contacts college population that has signed up for it. One way communication of messages via text messages, e-mail, voice mail</td>
<td>5+</td>
<td>Both</td>
<td>Yes</td>
<td>All</td>
<td>All</td>
<td>Med</td>
<td>Relies on technical infrastructures. Speed will be based on specific systems status at time of message</td>
</tr>
<tr>
<td>Campus E-Mail</td>
<td>DCC based e-mail system</td>
<td>3</td>
<td>Both</td>
<td>Yes</td>
<td>Both</td>
<td>Faculty/staff, students</td>
<td>Fast</td>
<td>Based on status of our e-mail system and also off campus persons availability to e-mail. Requires persons to check it.</td>
</tr>
<tr>
<td>My DCC</td>
<td>Main page can provide information</td>
<td>5</td>
<td>Both</td>
<td>Yes</td>
<td>Both</td>
<td>All</td>
<td>Fast</td>
<td>Inter/Intra net and electricity availability. Requires persons to check it.</td>
</tr>
<tr>
<td>COMMUNICATION TYPE</td>
<td>DESCRIPTION</td>
<td>ESTIMATED MINUTES TO INITIATE</td>
<td>INDOOR or OUTDOOR</td>
<td>ADA</td>
<td>ON/OFF CAMPUS</td>
<td>FOCUS ON STUDENTS, FACULTY/STAFF, PARENTS, COMMUNITY, ALL</td>
<td>SPEED</td>
<td>POINT OF FAILURE</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------</td>
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<td>-----</td>
<td>---------------</td>
<td>--------------------------------------------------------</td>
<td>---------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td>DCC TV system</td>
<td>Information can be posted to be viewed in classrooms and displays around campus</td>
<td>5</td>
<td>Inside</td>
<td>Yes</td>
<td>On</td>
<td>On campus persons only</td>
<td>Fast</td>
<td>Electricity and DCC intranet. Requires persons to check it.</td>
</tr>
<tr>
<td>DCC Website</td>
<td>Information can be posted on College website.</td>
<td>5</td>
<td>Both</td>
<td>Yes</td>
<td>Both</td>
<td>All</td>
<td>Fast</td>
<td>Website hosted by third party site.</td>
</tr>
<tr>
<td>Verbal</td>
<td>Face to face communication</td>
<td>2</td>
<td>Both</td>
<td>On</td>
<td>All on campus</td>
<td>Med</td>
<td>Med</td>
<td>Information may change as it is passed along.</td>
</tr>
<tr>
<td>Media release</td>
<td>Information is sent to local radio stations to be broadcasted</td>
<td>10</td>
<td>Both</td>
<td>Yes</td>
<td>On</td>
<td>All</td>
<td>Med</td>
<td>Relies on persons listening to the radio</td>
</tr>
<tr>
<td>Social media (FACEBOOK, etc)</td>
<td>External social media system</td>
<td>1</td>
<td>Both</td>
<td>Yes</td>
<td>Both</td>
<td>All</td>
<td>Fast</td>
<td>Requires persons to check it</td>
</tr>
<tr>
<td>Campus Blue Light emergency phones</td>
<td>Hot lines directly to DCC Security desk</td>
<td>Immediate</td>
<td>Both</td>
<td>Yes</td>
<td>On</td>
<td>All on campus persons only</td>
<td>Immediate</td>
<td>Based on campus intranet</td>
</tr>
</tbody>
</table>

Future initiatives still to be considered:

1. Campus broadcast systems/messaging (i.e., speakers)
2. Others ways to communicate effectively within the campus community

3.11 CRIME STATISTICS AVAILABILITY STATEMENT

The Director of Campus Security and Safety records crime and incident statistics throughout the year. These statistics are totaled at the end of the year and reported to the United States Department of Education. The report generated is commonly referred to as our Jeanne Clery Act Crime Statistics.

The DCC Campus Safety and Security report is prepared each year as required by the federal “Crime Awareness and Campus Security Act”. This report includes statistics for the previous three years concerning reported crimes that occurred on campus, in certain off campus buildings or property owned or controlled by Dutchess Community College, and on public property within, or immediately adjacent to, and accessible from the campus. This report also includes institutional policies concerning campus security, alcohol and drug use, crime prevention, the reporting of crimes, sexual assault, and other matters.

The DCC Jeanne Clery Act Crime Statistics and the Campus Safety Report are made available to the public on the Dutchess Community College website.

http://www.sunydutchess.edu/studentlife/securityandsafety/
3.12 EMERGENCY OPERATIONS DECISION MAKING PROCESS TO DETERMINE ACTIVATION LEVEL

* = denotes repetitive process

**Emergency Notification Entry Point**

- **Incident Occurs**
  - **Emergency Notification Entry Point**
  - **Security Officer notified**
  - **Assessment and Verification of Incident Information**

- **Level of Emergency Determined**
  - **Notification of Campus Response Team**

- **Can incident be resolved with DCC resources?**
  - **YES**
  - **Level 1 Emergency Classification**
    - No Activation Required
  - **NO**
    - **Does the incident disrupt the campus environment?**
      - **YES**
        - **Level 2 Emergency Classification**
          - Partial Activation
      - **NO**
        - **Are significant emergency services needed?**
          - **YES**
            - **Level 3 Emergency Classification**
              - Full Activation
          - **NO**
            - **Actual or potential casualties or damage?**
              - **YES**
Chapter 4: RECOVERY

Disasters can be deadly and costly. Preparation must also be given to how the College will recover both functionally and financially following a major disaster. Detailed documentation of all resources expended is essential and it is imperative that they are completed promptly and properly. Contacts with Local, County, State and Federal agencies should be made and maintained during the event. Detailed filing procedures and documentation are useful only if these guidelines are understood prior to the emergency situation. The Vice-President and Dean of Administration, or designee, shall be responsible for maintaining the appropriate information and procedures to ensure that full advantage is taken of all resources and funding available to deal with the emergency.

4.1 RECOVERY PHASE

The President will implement the recovery plan for returning to normal operations of the College by:

1. Assessing damage or injuries
2. Account for all personnel
3. Conduct a tactical review
4. Maintain the emotional and physical well-being of the College
5. Provide information that will benefit the College Community and the public and establish a fully expanded Incident Recovery team consisting of:
   a. Deans and Department Heads
   b. Physical Plant
   c. Security
   d. Computer Center
   e. Human Resources
   f. IT
   g. Scheduling
   h. Others as required

To insure an organized team approach for the safe and successful resolution of the crisis, after coordinating with Central Hudson and other needed contractors, consider the following:

6. **Structural Security**: Have the structural integrity of the building or facility validated by qualified professionals before anyone enters the facility.
7. **Safe Entry**: Contract the proper government agencies to get approval to resume occupancy of the building.
8. **Clean-up Safety**: Implement your clean-up and resumption processes in a safe and healthy manner. You will accomplish nothing if your employees are injured or killed during the post-disaster phase-in period.
9. **Air Quality Assessment**: Make sure the atmosphere in the workplace environment is tested for asbestos and other chemical/toxic agents.
10. **Ventilation**: Have vents checked to assure that water heaters and gas furnaces are clear and operable. Dust and debris can stop or impede airflow, decreasing its quality and healthfulness. Safely start up heating, ventilation and air conditioning (HVAC) systems, which include prior inspection of lines before energizing and pressurizing of the systems.
11. **Interior, Exterior Exposures:** For interior spaces, ensure no wall or ceiling materials are in danger of falling.

12. **Protection Equipment:** For fire and smoke alarms it is important to assure that these have been cleaned and tested before allowing occupancy of the building.

13. **Electrical Safety:** Have checks made of electrical systems, computer cables and telecommunications’ equipment to ensure that they are still safe and there is no danger of exposure to electricity. Wiring inspections should be conducted from the outside in to ensure all wiring and connections are not in danger from rain or fire-fighting efforts.

14. **Health/Sanitation Issues:** The general facility sanitation systems should be inspected and tested to guard against potential employee exposure to toxic agents.

15. **Office Furniture:** Inspect the furniture to ensure it can withstand expected loads and usages.

16. **Lighting:** Make sure there are adequate illumination levels for employees. Emergency lighting should be checked to ensure it operates and functions in the correct manner.

17. **Emergency Planning:** Ensure that there is a clear path of egress for the emergency evacuation of employees, and that the fire extinguishers (sprinklers) are still operable.

18. **Solid/Hazardous Waste Removal:** Broken glass, debris or other materials with cutting edges should be safely gathered and disposed of immediately.

19. **Power Checks:** If there is no access to electricity on the site, do not use fueled generators or heaters indoors.

20. **Check Mainframes:** If your facility has mainframe computer applications see that lines and cabling for chiller systems are checked to avoid chemical leak out.

21. **Machine Inspections:** Inspect the condition of drain; fill plumbing and hydraulic lines on processes and machines, including elevators.

22. **Surfaces:** Make sure flooring surfaces are acceptable and free from possible slips, trips and falls.

23. **Communications:** Verify status of Communication Systems, Reestablish system operation where required:
   - a. Telephone
   - b. Network
   - c. Security TV
   - d. Radio
   - e. Voice / Email
   - f. Personal Protection System
   - g. Best Access
   - h. Other Considerations
     - i. Notification of employees to return to work
     - ii. Notification of next of kin in cases of injury to employees or students
     - iii. Co-ordinate with Union Representatives on the resumption of service timeline
     - iv. Co-ordinate with payroll to ensure “Essential Personnel” working on scene are paid in a timely fashion
     - v. Retrieve data from the off-site data storage area
     - vi. Scan for viruses
     - vii. Ensure necessary power is available
     - viii. Back up support in case of Brown outs
     - ix. Establish the telecommunications recovery procedures for voice and data
x. Co-ordinate with the Computer Center
xi. Verify status of communication systems. Re-establish system operation where required:
   1. Telephone
   2. Network
   3. Security TV
   4. Radio
   5. Voice/ E-mail
   6. Personal Protection System
xii. Process usable classroom space
xiii. Co-ordinate with the Vice President and Dean of Academic Affairs on the operational timeline and availability of teachers.
xiv. Ensure scene integrity
xv. Liaison with emergency response agencies
xvi. Control ingress and egress of the affected areas
xvii. Secure parking lots, roadways and reopen when safe
xviii. Resume active patrols
xix. Disseminate information as needed
xx. Follow-up
xxi. After action report preparation
xxii. Post Incident Meeting
   1. What happened
   2. What was the College response
   3. What would we do differently next time
      a. Provide counseling
   ii. Reassign personnel
   iii. Seek legal guidance when required
   iv. Prepare on impact budget and request emergency funding if needed
   v. Provide emergency transportation of essential employees to the site and establish rest areas, food and showers
   vi. Communicate the College’s operational timeline to the community via media Public Relation releases and continual updating of MyDCC.
   vii. A complete After Action report shall be completed and distributed appropriately. This report will identify:
      1. What was done that worked well?
      2. What was done that needs to be done differently in the event of a future incident.

**Chapter 5: REPORTING AND FOLLOW-UP**

Records will be maintained on all activities performed from the time the Critical Incident Management is activated until the time that the Emergency Operations Center is “closed”. Each CRT member will be required to prepare and deliver a report outlining all activities of their respective area, commenting on the successes and the failures of the operation during the
Debriefing Session and the After-Action Report. Recommendations will be made for the future. Any supporting documentation and logs should be attached to this report.

After the emergency situation has been declared “ended,” a Debriefing Meeting will be held with the College President, CIC, if not the DCC President, Incident Commander and members of the President’s staff and Campus Safety Committee to critique the effectiveness of the handling of the emergency situation. Recommendations may be made for any improvements or changes to be made in the plan to ensure a most effective and efficient operation.

**Chapter 6: EMERGENCY EVACUATION PROCEDURE**

**6.1 EVACUATION OF BUILDINGS AND FACILITIES**

1. The signal for evacuation will be the continuous sounding of the alarm system (horns and strobe lights) and/or by an official announcement by a designated College official. **Use of the Fire Alarm system will not be used for a bomb scare, or suspected active shooter unless specifically approved by the Incident Commander (IC). The IC will consult with the DCC Director of Campus Security and Safety and the local law enforcement, if on the scene.**

2. All faculty, staff and students are to evacuate the building. (Faculty and staff should inspect the area for which they have responsibility to insure that everyone has promptly evacuated the area.) Evacuate using designated primary and alternate evacuation routes. Close classroom doors when you leave. Leave building in an orderly fashion. Report to Security anyone injured or unable to evacuate.

3. In the event of fire:
   a. Activate the nearest emergency fire alarm box.
   b. Do not attempt to extinguish the fire.
   c. **NEVER** use elevators. Use the stairwells.
   d. Report to Security anyone injured, unable to evacuate and where located.
   e. If heavy smoke prevents you from reaching a primary or alternative fire exits:
      i. Go to the nearest classroom or office;
      ii. Close the door and open the windows, if possible;
      iii. Seal the cracks around the door to keep smoke out;
      iv. Call DCC Security to inform them if your situation and location. If you can’t reach them, call 911.
      v. Stay near the window until firefighters can reach you.

4. All information concerning the emergency should be directed to the College Security. Dial extension 4911 or 8070 (431-8070 via cell phone); or use the blue light emergency phones to report your location and/or any additional information.
6.2 EVACUATING INDIVIDUALS WITH DISABILITIES

In the event of an emergency situation that requires the evacuation of a building, some individuals with temporary or permanent disabilities may require evacuation assistance. The type of disability will determine the form of assistance. It is recognized that individuals with permanent or temporary mobility disabilities will need assistance with evacuating. All staff, faculty, and students should be aware of life safety features in place to assist in emergency evacuations.

Evacuating People who are not able to leave the building by using the stairs should go directly to the nearest enclosed staircases. These staircases will provide protection from fire and smoke. Persons unable to evacuate and that do seek shelter in a staircase should make every effort not to block the staircase for those who are evacuating via the stairs. Using a Blue Light Emergency phone or cell phone (431-8070) they should notify the Security desk of their location and status. If they use a cell phone the Security Desk must insure they get the cell # so they can call them back if necessary. They need to be specific as to exactly what building staircase and floor they are on. The Security Desk shall forward this information, including the cell #, to the DCC representative at the scene who will forward it to the emergency personnel via the Command Post. If faculty has a person in their class who would need to seek shelter in a staircase, they must direct them to do so and insure that DCC Security is notified. They should also make an effort to have another person stay with them until otherwise directed or relieved by an emergency responder or security.

Chapter 7: EMERGENCY PROCEDURES

The following are procedures that serve as guidelines for responding to a campus incident at Dutchess Community College.

7.1 ACTIVE SHOOTER PROCEDURE

Active Shooter Defined – is any incident where an armed individual is inside a DCC facility or within the geographical footprint of the DCC Campus and is actually perpetrating or openly threatening violence to themselves or others.

Any member of the DCC Campus Community who has knowledge of possible threat of an active shooter should contact Security at ext. 4911 or 8070 (431.8070 via cell) immediately and provide their knowledge of the threat. Security should activate incident notification procedures for a level 2 incident and notify the Local law enforcement. It is vital that the police are provided complete and accurate updates prior to their arrival and throughout the incident.

Any member of the DCC Campus Community who witnesses an individual(s) openly displaying weapons or actually causing injury with a weapon should:

1. Immediately advise supervisors, co-workers, students, staff, and visitors in the immediate vicinity of the danger.
2. Evacuate the area if this can be accomplished safely.
3. Move to the nearest location that can be secured by a locked door or be barricaded with furniture and turn out the lights.

4. Advise security at ext. 4911 or 8070 (431.8070 via cell) or by Blue Light phones or by calling Dutchess County at 911.

5. Allow other trusted individuals into your location.


7. Avoid drawing attention to oneself or one’s location.

8. Action against the perpetrator(s) should only be considered as a last resort.

9. Security Officers, when notified of an on-going active shooter incident shall immediately:

10. Advise all DCC personnel with portable radios of the incident or threat.

11. Call Dutchess 911.

12. Ensure the Vice-President and Dean of Administration is notified.

Unless specifically ordered by the Police, the fire alarm signals will NOT be activated to evacuate a building. If the police do order the activation of the fire alarm system the CIC will notify 911 immediately of such so it is not interpreted as a report of a fire.

The Vice-President and Dean of Administration or his designee, when notified, shall immediately take action to ensure the incident or threat is real. If so, activate the reverse dial telephone system and NY-ALERT and advise occupants of the affected building(s) of the danger and order them to begin lock down procedures.

1. Ensure occupants of other on-campus facilities lock down in secure areas.

2. Notify the President.

3. Ensure required emergency notifications are completed.

Once an active shooter incident is confirmed, the President or his designee will implement a Level 3 incident response.

**7.2 BOMB THREAT AND SUSPICIOUS PACKAGE**

**7.2.1 TELEPHONE BOMB THREAT**

Any staff member receiving a telephone bomb threat should follow these procedures:

1. Observe the exact time received. Call Security immediately (extension 4911 or 8070, 431.8070 via cell).

2. Complete the Bomb Call Check List (see next page for the form).

It is not always necessary to evacuate the building or buildings identified by the caller. The Local law enforcement, based upon an evaluation of the information received and their experience, will advise College Administration on an appropriate course of action (page 6).

3. **The fire signal devices will NOT be activated for a bomb scare.** Verbal directions will be given by College Security if evacuation of the building(s) is determined necessary but
this shall only be done upon a specific order from a member of the administration after
confering with the DCC Director of Campus Security and Safety and the Local law
enforcement.
4. Leave the building immediately via the stairwells. Instruct students and guests to leave the
building. All persons evacuating a building shall go to the specified location or to another
building that is at least 200’ away.

Classes should stay together to facilitate accounting for all students. The faculty member that is
with a class is responsible for maintaining a complete head count of their students until the class is
released.

The Emergency Operations Center for emergency situations shall be located in Bowne 122. The
EOC will be staffed by assigned College Response Team members and Administrative Personnel
and when warranted by State, County, and Local Public Safety officials.

See the appendices at the end of this document for the “Bomb Threat Instruction” checklist.

7.2.2 BOMB or SUSPECTED PACKAGE/LETTER THREAT

Any staff member receiving a suspected package/letter threat should follow these procedures:

1. DO NOT HANDLE OR OPEN the package or letter.
2. Clear the area where the package or letter is located. Immediately notify College Security
   telephone extension 4911 or 8070 (431.8070 via cell).

It is NOT always necessary to evacuate the building in which the suspected package or letter has
been found or delivered. The Local law enforcement will advise College Administration on an
appropriate course of action. Should a decision be made to evacuate:

3. The fire signal devices will not be automatically activated for a bomb threat. If this is
   requested this shall only be done upon a order by the College Incident Commander (CIC)
   after conferring with the DCC Director of Safety and Security and the Local law
   enforcement.
4. If evacuation is necessary, leave the building immediately via fire exit towers and stairwells.

Group together by office and division in case an accounting of all employees is required. Do not
leave the pre-designated safety area. DO NOT re-enter the building until notified by the police or
College Security.

7.3 DISTURBANCE ON CAMPUS

Security is to be notified immediately. Security will respond to the scene and will relocate the
individual(s) involved.
Security will contact the appropriate office and/or the Local law enforcement (depending on the severity of the disruption and individuals involved e.g. student, non-student, and employee). The Vice-President and Dean of Administration will be notified regarding any disruption caused by a non-student.

The College administrator will establish contact with the appropriate staff to address the issue and restore campus order.

Security and the College administrator will collect statements from all parties involved (to include any witnesses). An Incident Report will be initiated by and filed with Security.

Each situation is unique, potential actions could include (but are not limited to):

1. Situation is resolved at the scene.
2. Vice-President and Dean of Student Services meets with individual and all parties involved. Possible actions include (but not limited to): behavioral contract, reprimand with warning, mediation or counseling, disciplinary action, referral to an outside agency.
3. Individual (particularly if not a student) is escorted off campus by College Security.

Depending on the severity of the disruption, Local law enforcement are called to take appropriate action based on the information collected/witnessed by Security or College staff.

Student is excluded and summarily suspended from campus (as per The College’s Student Code of Conduct). Student is referred to the Student Affairs Committee on Discipline and a hearing is scheduled.

Following the situation, the appropriate Dean or their designee will work with the staff involved and with Security to evaluate the response to the situation, complete an After Incident Action Report, addressing recommendations for responding to future situations.

All media inquiries will be directed to the Director of Community Relations who serves as the contact for all media. The College President and/or the President’s designee will be the individual designated as the College Spokesperson responsible for reporting the written statement to the public.

7.4 FIRE OR EXPLOSION IN A CAMPUS BUILDING/FACILITY

1. College Security is to be notified immediately (extension 4911 or 8070 (431.8070 via cell). Security will follow the College’s procedures on how to report a fire or other facility emergency.
2. Security will notify the Vice-President and Dean of Administration and will call 911 to advise them of a confirmed incident. If accessible the security desk will initially serve as a centralized command station. The Associate Dean of Administration will be notified and will activate the Emergency Operations Center (EOC).
3. The Vice-President and Dean of Administration will contact the College President and the Director of Campus Maintenance who will inform the appropriate maintenance personnel.

4. The Vice-President and Dean of Administration will notify the Director of Community Relations.

5. The Director of Community Relations will keep the College President informed throughout the crisis.

6. The Vice-President and Dean of Administration will contact the Vice-President and Dean of Student Services in any crisis that involves a student. The Vice-President and Dean of Student Services will notify all appropriate persons.

7. The College President may convene the College Response Team to discuss, plan and organize a disaster response. The team will also assist the Director of Community Relations with preparing a written statement that summarizes the relevant facts and specifics of the situation. All media inquiries will be directed to the Director of Community Relations who serves as the contact for all media. The College President and/or the President’s designee will be the individual designated as the College spokesperson responsible for reporting the written statement to the public.

8. Alternate sites for parking, office space, classes, etc. may be designated as part of the disaster response plan. The College President will determine when this is appropriate.

7.5 CAMPUS FIRE SAFETY REPORT

Important Update on NYS Office of Fire Prevention & Control (OFPC) Campus Fire Safety Program.

OFPC has published the Notice of Final Adoption of amendments to 19 NYCRR 500 - the regulations that stipulate the Campus Fire Safety Program. This revised rule became effective October 14, 2009.

The purpose of these amendments is to clarify procedures which a college or university must follow in order to comply with the law and the addition of a new fire reporting requirement.

Below is a summary of the amended rule:

Section 500.1 Authority, intent, purpose and scope. The amendments to this section make minor technical corrections to this section and includes “other applicable safety standards” as part of the Office of Fire Prevention and Control’s inspection authority to be consistent with Executive Law § 156-e.

Section 500.2 Inspections and reports. The amendments to this section make minor technical corrections to this section; and includes “other applicable safety standards” as part of the Office of Fire Prevention and Control’s inspection authority to be consistent with Executive Law § 156-e.
Section 500.3 Report of Inspection/Notice of Violation. The amendments to this section make minor technical corrections and clarifications to this section; includes “other applicable safety standards” as part of the Office of Fire Prevention and Control’s inspection authority to be consistent with Executive Law § 156-e.

Section 500.4 Order to Comply. This section deals with the Office of Fire Prevention and Control’s authority to issue an order to comply in situations that present threats to public health and safety.

Section 500.5 Penalties. This amendment to this section contains a minor technical correction to include the title monetary penalties and deals with how any compromise money shall be used.

Section 500.6 Methods of Abatement. The amendments to this section make minor technical corrections to this section and includes “other applicable safety standards” as part of the Office of Fire Prevention and Control’s inspection authority to be consistent with Executive Law § 156-e.

Section 500.7 Compliance Plans. This section deals with the ability of a college or university to submit a compromise plan and addresses the responsibility of the college or university under such plan.

Section 500.8 Certificate of Compliance. The amendments to this section make minor technical corrections to this section and includes “other applicable safety standards” as part of the Office of Fire Prevention and Control’s inspection authority to be consistent with Executive Law § 156-e. This section also repeals the old section title 500.8, revocation of a certificate of compliance, but keeps the content of the rule.

Section 500.9 Imminent Threat to Public Health or Safety. This section deals with the Office of Fire Prevention and Control’s authority to take corrective action when an imminent threat to health and safety exists.

Section 500.10 Reporting of Fires. This section deals with the responsibility of a college or university to report, to the Office of Fire Prevention and Control, any fire that occurs on its property.


7.6 HAZARDOUS MATERIALS

It is important to remember that in an emergency involving a hazardous material incident on campus, the responding emergency Fire Department and Law Enforcement will have primary responsibility for control of the incident. Their Incident Commander and will only release that command to DCC officials when deemed appropriate. Members of the College Response Team (CRT) may be asked to assist in the emergency response in a support role.
Chemical, biological and radiological materials pose no threat when properly stored and handled. Their transportation is regulated. Each hazardous chemical is accompanied by a Materials Safety Data Sheet (MSDS) that provides specific information concerning the chemical including precautions, fire and explosive information, disposal and spill procedures, storage and handling procedures and an emergency number for the distributor or manufacturer. A copy of the MSDS sheet for chemicals on campus is maintained in close proximity to the locations of each of the chemicals and a master list is in the Security Office.

Notification of a Hazardous Material incident will require Campus Security receiving the initial report.

At a minimum, the following information should be collected:

1. Location of the incident
2. Type of incident – spill, leak, explosion, contamination, etc…
3. Identification of chemical or hazard
4. Source of hazard – truck, contractor, college department, etc…
5. Best direction of approach for emergency response units
6. Immediate needs – ambulance, fire equipment, etc…

The person receiving the call will immediately do the following:

1. Contact the “9-1-1” Dispatch Center for notification of emergency responders.
2. Contact Campus Security.
3. Contact the Vice-President and Dean of Administration.
4. Contact the Associate Dean of Administration for Campus Facilities Management.

Campus Security will do the following:

1. Establish a safe perimeter around the hazard taking into account wind direction and topography and the properties of the substance involved.
2. Remain in control until relieved by the responding HazMat team.
3. Gather as much information as possible concerning the hazard.
4. Keep contaminated individuals segregated from other responders and individuals.
5. Upon arrival of medical personnel, immediately refer the contaminated individuals for treatment.
6. Maintain a liaison with responding outside agencies.

The College President, or their designee, will be advised of the situation so that a determination can be made regarding whether there is a threat to the campus community or surrounding area and the need for the activation of the Critical Incident Management Plan.

If the plan is not activated, the Vice-President and Dean of Administration will work with the outside responding agencies in regards to the effects that the situation had on the campus community and dealing with local media concerning the situation.
7.7 HOSTILE INTRUDER ON CAMPUS

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to a person(s) within a building, and if you cannot escape the threat by getting out of the building without putting yourself in harm's way, the following procedures are recommended:

1. Faculty and staff should immediately lock themselves, students or any other uninvolved persons in a classroom, office or room. If possible, cover any windows or openings that have a direct line of sight into the hallway.
2. If communication is available, call 9-1-1 immediately.
3. Do not sound or respond to a fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in a potentially harmful situation as they attempt to exit.
4. Lock the windows and close the blinds or curtains.
5. Stay away from the windows and doors.
6. Turn off lights and all audio equipment.
7. Try to remain as calm as possible.
8. Keep everyone together.
9. Keep rooms secure until the police arrive and give you directions.
10. If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a crucial time. If you think that you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as desks, cabinets, fixtures, etc. between you and the hostile person so as to block your view from the intruder. When away from the immediate area of danger, summon help any way you can and warn others.
11. You can try and hide, but make sure it is a well-hidden space.
12. If the person(s) are causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
13. If confronted by the hostile intruder, obey all commands.
14. Once the police arrive, obey all commands. This may involve your being handcuffed or keeping your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

7.8 MEDIA INQUIRY ON CAMPUS

SHOULD THE MEDIA TELEPHONE CAMPUS WITH AN INQUIRY:

1. All media inquiries will be directed to the Director of Communications who serves as the contact for all media. The College President and/or the President’s designee will be the individual designated as the College Spokesperson / PIO responsible for reporting the written statement to the public.
2. The Director of Community Relations may notify the Registrar regarding student information.
3. The Vice-President and Dean of Student Services may be notified when the situation involves a student.
4. The Vice-President and Dean of Administration may also need to be informed.
5. The Director of Community Relations will keep the College President informed of all inquiries and his/her response to such inquiries.

SHOULD THE MEDIA APPEAR ON CAMPUS WITHOUT ANY NOTIFICATION:

1. The Director of Community Relations is to be notified; they will notify the College President.
2. If media interest concerns a student related issue, the Director of Community Relations will notify the Vice-President and Dean of Student Services.
3. Security and/or the College switchboard will contact the Vice-President and Dean of Administration.
4. Security will keep the media in one location until the Director of Community Relations appears at the scene.
5. The Director of Community Relations will submit a written report to the College President. In a case of a student-related issue, the Vice-President and Dean of Student Services will assist the Director of Community Relations in preparing the report to the College President.

Police will be contacted and assistance requested whenever the situation threatens the welfare or safety of the College community.

At any time throughout the situation, a meeting of the College Response Team may be called to assist the Director of Community Relations in preparing a public statement. Public statement(s) will be made only by the College President or the Director of Community Relations.

7.9 MEDICAL EMERGENCY

If an individual is injured or ill and emergency medical service (EMS) is required:

1. Contact Security via telephone extension 4911 or 8070 (431.8070 via cell). Blue Light emergency phones are located throughout the campus and are linked directly to the campus communications area.
2. Advise Security of the nature of the emergency, the location and whether or not EMS is required. Security will:
   a. Request, through 911, that EMS be sent immediately to the College.
   b. Advise the Office of Student Services so that a staff member may proceed to the location of the emergency. The staff member will remain with the injured or ill person.
3. In the event that Security cannot be contacted during the emergency, contact EMS directly by telephoning 911.
   a. Provide the dispatcher with your name.
   b. Indicate you are calling from Dutchess County Community College.
   c. Advise them of the nature and location of the emergency.
d. Arrange for the EMS to be met upon their arrival at the campus and escorted to the scene of the emergency.

e. Advise Security or the Vice-President and Dean of Administration of the emergency situation as soon as possible and inform them of the action that has been taken.

Security will file an incident report and may request other individuals involved with the medical emergency to also file an incident report within one day of the incident.

**7.10 OUTBREAK OF A CONTAGIOUS DISEASE**

New York State Department of Health’s Immunization Program provides much direction to the College and the Dutchess County Department of Health on specifics for reporting of various outbreaks of contagious diseases (such as: Haemophilus Influenza Type B; Hepatitis A, B and C; Measles, Mumps and/or Rubella; Meningococcal and Pertussis).

The Dutchess County Department of Health; in coordination with New York State Department of Health and various county agencies, has provided leadership to DCC for preparing strategies to address a pandemic outbreak.

1. The Vice-President and Dean of Administration will be in contact with the Dutchess County Department of Health concerning confirmed or unconfirmed cases of contagious diseases. The College will look to the Dutchess County Department of Health and the New York State Department of Health to provide more specific leadership and direction in responding to the situation.

2. The Vice-President and Dean of Administration will also notify the Vice-President and Dean of Student Services. The Vice-President and Dean of Student Services may involve counselors and other pertinent personnel as necessary.

3. The Vice-President and Dean of Administration will notify the Director of Community Relations who will be in constant contact with College officials throughout this situation.

4. The College President may request the College Response Team to convene to discuss, plan and organize any additional response(s) working with the Dutchess County Department of Health appropriate to the situation. All media inquiries will be directed to the Director of Community Relations who serves as the contact for all media. The College President and/or the President’s designee will be the individual designated as the College Spokesperson responsible for reporting the written statement to the public.

5. When a case of a contagious disease is confirmed, the Vice-President and Dean of Student Services will be responsible for notifying those students who may have had contact with the contagious individual. The Vice-President and Dean of Academic Affairs will be responsible for notifying staff that may have had contact with the contagious individual.

6. The College will comply with the Dutchess County Department of Health and the New York State Department of Health reporting requirements.
7.11 SUICIDE CONCERN OR THREAT

All suicide threats/attempt must be taken seriously. Warning signals include:

- Recent dramatic personality change.
- Psychosocial stressor (trouble with family, friends, or disciplinary crisis).
- Writing, thinking, or talking about death or dying.
- Altered mental status (agitation, hearing voices, delusions, violence, and intoxication).

These steps are to be followed should the individual make the threat in person:

1. The individual is to be kept under observation during the time of the immediate threat and will be supervised at all times.
2. Security is to be contacted immediately (extension 4911 or 8070 (431.8070 via cell)) and directed to either:
   a. Respond to the scene immediately so as to assist with supervision of the individual while police are called (911) OR
   b. Call the Local law enforcement (911) immediately and then respond to the scene to assist with supervision of the individual.
3. If the individual is a student, the student will be provided contact information of a College administrator or DCC Counselor. The student will be encouraged to share this information with the paramedics/hospital if needed. The student also will be encouraged to contact this individual should s/he be out of classes for a period of time and upon his/her return to campus.
4. The situation will be turned over to the police, the paramedics, and or the hospital for the necessary medical attention.
5. A complete incident report is to be filed by all parties involved in addressing the situation. Incident reports will be collected by Security.
6. Should the individual return to campus, a longer term monitoring of the student by a DCC Counselor may need to be arranged.
7. The Vice-President and Dean of Student Services will work with the appropriate campus staff to determine if any additional notification or action is appropriate.

These steps are to be followed should the individual make the threat by phone:

1. Keep the person on the telephone by encouraging the person to talk while simultaneously gathering as much information as possible.
2. While the person is on the telephone try to enlist help, if possible, from someone else (written notes). Have person contact police (911) if the situation is extremely critical (examples: person has a weapon, person has taken pills).
3. If not possible to keep the person on the phone, and/or no one else is available to assist, make contact with the police (911).
4. The Vice President and Dean of Student Services will work with the appropriate campus staff to determine if any additional notification or action is appropriate.
7.12 VIOLENT ACT ON CAMPUS

1. Blue Light Emergency Phones are located throughout campus to immediately report a violent act to security. Security will contact the police IMMEDIATELY.

2. Security will notify the Vice-President and Dean of Administration who will establish contact with the appropriate individuals for a response while waiting for the police to arrive. When the police arrive, they will take over the situation and provide the College with appropriate direction.

3. The Vice-President and Dean of Student Services will work with the appropriate staff to restore campus order.

4. The College President may request the College Response Team to convene to discuss, plan and organize any additional response(s) appropriate to the situation. The team will also assist the Director of Community Relations with preparing a written statement summarizing the relevant facts and specifics of the situation.

5. All media inquiries will be directed to the Director of Community Relations who serves as the contact for all media. The College President and/or the President’s designee will be the individual designated as the College Spokesperson responsible for reporting the written statement to the public.

6. A College Command Post (CCP) may be established. It will be staffed by the assigned members of the command and general staff for this incident. Entrance to the CCP will be closely controlled by college security.
## SECURITY CONTROL DESK NOTIFICATION WORKSHEET

<table>
<thead>
<tr>
<th>Time:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller:</td>
<td>Caller's Phone number:</td>
</tr>
<tr>
<td>Type of Emergency:</td>
<td>Who:</td>
</tr>
<tr>
<td>When:</td>
<td>What:</td>
</tr>
<tr>
<td>Why:</td>
<td>Where:</td>
</tr>
<tr>
<td>How:</td>
<td></td>
</tr>
</tbody>
</table>

### MEDICAL EMERGENCY
- Ambulance Required: Call 911
  - Time Called: ______ On Scene ______
- Medical Assistance Required: Call Health Center
  - Time Called: ______ On scene ______
- Health Center Closed: Call 911
  - Time Called: ______ On scene ______

### EMERGENCY REQUEST
- Fire Dept. Required: Time Called: ______ Time On Scene ______
- Security Required: Time Called: ______ Time On Scene ______
- Police Required: Time Called: ______ Time On Scene ______

### Other Notifications:
- Dean Admin. Time Called: ______ Dean of Acad. Affairs Time Called: ______
- President Time Called: ______ Dir. of Human Res. Time Called: ______
- Dean of Students Time Called: ______ Other: _______________ Time Called: ______
BOMB THREAT INSTRUCTIONS

Number call is received at: ________________ Time: ________________ Date: ________________

REPORT CALL IMMEDIATELY TO:

SECURITY Ext. 4911 or 8070 (431.8070 via cell)

QUESTIONS TO ASK CALLER:

1. When is bomb going to explode?
2. Where is the bomb right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your name/address?
9. EXACT WORDING OF THE THREAT:

________________________________________________________________________________________
________________________________________________________________________________________

SEX OF CALLER: _______ Race: ________ Age:________ Length of Call:__________________________
Name: _______________________________ Position: ____________________________________________
Phone number: _______________________ Today’s Date:________________________________________

CALLER’S VOICE: (Check each that apply.)
___ LOUD   ___ SOFT
___ HIGH   ___ DEEP
___ INTOXICATED ___ DISGUISED
___ CALM   ___ ANGRY
___ FAST   ___ SLOW
___ STUTTER ___ NASAL
___ DISTINCT ___ SLURRED
___ ACCENT: _____________________

OTHER CHARACTERISTICS:____________________________________________________________________

If voice is familiar, who did it sound like?________________________________________________________

BACKGROUND SOUNDS? (Check each that apply.)
___ VOICES   ___ AIRPLANES
___ QUIET   ___ TRAINS
___ ANIMALS   ___ MUSIC
___ STREET   ___ FACTORY
___ OFFICE MACHINERY
___ OTHER: ______________________

THREAT LANGUAGE:
___ WELL SPOKEN ___ FOUL
___ INCOHERENT ___ TAPED
___ IRRATIONAL ___ READ SCRIPT

REMARKS: _________________________ _______________________________________________________

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Critical Incident Management Plan