

**TROCAIRE COLLEGE
EMERGENCY MANAGEMENT PLAN
UPDATED: FALL 2015**

INTRODUCTION:

The goal of the Trocaire Emergency Management Plan is to: provide protocols, assign responsibilities, establish training and raise levels-of-awareness to provide the best possible results in maintaining the safety of our students and employees.

Objectives to support our goal include:

- To provide clear and effective communication with the college community, emergency responders, and the public during a crisis.
- Prepare and train the college community in the appropriate responses to an emergency.
- Insure that appropriate equipment, signage, and visual/auditory alerts are in place for any type of emergency.
- Identification of the appropriate personnel for emergency response.
- Develop individual responses to the various circumstances of multiple college sites.

PERSONNEL:

Administration

- The Director of Facilities & Security is the primary administrator for the coordination of all crisis/emergency responses.
- The Vice President of Finance is the secondary administrator in the absence of the Director of Facilities & Security. He/she also assists the Director of Facilities & Security and provides direct contact to the President and his/her Council during a crisis or emergency.
- The Vice President for Development & Community Engagement or designee activates the college's Emergency Notification System and coordinates all public information regarding a crisis or emergency.

Campus Security

Security personnel are the first responders for a crisis or situations that threaten the personal safety of others.

COMMITTEES:

The Campus Security Advisory Committee reviews current campus security policies and make recommendations to the administration for their improvement.

TRAINING:

The Coordinator of Diversity and Compliance and the Director of Facilities & Security, will coordinate training programs both internally and externally with emergency responders on an

annual basis. In addition they will inform the college community on crisis and emergency procedures through:

- Classroom presentations
- Semester orientation sessions
- Faculty & Staff presentations
- Online video presentations
- Fire & emergency evacuation drills.

The Director of Facilities & Security will be responsible for providing the following information to college employees:

- Evacuation plans
- Floor and building plans
- Physically disabled accessibility needs
- Assembly locations
- Emergency equipment locations and use
- Hazardous material locations
- Contact lists

The Coordinator of Diversity and Compliance, the Director of Facilities & and the Office of Academic Affairs will collaborate and provide training to all faculty on emergency /crisis management decision making within the classroom.

Employees are Encouraged to:

- Assist students and employees in emergency situations
- Be familiar with their floor and all emergency equipment, escape routes and exits
- Be aware of those who have special needs
- Make recommendations to the College Security Advisory Committee.

SPECIAL NEEDS:

The Coordinator of Disability Services shall provide to each student, who has self-identified as physically disabled, information on emergency procedures pertaining to those with disabilities.

The Human Resources Office shall provide to each employee, who has self-identified as physically disabled, information on emergency procedures pertaining to those with disabilities.

EMERGENCY COMMUNICATION

Emergency Notification System (ENS)

In an effort to consistently improve emergency response procedures, Trocaire College has implemented a campus Emergency Notification System which allows the Communications Office to send time-sensitive emergency notifications via voice mail, e-mail and text messaging. The Connect-ED Campus Alert system allows the College to reach the Trocaire community with

information during unforeseen events or emergencies. School closings due to inclement weather will also activate the notification system. Connect-ED handles your information with the strictest confidence - it will not be used for any other purpose.

The emergency notification system database contains the contact information you have provided to the college. We encourage you to keep your contact information up-to-date by utilizing the following instructions:

Instructions:

1. Decide which phone number(s) and/or e-mails you want to use.
2. Go to the following web site:
<https://portal.blackboardconnected.com/911088311>
3. Email Address: Your new Trocaire College email address. ID Number: Your college ID number - found on your Trocaire ID or on your schedule. **USE ONLY THE LAST 5 DIGITS OF YOUR ID.**
4. View, edit, and add phone numbers, SMS (text message) number, and e-mails as needed. You can return to this site at anytime to change your contact information and you should remember to do so if, for example, your telephone number changes.
5. Enter the required information on the screen, follow the directions, and click on any necessary check boxes and buttons.

Please note: if you make a phone number or address change in the emergency notification system, also contact the following office so that the Trocaire database will be updated as well: Students – fill out a change form in the Registrar’s Office, Room B14 (main campus) Faculty/Staff – contact the Academic Affairs Office, at 827-2471.

In the ENS, you have the opportunity to include up to six phone numbers, two email addresses, and a text message number as notification contacts. If you experience any technical difficulties, kindly contact the college’s help desk at 827-4330.

Internal College Phone System

College telephones are located in every office, classroom and common space. Phones are also located in various hallways throughout all college locations. On each phone is a sticker with the Campus Security phone number.

These phones also have the ability to send messages out within the college. The security desk phones at each location also have the ability to transmit live and recorded voice pages to all phones at their respective locations. This functionality enables security personnel to provide information or instructions to all facility stakeholders simultaneously.

EMERGENCY PROCEDURE AND RESPONSE

IMPORTANT PHONE NUMBERS:

DIALING “HELP” FROM ANY COLLEGE PHONE WILL CONNECT WITH SECURITY

Police.....	911
Security (Choate Ave.).....	827-2500 or 445-2104 (cell)
Security (Transit Rd.).....	827-4300 or 346-7094 (cell)
Security (Seneca St.).....	827-4320 or 346-7095 (cell)
Switchboard.....	827-1200 (Dial “0” inside)
Director or Security.....	827-2564
Director of Student Life.....	827-2445
Chief Student Affairs Officer.....	827-2481
Counselor.....	827-2445
Health Office.....	827-2489

Emergency Phones are located throughout the main building and are easily identified by signage

Decisions regarding the type of procedure or response during an emergency or crisis are based on the seriousness of the event. Events that are non-life threatening (a fall on stairs, an argument in a hallway, vehicle fire, etc.) are generally handled by calling security first. Life-threatening or actual criminal activity events (a gun on campus, a physical attack, etc.) would require a 911 call first. The individual who sees an incident is in the best position to make the determination as to the appropriate response. No reporting individual will be faulted for making the decision that they feel is appropriate under the observed circumstances. Verbal altercations within classrooms are generally regarded as within the control of the faculty. If an individual refuses to comply with a direct request from a faculty member, depending on the circumstances, the faculty member may call security for the removal of the individual.

REPORTING:

NON-LIFE THREATING EVENTS----CALL SECURITY FIRST

LIFE-THREATENING OR CRIMINAL EVENTS-CALL 911 FIRST AND THEN SECURITY

SNOW EMERGENCIES:

In the event of a snow emergency, the Emergency Notification System (ENS) shall be deployed. All cellphone and landline telephone numbers provided to ENS will be contacted informing individuals of possible snow closings or delays. Notifications will also be placed on the college’s website, college social media and local TV and radio stations will be contacted.

EMERGENCY EVACUATION PROCEDURES

In the event of an emergency or crisis that requires the evacuation of the premises, the Director of Facilities & Security or designee is authorized to initiate the Emergency Notification System

by contacting the Vice President for Development & Community Engagement or his/her designee.

Persons with Physical Disabilities:

Do not use elevators unless directed by security or emergency responders to do so. If you are providing assistance to someone with a physical disability be sure to ask what type of assistance they may need or if they have any special circumstances that must be attended.

If someone is not physically able to vacate the building, they should be moved to a safe or designated place for rescue. Posted signs are located by the door of each room. These signs provide directions for escape routes, safe locations, and those areas that have special equipment used in the rescue of individuals with physical disabilities.

- Immediately call security to inform them of the location that the individual will be located.
- Emergency responders will determine if it is safe in the designated location or if there is an immediate need for evacuation. They may also determine if an elevator is safe to use.
- If imminent danger exists and there is no possible way to move someone to a safer location, a rescue attempt may be considered. This is a last resort. You must consider the risk to yourself, the person you are trying to rescue and others.
- Decide with the person you are attempting to rescue the best possible evacuation procedure.

To assist individuals with blindness or visual disabilities:

- Verbally announce the emergency and give instructions
- Ask if anyone needs assistance
- Verbally alert people to any obstacles they may encounter
- If physically assisting someone tell them where you are going and inform them as you move along the escape route.

To assist individuals with a hearing disability:

- Turns lights on and off to gain their attention, make eye contact and gesture, write a brief note explaining the emergency

To assist individuals with psychological or psychiatric disability or other unseen disabilities:

- Be aware of those who may be hesitant or fail to respond to the emergency
- Alert security if individual is unresponsive to directions
- Try to calm the individual and assist in moving them to the evacuation route

CLASSROOM EMERGENCY PROCEDURES

The faculty member is the authority within the classroom. They should be aware of the emergency exit routes, designated safe locations, emergency warnings (audio/visual) and emergency phone to use to contact security for each classroom that they teach in. They should

also be aware of any special conditions of the students they teach that may present unique building evacuation procedures. Faculty should:

- Instruct everyone to stay away from windows
- Lead the class to the assembly point if an evacuation is necessary. Posting of the escape route within the classroom will also include an assembly point outside of the building.
- Upon arrival at the assembly point, take attendance
- Report any missing students to campus security
- Assist those who may have physical disabilities (see Emergency Evacuation Procedures). Request assistance from others in the class
- Signal fire emergencies through both audio/visual signals. Evacuation is required.
- Close classroom door once students have evacuated.

SPECIAL CIRCUMSTANCES

Inside Campus Lockdown

In the event that there is imminent danger such as an active shooter within the building, the college may initiate an immediate “lockdown” of the building. If a lockdown or shelter-in-place is ordered, the Director of Facilities & Security or designee with the on-duty security guard will initiate instructional communication over the internal campus telephones. The security desk phones at each location have the ability to transmit live or pre-recorded voice pages to all phones at their respective locations. This functionality enables security personnel to provide information or instructions to all facility stakeholders simultaneously.

The Emergency Notification System may also be used to communicate with a larger audience to warn individuals of a danger at any one location. If the Emergency Notification System is initiated, then the internal college phone system will also give instructions to turn on cellphones and await the Emergency Notification System message.

In the event of a lockdown, cover any door windows and lock classroom doors. Instruct all those in the classroom to remain silent and not to respond to any attempt from someone knocking on the classroom door trying to gain entry. Stay away and out of direct line with the door.

If you are in a public area of the college (cafeteria, computer lab, hallway) and there is no place to lock yourself in to a secure room, exit the building by the nearest exit and move to an outside safe area or follow the guidance of emergency responders.

Only when the Emergency Notification system is activated again signaling the “all clear” is it safe to unlock the classroom door. You will be given instructions when to evacuate the building.

Classroom Disruptions

There may be an occasion when students become embroiled in an argument within the classroom, either with the faculty member or another student. It is up to the judgment of the

faculty member if anyone's personal safety is in peril. In such circumstances the faculty member may ask the individual to leave the room or building. If the student should refuse, call Campus Security.

If someone comes to a classroom unannounced seeking an altercation with an individual in the class, Campus Security should be called immediately.

Orders of Protection

Individuals who have "Orders of Protection" are responsible for their own rights under the law. They should call the Police (911) if someone violates an Order of Protection, and inform the security guard in the building. If an individual needs support in calling the police, the security guard can assist in the process. We ask that individuals carry the Order of Protection documents with them.

Psychological Crisis

If an individual threatens to harm themselves or others, or appears to be out of touch with reality due to a drug reaction or psychological issue, call Campus Security. They will notify the Chief Student Affairs Officer, or designee and a Counselor (if possible) who will respond to the classroom. In their absence, Campus Security will call the Police (911). While waiting for the response team, attempt to keep the individual calm. However, if the individual is becoming violent:

- Attempt to evacuate the classroom
- Solicit help from others to restrain the individual

Classroom Medical Emergencies

If a medical emergency should occur in the classroom call Campus Security. Explain the nature of the event so that they may be able to direct the appropriate emergency medical responder. Also:

- Keep the person in distress as calm as possible
- Inform them that help is on the way
- If warranted and trained appropriately, apply basic first aid
- Seek assistance from those in the classroom or within nearby classrooms
- Wait for emergency responders. Do not attempt to move someone, put them in a wheelchair or transport them to a hospital.

CAMPUS EMERGENCIES

Chemical/Hazmat Spills

The College is prepared to handle spills that may occur within labs that use chemicals. These precautions include wash stations and spill kits. In the event of a chemical or other hazardous spill, call Campus Security immediately and:

- Report the nature of the spill (type) and location
- Notify others within the area to stay away or if necessary evacuate the area

- If the nature of the incident appears to present a clear and present danger beyond a small localized event, pull a fire alarm.

Explosions

If you should feel or hear an explosion in a part of the building, call Campus Security. Give your best suggestion as to where the explosion did or may have occurred. If warranted or possible:

- Take cover under tables, chairs, or other objects unless evacuation is necessary.
- Wait for directions from Campus Security or emergency responders
- If you are directly involved in the aftermath of an explosion and are not injured assist others if evacuation is necessary or possible.

Active Shooter

If you observe any individual with a weapon on the campus notify Campus Security immediately. The campus Emergency Notification System will be activated warning others to stay away from the campus and a lockdown will be implemented. You should:

- Inform Campus Security where you observed the person with the weapon and give your best description of this individual. Security will relay this info to 911.
- Seek secure shelter in a classroom and or office. If the classroom or office is already locked you will not be able to gain entrance even if there are others within. Evacuate the campus.

Crimes

If you observe anyone committing a crime on campus (attack, rape, theft, etc.) call 911 (Police) first and then Campus Security. Give the Police and Campus Security the location of the event and a description of the perpetrator.

- Do not attempt to physically intervene
- If possible make the perpetrator aware they have been observed
- Flee to safety should the perpetrator challenge you
- If the perpetrator flees, attempt to help the victim
- Try to remember all the physical details of the perpetrator for later identification

Fire

The campus is equipped with audio/visual alarms. If you observe a fire call Campus Security and activate a fire alarm. Evacuate the building. No fire alarm should ever be ignored. Follow these directions:

- If you do not see the fire but hear the alarm, find the posted escape route for your location and exit the building.
- If requested, and you are able, assist others who may need help
- If you are in an office or classroom and the door is closed, feel the door for heat. If the door is hot do not open it. Go to a window and seek escape through it. If there is no window or other escape route call Campus Security and inform them of your location.

- Once outside find a designated assembly area and report your presence to a college representative

Earthquake

- If you are indoors seek safety in a doorway or under a desk or table. Stay away from windows. Evacuate the building only when you have been notified to do so through the Emergency Notification System.
- If outdoors, move away from buildings, utilities and trees
- If in a vehicle stop, park away from buildings, and trees and remain in vehicle for shelter

Tornado

- Stay away from windows
- Seek shelter in the building's basement. However, if there is not enough time or space, take cover under doorways, under heavy furniture in the center of the room or in interior hallways. Evacuate the building only when you have been notified to do so through the Emergency Notification System.
- If you are outside and there is no time to seek shelter, lay flat in the nearest depression such as a ditch, culver, etc.
- Avoid large rooms where roofs are more likely to collapse.

Medical Emergencies

If an injury occurs (minor or serious) call Campus Security. All injuries are reportable not only for assistance but for insurance purposes. However, if the injury is serious:

- Call 911
- Inform Campus Security of the nature of the injury, location, and number of individuals involved
- Remain with the injured person until a college official or emergency responder arrives
- Attempt to keep the person calm and still
- If appropriate and trained to do so, apply basic first aid to prevent loss of life

Bomb Threats and Suspicious Situations

If you become aware of a bomb threat, notify Campus Security immediately. Do not pull a fire alarm or make a decision to evacuate others from the building. Leave this decision up to Campus Security. Report to Campus Security exactly what the reporter has said regarding a bomb.

If you should observe a suspicious package or individual on campus do not attempt to examine the package or approach the individual. Call Campus Security and report the location of the package or person with the best description that you can provide.