



EMERGENCY RESPONSE AND CRISIS MANAGEMENT PLAN

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NORTHEAST COMMUNITY COLLEGE EMERGENCY RESPONSE AND CRISIS MANAGEMENT PLAN

Northeast Community College (Northeast) is committed to the health and safety of students, faculty, staff and visitors. To support that commitment, Northeast has established an Emergency Response and Crisis Management Plan (ERCMP) that outlines Northeast's guidance in accordance with appropriate laws, regulations and standards pertinent to emergency and crisis preparedness and management. The ERCMP is an official plan of Northeast and coincides with the College's governing board policies and procedures. The plan supports ongoing training, exercises, drills and maintenance of resources to provide a safe learning and working environment.



President

12-1-17

Date

**NORTHEAST COMMUNITY COLLEGE
EMERGENCY RESPONSE AND CRISIS MANAGEMENT PLAN
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NORTHEAST COMMUNITY COLLEGE EMERGENCY RESPONSE AND CRISIS MANAGEMENT PLAN

1. GENERAL

1.1 Purpose

The Emergency Response and Crisis Management Plan (ERCMP) guides prevention, preparedness, response, and recovery actions for managing disturbances or major emergencies that may threaten the health and safety of the College or disrupt its operations, programs and activities. The plan provides information to protect life and safety, contain/mitigate emergency situations, assess critical infrastructure and facilities, and restore and maintain campus operations including education and support programs.

The plan, its appendices, implementation instructions, or procedures are not intended to deal with every potential scenario that may occur during times of emergency. Rather, the purpose is to identify the organization, the processes, and the respective responsibilities of those who may be involved.

1.2 Scope

The intent of this plan is to protect and sustain life, reduce emotional trauma, assist in emotional recovery from trauma, minimize personal injury and/or damage to College facilities, and maintain College operations and programs. Such plan shall address essential college-specific procedures, operations, and assignments to prevent, manage, and respond to critical events and emergencies. The ERCMP is consistent with established practices relating to coordination of emergency response actions. The College will cooperate with federal, state, and local emergency management agencies and other responders in the development, implementation, and execution of its emergency response plans. It is important to recognize the possibility of local resources becoming overwhelmed during an emergency. Local agencies can only make a reasonable effort to respond based on the situation and available resources and information.

There is no guarantee implied by this plan that optimal response and recovery will be possible. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in situations which could not be foreseen or covered by the elements of the plan.

This plan applies to all College community individuals and entities that may be using College facilities or participating in College activities.

The plan will be reviewed and updated at least every 18 months by the appropriate operational mechanisms to ensure effectiveness. This Plan is a fluid document changing as a result of new guidance from the Department of Homeland Security, the Department of Education, national emergency management entities, and results of College drills and exercises.

1.3 Abbreviations

EAP	Employee Assistance Program
ERCMP	Emergency Response and Crisis Management Plan
HAZMAT	Hazardous Material
ICS	Incident Command System
NICT	Northeast Incident Command Team
NORTHEAST	Northeast Community College
PEP	Personal Emergency Plan
RACE	Rescue – Alarm – Contain/Confine – Extinguish/Evacuate
SDS	Safety Data Sheet

1.4 Definitions

Barricade refers to a temporary sheltering technique utilized to limit exposure to an active killer or similar incident. When alerted, occupants of any building within the subject area will lock or block all doors and windows not allowing entry to anyone until an all clear signal can be sounded or another survival option is available.

Clery Act crimes are those reported to College administration or the local police by a victim, witness, other third party, or even the offender. Crimes required to be disclosed by a college include criminal homicide, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft, arson, hate crimes, and arrests and referrals for disciplinary action for illegal weapons possession and violation of drug and liquor laws.

Emergency Management is the dynamic process of preparing for, mitigating, responding to, and recovering from an emergency.

Emergency – see **Workplace Emergency**

Emergency Notification refers to a notification triggered by an event that is currently occurring on or imminently threatening the campus. It is initiated for any significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on College property.

Emergency Responder, or first responder, generally refers to the first medically-trained responder to arrive on a scene such as a police officer, Emergency Medical Technician, or fire personnel.

Rescue Assistant refers to a person identified as having the ability to help a specific person needing assistance for evacuation during an emergency.

Self-Identification refers to the voluntary process of providing information to both the College and others within the College community with respect to an individual needing assistance in alerting, evacuating, or sheltering during an emergency.

Shelter in place means to take immediate shelter where you are for an undetermined amount of time, typically for a few hours.

Standard Precautions are the basic level of infection control precautions which are used, as a minimum, to reduce the risk of transmission of diseases that can be acquired by contact with blood, body fluids, non-intact skin (including rashes), and mucous membranes. These precautions include hand hygiene (washing with either plain or antibacterial soap and water or the use of alcohol gel); using personal protective equipment such as gloves, masks, or eyewear to create a barrier; needle-stick and sharps injury prevention; cleaning and disinfection practices; and respiratory hygiene and cough etiquette. These measures are to be used when providing care to all individuals, whether or not they appear to be infectious or symptomatic.

Stay in place means that a person with a disability should stay in place (e.g., in an office or dormitory room) under circumstances where evacuation is not possible and removal to a safer area is not practical (e.g., if a pathway is impeded). It is important for any member of the College community to inform emergency personnel of the location of individuals who are unable to evacuate.

Timely Warning is narrowly focused on Clery Act crimes and refers to a notification triggered by crimes that have already occurred but represent a serious or ongoing threat to students and employees of the College. A Clery crime may be reported to College authorities as well as to a local law enforcement agency.

Workplace emergency refers to any unplanned event that may cause death, significant injuries, or threatens students, employees, visitors and/or the public; disrupts or shuts down part or all of the College community; causes physical or environmental damage; or threatens an organization's financial standing or public image. While there is no way to anticipate all possible emergency situations or types of crises, the following examples represent categories of crises that necessitate the deployment of the Northeast Incident Command Team (NICT):

- Accidental causes such as extended utility outages, fires, explosions, death, hazardous material spills, mass casualties, or transportation incidents;
- Societal causes such as civil unrest, terrorist threats or activities, violent or threatening behavior, suicide or threat of suicide, assault, substance/drug overdose, murder, hostage situation, or bomb threat;
- Natural causes such as extreme weather events, communicable diseases/serious public health emergencies (e.g., flu pandemic), medical emergencies, or death.

There are three levels of emergencies classified according to their severity and potential impact upon the College. The President of the College or, in his/her absence, the Acting President and Cabinet will assess the elements of the crisis and determine what level of crisis faces the College based on the following criteria:

Level I - Incident/Event: A situation such as poor driving conditions or a minor, localized incident that is quickly resolved with existing College resources or limited help. A Level I emergency has little or no impact on the normal operations outside of the affected area or can be addressed with minimal resources. Examples include an automatic fire alarm, a small chemical spill, weather-related closings, or a suicidal incident. The entire NICT will not be activated.

Level II - Emergency: A serious event that significantly disrupts one or more operations of the College. These incidents require multiple College resources and may be a single or a multi-hazard situation. A Level II emergency may adversely impact or threaten life, health, or property on a large scale at one or more locations within the College. Control of the incident requires specialists in addition to the College and outside agency personnel and may have long-term implications. Examples include building fires, a chemical release that requires evacuation of one or more buildings, and large-scale civil unrest on College property. The NICT will be activated to the extent necessary.

Level III – Disaster: A very serious or catastrophic emergency event that materially impairs or halts the operations of the College. A disaster involves a large portion or all of a College campus and surrounding community. Control of the incident will require a multi-agency response beyond the emergency response capabilities of college and local resources. Long-term implications are expected. Examples include extensive flooding, large-scale chemical release, full or partial collapse of a building from ground movement, tornado, and major utility outages. The NICT will be fully activated.

Note that the entire NICT will typically only be activated for Level II and III emergencies and the designated level may vary as emergency conditions change. All Departments, however, must be prepared to take immediate action to protect departmental operations, personnel, and visitors to our College community in response to any type or scale of emergency that threatens the immediate area.

1.5 Phases of Emergency Management

Prevention/Mitigation: The process of evaluating exposures and developing or refining response plans to assure an orderly and effective response to an event, and identification and mitigation of areas of vulnerability. It includes the action taken to eliminate, avoid, deter, or reduce risks, injuries, deaths, or property damage that may occur during an event. Examples include identifying areas of refuge, purchasing insurance or holding disaster drills.

Protection/Preparedness: The process of designing strategies, protocols, and responses to safeguard from or diminish the impact of an event on the College community. Examples include developing policies and procedures, providing training, and practicing by conducting drills and exercises.

Response: Response is the reaction(s) to an incident or emergency to determine the level of action that may be necessary to stabilize the situation and provide for the immediate needs of students, employees and visitors. During this phase, generally, only preliminary forecasts of the impact will be available, and College priorities will be to maintain the employees, students, and public welfare; protect critical infrastructure; and provide support to emergency response organizations/operations. Examples include activation of the NICT, communication updates, moving to an area of refuge, or search and rescue efforts.

Recovery: The process of planning for and/or implementing recovery of non-critical business processes and functions after critical business process functions have been resumed, and for implementing projects/operations that will allow the College to return to a normal service level. Examples include working with community partners for counseling or adjusting academic routines via use of temporary space.

1.6 Public Relations (Non-Routine and Emergency)

In any emergency situation, it is important to present a consistent and unified message. Accordingly, the President is the official spokesperson for the College. However, depending on the situation, another spokesperson may be designated to speak on specific subjects. The general public will be informed through mass media; therefore, it is important to ensure that the media receive prompt, accurate information.

Certain events can have significant negative effects on the College without adversely affecting the health and/or safety of the Northeast community. Nevertheless, these events can create public relations crises and are thus fit subjects for assessment, planning, and response on the part of the NICT. Under such public relations crises, the NICT may be convened by any member that detects a potential issue. Examples of public relations risks include adverse litigation, public corruption of a College official, felony arrest of College official/employee/student, sexual assault or free-speech and student publications issues.

2. ROLES AND RESPONSIBILITIES

Responsibility ultimately lies with the President and is the operational responsibility of the Vice President of Administrative Services and his/her designee.

2.1 Northeast Incident Command Team

Roles and responsibilities for addressing information, activities and operations during an emergency are based on the incident command system (ICS). The ICS is the structure widely adopted by emergency management and the U.S. Department of Education. This emergency management approach is a standardized incident management system which enables College personnel and community responders to work together in an integrated organizational structure to manage an incident. The ICS structure is very flexible allowing for cost-effective and efficient management of a situation of any size. It guides an organization along the time lapse from response through recovery. The persons at Northeast acting in the designated roles of an ICS are collectively referred to as the Northeast Incident Command Team (NICT).

Not all components of the NICT may be needed to handle every incident; however, using portions of the NICT will help the College deal with College-related events quickly and effectively. Utilizing the NICT will allow for all College personnel to know their area of responsibility during a crisis and to plan and practice the management of their specific role. Tasks needed to successfully handle critical incidents are delegated to persons who are part of the NICT. This type of delegation limits the number of functions under any one member, allowing each person to focus on just one or two aspects of the incident. These members then provide information to the incident commander and help that person make informed decisions. Using this type of organizational system during a

critical incident creates clear communication channels that will help limit the chaos and uncertainty associated with emergency incidents.

College administration must continue to function under all emergency and disaster conditions. Day-to-day functions that do not contribute directly to disaster operations may be temporarily suspended. The efforts that would normally be required for these functions may be redirected to accomplish disaster management and response activities. Personnel shall be identified and trained to fulfill each role of the NICT. Positions for each role are included in Appendix A.

2.2 Emergency Preparedness Team

The purpose of this operational team is to provide recommendations to the Vice President of Administrative Services and guidance to the College with respect to preparations, management and responses for potential emergencies that may threaten harm to the College community, substantial damage to property, or disruptions of programs and activities. This is accomplished by reviewing best practice, guidance from emergency management agencies and the Department of Education as well as participating in drills and exercises.

2.3 Building Coordinators

Building Coordinators are employees who are identified as those willing to help in emergency situations (see Appendix C). The Extended Campus Director/Executive Director or designee serves as the building coordinator at the respective College extended campus.

2.4 Other Faculty and Staff

All employees are to maintain familiarity with the ERCMP. Faculty and staff members should study this plan periodically and keep it in an accessible location for quick reference. In the event of a crisis, staff and faculty members may be expected to assist with response efforts related to their departmental responsibilities.

At the beginning of each term, it is important for faculty to familiarize themselves with the evacuation routes posted in the buildings in which they teach, and determine where they will assemble their students in the event of an evacuation. Faculty members who do not carry cell phones should identify a student with a cell phone who will allow the instructor to use it in an emergency situation. In the event of an emergency, faculty should assist visitors and students in their areas when they can do so safely.

Likewise, it is also of importance for staff members to know the evacuation and assembly plans for his/her respective buildings so they can communicate this information to students or visitors. In the event of an emergency, staff members should assist visitors and students in their areas when they can do so safely.

2.5 Students

Students are responsible for following the directions of faculty and staff in charge during an emergency.

2.6 Campus Security

Campus Security acts under the direction of the Executive Director of Physical Plant or designee.

3. PREVENTION AND PREPAREDNESS

3.1 Emergency Notification and Timely Warning

College-wide emergency warnings provide timely notification of emergencies and other events that may represent a serious or ongoing threat to the College and heighten safety awareness. Emergency warnings may also seek information that may lead to arrest and conviction of an offender when violent crimes against persons or substantial crimes against property have been reported.

The President or his/her designee or the incident commander is responsible for issuing an emergency notification or timely warning when an emergency or event is reported to College employees, and a serious or ongoing threat to the safety of members of the College community may be involved. Information may also come from law enforcement authorities. The report is reviewed in a timely manner and every attempt will be made to issue a warning as soon as possible after the incident is reported; however, the release is subject to the availability of accurate facts concerning the incident.

Events for which a timely warning may be appropriate include, but are not limited to, robbery, assaults, burglary, hate crimes, or a bomb threat. Timely warnings typically include the following information, if known:

- A concise statement of the incident, including the nature and severity of the threat and locations of persons affected
- Contact information if a suspect is sighted
- Any connection to previous incidents
- Physical description and/or composite drawing of a suspect
- Date and time the warning is released
- Other relevant and important information, such as any bias motive, the gender of a victim, and/or student/non-student status; and/or
- Appropriate safety tips

Depending on the particular circumstances of the incident, timely warnings may be distributed by any one or more of the following means:

- College website
- Campus Alert text messaging, telephone, and email options

- Residence Halls and other location postings
- News releases
- College media
- Door to door notification in residence halls
- Paging system

3.2 Supplies and Equipment

A list of all employee work, and if provided, home and cell telephone numbers will be located at the switchboard. Additional copies of this list will also be stored at appropriate locations off campus. The Administrative Staff Team and Business Services Specialist will have a copy of this list. The Business Services Department will update these lists twice each year.

There are multiple weather alert radios located on Northeast campuses. The Civil Defense siren will sound the alert tone.

For situations in which normal communication systems are not functioning, two-way radios are placed in multiple buildings on the Norfolk and SSC campuses.

Areas such as the incident command center, laboratories, residence halls, and custodial closets will maintain basic first aid and emergency supplies and equipment. Typical emergency supplies suitable for any area may include:

- First aid supplies with instructions
- Antibacterial solution
- Flashlights/batteries
- Portable AM/FM radios/batteries
- Whistle
- Air horn, megaphone, or similar devices that will facilitate evacuating a building that does not have a central fire alarm system or when it is nonfunctional
- Calling tree
- Map of each building with room numbers, exits, utility shut-off locations, etc.
- A chemical spill kit suitable for the chemicals used in a specific area
- Facial tissue, paper towels, moist towelettes
- Toiletries
- Bottled water
- Small blanket(s)
- Tourniquet
- Small trash bags
- Non-perishable snacks, gum, or mints
- Cell phone and backup battery and/or charger
- Devices to assist persons with mobility and other impairments

Automated External Defibrillators and Stop the Bleed kits are available in most buildings. Emergency Response and Crisis Management Quick Reference Guides are available at the main entrances of buildings.

3.3 Personal Emergency Plan (PEP)

It is strongly recommended that individuals develop their own PEP for how to respond during an emergency and practice it. Practice will help to ensure that it can be implemented appropriately and help identify any gaps or problems that require refinement so that it works as expected. Although the process of developing a PEP is optional for students and employees, the College encourages proactive planning on the part of the entire College community for emergency conditions. Individuals with disabilities may require additional assistance with alerting, evacuating, and sheltering in the event of an emergency.

When developing a PEP, one should include such strategies as storing extra equipment or medications, a snack such as energy bars, a bottle of water, pair of comfortable walking shoes, determining specific evacuation procedures, sheltering procedures, volunteer rescue assistants, and means of communication/personal emergency contact numbers in the event of an emergency. Individuals are encouraged to identify their concerns about evacuation in case of an emergency. All individuals who park an automobile on campus are strongly encouraged to keep emergency supplies, such as a winter driving kit, in their automobiles.

Individuals needing assistance are encouraged to share information with reliable people in their classes, residence hall, or work area regarding their need for assistance during an emergency. These are considered their volunteer rescue assistants who might assist in an actual evacuation. Such notification is intended to act as a supplement to any services obtained through the Disability Services Office. It is recommended that the individual with a disability describe the type of assistance he/she may need during a building evacuation, including any mobility devices used (e.g., wheelchair, cane, crutch, service animal) and whether the disability prohibits him/her from using steps or would hinder his/her ability to negotiate stairs. The individual should not provide medical details.

Individuals should keep a copy of their PEP and share it with those people identified to assist. PEPs should be dated and reviewed periodically. A PEP should include:

- Identification of the safest area(s) located on each floor within the building(s) where a person with disabilities can await assistance from emergency response personnel;
- Designation of a means to inform emergency response personnel (e.g., police, fire) of the locations of any person(s) requiring assistance;
- Identification of volunteer rescue assistants;
- Location of backup medical or assistive equipment and medications;
- Training in transfer techniques, if needed, for use of specialized evacuation equipment; and
- Practice/drill opportunities.

3.4 Training and Exercises

The main objective of training and exercises of the ERCMP is efficient and timely response during emergencies. Training is essential to have personnel ready to respond effectively.

Three primary training considerations are:

1. Knowledge and understanding of the ERCMP
 - a) Provide an overview of the Plan and the responsibilities of employees and students; and
 - b) Familiarize individuals with functional levels of responsibility.
2. Response
 - a) Understand the levels of response to emergencies;
 - b) Identify and become familiar with special circumstances (e.g., hazardous materials, bomb threat);
 - c) Control and reporting; and
 - d) Use of outside agencies and resources.
3. Emergency Preparedness
 - a) Drills and practice sessions;
 - b) Identification of dangerous areas;
 - c) Responsibility within the NICT;
 - d) Review and familiarization of available emergency equipment and supplies;
 - e) Individual training for situations such as building safety, search and rescue, basic first aid, incident containment, and building evacuation;
 - f) Coordination of response;
 - g) Specialized training (e.g., first aid, AED, evacuation routes, shelter in place, etc.) for employees designated as building coordinators and NICT members; and
 - h) Provide for recovery in the aftermath of an emergency.

Elements of training include:

- Supervision of training, drills, and objectives;
- Coordination with local emergency agencies;
- Sharing of emergency training information to College employees;
- Reporting results to the Vice President of Administrative Services;
- Assignment of duties and responsibilities;
- Where and to whom one reports; and
- Emergency procedures.

Exercise procedures will be conducted periodically and will be as realistic as possible with little warning. Police, fire department, and emergency services will be invited to assist. Each drill will be evaluated and identified improvements implemented.

Periodic testing of simulated emergency incidents and emergency communications, including the mutual aid and assistance agreements, shall be conducted utilizing one

of the following formats and varying the type of event:

1. Tabletop – Informal discussion of simulated emergency, no time pressures, low stress, useful for evaluating plans and procedures and resolving questions of coordination and responsibility.
2. Drill – Single emergency response function, single agency involvement, often a field component.
3. Functional Exercise – Policy and coordination, personnel practice emergency response, stressful, realistic simulations, takes place in real time, emphasize emergency functions, NICT is activated.

3.5 Provision of Temporary Shelter for Students

If Residence Life housing is not habitable, such as in the case of a tornado or a serious fire in a residence hall, the first priority for emergency shelter will be to utilize student lounges in residence halls that are deemed suitable for occupancy.

The Student Center or Cox Activities Center are potential areas that could be utilized as a shelter for both resident and commuter students. Decisions regarding which building areas are suitable for emergency shelters and temporary housing will be made jointly by the Executive Director of Physical Plant or designee and the Director of Residence Life or designee with input from the NICT. The contracted food service vendor, the American Red Cross, or the Salvation Army may assist in providing food services as necessary. In the event students must be evacuated from the College, the NICT and local emergency response personnel will coordinate efforts for transportation and location of an alternate site. The American Red Cross has agreements with entities in the region for the use of facilities as temporary shelters.

3.6 Provision of Health Services and Counseling

Any first aid and other types of health care normally provided during a higher level emergency will be provided at the Cox Activities Center or alternate location as determined until transportation to medical facilities is available.

Northeast has contracted with an Employee Assistance Program (EAP) provider to provide assessment and short-term, confidential counseling to all full-time employees and their families dealing with personal problems. The EAP staff will assist the NICT to determine the best response for counseling services. Services may include an EAP professional at the worksite to be available for scheduling or providing consultation and counseling services such as individual counseling, post-trauma groups, grief groups, dealing with victims' families, or critical incident stress debriefings.

The EAP provider also offers support and assistance to supervisors of the involved personnel and can arrange for follow-up meetings as needed, or assist in determining whether involved personnel are ready to return to work. Refer to Appendix B for telephone numbers.

The Counseling Office will provide counseling services to students during and after emergencies.

3.7 Provision of Assistance for Individuals with Disabilities

Every member of the College community has a responsibility to help facilitate the safe evacuation and sheltering of persons with disabilities if they can do so safely. Northeast is committed to training its employees to identify and assist persons who may need assistance in an emergency. Individuals with disabilities may require assistance with alerting, evacuating, and sheltering in the event of an emergency. All individuals who may need assistance in an emergency are asked to self-identify themselves to the College. Please refer to Section 3.3 for development of a PEP and to the guidelines in Appendix D.

3.8 Mutual Aid and Community Resources

Establishing relationships for mutual aid with local response agencies and businesses is important in avoiding confusion and conflict in an emergency. Mutual aid agreements can address activities or resources that not only may be needed by the College in an emergency but also identify ways in which the College could help the community in a community-wide emergency. Mutual aid relationships help define the type of assistance available, identify a chain of command for activating a request for assistance, and provide opportunities to include mutual aid agencies in training exercises.

- The **American Red Cross** focuses, for purposes of this plan, primarily on providing health and safety training as well as disaster response relief. Disaster response relief includes feeding, shelter, respite care for workers, and first aid for persons impacted by an emergency. In turn, Northeast is partnering with the Norfolk Red Cross chapter as a potential emergency stockpile or shelter location at the Norfolk campus.
- The **Salvation Army** partners with the local chapter of the American Red Cross to provide feeding services for persons impacted by an emergency.
- **Local police departments, fire and rescue departments**, and similar emergency response agencies provide protection in threatening situations, firefighting and HAZMAT response, guidance for transportation and shelter if evacuation must occur as well as expertise in other emergency situations. These responders may enter a building during an emergency in order to facilitate the safe evacuation of all occupants. If possible, they will conduct a floor-by-floor search in order to locate those individuals who are unable to exit the building safely.
- On behalf of the College, **regional radio and television stations** cooperate with the College to broadcast emergency announcements such as College closings due to severe weather. As part of the notification chain, identified radio and television stations will provide official announcements as issued by the College.

4. REPORTING

4.1 Event/Emergency

Emergencies, including death of an employee or student on College property or at a College-sponsored event, should be reported by calling 911, then calling the President or designee. Once the College is notified, the NICT will meet, including other individuals required for the particular situation (see Appendix B). To aid in response efforts at a College location, emergency contact information is provided to local law enforcement.

4.2 Notification of Board of Governors

The President or designee will contact the Chair of the Board of Governors with information regarding an emergency situation at the College. The Chair will then notify the rest of the board as deemed necessary.

4.3 Notification of Family

When death or injury occurs, law enforcement officials or the county attorney have responsibility for notifying next-of-kin. The Associate Vice President of Human Resources or designee will be responsible for providing information about employees and students to law enforcement officials. After next-of-kin have been notified, the College can release the following information:

- Employees: name, job title, date employed by the College, spouse, children's names and ages. The College President or designee must approve release of this information.
- Students: directory information. The Vice President of Student Services or designee must approve release of this information.

5. IMPLEMENTATION AND RESPONSE

5.1 Northeast Incident Command Team Activation and Management of Event

Declaration of a state of emergency for the College is made by the President of the College or designee. The President of the College maintains executive control of the NICT. Once the decision to implement the NICT has been made, the primary members of the NICT, and certain affected adjunct members are, for the duration of the emergency, relieved of normal, but non-emergency related duties as appropriate. All NICT meetings will take place in the President's Conference Room, Maclay 136, or an alternate location as needed. College personnel and equipment will be utilized to provide priority protection for life, preservation of property, and restoration of the academic and other programs of the College.

Each Cabinet member will contact their employees as needed depending on the nature of the emergency. Not all employees may be contacted. Information given will include basic details of the emergency, instructions for further communication, whether or not a

special meeting is scheduled, and other information as necessary.

In the event of a major emergency situation posing imminent peril to life or property, the Executive Director of Physical Plant or designee is authorized to begin immediate implementation of appropriate tasks, even though the actual official declaration of a state of emergency or the notification of the persons on the alert list may not yet have taken place. If further verification and information is needed, NICT members will verify information, using as many reliable sources as possible.

5.2 Emergency Communications

A critical component of any emergency management plan is the dissemination of information to both the College community and community at large. The timely distribution of accurate information and guidelines serves multiple purposes, including helping persons protect themselves from hazards, keeping people away from emergency scenes, and controlling rumors. A multi-tiered approach to reach the largest possible audience in the shortest period of time will be used. The Business Services, Public Relations and Marketing departments, as well as the public information officer assigned in an activated incident command structure, are responsible for coordination of emergency communications during an event.

If it is necessary to close a College location including, but not limited to, a hosted event or non-credit classes due to emergencies such as inclement weather, violence, fire, etc., the decision making process as well as the dissemination of information will vary depending on the time of day of the event.

The following mechanisms are utilized to communicate with the campus community when necessary.

5.2.1 Notification Chain (Calling Tree)

Generally, the College President or designee will notify and confer, as necessary, with the Cabinet and, in turn, the Director of Public Relations or designee will then notify the appropriate staff to initiate emergency communications.

Further specific communication to groups such as Lifelong Learning Center offices or rental event contacts will be implemented by the Associate Vice President of Center for Enterprise, his/her designee, or respective event contact. The respective Extended Campus Director/Executive Director or designee will launch the calling tree for that location.

The calling trees will be updated as needed, but at least annually, by the respective Extended Campus Director/Executive Director or Director of Public Relations.

5.2.2 Telephones

Each building has telephone services.

- The switchboard operator at the Norfolk campus can be reached by dialing '0' from

- any College phone from 7:30 a.m. until 5:00 p.m. Monday through Friday.
- House phones are located in several College buildings and may be used in non-emergency or emergency situations. House phones provide local service.
- Pay phones in Maclay or Burkhardt may function if the College telephone system is not working.
- Dial 911 to reach the emergency 911 service.

5.2.3 Paging System

The central paging system at the Norfolk campus is to be used primarily for emergency and College business messages to major segments of the College population. Examples of priority and emergency messages include warning of impending severe weather or evacuation instructions. Testing of the paging system will be conducted, at a minimum, of once a year to ensure that the system is working properly. An overhead test for sound occurs bimonthly. The designated central paging users are the Business Services staff, Director of Residence Life or designee, and the Lifelong Learning Center Coordinator.

The South Sioux City campus has the capability to make an overhead emergency page via the fire alarm system. Testing will be conducted, at a minimum, once a year to ensure it is working properly.

The O'Neill campus has the capability to make an overhead emergency page via the telephone system. Testing will be conducted, at a minimum, once a year to ensure it is working properly.

5.2.4 Website

The Northeast website will have posts regarding emergency notifications, including weather-related announcements. If not posted via an RSS feed from Campus Alert, the Director of Web Services or designee posts information as directed by the President, his/her designee, respective NICT role, or procedure.

5.2.5 College Television Station

Emergency notifications are included on KHWK/HAWKTV, the College television station, and are posted by the Broadcasting instructor or designee in accordance with other College emergency communication systems.

5.2.6 Emergency Notification (Campus Alert) System

Emergency notifications or timely warnings will be sent out via the Campus Alert system by designated broadcast administrators using prepared scripts or as directed by the President, his/her designee, or respective NICT role. The Campus Alert procedure, including scripts, is maintained by the Business Services department.

5.2.7 Media Contacts

The Director of Public Relations or Director of Marketing will contact the area radio and

television stations as directed by the President, his/her designee, or respective NICT role. Radio and television stations in Ainsworth, Columbus, O'Neill, Norfolk (including the College station KHWK/HAWKTV), Wayne and West Point in Nebraska; Sioux City, Iowa and Yankton, South Dakota will be notified. The listing of all radio and television stations will be maintained by the Director of Public Relations.

5.2.8 Digital/Electronic Signs

Emergency notifications may be posted on the outdoor digital sign or electronic signs located in select College buildings by designated personnel at the direction of the President, his/her designee, or respective NICT role.

5.2.9 Emergency Response Personnel

There will be direct communication from the personnel on the scene to those in the immediate area. This may be face-to-face, via two-way radio or a public address system. While limited in range and reach, this provides the most immediate communication between responders and those in the area.

5.2.10 Faculty and Staff

The NICT or emergency responders may also ask those responsible for a particular area (such as resident assistants in Residence Life) to provide additional information and take particular measures. The actual measures recommended will depend on exactly what is happening (gunman, fire, bomb threat, hazardous materials spill, etc.) but may include evacuation of an area, moving to an area of refuge or sheltering in place.

5.2.11 Social Media

Information added to a Northeast social media site will be done by the Marketing and Public Relations departments in accordance with other College emergency communications systems.

5.3 Emergency Procedures

5.3.1 Evacuation and Escape Routes

Depending on the circumstances, a building or buildings may be either partially or totally evacuated. Under partial evacuation, personnel may be asked to relocate to another portion of the structure that is deemed safer. Complete evacuation will result in all persons leaving the building and moving to an identified assembly area outside or to another building. Evacuation routes are shown on the building maps which are located in each building near the main exits.

The general procedures for managing an orderly and safe evacuation are to:

- Keep yourself and others calm
- Take minimal personal belongings
- Take emergency supplies and employee/classroom rosters

- Keep exiting groups together
- Instructors assist students
- Alert the President, his/her designee, or other Vice President
- Walk, do not run
- Do not use elevators
- Persons should go to identified evacuation area
- Account for all evacuees
- Assist any disabled persons and offer help to those who may be injured

When it is safe to do so, contact the Switchboard of the situation so that the College can be notified, as necessary. Wait for instructions; do not reenter a building until designated Physical Plant staff announce that it is safe to do so.

In the event of an emergency situation at the College, all employees must be accounted for. Supervisors will be responsible for determining if any of their employees are missing. If an employee is unaccounted for, the NICT needs to be contacted as soon as possible.

When an emergency situation is over, instructors need to account for the students in their area by meeting at a designated area to take roll.

5.3.2 Emergency in the Residence Halls

Residents should follow procedures for the specific emergency as listed in the Residence Life Manual in conjunction with this Plan.

Notification should always include:

- Director of Residence Life
- Dean of Student Life
- Executive Director of Physical Plant
- Vice President of Student Services
- Vice President of Administrative Services
- Resident Assistants

5.3.3 Inclement/Severe Weather

A weather watch refers to when weather conditions are favorable for a severe thunderstorm or a tornado to develop and is a notice to be prepared to take cover. In the case of a winter storm watch, significant winter weather (e.g., heavy snow, heavy sleet, significant freezing rain, or a combination) is expected, but not imminent, for the watch area.

A weather warning refers to when a severe weather event has been reported by weather spotters or has been indicated by National Weather Service Doppler radar.

Students and employees are not to endanger themselves when severe weather conditions and/or hazardous road conditions occur. Contact your supervisor or instructor, as applicable, when determining whether to travel. Report as soon as travel is safe or

leave while travel appears to be safe.

5.3.3.1 Cancellation/Delay of Start of Classes Due to Weather Conditions

The decision to have a late start, to close early, or close for the entire day will be made by the President or designee for the Norfolk campus and published or communicated internally as well as broadcast on local and area radio and television stations. The decision for an extended campus location is initiated by the respective Director/Executive Director or designee and published or communicated accordingly both internally and externally.

Several factors are taken into account when making such a decision, including the following:

- Weather conditions in the effected College location;
- With respect to weather conditions such as heavy snow, clearing of College parking lots or parking areas in time for class; and
- Department of Roads information.

Typically, if a College location is closed, all student activities at that location also may be cancelled. Generally speaking, distance education and off-campus classes located in community buildings or schools are cancelled if that remote site is closed. Coordinators for events should make the decision to cancel an event as soon as possible. An announcement separate from the College closing announcement may be made.

5.3.3.2 Tornado Watch

In the event that a tornado watch has been issued, the switchboard operator or counterpart will send an email message to that effect. The Extended Campus Director/Executive Director or designee will notify those present. Expiration or cancellation of the watch will also be communicated at the College location involved in the watch area.

5.3.3.3 Severe Thunderstorm or Tornado Warning

In the event that a severe thunderstorm or tornado warning has been issued for the area, the switchboard operator or counterpart will use the paging system to make an announcement to take cover. For buildings that do not have a paging system, the switchboard operator or counterpart will call the buildings to inform them of the weather alert. In the event that a severe thunderstorm or tornado warning is issued when the switchboard is closed, the only notification received by employees and students will be a paging announcement and/or the Civil Defense siren. If a College location doesn't have a paging system, the Extended Campus Director/Executive Director or designee will notify those present.

During a tornado warning, seek cover immediately. Students and employees will proceed to the safest possible area designated for the building they are occupying, assisting any disabled persons in the area. Employees, students and visitors are encouraged to take shelter in the buildings rather than leave campus.

Near each building's main exit doors are maps showing the designated safest possible areas. If there is too little time to reach the designated areas, proceed to the building's lowest level, crawl under a strong table in the middle of the building, or crouch and cover your head next to an inside wall away from windows and doors. Avoid places with wide-span roofs such as the gymnasium, cafeteria, etc., as well as the end of any hallway that opens to the outside.

All persons should remain in a place of shelter until advised that the danger has passed. This announcement will be made on the same basis as notification to seek shelter. If telephones and the paging system are rendered inoperable during the tornado, individuals will need to use their own judgment or listen to a radio for updates canceling the warning. In the event the switchboard is closed or the location does not have a switchboard, individuals will need to listen to a local radio station or use his/her judgment as to whether or not it is safe to leave the place of shelter.

If in an automobile, never try to outrun a tornado. If you can determine which way the tornado is moving, with your seat belt on, drive at a right angle to the tornado's path or try to drive to the nearest shelter. If flying debris occurs while you are driving, pull over and park. If it appears unavoidable, you have the following options. You can stay in the car with the seat belt on, putting your head down below the windows, and covering with your hands and, if available, a blanket. Or, if you can safely get noticeably lower than the level of the roadway, exit your car and lie in that area, covering your head with your hands. Your choice should be driven by your specific circumstances. Never seek shelter under a bridge or overpass.

Severe thunderstorms may include strong lightning, strong winds, hail, and/or flash flooding. Do not leave buildings during severe lightning. Seek shelter inside and move as far away as possible from windows, outside doors, metal fixtures, and unplug electrical appliances. Refrain from using telephones. If already in a vehicle in a parking lot, stay there. When leaving a vehicle, or a building, avoid walking in puddles.

5.3.3.4 Hazardous Winter Storm Warning

A winter storm warning indicates hazardous winter weather is occurring, imminent or highly likely over part or all of the area. Hazardous winter weather includes, but is not limited to, heavy snow, blizzards, ice storms, freezing rain or drizzle, and sleet.

5.3.4 Fire

Fire emergency response is defined by the acronym RACE: Rescue – Alarm – Contain/Confine – Extinguish/Evacuate. If you discover a fire, see flame or smoke, follow the RACE procedures:

R = Rescue:

Immediately stop what you are doing and alert anyone in immediate danger of the fire to go to a safe area. Never put yourself in danger. Get out as safely and quickly as possible. The less time you and others are exposed to poisonous gases, heat, or flames, the safer everyone will be. Never enter a room that is smoke filled, containing a fire, or if the top half of the door is warm to the touch.

Ambulatory persons should be instructed to leave under their own power. Persons that require assistance with ambulation may be assisted to a safe area. Notify rescue personnel of the location of individuals that would require assistance.

A = Alarm:

Activate the nearest fire alarm pull station AND call or have someone call 911 to report the location, current extent of the fire, and telephone number. On the Norfolk campus, also call the Switchboard as soon as possible to report that a fire, smoke or the alarm is sounding in a building. Although a manual fire alarm pull station will activate the building fire alarm, it is important to call and notify emergency personnel from a safe place and, if possible, staying on the line until released by the emergency dispatcher. Fire alarm pull stations are usually located at or near an exit. Individuals should know where each pull station is located in their immediate area. The audible and visual alarms in the building will activate simultaneously.

If the alarm is already sounding, evacuate the area and, when it is safe to do so, call 911 and, at the Norfolk campus, the switchboard to inform the operator of the situation.

C = Contain/Confine:

To contain the fire, close (do not lock) all doors to the fire that can safely be reached. Corridor/smoke doors close automatically between the activated fire zone and the adjoining fire zones. Closing all doors (fire doors, smoke doors, room doors, etc.) helps to prevent the spread of fire and smoke.

E = Extinguish/Evacuate:

Fires can sometimes be extinguished by using a portable fire extinguisher. Attempt to extinguish the fire with the nearest fire extinguisher only if one is comfortable doing so and it can be done safely. While keeping an exit available behind you, bring the extinguisher within six feet of the fire. Follow the P-A-S-S procedures to activate the extinguisher:

P - Pull the pin located in the extinguisher's handle.

A - Aim the nozzle, horn or hose at the base of the fire.

S - Squeeze or press the handles together.

S - Sweep from side to side at the base of the fire until it is out.

If the fire cannot be safely extinguished with one fire extinguisher, evacuate to an area of safety. When a fire is reported on the floor, everyone is required to evacuate the area either through a set of fire doors on the floor or via the stairs downward to a safe area or outside. Never go below grade, enter a room if the top half of the door is warm to the touch, nor enter a room that is smoke-filled. Do not use an elevator.

After a fire is completely extinguished, immediately notify the Executive Director of Physical Plant or designee and if applicable, your supervisor.

The fire extinguishers available are ABC type than can be used on wood, paper, liquid, and electrical fires.

If an individual's clothing is on fire:

- Drop the person to the floor and roll to smother the flames or drench with water if a safety shower is immediately available.

Obtain medical help by dialing 911.

5.3.5 Bomb Threat/Suspicious Object

A bomb can be almost anything from a bundle of explosives to concealed ordinary objects. Notify the Switchboard and Security if you see a suspicious object or package. Do not touch it. **Do not use cell phones or two-way radios;** radio signals have the potential to detonate a bomb. In the event that a call or warning is received indicating that a bomb has been placed in a College building or on the grounds, the following procedures are to be used.

The person receiving the initial contact regarding the potential threat should:

- Remain calm;
- Be courteous, listen, and do not interrupt the caller's message;
- Make every attempt to keep the caller talking to gather more information;
- Signal to someone to call 911 from a College telephone; follow with a call to the President, his/her designee, or other available Vice President. Do not use cell phones or two-way radios;
- Attempt to gather specific information related to the threat such as a description of the bomb, where it is located, when it is due to explode, etc.;
- Identify background noises and any distinguishing voice characteristics; and
- If your phone has a display, copy the number and/or letters that are on the window display.

If the caller hangs up, DO NOT hang up the telephone or put the handset back on the receiver.

- If no one was able to call 911 for you, call 911 immediately using another telephone and providing as much information as possible including your name, telephone number, and location. Follow with a call to the President, his/her designee, or other available Vice President; tell them you have called 911. Do not use cell phones or two-way radios.
- Communicate any information related to the situation; and
- Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to use exact words. (See Appendix E).

If a bomb threat is received by handwritten note, handle it as minimally as possible.

If a bomb threat is received by email, do not delete the message.

In consultation with emergency personnel, the President, his/her designee, or members of the NICT will decide whether to inform employees and students of the threat, evacuate the building, and/or close a College location.

- If an emergency notification is made, employees and students should make a

visual scan of their classroom or work areas. Do not open anything or move objects. If anything suspicious is found, do not touch it.

- If a device is found, evacuate the area immediately. If evacuation is necessary, move away from the building. Take your handbag and backpack with you.
- Do not re-enter the building until instructed to do so from the Executive Director of Physical Plant or designee.

If a written threat is received, protect the original message as much as possible to preserve fingerprints and other identifying marks. The threatening message will be turned over to law enforcement officials.

5.3.6 Violence

5.3.6.1 Civil Disturbance/Unlawful Activity in Progress (Unusual/Threatening Conduct, Shooting, Riot, Hostage Situation, Vandalism in Progress, Suspicious Activity, Assault, Illegal use of Firearms, etc.)

When a person hears or notices a civil disturbance such as gunshots, an unruly protest, or other unlawful activity in progress on campus, try to remain calm and:

- Call 911 to summon law enforcement as soon as possible. If possible, and it is safe to do so, stay on the phone with the dispatcher until pertinent information is obtained from you.
- Notify others in the area as best as you can.
- If the situation warrants, use the RUN – HIDE – FIGHT survival response options recommended by the U.S. Department of Education and the Department of Homeland Security. Your choice of response is primarily impacted by your closeness to the threat and your location on campus.
 - The threat may be direct or indirect.
 - A **direct threat** is a situation in which there are no barriers between oneself and the threat, and the attacker(s) pose an immediate danger because of the close proximity.
 - An **indirect threat** is a situation where the threat is near or in your area or building but the distance or barriers could delay the threat in harming you.
 - Regarding location, consider the following when determining your response:
 - If the location can be secured, that is, it provides some degree of protection with rooms that can be locked or barricaded and you cannot be seen from a window, then it may work in a HIDE response;
 - If your location does not provide protection from the threat, that is, it is a hallway or open space without doors that can be locked, then this type of location is not favorable to a HIDE response.
- RUN – HIDE – FIGHT Survival Options
 - RUN – Use this response when you are in direct contact with the threat, and/or you cannot lock or barricade the threat out of your location, and/or you have a clear path of escape. Get away from the situation if at all possible.
 - HIDE – use this response to delay the threat if you have indirect contact with the threat and you can prevent the attacker from entering your area by barricading or securing the area. If outside, hide yourself using large trees, vehicles, trash cans or walls that may help delay the threat from seeing you or enable you to use the

RUN response. If indoors, spread out within the room and find anything that could be used as a weapon such as a book, stapler, binder, backpack, chair, etc. Close and lock all doors, silence cell phones, turn off devices that emit sound such as radios, try to be seated or lay below window level away from windows and doors, and notify others in the area. Do not shelter in open areas such as hallways or corridors; instead go to the nearest classroom, office, or room that can be locked.

- **FIGHT** – use this response as a last resort when lives are in immediate danger. Fight if you have direct contact with the threat, fear for serious injury or loss of life, and you cannot run. If the threat enters your space, fight back by using objects as weapons.
- Follow any timely warning you may receive as well as directions from law enforcement or emergency responders.
- If outdoors and a serious situation such as shooting is occurring, decide which survival response to use considering your closeness to the threat and your location.
- If possible, also call Security and the Switchboard or other person who can help get the information to our communication resources to issue an alert.
- If it is safe to do so, take note of the person(s) involved in the situation and any details of the threat such as age, race, gender, hair color, facial hair, clothing description, height/weight, vehicle license number, make, model, color, or identifiers such as dents or bumper stickers, number of people, and location. If specific information is received, the campus alert message will include as much of this information as possible. As possible, subsequent updates will be issued until law enforcement has taken control of the situation.
- The training video, Shots Fired, is available in SharePoint. This video provides the instructions for RUN – HIDE – FIGHT as well as how to cooperate with law enforcement responding to the situation.

5.3.6.2 Possession of Weapons

When it is witnessed or suspected that someone on College property is carrying a dangerous weapon on their person:

- Dial 911.
- If on the Norfolk campus, also contact the security service and the Switchboard.
- Keep the person under surveillance if one can do so safely and discreetly until law enforcement officials arrive.
- Do not ask the person(s) if he or she is carrying a weapon.

When a weapon is witnessed or suspected to be in a vehicle:

- If on the Norfolk campus, contact the security service. At other extended campus locations, call local law enforcement.
- Contact the President, his/her designee or Extended Campus Director/ Executive Director.

Do not ignore feelings of concern or uneasiness.

5.3.7 Barricade or Shelter in Place

The safest location for sheltering in place or barricading an area depends on the hazard or disaster. Situations include sheltering from a tornado, avoiding uncertainty outdoors due to an armed killer, or avoiding a toxic vapor cloud.

In the event of an emergency, such as an active killer, it may become necessary to barricade within a building or buildings on College property to protect occupants and minimize the overall exposure to danger. Because the College does not have a uniform mechanism of locking individual buildings, take action to block or otherwise prevent entry of a dangerous person by any available options.

If the situation is a hazardous chemical vapor cloud outdoors, take action such as blocking open areas under doors, closing windows and air vents, and turning off fans and air conditioning or heating.

Law enforcement will assist in management of many of these situations and provide direction to the NICT. Action by the NICT may include issuance of a timely warning, situation updates, and/or further direction from law enforcement. As applicable, law enforcement will take appropriate steps to secure a building or area. It is the responsibility of members of the College community to follow the directions of law enforcement.

5.3.8 Missing Student Residing on Campus

Any Northeast student who resides on campus is determined missing if they have not been seen by students or staff for at least 24 hours or less if circumstances warrant, and whose whereabouts have been questioned and brought to the attention of College staff. Once the report is determined as credible, the Dean of Student Life or designee will initiate a search, and notify the appropriate law enforcement agency. The Dean of Student Life or designee will notify the missing student's emergency contact, and if under the age of 18 years, the missing student's custodial parent or guardian.

5.3.9 Missing Employee

Upon becoming aware that an employee has not reported for work, has not telephoned, and/or cannot be contacted, it is the responsibility of the supervisor to notify the Human Resources (HR) department. The HR staff will contact the listed emergency contact, other employees who may be familiar with the person's usual schedule or activities, etc. in an effort to locate the employee. If unsuccessful, HR will contact local law enforcement for assistance.

5.3.10 Chemical Spill

Because of the range and quantity of substances used in laboratories and other work areas, preplanning is needed to respond safely to chemical spills. Spills should be cleaned up only by knowledgeable and experienced employees. A Safety Data Sheet (SDS), appropriate personal protective equipment, and sufficient quantities and types of appropriate spill control materials/kits are to be readily available for all chemicals at

a particular location.

In the event of a chemical spill or the presence of toxic vapors/fumes, contain and clean up the spill according to the following table:

Category	Size	Response	Treatment Materials (Refer to MSDS)
Small	Up to 300 cc	Chemical treatment or absorption	Neutralization or Absorption spill kit
Medium	300 cc – 5 liters	Absorption	Absorption spill kit
Large	More than 5 liters	Call 911	External assistance
No one available who is knowledgeable about spill clean up		Call Physical Plant Department	

Communicate any information related to the situation to the Physical Plant Department. It will be helpful if you know the material involved in the spill. If necessary, an outside contractor or decontamination unit will be called in to clean up the contamination. Be prepared to evacuate the building; do not lock your door.

If the spill takes place inside and vapors/fumes occur in the building:

- Evacuate the building immediately to a safe area upwind away from the spill.

If the spill/vapors/fumes occur outside a College building:

- Keep the students and employees inside;
- Close and secure windows and doors;
- If students or employees are outside, move upwind away from chemical spill and DO NOT step in spilled material.

Call 911 if necessary for assistance.

5.3.11 Utility System Failure

Physical Plant outages may include a power loss, major water leak, gas leak, etc.

- For the Norfolk campus, call the Switchboard to report the utility outage or emergency. The Switchboard will contact Physical Plant personnel via the two-way radio system. Physical Plant will contact the proper utility officials as well as the President or designee. When the switchboard is closed, call Security. Security will call or radio the Physical Plant staff. On other campuses, call the local utility company to report the utility failure.
- If no one above can be reached, or if a significant emergency is occurring, such as a large gas release, call 911 and the utility company listed in the Appendix. For all locations, Physical Plant personnel or College personnel will take actions appropriate to the situation, including proper notification and incident reporting of facts and observations to the College community.
- Respond to directions from the Physical Plant personnel or the person in

charge of the event. Do not place anyone in danger as a result of the emergency.

- In a power outage, shut off any large appliances. Stay away from downed electric wires and call for help.
- With respect to a gas leak, underground natural gas piping is located on the premises as well as running adjacent to some of the areas of the College locations. A natural gas leak can be detected by the following methods:
 - Watch: fire, melted snow, frozen ground in the summer, dead or discolored vegetation, clouds of vapor or mist, blowing dirt, bubbles or a rainbow sheen on water;
 - Listen: hissing, whistling, or roaring (volume being released depicts noise); and
 - Smell: sulfur-like (rotten egg) or petroleum odors near pipelines.
 - If you suspect a gas leak, get out of the area right away, traveling upwind from the leak. Alert others in the area to get away.
 - Do not light matches, run electrical equipment, use the telephone, or touch any light switches in the vicinity (a spark can cause an explosion).

5.3.12 Flood

Floods generally occur to some degree after spring rains, heavy thunderstorms or snow thaws. While the majority of floods develop slowly over a period of days, flash floods can develop in a matter of minutes. If it becomes known that a flood is likely in an area that will impact College operations, the NICT will be activated to determine the extent of necessary precautions as well as to identify appropriate action to be taken.

In addition to responding to communication from the College, listen to radio or television stations for applicable safety information from local or state emergency management agencies in your area. Be aware of streams, drainage channels, rivers, or other areas in your locality known to flood suddenly and be prepared to move immediately to higher ground. Flash floods can occur in these areas with or without typical warnings such as rain clouds or heavy rain.

If you must prepare to evacuate, you should do the following:

- Disconnect electrical appliances;
- Do not touch electrical equipment if you are wet or standing in water;
- Do not walk through moving water; six inches of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you;
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely;

Flood Warnings are issued by the local National Weather Service when flooding is imminent or occurring.

5.4 Medical Emergency Procedures

If a person is seriously injured and appears to require a rescue unit:

- Do not move the person unless there is a life-threatening situation (e.g., falling debris, fire, or further danger).
- Dial 911 and state the:
 - Situation;
 - Building and room number and building entrance number where the emergency exists;
 - Nature of emergency and any other information they may ask for;
 - If possible, have someone wait outside at the nearest entrance for the ambulance.
- Notify your supervisor (in the case of a student, contact the Dean of Student Life) and/or the switchboard as soon as possible.
- Respond to the victim's needs:
 - Using standard precautions, administer first aid if you are comfortable doing so; and
 - Keep the victim as calm and comfortable as possible.
- The appropriate personnel will make attempts to notify the family or emergency contact of the individual.
- Contact Risk Management as soon as possible

5.5 . Death/Serious Injury of Employee/Student

When the College has been notified of a death or serious injury, the President or designee will decide on the best means to inform the College community, as appropriate, about the situation. All work-related fatalities must be reported by the President or designee to OSHA within 8 hours. All work-related inpatient hospitalizations, all amputations and all losses of an eye must be reported by the President or designee to OSHA within 24 hours.

6. RECOVERY AND RESUMPTION OF OPERATIONS

6.1 Occurrence Report

Occurrence reports are to be completed, as appropriate, for risk assessment, tracking and claims processing.

6.2 Building Inspection, Isolation, or Approval for Occupancy

After a disaster on campus (e.g., fire, tornado, flood), Physical Plant personnel, insurance company representative, and/or city officials will inspect buildings to determine if each is safe to occupy. If a building is restricted for use, it will be cordoned off and no unauthorized personnel allowed in it. Once the building is determined to be safe for use, the Executive Director of Physical Plant or designee will notify employees.

6.3 Recovery Team

If necessary, a recovery team may be established to take steps to resume operations. Responsibilities may include, but are not limited to, accounting for all damage-related costs, protecting undamaged but exposed property, conducting salvage operations, or notifying insurance carriers and/or appropriate government agencies.

6.4 Debriefing/Incident Review

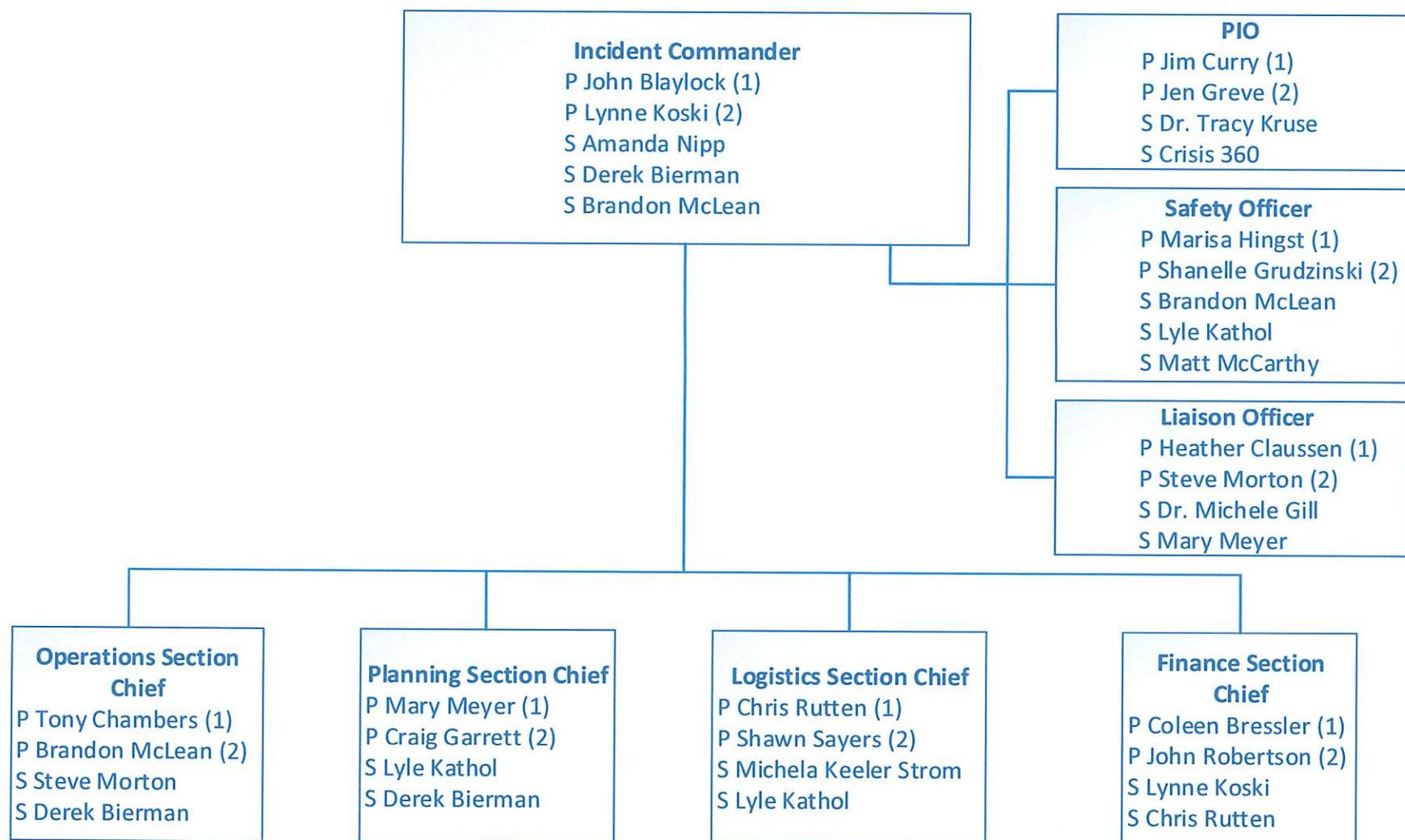
As soon as possible, one or more debriefing sessions will be scheduled with the appropriate response team members and employees to review the situation and effectiveness of the action taken. During these debriefings, suggestions and recommendations will be made and evaluated. Appropriate changes will be made to the ERCMP at that time. A preliminary summary report will be prepared and submitted to the President within thirty (30) days of the incident.

7. APPENDICES

<u>Name</u>	<u>Maintained By:</u>
A. Northeast Incident Command Team	Executive Director of Risk and Business Services
B. Quick Reference Information	Business Services Department
C. Building Coordinators	Executive Director of Risk and Business Services
D. Emergency Assistance for Individuals with Disabilities	Dean of Student Success
E. Bomb Threat Checklist	Executive Director of Risk and Business Services

Incident Command System (ICS)

Northeast Incident Command Team



Key: P-Primary
S-Secondary

ERCMP QUICK REFERENCE INFORMATION

Emergency Response System (Police, Fire, Rescue) 911		
Sioux City Night Patrol 402-841-5163 OR 402-371-2020 option 9 OR 7777		
NAME	TITLE	OFFICE PHONE
Dr. Michael Chipps	President	7055
John Blaylock	Executive Vice President	7124
Lynne Koski	Vice President of Administrative Services	7036
Lyle Kathol	Vice President of Educational Services	7292
Amanda Nipp	Vice President of Student Services	7273
Derek Bierman	Vice President of Technology Services	7060
Craig Garrett	Associate Vice President of Human Resources	7046
Eric Johnson	Associate Vice President of Center for Enterprise	7236
Dr. Tracy Kruse	Associate Vice President of Development & External Affairs	7056
Mary Meyer	Executive Director of Risk & Business Services	7030
Brandon McLean	Executive Director of Physical Plant	7102
Coleen Bressler	Dean of Administrative Services	7006
Chris Rutten	Director of Purchasing	7051
Steve Morton	Dean of Student Life	7722
Pete Rizzo	Director of Residence Life	7151 On-call Cell 402-649-8802
Jim Curry	Director of Public Relations	7063
Jen Greve	Director of Marketing (PR backup)	7062
Mike Auten	Director of Web & Enterprise Services	7058
Bret Steinhauser	Director of Network & Infrastructure Services	7076
Lynda Kassmeier	Lifelong Learning Center Coordinator	7246
Stephanie Brundieck	Counselor	7277
Michela Keeler-Strom	Dean of Institutional Planning and Effectiveness	7122
Dr. Cyndi Hanson	Executive Director, South Sioux City	6405 402-241-6400
Merri Schneider	O'Neill Extended Campus Director	6001 402-336-3590
Kacie Borchers	West Point Extended Campus Director	402-372-2269
Brian Anderson	Broadcasting Instructor	7359
Best Care Employee Assistance Program 800-666-8606		
If no answer at 800-number, call 402-354-2710		

Building	Name	Phone Number	Email	Office	Service Years
AG COMPLEX	Mike Roeber	844-7183	mikesr@northeast.edu	131	2015-16
	Mike Zierke	844-7202	michaelz@northeast.edu	104	2015-16
	Bernie Thyen	844-7184	bernie@northeast.edu	130	2015-16
	Tara Smydra	844-7187	taras@northeast.edu		2016-17
	Greg Wehrer	844-7096	gregory@northeast.edu	100	2015-16
AG/ALLIED HEALTH	Dawn Doherty	844-7325	dawnd@northeast.edu	210	2015-16
	Jen Judt	844-7327	jenniferj@northeast.edu	132	2015-16
	Debb Strate	844-7180	debs@northeast.edu	122	2015-16
	Colleen Barnes	844-7670	colleen@northeast.edu	241	2015-16
	Tom Elliott	844-7671	thomasmel@northeast.edu		2016-17
	Laura Kmiecik	844-7094	laura@northeast.edu	240	2015-16
APPLIED TECHNOLOGY	Roger Walker	844-7707	rogerw@northeast.edu	191	2015-16
	Shanelle Grudzinski	844-7692	shanelle@northeast.edu	104	2015-16
	John Nelson	844-7231	johnn@northeast.edu	144	2015-16
BUILDING CONSTRUCTION	Vacant				
COLLEGE OF NURSING	Karen Weidner	844-7330	karenkw@northeast.edu	126	2015-16
	Debbie Bates	844-7320	debra@northeast.edu	124	2015-16
	Dr. Liane Connelly (UNMC)		liane.connely@unmc.edu		2015-16
COLLEGE WELCOME CENTER	Judy Schindler	844-7052	judy@northeast.edu	1342	2015-16
	Tiffany Hopper	844-7260	tiffanyh@northeast.edu	1128	2015-16
	Pattie Schuckman	844-7265	pattie@northeast.edu	1125	2015-16
	Nancy Staub	844-7016	nancys@northeast.edu	1332	2015-16
	Brad Ranslem	844-7717	bradleyr@northeast.edu	1204	2015-16
	Steve Morton	844-7722	stephen@northeast.edu	1111	2015-16
	Rosa Arreguin	844-7099	rosa@northeast.edu		2015-16
	Donna Neeman	844-7736	donnan@northeast.edu	1202	2016-17
COX ACTIVITIES CENTER	Amy Reis	844-7317	amyr@northeast.edu	114	2015-16
	Sharon Hrabanek	844-7088	sharon@northeast.edu		2015-16
	Matt Svehla	844-7316	matt@northeast.edu	113	2016-17
	Vacant				
DIESEL	Tony Milenkovich	844-7222	tonym@northeast.edu	116	2015-16
	Travis Kaup	844-7219	travis@northeast.edu	117	2015-16
ECHTENKAMP	Brad Vogt	844-7294	bradv@northeast.edu	120	2015-16
	Kris Coan	844-7293	kris@northeast.edu	122	2015-16
EXTENDED CAMPUS - O'NEILL	Merri Schneider	336-3590	merri@northeast.edu		2015-16
	Kathy Timmerman	336-3590	kathyt@northeast.edu		2015-16
	Sandy Shelhamer	336-3590	sandras@northeast.edu		2015-16
EXTENDED CAMPUS - SOUTH SIOUX CITY	Dr Cyndi Hanson	241-6405	cyndi@northeast.edu		2016-17
	Ronnie Smith	241-6407	rsmith@collegecenter.org		2015-16
	Denise Turner	241-6407	deniset@northeast.edu	106B	2015-16
	Michael Watkins	241-6418	michaelw@northeast.edu		2016-17
EXTENDED CAMPUS - WEST POINT	Lynn Daberkow	372-2269	lynn@northeast.edu		2015-16
	Kacie Borchers	372-2269	kacie@northeast.edu		2016-17
INDUSTRIAL TRAINING - SSC	Pat McCarville	494-9053	patrick@northeast.edu		2015-16

LIBRARY/RESOURCE CENTER	Mary Louise Foster	844-7131	marylouise@northeast.edu	110	2015-16
	Karina Langlois	844-7130	karina@northeast.edu	100	2015-16
LIFELONG LEARNING CENTER	Lynda Kassmeier	844-7246	lynda@northeast.edu	100	2015-16
	Carol Sullivan	844-7659	carols@northeast.edu	127	2015-16
	David Bliss	844-7241	davidb@northeast.edu	100	2015-16
	Lindsay Spiegel	844-7237	lindsay@northeast.edu	112	2015-16
	Amy Kaiser	844-7245	amyk@northeast.edu	107	2015-16
	Josh Schnitzler (LENRD)	308-940-0980	jSchnitzler@lenrd.org	132	2016-17
	Mike Sousek (LENRD)	371-7313	msousek@lenrd.org	132	2015-16
MACLAY	Dr. Vicki Geiser	844-7244	vickig@northeast.edu	191	2015-16
	Jessica Dvorak	844-7045	jessicad@northeast.edu	110	2016-17
	Renee Peters	844-7072	renee@northeast.edu	167	2015-16
	Mike Auten	844-7058	mikea@northeast.edu	159C	2015-16
	Vacant				
	Vacant				
PHYSICAL PLANT	Mickella Brabec	844-7101	mickella@northeast.edu	107	2016-17
	Marisa Hingst	844 - 7110	marisa@northeast.edu	116	2015-16
RESIDENCE HALLS AND APARTMENTS	Pete Rizzo	844-7151	pete@northeast.edu	A101	2015-16
	Cindy Bowers	844-7150	cindyb@northeast.edu	116	2015-16
	Jon Langlois	844-7152	jonathan@northeast.edu	117	2015-16
SCIENCE	Kim Timperley	844-7340	kim@northeast.edu	117	2015-16
	Dave Heidt	844-7682	daveh@northeast.edu	110	2015-16
STUDENT CENTER	Julie Carlson	844-7142	juliec@northeast.edu	223	2015-16
	Amanda Schultze	844-7323	amandas@northeast.edu	207	2015-16
	Carissa Kollath	844-7159	carissa@northeast.edu	212A	2015-16
	Sarah Oligmueller	844-7141	saraho@northeast.edu	207	2015-16
	Tammy Svendsen	844-7165	Tammv.svendsen@com.oassus	A152	2015-16
SURPLUS	Vacant				
UTILITY LINE	Matt Johnson	844-7193	matthew@northeast.edu	110	2015-16
	Ed Lewis	844-7217	edward@northeast.edu	104	2015-16
	Tom McKeon	844-7693	tomm@northeast.edu	125	2015-16
	Cleve Stolpe	844-7191	cleve@northeast.edu	117	2016-17
VET TECH / FARM	Josh Scholte	844-7694	joshua@northeast.edu	102A	2015-16
	Curt Wilken	844-7209	curtisw@northeast.edu		2015-16
	Dan Radenz	844-7209	danielr@northeast.edu		2015-16
WELLER	Roger Carnell	844-7212	rogerc@northeast.edu	120	2015-16
	Gary Timm	844-7372	garyt@northeast.edu	III B	2015-16
	Dave Beaudette	844-7225	david@northeast.edu	126	2015-16
	Cal Lamprecht	844-7685	cal@northeast.edu	115	2015-16
	Donna Andrew	844-7216	donnaa@northeast.edu	113	2015-16
	Mike Zierke	844-7202	michaelz@northeast.edu	104	2015-16
ARLO WIRTH	John Liewer	844-7742	johnl@northeast.edu	110	2015-16
	Mike Anson	844-7109	michaela@northeast.edu	105	2015-16
	Brandi Fuchs	844-7702	brandi@northeast.edu	109	2016-17

ROAMING BUILDING COORDINATORS	Loretta Brabec	844-7105	loretta@northeast.edu	106	2015-16
	Wendell Rohde	844-7750	wendell@northeast.edu	120	2015-16
	Susan Cooper	844-7753	susanc@northeast.edu	130	2015-16
	Corey Vavra	844-7752	corey@northeast.edu	129	2015-16
	Gregg Reikofski	844-7754	gregg@northeast.edu	130	2015-16
	Doug Cromwell	844-7103	dougc@northeast.edu	114	2015-16
	James Serres	844-7751	jamesrs@northeast.edu	129	2015-16
	Tony Chambers	844-7108	anthonyc@northeast.edu	105	2015-16
	Mark Cooper	844-7095	markc@northeast.edu	100	2015-16
	Shawn Sayers	844-7106	shawn@northeast.edu	148	2015-16
	Dave Lund	844-7107	dave@northeast.edu	133	2015-16
	Nick Schapmann	844-7756	nicholas@northeast.edu	131	2015-16
	Chris Walker	844-7099	christopherw@northeast.edu		2016-17
	Drew Wiese	844-7092	drew@northeast.edu	100	2016-17

The following provides guidance for emergency procedures for persons with disabilities. However, this information is not meant to replace the proper planning and training included in a PEP.

College procedures require all persons, including those with disabilities, to evacuate a facility when the fire alarm system is activated or otherwise instructed to do so. Depending upon the facility and type of disability, a person with disabilities may have the following evacuation options:

- Horizontal evacuation (e.g., going from one building into a connected, adjacent building on the same level) or Vertical (e.g., stairway) evacuation, or;
- Staying in place to await evacuation (e.g., office, classroom).

If danger is imminent, an individual with mobility impairment should wait until heavy traffic has cleared before attempting the stairs. Individuals with mobility impairments may not be able to exit a building without help from fire, police, or other emergency personnel. Stairway evacuations of individuals who use wheelchairs may be hazardous to disabled individuals, rescuers, and others attempting to evacuate and should not be attempted by untrained personnel. Persons who are unable to evacuate should await evacuation assistance in the safest area possible.

Individuals who have self-identified shall be notified of any safe areas in buildings they may occupy or frequent, and they should acquaint themselves with the locations of these areas in other College buildings.

In circumstances where evacuation is not possible and relocation to a safe area is not practical (e.g., pathway impeded), it is recommended that a person with a disability shelter in place (e.g., office, Residence Hall). To further ensure that on-site emergency personnel will be alerted as soon as possible, it is recommended that a person with a disability contact his/her rescue assistants, or if during typical office hours, the Switchboard immediately.

Emergency, safety personnel, and other College representatives may be informed if an individual with a disability might require help with alerting, evacuating, or sheltering during an emergency. The information shared with such personnel shall be limited to information necessary to help alert, evacuate, or shelter the individual during an emergency.

Do not put yourself or others in danger. If you cannot safely evacuate an individual, get them to the safest area possible and notify emergency responders as soon as possible of the individual's situation and location.

To Assist Visually Impaired Persons:

- Announce the type of emergency
- Offer your arm for guidance
- Tell the person where you are going, obstacles you encounter
- When you reach safety, ask if further help is needed

To Alert People with Hearing Impairments:

- Turn lights on/off to gain the person's attention
- Touch the person's arms
- Indicate directions with gestures
- Face the person when speaking
- Write a note with evacuation directions

To Evacuate People using Crutches, Canes, or Walkers:

- Evacuate these individuals as injured persons
- Assist and accompany to evacuation site if possible, or
- Use a sturdy chair (one with wheels) to move the person, or
- Help carry the individual to safety

To Evacuate Wheelchair Users

- Non-ambulatory persons' needs and preferences vary. Individuals at first floor locations may exit without help. Others have minimal ability to move. Remember, lifting may be dangerous to you or them.
- Some non-ambulatory persons have respiratory complications. Remove them from smoke and vapors immediately. Wheelchair users with electrical respirators should get priority assistance.
- Most wheelchairs are too heavy to take down stairs. Consult with the person to determine best carry options and reunite the person with the chair as soon as it is safe to do so.

BOMB THREAT CHECKLIST																					
QUESTIONS TO ASK: When will it go off? Where is the bomb located? What does it look like? What will make it explode? Did you place the bomb? Why? What is your address? What is your name?	CALLER'S VOICE: <table border="0"> <tr> <td><input type="checkbox"/> Calm</td> <td><input type="checkbox"/> Nasal</td> </tr> <tr> <td><input type="checkbox"/> Angry</td> <td><input type="checkbox"/> Stutter</td> </tr> <tr> <td><input type="checkbox"/> Excited</td> <td><input type="checkbox"/> Lisp</td> </tr> <tr> <td><input type="checkbox"/> Slow</td> <td><input type="checkbox"/> Raspy</td> </tr> <tr> <td><input type="checkbox"/> Soft</td> <td><input type="checkbox"/> Deep</td> </tr> <tr> <td><input type="checkbox"/> Loud</td> <td><input type="checkbox"/> Ragged</td> </tr> <tr> <td><input type="checkbox"/> Crying</td> <td><input type="checkbox"/> Deep breathing</td> </tr> <tr> <td><input type="checkbox"/> Normal</td> <td><input type="checkbox"/> Cracked voice</td> </tr> <tr> <td><input type="checkbox"/> Distinct</td> <td><input type="checkbox"/> Disguised</td> </tr> <tr> <td><input type="checkbox"/> Slurred</td> <td><input type="checkbox"/> Accent</td> </tr> </table> If voice is familiar, who did it sound like?	<input type="checkbox"/> Calm	<input type="checkbox"/> Nasal	<input type="checkbox"/> Angry	<input type="checkbox"/> Stutter	<input type="checkbox"/> Excited	<input type="checkbox"/> Lisp	<input type="checkbox"/> Slow	<input type="checkbox"/> Raspy	<input type="checkbox"/> Soft	<input type="checkbox"/> Deep	<input type="checkbox"/> Loud	<input type="checkbox"/> Ragged	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Normal	<input type="checkbox"/> Cracked voice	<input type="checkbox"/> Distinct	<input type="checkbox"/> Disguised	<input type="checkbox"/> Slurred	<input type="checkbox"/> Accent
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<input type="checkbox"/> Slurred	<input type="checkbox"/> Accent																				
EXACT WORDING OF THE THREAT: 	BACKGROUND SOUNDS: <table border="0"> <tr> <td><input type="checkbox"/> Voices</td> <td><input type="checkbox"/> Factory machinery</td> </tr> <tr> <td><input type="checkbox"/> PA System</td> <td><input type="checkbox"/> Animal noises</td> </tr> <tr> <td><input type="checkbox"/> Music</td> <td><input type="checkbox"/> Clear</td> </tr> <tr> <td><input type="checkbox"/> House noises</td> <td><input type="checkbox"/> Static</td> </tr> <tr> <td><input type="checkbox"/> Street noises</td> <td><input type="checkbox"/> Local</td> </tr> <tr> <td><input type="checkbox"/> Motor</td> <td><input type="checkbox"/> Long Distance</td> </tr> <tr> <td><input type="checkbox"/> Office machinery</td> <td></td> </tr> </table>	<input type="checkbox"/> Voices	<input type="checkbox"/> Factory machinery	<input type="checkbox"/> PA System	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Music	<input type="checkbox"/> Clear	<input type="checkbox"/> House noises	<input type="checkbox"/> Static	<input type="checkbox"/> Street noises	<input type="checkbox"/> Local	<input type="checkbox"/> Motor	<input type="checkbox"/> Long Distance	<input type="checkbox"/> Office machinery							
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<input type="checkbox"/> Office machinery																					
Other:	THREAT LANGUAGE: <table border="0"> <tr> <td><input type="checkbox"/> Well Spoken/ Educated</td> <td><input type="checkbox"/> Coherent</td> </tr> <tr> <td><input type="checkbox"/> Taped</td> <td><input type="checkbox"/> Static</td> </tr> <tr> <td><input type="checkbox"/> Foul</td> <td><input type="checkbox"/> PA System</td> </tr> <tr> <td><input type="checkbox"/> Irrational</td> <td><input type="checkbox"/> Message read by threat maker</td> </tr> </table>	<input type="checkbox"/> Well Spoken/ Educated	<input type="checkbox"/> Coherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Static	<input type="checkbox"/> Foul	<input type="checkbox"/> PA System	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker												
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Number from which call originated:	REMARKS: <hr/>																				
Sex of caller:	Name: _____																				
Race:	Phone Number: _____																				
Estimate age:	Position: _____																				
Length of call:																					
Time: Date:																					