



NASHUA

COMMUNITY COLLEGE

EMERGENCY RESPONSE GUIDEBOOK

EMERGENCY CONTACTS & RESOURCES

On Campus

Emergency	911
Campus Safety/Security	(603) 578-8942
Nashua Police	(603) 594-3500
Nashua Fire	(603) 594-3651
Facilities Management	(603) 340-1953

Off Campus

Off Campus Emergencies	911
Nashua Police	(603) 594-3500
Nashua Fire	(603) 594-3651
New Hampshire Rape Crisis Center	1-800-277-5570
Domestic Abuse Hotline	1-866-644-3574
Southern New Hampshire Hospital	(603) 577-2000
St Joseph Hospital	(603) 882-3000
Immediate Care - South Nashua, NH	(603) 577-2273

ACTIVE SHOOTER

When an active shooter is in your vicinity:

CALL 911 and Inform Campus Safety/Security (603) 578-8942

RUN:

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape if possible and discourage individuals from entering the area.
- Keep your hands visible to responding police officers.
- Wounded individuals will be treated and/or moved by emergency personnel.

HIDE:


- Hide in a protected area out of the active shooter's view.
- Hide behind large items (i.e., cabinets/desk) **REMAIN QUIET.**
- Lock or barricade all doors, stay out of sight.
- Remain in place until an "all clear" is given by authorities.
- Shut off all lights, turn off other sources of noise.
- Silence cell phones (**do not turn off**).

FIGHT:

- As a last resort – and ONLY when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Group actions may be more successful than an individual effort.
- Act with physical aggression.
- Throw items at the shooter if possible.
- Yelling can be used as a manner of distraction.

When Law Enforcement arrives:

- Remain calm and follow instructions.
- Put down any items in your hands (i.e., **bags, jackets**).
- Raise hands and spread fingers.

continued 

ACTIVE SHOOTER continued

- Keep hand visible at all times.
- Avoid quick movements toward Officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask Officers for help or direction when evacuating.

BOMB THREAT

A bomb threat must always be considered a real and immediate danger to students and staff and requires immediate response by the person receiving the bomb threat message. Consequently, all employees must be familiar with the established procedures, as many times the threat comes directly to a person other than an administrator.

NO BOMB THREAT IS TO BE DISREGARDED AS BEING A PRANK CALL.

It is important that every staff member be knowledgeable of the response to a bomb threat and the locations of the Bomb Threat Checklist.

BOMB THREAT/TELEPHONE THREAT CHECKLIST

Describe Exact Wording of the Threat

Sex of caller:

Age:

Length of call:

Time:


Date:

Number displayed on Caller ID:

Number at which call is received:

Describe the Caller's voice

- | | | |
|---------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughter | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Stutter | <input type="checkbox"/> Lisp |

continued 

BOMB THREAT continued

- | | | |
|--|---|---|
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent | <input type="checkbox"/> Familiar |

If voice is familiar, whom did it sound like?

Background Sounds

- | | | |
|--|---|---------------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Crockery | <input type="checkbox"/> Voices |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Office machinery | |

Threat Language

- | | | |
|---|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Well Spoken | <input type="checkbox"/> Educated | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Message read by caller | | |

Because evacuation of the building is the response used for bomb threats as well as other emergency, staff and students may not be aware of the specific reason for a given evacuation. Therefore, it is requested that whenever an evacuation is initiated, all staff should quickly inspect their work area for anything that may seem unusual or out of place and be aware of any unusual or suspicious persons on the site.

Staff members should never attempt to touch, move, dismantle, or carry any object that is suspected of being dangerous or explosive.

BUILDING EVACUATION

BUILDING EVACUATION

- All occupants are required to evacuate when a fire alarm sounds or when ordered by an authorized Campus Safety/Security official or a Police Officer.
- **DO NOT USE ELEVATORS**
- If time permits, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation worse.
- Move to the closest exit and proceed down the EXIT stairwell in a safe and orderly manner. Take personal belongings with you.
- Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles.
- Notify emergency responders of anyone trapped, especially anyone with a physical disability who cannot evacuate.
- Do not go back into the building for any reason until informed of an “all clear” by emergency personnel.

LARGE-SCALE EVACUATION

- If part or all of the campus is required to evacuate, notifications will be made via the Nashua Community College emergency notification system, (NCC ALEARTS).
- **DO NOT re-enter any building until directed to do so, or given an “all clear” by authorized personnel.**

CHEMICAL SPILLS

Chemical spills, which do not pose a threat:

- Attempt to confine the spill as much as possible if you have been trained to confine spills and are thoroughly familiar with the hazards of the spilled chemical. If you have contact with the spilled material, remove any contaminated clothing immediately and flush all areas of bodily contact with large amounts of water.
- Notify **911** first then Campus Safety/Security at **(603) 578-8942** and give them:
 1. Building name
 2. Floor
 3. Room number
 4. Type of accident
 5. Chemical(s) involved

Chemical spills, which pose a threat:

- Evacuate the building
- Call **911** first then Campus Safety/Security at **(603) 578-8942** and give them:
 1. Building name
 2. Floor
 3. Room number
 4. Type of accident
 5. Chemical(s) involved
- Notify responding emergency personnel
- Continue to rinse the body contact areas with large amounts of water for fifteen (15) minutes.

FIRE

When the Fire Alarm sounds, act immediately to ensure your safety. The Fire Alarm System, is designed and engineered to provide an early warning to allow you to safely exit the building during an emergency.

- **Never** ignore or assume the alarm is false or the result of a test.
- Everyone **must** evacuate the building by way of the safest and closest exit and/or stairway.
- **Never** use an elevator to exit during a fire alarm activation.
- Once outside the building, move away from the building. Assemble across the street or along the sidewalk of the adjacent building.
- The front of the building is where the fire fighters and fire trucks will be operating. Do not obstruct their access to the building.
- If there is an incident occurring on the upper floors and glass is being blown out of the windows, the area below is the hazard zone where serious personal injuries will happen. Do not remain in or near the hazard zone.
- Once outside, never re-enter the building until you are told to do so by the fire department or NCC Security Officers.
- **If there is smoke:** Hold breath and close eyes where possible.
- Stay close to the floor.
- Test the door with your back of the hand, **IF** it is hot, stay inside.

If you must stay inside:

- Use wet clothing or towels to seal up cracks under doors.
- Open window or break it open and attract the attention of rescuers.
- Call **Campus Safety/Security (603) 578-8942** and let them know your location.

In case of fire:

- **DO NOT JUMP OUT THE WINDOW** if you are on the upper level.
- **WAIT FOR RESCUERS** to come to you.

FIRE continued

- **DO NOT USE THE ELEVATOR.**
- Cover your face with a wet towel or piece of clothing and breathe through your nose.
- Wet a blanket, sheet or other item and drape it over your shoulders.
- Crawl or crouch low to floor.
- If your clothing catches fire, remember to “drop, drop and roll”. Use a coat or blanket to smother flames.
- Cool (not cold) water may be applied to minor burns.

Should you discover a fire, proceed to **MEDICAL EMERGENCY** tab.

MEDICAL EMERGENCY

Call **911** and Campus Safety/Security **(603) 578-8942**

Give the following information:

- Location of ill or injured person.
- Type of injury, illness, or symptoms, and number of persons ill or injured.
- Your name, telephone number.
- Do not hang up until directed to do so by the police dispatcher.
- **DO NOT MOVE** an injured person unless they are in a life-threatening situation.
- **COMMUNICATE** with any person in your area who is trained in first aid and / or CPR and is available for assistance.
- Keep the injured as calm and comfortable as possible.
- Remain with the victim until emergency personnel arrive at the scene.

Only if you are trained or certified, the following instructions serve as a reminder for providing emergency assistance.

To Start Breathing: (Victim is not breathing, but has a pulse)

- Have someone call 911 and contact Security while another person performs rescue breathing if trained or certified to do so.
- With the victim's head tilted back and chin lifted, pinch the nose shut.
- Give two slow breaths. Breathe into the victim until chest gently rises.
- Check for a pulse (on neck).
- If there is a pulse, but victim is still not breathing, give one slow breath every five seconds (twelve times a minute).
- Recheck pulse and breathing every minute. Continue rescue breathing as long as victim is not breathing, or until medical assistance arrives.

To Give Cardiopulmonary Resuscitation: (Victim is not breathing and has No Pulse)

- Call 911 for CPR instructions. Do CPR and rescue breathing if trained or certified.
- Find the notch where the lower ribs meet the breastbone. Place the heel of your hand on the breastbone. Place your other hand on top of the first.

MEDICAL EMERGENCY continued

- Position shoulders over hands. Compress chest fifteen times using a smooth, even rhythm.
- Give two slow breaths (see To Start Breathing above).
- Do three more sets of fifteen compressions and two breaths.
- Recheck pulse and breathing for about five seconds.
- If there is no pulse, continue sets of fifteen compressions and two breaths.
- Continue until medical assistance arrives or until victim starts breathing and has a pulse.

Abdominal Thrust for Choking Victim

- Call 911 for emergency instructions.
- Get behind the victim. Wrap your arms around the victim's waist, just above the navel.
- Clasp your hands together with a doubled fist. Press in and up in quick thrusts.
- Be careful not to exert pressure against the victim's rib cage with forearms.
- Repeat procedure until choking stops.

To Stop Bleeding

- Call 911 for emergency instructions.
- Apply pressure directly onto the wound with sterile gauze, clean handkerchief, or gloved hand.
- Maintain a steady pressure for five to ten minutes.
- If victim is bleeding from an arm or leg, elevate it.
- Stay with victim until help arrives.

Seizures and Unconscious Victims

- Do not leave victim alone.
- Call 911. Operator will provide emergency instructions.

SEVERE WEATHER

Although this is not a frequent emergency in our locale, they do sometimes occur. All faculty and staff should be familiar with the emergency response procedures for this type of incident.

PROCEDURES

If high winds or a tornado threatens during operating hours, the following steps should be taken:

- Assure that all faculty, staff, and students remain inside the building. Evacuate rooms/labs with large roof spans or those that have many windows.
- All occupants should move away from windows and close to inside walls.
- Monitor local weather and news for information about possibility of continued storms. Encourage all occupants to remain in the building until the threat is diminished.
- Notify the electric company if power is lost.

POWER OUTAGE

The inherent danger during a major power outage is panic. Try to remain calm. In the event of a campus-wide outage, all buildings will be evacuated.

In Case of a Campus-wide Power Outage:

- Remain calm.
- Follow directions from Campus Safety for immediate action. If evacuation of a building is required, seek out people with special needs and provide assistance.
- Laboratory personnel should secure all experiments and unplug electrical equipment before evacuating. All chemicals should be stored in their original locations. Provide natural ventilation by opening all windows and doors. If this is not possible or natural ventilation is inadequate, evacuate the laboratory until the power is returned.
- Do NOT use candles or other types open flame for lighting.
- Unplug all electrical equipment including computers and turn off light switches.
- Do not use elevators.

SEVERE WEATHER/ POWER OUTAGE continued

If People Are Trapped in an Elevator

- Tell passengers to stay calm and that you are getting help.
- Call **Campus Safety/Security** at **(603) 578-8942** and call **911**.
- Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building.

SUICIDE/ATTEMPTED SUICIDE

General Procedures

If an individual has inflicted injury to self or ingested a substance in a possible suicide attempt, the first person that becomes aware should call 911, or activate the 911 call box. Also, contact the Director of Campus Safety/Security or designee and security if available.

- All non-involved persons should be evacuated from the area.
- Contact and medical information should be obtained from the Registrar's Office or the main office.
- When the rescue personnel are on the scene, the individual will be evaluated and transported to a local hospital.
- As soon as possible, an incident report should be completed and given to the Director of Campus Safety/Security.

If a student or staff member indicates intent to inflict injury to self, the individual hearing the statement should call security and the Director of Campus Safety/Security or designee. The Director of Campus Safety/Security or designee will notify the crisis counselor identified for each campus.

SUSPICIOUS PACKAGE OR OBJECT

Detecting Suspicious Packages or Letters

Suspicious packages are not limited to those delivered by a commercial or U.S. postal carrier. The following characteristics have been designated by the U.S. Post Office and the Department of Alcohol, Tobacco, and Firearms as indicators of suspicious packages:

1. Lumps, bulges, or protrusions on package.
2. A lopsided or heavy-sided package or excessive masking tape.
3. Handwritten addresses or labels from companies (check to see if the company exists and if they sent a package or letter).
4. Packages wrapped in string.
5. Excess postage on small packages or letters.
6. No postage or unconcealed postage.
7. Handwritten notes, such as, —To Be Opened in the Privacy of, Confidential, Your Lucky Day is Here, —Prize Enclosed!
8. Restrictive markings such as —confidential or —personal.
9. Improper spelling of common names, places, or titles.
10. Generic or incorrect titles. Titles with no name attached.
11. Leaks, stains, or protruding wires, string, tape, etc.
12. Hand delivered or —dropped off for a friend packages or letters.
13. No return address or nonsensical return address.
14. Foreign mail, airmail, and special-delivery packages.
15. Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

Move people away. Do not move or open the package. Do not investigate too closely. Do not cover or insulate the package.

THREATENING AND VIOLENT BEHAVIOR

Threats may be statements of intention or expressions of strong emotion. They can be indirect or direct, verbal or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon are all examples of nonverbal threats. Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements on the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that university employees consider any threat or display of hate as potentially serious.

Most people who commit violent acts exhibit warning signs. It is important to take seriously any behaviors or words that imply threat and consult appropriate people to assess the risk and plan interventions.

Steps to Follow:

1. If the threat is immediate, leave the situation if possible and call the office of the Director of Campus Safety/Security. If threats or bizarre behavior indicates possible danger, personal safety is the top priority.

For an angry or hostile customer or coworker

- Stay calm.
- Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient. Be respectful.
- Keep the situation in your control.

If shouting, swearing, and threatening, continue

- Signal a coworker, or supervisor, that you need help (have a prearranged code or alarm system).
- Do not make any calls yourself.
- Have someone call the Office of the Director of Campus Safety/Security.

If someone is threatening you with a gun, knife, or other weapon

- Stay calm. Quietly signal for help using an alarm or code system.
- Maintain eye contact.

THREATENING AND VIOLENT BEHAVIOR continued

- Stall for time.
- Keep talking—but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

Adapted from Federal Protective Service U.D. General Services Administration guideline.

2. If the threat is not immediate, consult appropriate resources for help in assessing the level of danger, determining an appropriate intervention, and choosing appropriate safety measures. Resources to consult in addition to the administrator in charge are:

- Director of Campus Safety/Security
- Campus Safety/Security Officer

If, after consultation, it is determined that the threat is serious and may result in danger to a member of the college community, take the following steps:

- If there is immediate danger call the Director of Campus Safety/Security.
- Advise your administrator of the incident, the results of the consultation, and the action plan. Each administrator should inform the next level of administration up to the appropriate vice president, who determines if the president should be notified.
- If the incident involves an employee, staff members should call the Office of Human Resources at **(603) 578-8900 ext. 1766** or Concord Human Resources – Sara Sawyer at **(603) 271-6300**.
- If the incident involves a student, call the Office of Campus Safety/Security at **(603) 578-8942**.
- Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information is important in evaluating the level of risk. Cite consultations, plan for action, and action taken. Forward a copy to the office of Academic Affairs.

THREATENING AND VIOLENT BEHAVIOR continued

If, after consultation, it is determined that the threat is not serious and is unlikely to result in danger to any member of the college community, take the following steps:

- Inform your administrator of the incident, the results of the consultation, and action plan.
- In consultation with your administrator, determine who will convey to the individual that it is not acceptable to make such threats.
- Document the incident. Describe the sequence of statements and the context. Give details. Have threats been made in the past? Is the person known to have a weapon? Is there a history of animosity? This information will be important in evaluating the level of risk if there is another threat. Cite consultations, plan for action, and action taken. Forward a copy to the Director of Campus Safety/Security.

UNAUTHORIZED PERSON / POSSIBLE DANGER

PREPARING THE STAFF

In order to maintain the safety of students and staff, procedures need to be established in the event a person or persons is on or near the college and poses a possible danger. This could be a sniper on campus or in close proximity to the college. In many cases the college will be the first to recognize the danger and will have the responsibility of notifying the police.

It is not our intent to disarm anyone with a weapon, or to physically restrain anyone who is suspected of being capable of inflicting bodily harm. It is our intent to keep our faculty, staff, and students safe from harm.

PROCEDURES IN PREPARATION FOR POSSIBLE DANGER

- A lock-down procedure has been created. This system keeps faculty, staff, and students inside, and the danger outside away from students and staff. The code for initiating the lock down procedure is:
- All faculty and staff will be informed of the lock-down procedures at the beginning of each semester.

PROCEDURES IN RESPONSE TO A DANGEROUS SITUATION

- The first person that is aware of the situation immediately directs nearby students and staff into their classroom and work areas and notifies the chief campus officer or designee.
- The Director of Campus Safety/Security designee will authorize announcement of the lockdown.
- The lock-down announcement will be made over the public address system.
- Notify the police department immediately using **911**. Be prepared to give us much specific information as possible.
- In response to the lock-down announcement.
- All students and staff remain in their classrooms and work areas, locking the door if possible.
- Lights in the area should be shut off, and curtains closed if it is safe to do so.

UNAUTHORIZED PERSON / POSSIBLE DANGER continued

- Occupants of each room should assemble away from the door in an area not visible from the door. If gunfire is heard, all should seek shelter under desks or tables and remain there until the lock-down has concluded.
- No person should leave their room for any reason until given the all clear by police or college administration. Do not leave the room in response to an announcement over the public address system.

REPORTING CRIME

All crimes should be reported to the Campus Safety/Security Department.

If you witness a crime or believe a crime is in progress, call **Campus Safety/Security** at **(603) 578-8942** and **Nashua Police 911** immediately.

Report as much information as possible including:

- What the person (s) is/are doing
- The location
- Physical and clothing description of those involved
- Weapons involved
- Vehicle description and license plate number, if appropriate
- Direction of travel when last seen, etc.

**DO NOT APPROCH OR ATTEMPT
TO APPREHEND THE PERSON (S) INVOLVED.**