



Colby·Sawyer
College

Emergency Preparedness Guide



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Introduction

A Campus Wide Commitment to Safety

Colby-Sawyer College is committed to protecting the safety and well-being of all members of its community. Students, faculty, and staff can help the College safeguard the campus by taking preventative measures to ensure safety and preparedness, and by referencing this guide in the event of an emergency.

This guide is intended to serve as a quick reference in many different types of emergencies. This is not a comprehensive list of instructions and resources, rather a reminder of the basic steps that should be taken to minimize the risks associated with a given hazard and to protect you and others from harm.

Please review this guide and be familiar with its contents **before** an emergency occurs.

Emergencies can vary greatly, the instructions provided by the college and emergency personnel at the time of the incident may change or even conflict with those listed in this document.

Reporting Emergencies

Timely information sharing is vital to our success in protecting the CSC community. To report emergencies, call 9-1-1. To report non-emergencies or request routine public safety services from Campus Safety call (603) 526-3300. Calls made from the “blue light” phones in parking lots K and M and the emergency call boxes located at the entrance of all traditional residence halls and many administrative buildings go directly to Campus Safety. Use [CSCTip](#) to text an anonymous, non-emergency tip regarding criminal activity to the Department of Campus Safety. To submit a tip, create a text with the word CSCTIP followed by the tip information and send the message to 79516.

Always dial 9-1-1 for emergencies. Immediately report any dangerous conditions, safety hazards, unusual/suspicious persons, vehicles, or packages to the Department of Campus Safety by dialing extension 3300 from any CSC campus telephone or 603-526-3300 from any other telephone.



CSCALERT

CSCAlert is the emergency notification system that allows CSC officials to send news and instructions simultaneously to individuals through cell phones, e-mail accounts, the Web and a scrolling message line on most CSC computer monitors. The benefits of the CSCAlert system are its immediacy and direct access to individual campus members through multiple points of contact.

CSCAlert complements tools the College already has in place to respond to a range of emergencies that may include weather related closings, environmental health crises, public safety incidents, and other unique emergency situations. In the event of an actual emergency, the College will continue to relay critical information using the most appropriate options from our full range of notification resources: CSCAlert, the College's webpage, the local radio/TV stations, door-to-door notifications and posters.

Campus Safety and the Colby-Sawyer College administration strongly encourage all community members to register for CSCAlert and to keep their account information up to date.

- **To create an account and register for CSCAlert**, log on to the registration form on the [myCSC ALERT](#) section of myColby-Sawyer.
- ***Do you already have an account? Have you changed cell phone numbers or service providers? Do you need to update your password?*** To update your account information, go to <http://www.colby-sawyer.edu/emergency/index.html> and log in with the username and password you used to set up your **CSCAlert** account.

If you have any questions about **CSCAlert**, please contact the Helpdesk by e-mail at helpdesk@colby-sawyer.edu.



Delays and Closings Policy

The college will make every effort to remain open, but it may be necessary to delay or close the college due to unavoidable conditions, most often due to inclement weather. The status of the college is decided by the Chief Academic Officer in collaboration with other members of the Senior Leadership Team.

The college strives to make:

- The decision to close the campus for the day or to delay opening by 4:45 a.m.
- The decision to close campus for the evening by 2 p.m.

The **Hogan Sports Center** will follow the Colby-Sawyer College schedule.

When Colby-Sawyer is closed, all public events are automatically canceled.

Windy Hill School's Closure Policy:

- Windy Hill will be closed when Colby-Sawyer is closed.
- Windy Hill will have a delayed opening if Colby-Sawyer has a delayed opening.
- Windy Hill will have a delayed opening if Kearsarge Regional School District is closed due to weather related driving.
- Windy Hill will have an early release (all children picked up by 2:30 p.m.) when Kearsarge Regional School District has an early release due to weather.
- Windy Hill staff will make every effort to send an email to all families if the school is closed or delayed.

Inclement Weather and Personal Safety

Colby-Sawyer College is a residential college staffed by various departments 24/7 on schedules that may vary from the official 8 a.m. to 5 p.m. business hours. In the case of inclement weather and the college does not declare a delayed opening or closing, nonessential personnel should decide at their discretion if they will travel to campus for all or part of the work day. Essential personnel (facilities, campus safety and dining services) should plan to come to work unless otherwise instructed by their supervisor.

Delays

The official opening time for the college is 8 a.m. A delayed opening means the college will open at 10 a.m. If the college announces a delayed opening, all first-shift employees (other than those designated as "essential" personnel) should report to work at 10 a.m. If an employee's regular start time is different from the college's official opening time of 8 a.m. employees should report to work at 10 a.m. or at their regular start time, whichever is later.

Classes scheduled with a start time before 10 a.m. are canceled by a delayed opening. The college will resume its regular academic schedule beginning at 10 a.m. if there has been a delayed opening.



Delays and Closings Policy (continued)

Closings

When the college is in the process of closing (campus notification issued), is closed, or is in the process of reopening, all classes are canceled and offices are closed. Only functions deemed essential to college operations will take place until further notice. Accordingly, essential personnel pre-designated by senior leadership as accountable for essential functions may be required to stay on campus or may be called in to perform essential functions. The college is considered closed to all persons except to resident students and those pre-designated necessary to perform essential functions. Consequently, all persons not pre-designated should not be on campus or return to campus until normal operations resume. This requirement is necessary to provide for the appropriate safety and security of the campus community and facilitate the return of the campus to open status. Any variations from this standard will be communicated by email to faculty, staff and students.

Announcements to College Community

Announcements of a delay or closing are made by 4:45 a.m. whenever possible through the following communications vehicles:

- CSC ALERT is sent to registered community members through text messaging and e-mail. Register [here](#).
- The Colby-Sawyer College homepage.
- A message on the college's main telephone number, 603-526-3000. A recorded message will inform employees if the campus is closed or opening delayed. If the regular phone greeting is on, employees should assume the college is open for business as usual.
- Announcement through major media venues in the region, including WMUR-TV Channel 9 and WNTK (99.7 FM).



General Building Evacuation

THE TIME TO BECOME FAMILIAR WITH EMERGENCY PROCEDURES IS BEFORE AN EMERGENCY!

If a building evacuation occurs, every occupant should be aware of the predetermined area where employees meet and check in with their supervisor. Campus Safety or other emergency response personnel should immediately be notified of missing persons so that a search can be made.

Some emergencies may require evacuation of the building. In this event:

1. Fire alarms or verbal notice may be used to sound the evacuation.
2. Safely stop your work.
3. Remain calm and orderly. Gather your personal belongings quickly, especially prescription medicines. It may be hours before you are allowed back into the building.
4. Seek out and give assistance to disabled or injured people in the area.
5. If safe to do so, close doors and windows, but do not lock them.
6. Never prop open stairwell doors.
7. Walk quickly, but do not run to the nearest safe exit via the stairway.
8. Never use elevators.
9. Follow emergency responder's instructions or other properly identified emergency personnel.
10. Go to a pre-determined [emergency assembly point](#).
11. Keep all roadways and walkways clear for emergency vehicles.
12. Wait for instructions from emergency personnel.
13. Never re-enter any building until instructed to do so by properly identified emergency personnel.



Evacuating Persons with Limited Mobility or Special Needs

If your mobility is limited, pre-planning is essential to a safe evacuation. If you are a person who has special needs, know your limitation and consider what you would do in an emergency. If you need to be evacuated, help yourself and rescuers by providing them with information about your needs and the best ways to assist you since people may not be aware of your circumstances or how to help.

OFFERING ASSISTANCE TO OTHERS VISUALLY IMPAIRED PERSONS

In the event of an emergency, tell the person the nature of the emergency and offer to guide them to the nearest emergency exit. Have the person take your elbow to escort them (this is the preferred method when acting as a “sighted guide”).

HEARING IMPAIRED PERSONS

1. Write a note telling what the emergency is and the nearest evacuation route.
For example: “Fire....Go out rear door to the right and down now!”
2. Turn the light switch on and off to gain attention, and then use gestures to show what to do.

AMBULATORY PERSONS USING CRUTCHES, CANES, OR WALKERS

Carrying options include evacuation chairs (located in Colgate Hall, Ivey Hall, and the Susan Colgate Cleveland Library/Learning Center), using a two-person lock-arm position or having the person sit on a sturdy chair, preferably one with arms. If time permits, call Campus Safety at 526-3300 for assistance.

NON-AMBULATORY PERSONS (e.g. Wheelchairs)

Call 9-1-1, and then move the person to an area of refuge such as a stairwell, if possible. For assistance in identifying areas of refuge (shelter-in-place) before an emergency happens, contact Campus Safety at 526-3300.

Wheelchairs have moveable parts: some are not designated to withstand the stress of lifting. You may have to remove the chair batteries. Life support equipment may be attached. Because lifting a person with minimal ability to move may be dangerous to their well-being, always consult with the person in the chair regarding:

1. The number of people necessary for assistance.
2. Ways of being removed from the wheelchair.
3. Whether the seat cushion or pad should be brought along with him/her if they are removed from the chair.



NON-AMBULATORY PERSONS (continued)

4. Whether to straighten or bend arms or legs when lifting because of pain, braces, or other medical concerns.
5. Whether to carry a person forward or backward on a flight of stairs.
6. The type of medical assistance necessary after the evacuation.

WHEN LIFTING SOMEONE, REMEMBER TO USE PROPER LIFTING TECHNIQUES

1. Never try to lift someone alone.
2. Always get at least two people to help lift a person.
3. Place one foot a little ahead of the other with toes pointing slightly outward.
4. Place your feet about shoulder width apart. Bend at your knees.
5. Lift yourself and the person with your legs, keeping your back straight.



Lockdown and Shelter-In-Place Procedures

There are a number of emergency situations during which building or facility evacuation is not the best solution and may not be advisable. In such cases, either a Shelter-in-Place or a Lockdown may be the best option.

Shelter-In-Place

Generally, Shelter-in-Place simply means staying indoors. If an incident occurs on campus, assume that you should Shelter-in-Place, or remain inside, unless you are directed to do otherwise or the building is unsafe. Examples of situations in which Shelter-in-Place might be used include: severe storms, such as tornados; extreme life-threatening temperatures (e.g., cold or heat); public disturbances, such as a demonstration that has escalated to a violent level; explosions, whether intentional or accidental; and chemical or biological contaminants released accidentally or intentionally into the air.

- **BE AWARE:** Notification to Shelter-in-Place can come from Campus Safety personnel, local authorities such as the New London Police or Fire Departments, Residential Education staff or other college employees. College community members may also be alerted to campus “Shelter-in-Place” status via text message, a scrolling message at the bottom of a college computer, e-mail, runners and/or other means available.
- **PREPARE:** Although it is unlikely that you will ever need to Shelter-in-Place, it is helpful to prepare for such situations. A few simple items stored in the place you spend most of your time can make sheltering easier and more comfortable. The items include: extra prescription medicine, first aid supplies, non-perishable food and bottled water, a flashlight, a battery-operated radio, extra batteries and a telephone.

How to Shelter-in-Place

- If you are inside, stay where you are. Collect any shelter-in-place supplies and a telephone to be used in case of emergency.
 - If your building is damaged take your personal belongings (CSC Smartcard, purse, wallet, keys) and follow the evacuation instructions from emergency personnel.
 - If you are outside proceed into the closest building quickly or follow the instructions from emergency personnel on the scene.
- Shelter-in-Place in an interior room, above ground level, and with the fewest windows. If there is a large group of people inside a particular building, several rooms may be necessary.



How to Shelter-in-Place (continued)

- Shut and lock all windows (locking will form a tighter seal) and close exterior doors.
- Turn off air conditioners, heaters and fans. Close vents to the ventilation system as you are able. College staff will turn off the ventilation system as quickly as possible.
- Make a list of all the people with you and ask someone (Residential Education staff, faculty, or other staff) to call the list in to Campus Safety so that they know where you are sheltering. If only students are present, one of the students should call in the list.
- Log onto the network with a college computer and look for e-mails and/or scrolling text providing situational updates. Check your registered mobile device for CSCAlert updates.
- Make yourself comfortable.
- Look after each other. You will get word when it is safe to come out.

Lockdown

Lockdown is a procedure whereby all community members, upon being alerted by college officials, lock themselves and their students in classrooms, work areas or residence halls. This is a temporary precautionary measure when there is a serious perceived threat to the personal safety of community members.

Room, Building, or Campus Room Lockdown Response

A Room Lockdown Response is used when it may be more dangerous to evacuate the building than to stay in the assigned rooms. Examples: Violent or potentially violent incident by a person or persons threatening with a gun or other deadly weapon; robbery in progress, etc. Community members will be alerted to a campus “Lockdown” status via text message, a scrolling message at the bottom of a college computer, e-mail, runner and/or other means available.

Room Lockdown Procedure

- a. When a “Lockdown” alert is received immediately announce “Lockdown” to your group.
- b. Remain calm and stay with your group of students, faculty, staff or visitors.
- c. Lock room doors and windows, barricade door if circumstances permit. (See “Barricade” section for additional information.)
- d. Close shades.
- e. Move people away from doors and windows so they can't be seen.
- f. Shut off lights.
- g. Remain quiet (silence cell phones but do not shut them off).
- h. Ignore Fire Alarm (contact 9-1-1 if you believe there is a fire danger).



Room Lockdown Procedure (continued)

- i. Notify law enforcement (9-1-1) of the type of disturbance, its location, the number of people causing it, who is involved, any weapon presence, and your name. Provide as much information as possible.
- j. Quietly discuss defense strategies with the group (*See “Defend” section for additional information*)
- k. If a gunshot is heard, keep people down near the floor and shielded under/behind room furniture as much as possible.
- l. Maintain a calming influence over your group. Reassure students, faculty, staff and visitors that everything possible is being done to return the situation to normal.
- m. Notify law enforcement (9-1-1) as soon as possible of any medical emergencies.
- n. Remain in the secure room until released by law enforcement. If doubt exists about the safety of the individuals inside the room, the area should remain secured.

Building or Campus Lockdown Response

- a. The decision to initiate a building or campus-wide Lockdown rests with Campus Safety and/or law enforcement.
- b. A Lockdown consists of moving all students, faculty, staff and visitors off the grounds and into the buildings, securing all entrances, and denying access to any unauthorized persons.
- c. Always begin the Lockdown procedure immediately following notification to do so.
- d. Cancel all outdoor activities until approved otherwise by law enforcement or authorized college official.
- e. No person should leave a building under a Lockdown order.
- f. The building or campus Lockdown is to remain in effect until cancelled by law enforcement.
- g. Ensure all instructions issued by law enforcement are followed immediately.

It is important to understand that there is a distinct difference between an active shooter situation and a hostage situation, which require different behavioral responses on the part of the victims.

IF YOU ARE OUTSIDE DURING A LOCKDOWN:

- a. If it is safe to do so, leave campus as quickly as possible (away from the threat if known) and seek cover.
- b. If it is not safe to leave campus, hide behind a large heavy object (i.e., vehicle or tree).
- c. Await further instructions from law enforcement.
- d. Check the college’s website and college social media sites for updates and further information as it becomes available.



- e. DO NOT CALL THE LOCATION THAT IS IN LOCKDOWN. Phone calls to anyone inside the building that is in lockdown may endanger them.
- f. DO NOT RETURN TO CAMPUS until you receive information from law enforcement, CS Webpage and/or CSCAlert telling you to do so.

IF YOU ARE IN YOUR CAR

- a. Leave campus.
- b. Follow instructions from Emergency Personnel.
- c. DO NOT RETURN TO CAMPUS until you receive information from law enforcement, CS Webpage and/or CSCAlert telling you to do so.

IF YOU ARE OFF CAMPUS WHEN YOU RECEIVE A LOCKDOWN NOTIFICATION:

- a. Stay away from campus
- b. DO NOT CALL THE LOCATION THAT IS IN LOCKDOWN. Phone calls to anyone inside the building that is in lockdown may endanger them.
- c. DO NOT RETURN TO CAMPUS until you receive information from law enforcement, CS Webpage and/or CSCAlert telling you to do so.



Active Shooter Profile of an Active Shooter

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Guidance to Faculty, Staff, and Students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

How to Respond When an Active Shooter Is Outside of Your Building

If an active shooter is outside your building, you should immediately seek cover in an attempt to conceal and hide from the shooter. Proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 9-1-1, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police give the "all clear." Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer through a 9-1-1 operator.

How to Respond When an Active Shooter Is In Your Vicinity

Quickly determine the most reasonable way to protect your own life.

- 1. ESCAPE-** Escaping is your first and best option. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - Know the escape routes. Prepare in advance by identifying all exits from the rooms where you spend the most time. This includes emergency exits, fire escapes, and windows. Ideally, plan at least two escape routes out of the school or workplace, in case the shooter is blocking one of them.
 - Escape regardless of whether others agree to follow



ESCAPE- (continued)

- Leave your belongings behind
- Help others escape, if possible
- If safe to do so, prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 9-1-1 when you are safe

React immediately. Don't freeze up or waste time debating your options. Find an escape route, and start running as fast as you can directly to the exit.

- 2. BARRICADE-** If you are unable to escape, your next best option is to barricade. This means doing whatever is necessary to prevent the shooter from entering your location. Barricading is not just hiding. If the shooter is rapidly approaching your room, or if he is blocking the only escape route, start hiding or barricading yourself in immediately.

Also, barricading does not mean just "blocking" the door. When you effectively create a barricade, the active shooter should not be able to enter. Therefore, you must have enough weight or leverage in place to prevent the barricade from being breached.

To prevent an active shooter from entering your space:

- Lock the door/Call 9-1-1 (use a landline if possible so it can be traced)
- Barricade using door jambs and wedges if the door opens inward or tie offs if the door opens outwards.
- Blockade the door with heavy furniture
- Silence your cell phone, turn off any source of noise (i.e., radios, televisions)
- Find cover. Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- Prepare to defend

Split tasks with other people in the room. If there are other people in the room, get their attention and assign them to the following tasks (each described in more detail below)

- One person should call 9-1-1
- One group of people should lock and barricade the door.
- One group of people should grab anything that could be used as a weapon.



3. DEFEND-As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing

Weapons of Opportunity

There are 2 different types of weapons:

- a. Conventional (e.g. firearms, edged weapons)
- b. Unconventional (not specifically intended to cause bodily harm)

Unconventional weapons (weapons of opportunity) are benign when used as intended, but can also be used to defend yourself. Here are some examples:

- Lamp cords and bases — can be used for strangulation, while the base of a lamp can be used to bludgeon the attacker
- Cords — can be used to strangle the attacker
- Scissors — can be used as a makeshift edged weapon to stab the attacker
- Walking sticks — can be used to beat the attacker

You should identify the weapons you have available and have a plan on how to use them. For each available weapon, answer the following questions:

- a. What distance does it need to be deployed in?
- b. How heavy is it and are you strong enough use it?
- c. What results are you trying to achieve?
- d. What number of people are needed to deploy it?

Disarming an Active Shooter

If the shooter breaches your barricade, your best option is likely to disarm the person.

The basic approach is to:

- Start low (below the line of site of the shooter)
- Watch for the muzzle to breach the doorframe
- Use both hands to grab the muzzle of the gun and push it high into the doorframe
- Grab the stock and pull it vigorously towards you, striking shooter in the face with muzzle
- Use the muzzle to push (strike) the shooter (in the face or chest) off to create distance
- Reposition the weapon and engage the shooter, if needed



How to Respond When Law Enforcement Arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers (ensure your hands are empty)
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 9-1-1 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.



Hostage Situation

Introduction

A hostage situation involves an armed and dangerous individual, who may or may not have already used deadly force. In most instances, his access will be restricted due to his own choosing or changing events, such as the arrival of law enforcement. A significant distinction in a hostage situation is the containment of the offender and victim. The motive of the hostage-takers can vary between substantive and expressive.

Hostage takers realize that only through keeping the hostages alive can they hope to achieve their goals. They understand that if they harm the hostages, they will change the incident dynamics and increase the likelihood the authorities will use force to resolve the incident. Therefore, it remains in the best interest of the hostage-takers to keep the hostages alive and avoid actions that might trigger a violent response from police.

If You Hear or See a Hostage Situation

- Immediately remove yourself from any danger.
- Call 9-1-1 as soon as you can do so safely.
- Be prepared to give the Dispatch Center the following information:
 - Location and room number of incident
 - Number of possible hostage takers
 - Physical description and names of hostage takers, if possible
 - Number of possible hostages
 - Any weapons the hostage takers may have
 - Your name, your location and phone number

If You Are Taken Hostage

- Remain calm, be polite and cooperate with your captors.
- Do not attempt escape unless there is an extremely good chance of survival. It is safer to be submissive, and obey your captors.
- Speak normally. Do not complain or act belligerently; comply with all orders and instructions.
- Do not draw attention to yourself with sudden body movements, comments or hostile looks.



If you are Taken Hostage (continued)

- Observe the captors, and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present captors' demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

In a Rescue Situation

- Do not run. Drop to the floor, and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Do not be upset, resist or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, do not resist. Just wait for the confusion to clear.
- You will be taken to a safe area, where proper identification and status will be determined.
- Wait for instructions, and obey all instructions you are given.



Bomb Threats

If you receive a bomb threat by telephone, here are some helpful things to keep in mind:

- Remain calm. When the bomb threat is received, the person taking the call must stay calm and obtain as much information as possible.
 - Do not put the caller on hold.
 - Do not attempt to transfer the call.
- The person taking the call should immediately notify another staff member in the office, preferably while the caller is still on the line.
- Pay attention to the caller and his/her words and speech:
 - Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
 - Is the caller angry, excited, irrational or agitated?
 - Is the caller a man or woman, young, middle-aged or old?
 - If you have caller ID, note the phone number of the caller.
- Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc.).
- It is important to document all that you know and hear. This should include filling out the Bomb Threat Checklist.
- Call the Department of Campus Safety from a campus phone at 3300 or (603) 526-3300 from a cell phone.
- Do not evacuate until told to do so by the Department of Campus Safety.

Bomb Threat Checklists

- Stay calm and collect all the information you can
- Name of call taker
- Date and time received
- How the threat was reported (telephone, e-mail, in-person, by mail)
- Location threatened
- Exact words used to make threat

Questions to ask the person making the threat:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Who placed the bomb?
- Why was the bomb placed?
- Where are you calling from?



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Description of caller's voice:

- Young, middle-aged, old
- Distinguishing voice characteristics
- Male, female
- Background noises
- Remarks, etc.
- Completed by: (your name and title); your contact information (phone, e-mail, etc.)



Weather Emergencies

Severe Thunder Storms or Tornadoes

The college is prepared to notify the campus community via CSCAlert of severe weather emergencies.

The following terms are utilized by the National Weather Service:

Watch: Conditions are right for a severe thunder storm or tornado to develop. Continue with normal activities, but continue to monitor the weather.

Warning: Radar or weather spotters have identified a severe thunder storm or tornado.

Where to Take Shelter on Campus

If you see a tornado, or are alerted to take shelter from severe weather, the areas below are recommended. Time permitting, it's best to get to an interior room without windows on the first floor. However, if you must go outside to enter one of these areas, you might be better off staying inside, moving away from doors and windows, and attempting to cover yourself. If at all possible, cover yourself with clothing, bedding or other protective coverings.

Administrative Buildings

- Colgate Hall basement hallways
- Dan and Kathleen Hogan Sports Center basement
- Homestead basement
- Susan Colgate Cleveland Library/Learning Center basement
- McKean Hall basement
- Mercer Hall basement hallway
- Ware Student Center Dining Hall storage rooms
- Windy Hill basement

Residence Halls

- Austin Hall basement hallway
- Best Hall basement hallway/lounge
- Burpee Hall basement
- Colby Hall basement
- Non-traditional housing basements
- Page Hall basement
- Shepard Hall basement



Colby Sawyer
College

If you are in the open:

- Move at right angles to the tornado.
- Attempt to reach shelter.
- If there is no time to escape or find shelter, lie flat in a ditch or depression and avoid areas subject to rapid water accumulation or flooding in heavy rains.

Additional Information

[American Red Cross Tornado Safety Checklist](#)

[Ready.gov Tornado Information](#)



Fire and Hazardous Materials Emergencies/Building Evacuation

In the event of a fire or hazardous materials emergency within a campus building, it is necessary and safest for occupants to evacuate. College policy is total evacuation of the building.

A fire or hazardous materials emergency exists whenever:

- A building fire evacuation alarm is sounding
- An uncontrolled fire or imminent fire hazard occurs in any building or area of campus
- There is the presence of smoke or the odor of burning
- There is an uncontrolled release of combustible or toxic gas or other hazardous material, or a flammable liquid spill

To Survive a Building Fire:

Activate the building fire alarm if it is not already sounding

- Pull a fire alarm station on the way out.
- If the building is not equipped with a fire alarm, knock on doors and shout on your way out.
- Leave the building by the nearest exit.
- Crawl if there is smoke. (Cleaner, cooler air will be near the floor.)

Feel doors before opening

- Before opening any doors, feel the metal knob. If it is hot, do not open the door.
- If it is cool, brace yourself against the door, open it slightly, and if heat or heavy smoke are present, close the door and stay in the room.

Go to the nearest exit or stairway

- If the nearest exit is blocked by fire, heat or smoke, go to another exit.
- Always use an exit stairway, not an elevator. (Elevator shafts may fill with smoke or the power may fail, leaving you trapped. Stairway fire doors will keep out fire and smoke if they are closed and will protect you until you get outside.)
- Close as many doors as possible as you leave. This helps to contain the fire.
- Total and immediate evacuation is safest. Use a fire extinguisher only if the fire is very small and you have received training. Do not delay calling emergency responders or activating the building fire alarm. If you cannot put out the fire, leave immediately. Make sure public safety and the fire department are called even if you think the fire is out.



If you get trapped, keep the doors closed

- Place cloth material (wet if possible) around and under door to prevent smoke from entering.
- Be prepared to signal your presence from a window. Do not break glass unless absolutely necessary, as outside smoke may be drawn inside.

Signal for help

- Hang an object at the window (jacket, shirt) to attract the fire department's attention.
- If there is a phone in the room or you have a cellular phone, call 9-1-1 and report that you are trapped.
- Be sure to give your room number and location.
- If all exits from a floor are blocked, go back to your room, close the door, seal cracks, and open the windows. If safe, wave something out the window and shout or phone for help.

Stop, Drop and Roll

- If your clothes catch on fire, stop, drop and roll, wherever you are. (Rolling smothers the fire.)

Obstacles

- Storage of any items in the corridors to include: bicycles, chairs, desks and other items are prohibited in all exit ways, including stairwells.
- Blocked exits and obstacles impede evacuation, especially during dark and smoke conditions.

Notify emergency responders from a safe distance away from the building

- Call 9-1-1 from a campus phone.
- Use blue light phones or call boxes located at the entrances of most campus buildings.

Responding to a Chemical Spill

- Call 9-1-1 or if the substance is not life threatening call Campus Safety x3300
- Do not attempt to clean up the spill.
- Remove yourself and others from the area.
- Cordon off the area and do not let others enter the area.
- Do not pull the fire alarm unless there is a fire.
- Provide first responders with information about the spill, chemical and the spill area.
- Evacuate the building if first responders issue the evacuation order.
- Re-enter the building only when an "all clear" is provided by first responders.



Guidelines for Suspicious Letters and/or Packages

How to Identify Suspicious Packages and Letters

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Hand-written or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Visual distractions
- Ticking sound
- Excessive security material such as masking tape, string, etc.
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

Actions to Take Once a Potential Suspicious Package Has Been Identified:

- Stay calm – do not panic.
- Do not move or handle a suspicious package.
- Call the Department of Campus Safety from a campus telephone at 3300 or your cell phone 526-3300.
- If there is reason to suspect that a package may contain an explosive device based on characteristics described above, do not handle the package. Leave the area and contact the Department of Campus Safety.
- If the suspicious letter or package is marked with a threatening message (such as “anthrax”) or if a suspicious powder or substance spills out of the package or envelope, follow these guidelines:
 - Do not clean up a suspicious powder.
 - Turn off local fans or ventilation units in the area if you suspect that a device has been activated and the fan/ventilation switches are quickly and easily accessible.
 - Leave the room and close the door, or section off the area to prevent others from entering. Call for help and keep others away from the area.
 - Wash your hands with soap and water to prevent spreading any powder to your face.
 - Remove heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. Give clothing bag to the emergency responders.
 - Shower with soap and water as soon as possible if contaminated. Do not use bleach or other disinfectant on your skin.



Actions to Take Once a Potential Suspicious Package Has Been Identified (continued):

- List all people who were in the area when the suspicious package was recognized.
- Provide this list of people to responding law enforcement for follow-up investigations and to obtain advice from local public health authorities and outside law enforcement officials.

Emergency Preparedness and Response

Emergency responders from the New London Fire Department, New London Police and the State of New Hampshire will assess the situation. If the suspicious letter or package is marked with a threatening message, such as “anthrax” or if a suspicious powder or substance has spilled, they will follow certain guidelines.

Please Do the Following to Assist the Department of Campus Safety

- Turn off local fans or ventilation units in the area.
- Leave area immediately.
- Close the door, or section off the area to prevent others from entering.
- Shut down air handling system in the building, if possible. Call Facilities at 3699 from any campus phone for assistance with HVAC and other building issues.
- List all people who were in the room or area when this suspicious letter or package was recognized.
- Provide this list of people to New London Police and other authorized agencies for follow-up investigations



Additional Resources:

- [Ready.gov](#) - *Ready* is a national public service advertising (PSA) campaign designed to educate and empower Americans to prepare for and respond to emergencies including natural and man-made disasters. The goal of the campaign is to get the public involved and ultimately to increase the level of basic preparedness across the nation. Go to Ready.gov preparedness for [people with disabilities and access and functional needs](#).
- [ReadyNH](#) is New Hampshire's emergency preparedness website. [ReadyNH](#) was developed to provide information and resources to residents so they can take action and keep themselves and their families' safe during emergencies.
- [Disability.Gov - Guide to Emergency Preparedness & Disaster Recovery](#) - This federal government website contains information that people with disabilities, their families, employers and first-responders need to know about actions that should be taken before, during and after emergencies. It provides comprehensive information on emergency preparedness, response and recovery plans that take into account the needs of people with disabilities, as well as practical tips on how individuals, schools, and places of business can prepare for emergencies.
- [DisastersRUs](#) links visitors to essential information for people with disabilities, their family members, care providers, emergency managers, planners and responders.

The website also lists National Organization on Disability Principles of Disability Preparedness and Disaster Mitigation Tips for Persons with Disabilities. The main focus of the website is on disasters that affect Florida and the Southeast U.S.

- [Disaster Readiness Tips for People with Mobility Disabilities](#) is a National Organization on Disability pamphlet that provides useful recommendations on how to ensure a state of personal readiness for people with disabilities.
- [Coping with Disasters](#) is sponsored by the Centers for Disease Control and Prevention. It provides general strategies for promoting mental health and resilience prior to, during and after natural or human-engineered disasters. The effects of a disaster, terrorist attack or other public health emergency can be unpredictable, and long-lasting. The resulting trauma can reverberate even with those not directly affected by the disaster.
- [FEMA Section 508 Accessibility Statement](#)
- [Limited English Proficiency Website](#) - LEP.gov promotes a positive and cooperative understanding of the importance of language access to federally conducted and federally assisted programs.



Acknowledgements:

Information for this publication has been obtained from the following sources:

Centers for Disease Control (CDC), <http://emergency.cdc.gov/preparedness/>

Center for Personal Protection and Safety, <http://www.cpps.com/home>

Federal Bureau of Investigation (FBI), <https://www.fbi.gov/about-us/cirg/active-shooter-and-mass-casualty-incidents/run-hide-fight-video>

FEMA, https://www.fema.gov/pdf/areyouready/areyouready_full.pdf

Ithaca College Office of Public Safety, <http://www.ithaca.edu/emergency/>

University of Central Oklahoma, <http://www.uco.edu/administration/safety-transportation/emergency-management/>

United States Postal Service, <https://about.usps.com/posters/pos84.pdf>

Vistelar College, [Campus Safety: Tactical Response Strategies for Surviving an Active Shooter](#)

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