



# **Emergency Response and Recovery Plan**

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Approved: 10/08/03  
Revised: 09/06/19

## **Mission Statement**

An emergency or crisis situation can arise at the State University of New York at Nassau Community College (NCC) any time and from many causes. Emergencies may range from criminal activity, hazardous materials spills, fires and bomb threats to explosions, natural disasters, or civil disturbances.

The NCC Emergency Response and Recovery Plan (ERRP) is a procedural document, which incorporates the Incident Command System for organizing, coordinating and directing available resources toward the control of an emergency. The plan includes a chain of command establishing the authority and responsibility of various individuals. In emergencies, procedures sometimes must be changed at an instant's notice; therefore, responsible and knowledgeable persons who know the procedures have the authority to make necessary modifications.

## **Distribution**

Copies of this plan have been distributed to the following College offices:

President  
Acting, Vice President for Academic Affairs  
General Counsel  
Vice President for Institutional Advancement  
Vice President for Academic Student Services  
Vice President, Facilities Management  
Acting, Vice President, Finance  
Chief Information Officer  
Associate Vice President, Human Resources  
Assistant Vice President, Maintenance/Operations  
Acting, Director, Media  
Director, Public Safety  
Director, Environmental Health and Safety  
Director, Facilities Management  
Registrar  
Supervisor, Student Health Services

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# **NASSAU COMMUNITY COLLEGE**

## **EMERGENCY RESPONSE and RECOVERY PLAN**

### **1.0 INTRODUCTION**

Nassau Community College (NCC) is one of the largest community colleges in the nation, and therefore, must be prepared to respond to many different types of emergency situations. The following Emergency Response and Recovery Plan (ERRP) identifies college-specific procedures, areas of responsibility and defines the administrative framework necessary to respond to emergency situations.

### **2.0 PURPOSE**

The purpose of the ERRP is to establish policies, procedures and an organizational structure for response to emergencies. The Plan describes the roles and operations of key personnel, departments, units and personnel of NCC during an emergency. In addition, the Plan:

- Provides an organizational framework in accordance with the National Incident Management System (NIMS) Incident Command System (ICS);
- Provides NCC management with the control necessary to direct and coordinate all operations and agencies responding to emergency incidents;
- Assigns employees who possess expertise and specialized training to critical functions without loss of precious time;
- Allows for the activation of only those positions needed to manage a particular incident or level of emergency; and
- Promotes the proper span of control and unity of command.

It shall be the mission of NCC to respond to an emergency situation in a safe, effective and timely manner. College personnel and equipment will be utilized as necessary to accomplish the following priorities:

- Priority I: Protection of life;
- Priority II: Secure critical infrastructure and facilities; and
- Priority III: Restoration of general campus operations.

It is anticipated that, as operations progress from Priority I through Priority II and III, the administrative control of the College will move from the ERRP organization back to the regular NCC organizational structure.

### **3.0 SCOPE**

This ERRP is a campus-specific plan that dictates the emergency response of NCC personnel and resources during an emergency. It is the official response plan for NCC and supersedes previous plans and precludes employee actions not in concert with the intent of this plan, or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices hereto.

This plan will be reviewed and updated on a routine basis to ensure its continued effectiveness. In order to ensure the College's response to an emergency is cohesive, rapid, and professional, individual departments must create and implement department-specific response plans to address the specific needs of that department.

This Plan will be subordinate to Local, State and/or Federal plans during an emergency declaration by any of these authorities.

### **4.0 AUTHORITY**

This Plan is promulgated under the authority of the President and Vice Presidents.

### **5.0 REVIEW AND UPDATING OF PLAN**

The Plan will be updated and revised as necessary but at a minimum, annually. The purpose of this review shall be to review and update emergency response plans, protocols, procedures and emergency response team members. The Office of Environmental, Health and Safety (EHS), with input from all affected departments and campus community, will update and distribute the Plan.

### **6.0 EMERGENCY RESPONSE TEAM**

The College has established an Emergency Response Team that is comprised of administrators and other key personnel who will oversee and coordinate the Colleges response and recovery to all campus emergencies.

#### **6.1 Executive Command Group**

Dr. Jermaine F. Williams    President

Dr. Valerie Collins            Acting, VP Academic Affairs

Ms. Maria Conzatti            VP for Academic Student Services

Ms. Donna Haugen	General Counsel
Vacant	VP, Institutional Advancement
Dr. Joseph Muscarella	VP, Facilities Management
Ms. Lisa Hahn	Acting, VP, Finance
Mr. Richard Lawless	Chief Information Officer
Ms. Dorlena Dunbar	Associate VP, Human Resources
Ms. Charmian Smith	Acting, Director, Media
Mr. Chester Barkan	Registrar

### **Executive Command Group Functions**

- Approve overall priority and strategies.
- Addresses financial issues and securing emergency funds.
- Addresses the media.
- Issues public information reports and instructions.
- Liaison with government and external organizations.
- Equipment and special installations policy determinations.
- Provides financing for equipment and personnel.
- Provides administrative support for operations.

### **6.2 Incident Command Group**

Mr. Robert Foley: Assistant Vice President, Maintenance/Operation

Mr. Martin Roddini: Director, Public Safety (Incident Commander)

Mr. Rob Ramirez: Director, Environmental Health and Safety

Mr. Joe Buckheit: Director, Facilities Management

Ms. Margaret McGovern: Supervisor, Student Health Services

## **Incident Command Group Functions**

- Gathers, confirms and evaluates incident information.
- Defines and implements tactics/actions to resolve specific priority situations.
- Identifies resource needs and shortfalls.
- Reassign/deploy individuals in support of critical needs.
- Documents situation status and tracks resource use.

Representatives from the following departments may be required to join or assist the Incident Command Group as the emergency dictates:

- Academic Deans
- Student Personnel Services
- Physical Education Complex, Athletics
- Information Technology Services

## **7.0 INCIDENT COMMANDER**

The Incident Commander (IC) serves as the liaison between the Executive and Incident Command groups.

The IC is responsible for:

- coordinating and implementing the ERRP for NCC,
- responding to and assessing all campus emergencies,
- interacting with federal, state and county officials to prepare, respond, mitigate and recover from natural or man-made disasters.

The specific duties and responsibilities of the Incident Commander consist of:

- activation of the College's Emergency Command Center's (ECC's),
- initiating and monitoring increased readiness actions of the College.
- Directing and coordinating response to large-scale emergencies,
- Serving as liaison between Nassau County, state and federal jurisdictions,
- interacts with other agencies and businesses within the County with development of emergency operation plans and procedures.
- serves as advisor to College Officials and departments on emergency planning matters,
- directs daily operations of staff and training of volunteers, and prepares reports as required for county, state and federal agencies.
- responds to and investigates hazardous substance incidents,
- ensures that proper procedures are followed during clean-up phase, prepares and monitors budget expenditures, and recommends equipment expenditures.

- being trained and completed all required courses by FEMA and the State of New York Office of Emergency Management.

## **8.0 KEY PERSONNEL**

The following College offices will assume various roles, as outlined, in an effort to provide coordinated response to an emergency. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their ability to carry out those temporary roles.

It is understood that if any department does not have specific roles for their personnel to carry out, then those personnel will automatically become part of a “pool” of reserve personnel to assist as assigned by those coordinating the specific emergency (i.e. Financial Aid, Admissions). If necessary, the pool of support people will be instructed to gather at a staging area to be determined by the Incident Command Group.

### **Academic Deans and Department Chairs**

- Identify and resolve instructional issues.
- Coordinate necessary faculty resources.
- Reschedule classes as required.
- Coordinate interdepartmental communications.

### **Environmental Health and Safety**

- Identify any operational unsafe conditions, environmental hazards and oversees the cleanup.
- Liaison with local, state and federal authorities on environmental, health and safety issues.
- Updates written ERRP and Emergency Response Team wallet cards as necessary.

### **Facilities Management**

- Provide site and building information.
- Reschedule public events as required.
- Provide warehouse support to move furniture, supplies, and equipment as necessary.
- Coordinate food services for dislocated personnel and emergency workers.
- Secure and coordinate alternate/off site classroom/office space in advance of emergencies to ensure facilities are available during an emergency.

### **Human Resources**

- Provide communications to families of employees who may be involved in campus emergencies, sheltered in place, or injured as a result of a campus emergency. Maintain up to date employee Emergency Contact information.

- Managing/coordinating benefits for employees involved in campus emergencies.
- Handling compliance questions/issues associated with travel, relocation, remote-work and temporary employees.
- Obtaining medical information about injured or deceased employees.
- Coordinating responses between unemployment compensation, workers' compensation, EEOC, arbitration and insurer/benefit responses.

### **Information Technology Services (ITS)**

- Coordinate temporary telephone, fax and computer hookups.
- Assess and address all website and other IT needs before, during and after emergency.

### **Media**

- Oversees the dissemination of public information.
- Interacts and coordinates with media.
- Media coordination and spokesperson.

### **Payroll/Finance**

- Managing/coordinating payroll for employees involved in campus emergencies.

### **Physical Education**

- Coordinate use of Physical Education Field House as a staging area or temporary shelter.

### **Physical Plant**

- Arrange for temporary quarters for displaced departments.
- Provide structural evaluations and repair estimates.
- Coordinate radio and pager support.
- Mitigate facility and grounds damages and restore to a functional level.
- Assist Public Safety with creating a safe perimeter at the site of the emergency.

### **Printing and Publications**

- Provide printed materials as directed (letters to parents, posters, and temporary procedures, etc.).

### **Procurement Department**

- Obtain emergency goods and services as necessary; includes pick-up/delivery to site of emergency.

### **Psychological Counseling Center**

- Responds to psychological crisis's affecting students on campus.
- Assist students in coping with trauma.
- Coordinates grief counseling with outside agencies as necessary.

### **Public Safety Department**

- Respond to all campus emergencies. Coordinate response of outside agencies.
- Crowd control, evaluation, site security, and mobile communications.
- Liaison with on-site police, fire and medical command personnel.
- Supply disaster control IDs to Executive Command personnel and others, as needed.

### **Registrar**

- To reschedule cancelled classes.

### **Student Health Services**

- Provide medical support and back-up.
- Assist in providing services to those with minor injuries and provide trauma support.
- Assist/provide on-site medical triage.
- Works county health department on matters pertaining to infectious disease and public health. Relays public health info to College Community as necessary.

### **Student Personnel Services**

- Coordinate student notification and response.
- Liaison with parents. Ensure up to date contact information is maintained.

## **9.0 EMERGENCY RESPONSE PRIORITIES**

NCC's response priorities will be as follows:

1. Buildings occupied by constituent populations - classrooms, laboratories, offices, child care center, athletic facilities, and special event venues.
2. Buildings critical to security, health and safety – medical facilities, public safety building, emergency shelters, food supplies, sites containing potential hazards.
3. Facilities that sustain the emergency response – Energy systems and utilities, communications services, computer installations, transportation systems.
4. Unoccupied administrative offices, classrooms, or other unoccupied buildings.

## 10.0 LEVELS OF EMERGENCY RESPONSE

Emergency incidents will be assessed and categorized into the following levels. Individual circumstances or changing conditions may require a rapid reassessment to a higher or lower level of response.

### 10.1 Level 1 - Minor

Level 1 emergencies can be resolved with limited outside assistance.

**Possible Examples:** Minor weather incidents, small fires, minor hazardous materials or fuel spill, small electrical outages; contained flooding.

Level 1 emergencies are generally handled by responding internal college departments such as Physical Plant, Public Safety, EHS, etc. and have little impact to the college community beyond the user area/building in which it occurred. For the most part outside assistance is not required. Does not require the opening of an ECC or campus-wide notifications.

Level 1 emergencies:

- Do not require opening an ECC
- Localized department or building
- Quickly resolved
- No casualties, no threat to life
- Emergency contained
- Minor, to no impact on campus activities

### 10.2 Level 2 - Major

Level 2 emergencies generally require external assistance.

**Possible Examples:** Major weather incidents, explosion/fire, demonstration, power outage, contained hazardous material spill, structural failure, major flooding.

Level 2 emergencies:

- Cause disruption to large portion(s) of campus
- May require activation of the ECC
- Involve a containable threat, limited casualties, limited panic/confusion, clear incident perimeter, limited evacuation, minor injuries
- May require a partial evacuation plan; 1-2 buildings
- May require possible overnight sheltering
- May require emergency announcements to College Community

### **10.3 Level 3 - Catastrophic**

Level 3 emergencies always require external assistance.

**Possible Examples:** criminal activity, active shooter, terrorism, explosion/fire, natural disaster, hurricane, wide spread medical emergency, chemical/biological/radiological/nuclear (CBRN) incidents, mass casualties, uncontained hazardous materials spills.

Immediate resolution of the disaster, which can be a multi-hazard, is beyond the emergency response capabilities of the campus and local resources.

#### **Level 3 emergencies:**

- Require plan activation
- Involve severe damage
- Involve entire campus and/or surrounding community
- Have a major impact on campus
- Can be wide ranging, not contained or isolated and complex
- No perimeter
- Possible mass casualties - death
- Unified Command structure implemented for responding outside agencies
- Require activation of the Colleges command center – all major decision makers report
- Campus evacuation may be necessary
- Total mobilization
- Request outside assistance

### **11.0 EMERGENCY RESPONSE PROTOCOL**

When a campus emergency occurs or condition exists, the NCC Community has been instructed to report the situation immediately to Public Safety, by calling the NCC Emergency Response number: (516) 572-7111. This emergency phone line is in operation 24 hours a day, 7 days a week and manned by Public Safety personnel.

Upon receiving an emergency call, the Public Safety desk officer will:

1. Dispatch the nearest Public Safety Officer(s) to the scene of emergency and notify other campus departments (i.e. Physical Plant, EHS, etc.) as necessary.
2. If required, summons outside emergency response agencies (i.e. fire department, NCPD, ambulance, NC HAZMAT, etc.) as necessary. Public Safety will meet and direct the responding outside agency to the specific campus location where emergency is taking place.

3. If necessary, notify the **Director of Public Safety/Incident Commander** (or his/her designee) who will:

- respond to the emergency and determine the level of emergency (as outlined in Section 10.0).
- If necessary, notify other members of the Emergency Response Team and direct Public Safety to open one of the campus ECC's.
- If necessary, direct a trained College official to send out a mass notification via NCC Alert (Rave) and other campus notification methods (see Appendix C).
- If necessary contact **Vice President of Facilities Management** (or his/her designee).

If necessary, the **Vice President of Facilities Management** (or his/her designee) will:

- Notify the President, EVP's and VP's of the emergency.
- Provide information about the emergency to the Director of Media so he/she can update the media.

The President (or his/her designee) will notify the Board of Trustees of the situation as soon as possible.

### **11.1 Procedures to Open Emergency Command Centers**

Under normal conditions, an ECC will not be opened for Level 1 emergencies. However, an ECC may be activated for Level 2 (Major) or Level 3 (Catastrophic) events. If activated, the members of the Emergency Response Team will be notified to report to one of the ECC's.

Once the Executive Command Group has assembled inside the ECC's an individual will be responsible for taking notes and records of all events and decisions. In addition, the IC will notify the members of the Incident Command Group of the ECC at which they will meet.

### **11.2 Emergency Command Centers**

The following campus location(s) will be used as ECC's. The decision as to which location will be used will be decided by the IC at the time of the emergency and based upon the safety of the location, and whether or not it is accessible at time of emergency.

The ECC's will be:

1. Administrative Tower – Plaza Level
2. Public Safety Headquarters
3. Nassau Hall (Bldg. M): VP for Academic Student Services Office
4. Physical Plant Building - Cafeteria

The following equipment may be in the ECC's:

- Current copy of the ERRP,
- Current NCC Directory,
- A listing of phone numbers for all ECC's,
- Listing of combinations to all Command Center cabinets,
- MOU's with local agencies (Uniondale FD, Nassau County PD, Red Cross, etc.)
- Battery operated television,
- Wwalkie talkies,
- Phone lines (one for each member of the Command Group),
- Ccampus computer network connections,
- Large scale campus map,
- Cell phone communications,
- Designated fax machine,
- Log book (notification numbers),
- General office supplies,
- List of available equipment, and
- Floor plans to all campus buildings.

Public Safety will monitor supplies and re-stock the cabinets as necessary. Keys to the cabinets will be maintained in the Public Safety building. A set of duplicate keys will be maintained in VP, Facilities office.

### **11.3 Direction and Coordination of a Predicted Emergency:**

When conditions permit and the impending emergency situation (example: predicted major snow or ice storm, hurricane, severe weather, etc.) provides adequate time for planning and preparation, the Incident Commander may activate one of the ECC's and summons members of the Emergency Response Team to meet and formulate an action plan.

The recommendations from the ERT will be relayed to President by the VP, Facilities. If the President is not available or time is of essence, the recommendation will go to the most senior Executive Officer available on campus.

#### **11.4 Declaration of an Emergency Condition:**

The President, or in his/her absence the senior most administrator, shall declare a College Level 3 emergency when, upon recommendation of the IC (or his/her designee), he/she deems it necessary to close all or part of the College campus. This individual will also activate the Executive Command Group as the situation dictates. The President, or in his/her absence the senior most administrator, or their designees shall declare an end to the state of emergency when appropriate.

#### **11.5 Multi Agency Response - Unified Command**

As an emergency expands or contracts, changes disciplines, or becomes more or less complex, multiple outside agencies may respond. Under these circumstances, personnel from local, State, and Federal agencies will comprise Unified Command and share the responsibility for incident management. Unified Command allows all major organizations with responsibility for an incident to establish common set of incident objectives and strategies. Under Unified Command, the various jurisdictions and/or agencies and non-government responders blend together throughout the operation to create an integrated response team.

The IC will identify a location for outside agencies to set up a Unified Command Center and direct/coordinate campus activities with outside agencies.

### **12.0 CAMPUS NOTIFICATIONS**

In the event of a campus emergency it is important that the College sends out accurate information and instructions. The College will use many different methods to disseminate emergency information and instructions to ensure we can effectively relay alerts to the NCC Community.

Every effort will be made to keep the campus community and public informed of developments during an emergency. Dissemination of timely information is essential for decision making, reducing anxiety and promoting a sense of well-being and security.

#### **12.1 Notification Methods**

A variety of methods will be used including: NCC Alert/Rave system, local radio/TV stations, email, texting, telephone voice alerts, online information placed on the NCC website, portal and Facebook page.

## **12.2 NCC Alert System**

Nassau Community College has partnered with Rave Mobile Safety to provide members of the campus community with a quick and efficient means of receiving emergency notifications. This system is called NCCAlert. NCCAlert will allow the Community to quickly receive emergency communications and other important announcements via text, e-mail and voice message.

Current employee and registered student are automatically enrolled in this system. Any student, staff, or faculty member of Nassau Community College can subscribe to the NCC Alert service.

## **12.3 Emergency Notifications**

All non-weather emergency notifications will be issued by the Director, Public Safety or College official trained and authorized to send out mass notifications via NCC Alert (Rave). NCC will ensure that there are multiple College officials trained in Rave/NCC Alert to ensure adequate back up.

## **12.4 Levels of Emergency Notifications**

### **Level 1 (Minor) – Limited Notifications**

- Normally, the emergency plan will not be activated
- No casualties, no threat to life, no panic.
- Disruption is minimal and the incident is quickly resolved
- Use NCC Alert (Rave) - if necessary

### **Response to a Level 2 (Major) & 3 (Catastrophic) – Very broad and comprehensive notifications and routine updates**

- Utilize NCC Alert (Rave).
- NCC Website: [www.ncc.edu](http://www.ncc.edu), portal and Facebook
- NCC email system
- NCC Information Line
- Texting
- Local media - if necessary

## **12. 5 Weather Related Emergency Notifications**

All weather-related notifications pertaining to class/activity cancellations and subsequent updates will be made by the Director, Media (or his/her designee). The Director, Media (or his/her designee) will use NCC Alert (RAVE), texting, emails, telephone voice alerts, online information placed on NCC website, screens on campus, Portal and Facebook page. In addition, local Radio/TV stations will also be used.

## **13.0 MEDIA RELATIONS**

In some cases, members of the media may come to the College, if so they will be directed to a specific area on campus from which they can conduct business. The Director of Media (or his/her designee) will serve as the liaison between NCC and all members of the press. Only the Director of Media (or his/her designee) will be authorized to make statements on behalf of the college.

Any inquiries from the media must be directed to the Director of Media.

## **14.0 DEACTIVATION, RECOVERY & CONTINUITY OF OPERATIONS**

When conditions have stabilized and normal campus operations resume, this Plan will be deactivated. An official announcement will be made to the Community as necessary. The IC will ensure the release and return of resources that are no longer required for the support of the emergency. The demobilization strategy should include steps to:

- Eliminate waste;
- Eliminate potential fiscal and legal impacts;
- Ensure a controlled, safe, efficient, and cost effective release process.

If the nature of the incident requires continuation of some emergency services, the IC may appoint special work Sections to coordinate those activities.

Each College department will be responsible for assessing their appropriate damages and losses while prioritizing recovery efforts.

In the event of a Federal Declared Disaster, mitigation funding may be available through the Federal Emergency Management Administration (FEMA) to reimburse losses that occurred during this specific event and prevent similar losses. All reimbursement efforts and projects with FEMA (or similar agency) will be coordinated through the Director, EHS.

**Appendix A**  
**Emergency Contact Information**

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**Appendix B**  
**NCC Emergency Procedures**

## **1.0 Medical Emergency**

In the event there is a need for immediate medical attention, take the following steps:

**Step 1:** Dial the **NCC Emergency Phone Number at 2 7111**. From a cell phone or outside line dial **(516) 572-7111**.

**Step 2:** Provide your name, location/building, floor, room number and the nature of injury or emergency situation.

Please stay on the phone and answer all of the questions asked of you to help ensure an efficient response. A trained emergency medical care provider will be dispatched by NCC Public Safety immediately. If required, Public Safety will call outside emergency services and guide emergency responders to the scene or transport the victim to Student Health Services.

## **2.0 Fire or Smoke Condition**

In the event of a fire or smoke condition, take the following steps:

**Step 1:** Immediately sound the nearest fire alarm or manual-pull box (if doing so does not jeopardize your chances of safely escape).

**Step 2:** From a safe location, dial the **NCC Emergency Phone Number at 2 7111** from a campus phone. From an outside line or cell phone dial **(516) 572-7111**. If the building you are in does not have a pull box, or you are not in a building, call the **NCC Emergency Phone Number at 2 7111**. From a campus phone or outside line dial **(516) 572-7111**.

**Step 3:** Provide your name, location/building, floor and room number. Please stay on the phone and answer all of the questions asked of you to help ensure an efficient response. Public Safety will notify the outside emergency responders and coordinate their response.

## **3.0 Criminal/Suspicious Activity**

If you discover or witness a crime, or observe suspicious activity, take the following steps:

**Step 1:** From a safe location call the **NCC Emergency Phone Number at 2 7111** and provide your name, location/building, floor and room number. From a cell phone or outside line call **(516) 572-7111**.

- Do NOT attempt to apprehend or interfere with a criminal.
- Do your best to note the following characteristics of the criminal: height, weight, sex, race, age, clothing, weapon (if any) and direction and method of travel.

- If the criminal flees the scene in an automobile, please note the license plate number and state, make, model, color and any other visual characteristics of the vehicle.

#### **4.0 Workplace Violence**

Workplace violence includes, but is not limited to intimidation, threats, physical attack and property damage. If you receive a threat of violence or witness an act or threat of violence, please take the following steps:

**Step 1:** From a safe location, dial the **NCC Emergency Phone Number at 2 7111** and provide your name, location/building, floor and room number. From a cell phone or outside line call **(516) 572-7111**.

**Step 2:** Provide a location and description of the assailant or suspicious individual.

**Step 3:** If necessary, seek cover behind a locked door.

#### **5.0 Lockdown - Active Shooter**

During certain emergencies, a building evacuation is not the appropriate course of action. In situations where you receive instructions from NCC stating; "Active Shooter - Campus Lockdown," the following measures should be taken:

- Shut the room door and barricade the door using any means necessary (example: large desk, file cabinet, chairs, etc.). If the room you are in can be locked, lock door immediately. Move away from the door.
- Lock and close windows, pull down shades, and stay away from windows. If possible, post a sheet of paper or cardboard on the window (facing out) indicating the room number and the number of people in the room.
- Turn off lights in room.
- Silence all cell phones. Please refrain from calling the 911 system. If you already received an NCC Alert message indicating the need for a lockdown, then 911 has already been notified. Excessive calls to the 911 system may overwhelm it and lead to unnecessary delays in response.
- Do not draw unnecessary attention to the room by creating noise.
- Remain **quiet** and calm. Listen for instructions.
- Do not leave the room or open the door until told to do so by NCC Public Safety or Nassau County Police Department.
- A "Shelter-in-place" message indicates that everyone should stay indoors and remain where they are until an "All clear" or the "Evacuation" direction is given. "Shelter-in-place" does not necessarily mean that there is an active shooter. It could indicate a number of other emergency situations such as - toxic gases, explosions, chemical spill, etc.

## **6.0 Lockout**

A Lockout involves locking all exterior building doors, ensuring there is no entry or exit from the building. Normal activity is maintained within the building.

In the event a lockout is required, NCC will:

- Send a notification indicating “Lockout,” along with specific instructions.
- Lock all exterior doors.
- Maintain normal activity within the building.
- No person may enter or exit the building until further notice by Public Safety or Nassau County Police Department.

## **7.0 Shelter in Place**

There may be situations involving the rapid onset of severe weather, hazardous materials spill, etc., where students, staff and faculty will be required to shelter in place for an extended period of time. If Shelter in place is necessary, college employees, students, faculty will receive notification via NCC Alert text or email:

1. Shelter-in-Place:
  - a. All students, faculty and staff shall remain in a classroom or office until further notice.
  - b. Alternate Shelter: Exit to hallway, away from windows and doorways.
2. Await instructions relating to emergency situation. Possibilities include: returning to classroom away from windows; remaining in hallway; moving to alternate site; or evacuating building
  - c. Short-term shelter will require individuals to stay in place until given clearance to leave the building.
  - d. Long-term shelter may be accompanied with instructions regarding access to food, water, blankets, etc.

## **8.0 Severe Weather**

In the event there is **severe** weather forecasted that may jeopardize the health and safety of the College community, NCC will disseminate campus-specific instructions through the appropriate college Emergency Notification Methods.

**For information pertaining to campus emergencies, class cancellations and general campus information dial the NCC Information Services Center/Switchboard at 2 7500 or 2 7501 from a campus phone, or (516) 572-7500 or (516) 572-7501 from an outside line or cell phone.** In addition, information pertaining to class closings will also be posted on the NCC website ([www.ncc.edu](http://www.ncc.edu)), portal, Facebook, and local TV/radio stations

## **9.0 Protocol for Campus Crisis Intervention**

**Dealing with an aggressive student or violent situation:**

**In a situation in which a faculty member is concerned about who he/she feels is an aggressive student, the faculty member should contact Public Safety (516) 572-7111.**

**For other psychological concerns:**

1. Members of the Campus Community should contact Psychological Counseling (516) 572-7698 to request services for a student who seems to be experiencing a psychological crisis situation.
2. Psychological Counseling will respond to these calls and assess the need for intervention.
  - a. If deemed an emergency, a psychological counselor will meet with the student in the office (Room 9, Nassau Hall), respond to the scene if needed or make other suitable arrangements based on the circumstances.
  - b. If a non-emergency, an appointment will be made for counseling at the earliest available opportunity.
3. In the event that none of the Psychological Counselors are immediately available, the secretary will call NCC Public Safety to request assistance.
4. If the responding professional determines that a student requires immediate psychiatric care, he/she will arrange for the student to be seen at an appropriate facility in the community.
5. **If a possible crisis occurs at a time when the Psychological Counseling Office is closed, please call Public Safety (516) 572-7111 for assistance.**

## **10.0 Utility Emergency (Gas Leak/Water Leak/Power)**

In the event of a utility (gas, water, power) emergency, take the following steps:

**Step 1:** From a safe location call the **NCC Emergency Phone Number at 2 7111** from a cell phone or outside line call **(516) 572-7111**. For all gas and water problems, please leave the area immediately.

**Step 2:** Provide a description of the emergency, your name, location/building, floor and room number.

**Step 3:** Public Safety will then contact the Physical Plant and/or outside agencies to address the situation.

## **11.0 Bomb Threat**

If you receive a bomb threat via telephone please take the following steps:

**Step 1:** Keep the person on the phone as long as you can and obtain as much information as possible. Ask the caller:

- Where is the bomb?
- When s set to go off?
- What type of bomb is it?
- What does it look like?
- Why has it been planted?
- What will make it explode?

**Step 2:** Do not hang up, use another line to contact the **NCC Emergency Phone Number at 2 7111**, from a cell phone or outside line call **(516) 572-7111** as soon as possible.

## **12.0 Hazardous Material Spill**

### **Major Spill**

In the event of a large scale hazardous material spill (beyond the capability of departmental staff that are trained to respond to and clean up spills), take the following steps:

**Step 1:** Immediately notify your supervisor and area occupants within the department and evacuate if necessary.

**Step 2:** From a safe location call the **NCC Emergency Phone Number at 27111**, from a cell phone or outside line call **(516) 572-7111**.

**Step 3:** Provide your name, department name, location/building, chemical name if known, quantity/volume of chemical spilled, floor and room number.

**Step 4:** Public Safety will notify the EHS or external emergency response agency if after hours.

### **Minor Spills**

An incidental or minor, hazardous material spill is one that the departmental staff (who have received training from NCC), is capable of handling safely without the assistance from other NCC departments or outside emergency agencies.

Please note it is the responsibility of each chemical and hazardous material using department head to ensure that all departmental employees who handle chemicals are trained and an adequate supply of chemical-specific spill materials are readily available. Please contact the NCC EHS office if you need assistance at 2 7781.

In the event of an incidental spill, trained employees should take following steps:

**Step 1:** Immediately notify your supervisor and area occupants within the department of condition.

**Step 2:** Avoid breathing vapors from spill.

**Step 3:** Put on chemical specific protective equipment, including safety goggles, suitable gloves, and long-sleeved lab coat.

**Step 4:** Confine spill to small area if possible. Protect floor drains or other means for environmental release. Spill socks and absorbents may be placed around drains, as needed.

**Step 5:** Use appropriate materials to neutralize and absorb inorganic acids and bases.

**Step 6:** Collect residue, place in appropriate container, label container with contents and hazard (obtain information from Safety Data Sheet if necessary) and contact EHS for proper disposal.

### **13.0 Suspicious Package/Substance**

If you are suspicious of a mailing you received on campus and are unable to verify the contents with the addressee or sender, take the following steps:

**Step 1:** Do not open the article or squeeze, drop, prod or push it.

**Step 2:** Isolate the mailing, but do not place it in a confined space such as a desk drawer.

**Step 3:** From a safe location call the **NCC Emergency Phone Number at 2 7111** and provide your name, location/building, floor and room number. From a cell phone or outside line call **(516) 572-7111**.

### **14.0 Additional Information**

For additional information on the College's emergency procedures, please contact the Public Safety Department at 27100 or the Office of EHS at 27781.

## **Appendix C**

### **NCC Emergency Notification Methods**

## **EMERGENCY MASS NOTIFICATION METHODS**

In the event of a campus emergency it is important that you know how to obtain accurate information and instructions. The College will use many different methods to disseminate emergency information and instructions to ensure we can effectively relay alerts to the NCC Community. Please take the time to familiarize yourself with all of the possible notification methods.

### **NCC Alert System**

Nassau Community College has partnered with Rave Mobile Safety to provide members of the campus community with a quick and efficient means of receiving emergency notifications. This system is called NCCAlert. NCCAlert will allow you to quickly receive emergency communications and other important announcements via text, e-mail and voice message.

As a current employee or registered student you are automatically enrolled in this new system. Any student, staff, or faculty member of Nassau Community College can subscribe to the NCCAlert service. NCC urges all students, faculty and staff to login and update their account information.

Students can manage their account by visiting <https://www.getrave.com/login/ncc>. Log in by using your College 'N' number and your network password. Your Network Password is what you use to log onto campus computers and access Wi-Fi.

Faculty and Staff can manage their account through the Portal at [mygcc.ncc.edu](http://mygcc.ncc.edu). Click on the NCCAlert icon located in the Launchpad.

If you have any questions regarding the NCC Alert program, please contact the NCC ITS department at Please call the NCC Helpdesk at (516) 572-0629 or e-mail at [helpdesk@ncc.edu](mailto:helpdesk@ncc.edu).

### **Campus Emergency Phones**

The College has many emergency phones on campus that allow the NCC community to call Public Safety to report emergencies. During an emergency, important instructions may be broadcasted out of these phones. If you hear these messages, please listen carefully and follow the instructions provided.

### **NCC Information Line**

For information pertaining to campus emergencies, class/activity cancellations or campus closings due to emergencies, inclement weather, or other events impacting the College, please use the NCC Campus Service Center/Switchboard lines at (516) 572-7500 (27500 from a campus phone) or (516) 572-7501 (27501 from a campus phone).

## **All NCC emails**

When appropriate, the College may also utilize the NCC email system to send out emergency protective actions, warnings, and post incident information to members of the NCC community who have been issued an NCC email address.

## **Verbal Instructions**

In certain situations you may receive important verbal instructions from NCC Public Safety, Nassau County Police Department, or other College official via the use of bullhorns or public safety vehicles equipped with public address systems. When you hear these messages, please listen carefully and follow the instructions provided.

## **NCC Website**

The College will utilize its internet website to provide important information and updates pertaining to a campus-related emergency. The College's website address is [www.ncc.edu](http://www.ncc.edu).

## **Local Television and Radio Stations**

The College may use local television and radio stations to broadcast emergency information, instructions, or updates in the event of a campus emergency. The stations are as follows:

### **FM Radio Stations:**

WALK 97.5, WBAB 102.3, WBLI 106.1, KJOY 98.3, B103.1 FM, WWSK 94.3, WHPC 90.3 (NCC Radio Station).

### **AM Radio Stations:**

WALK 1370 AM, WCBS 880 AM, WHLI 1100 AM, WINS 1010 AM.

### **Television Stations:**

News 12 Long Island, WCBS Channel 2, WNBC Channel 4, WABC Channel 7, FIOS 1.

## **Building Fire Alarm Systems**

Campus building fire alarms will be activated to alert building occupants of a fire, smoke, or other emergency situation that requires immediate evacuation by **ALL** building occupants. When you hear the alarm walk swiftly, do not run, to the nearest emergency exit or stairway exit and proceed to the ground level and exit the building. **Do not use elevators** during a fire or smoke emergency.

If the alarm rings once or twice (or for a brief period of time) and then stops, you are to still evacuate the building. Assuming that an alarm is false, or that it is a drill, can be a costly mistake. If the alarm is false, campus Public Safety will restore the building as soon as possible.

Once outside the building, proceed to your buildings assembly/meeting location. Assembly locations are predetermined rallying points situated a safe distance away from the building. Assembling at these locations will assist emergency responders in taking an accurate headcount and will ensure you are a safe distance away from the affected building and responding emergency vehicles. Do not return into the building until NCC Public Safety has given permission to do so. Evacuation routes and assembly/meeting locations are posted in each classroom and in all campus buildings. If you do not know your evacuation route or assembly location, please contact NCC Public Safety at: 572-7100 (2 7100).

**Appendix D**

**Important Campus Contact Information**

## **NCC Emergency Phone Number**

### **ALL CAMPUS EMERGENCIES MUST BE REPORTED VIA THIS PHONE NUMBER.**

Dial **2 7111** from a campus building phone, or **(516) 572-7111** from an outside phone line or cell phone. Please use this number to report all campus-related emergencies.

Please use this line **ONLY** for emergencies; **DO NOT** use this line to obtain information pertaining to campus emergencies, class and/or college activity cancellations or closings due to inclement weather.

Public Safety operates this line 24 hours a day, 7 days a week. Upon receiving your call, Public Safety will coordinate the proper emergency response with the appropriate College department and/or external emergency service.

**The following campus phone numbers ARE NOT to be used for reporting campus emergencies:**

#### **Public Safety Department – General Information Line**

Dial **2 7100** from a campus building phone or **(516) 572-7100** from an outside phone line or cell phone.

Use this number to report **non-emergency** situations.

Please **DO NOT** call this line to obtain information pertaining to emergencies, class and/or college activity cancellations or closings due to inclement weather.

#### **NCC Campus Information Line/Switchboard**

Dial **2 7500** or **2 7501** from a campus building phone or **(516) 572-7500** or **(516) 572-7501** from an outside phone line or cell phone.

This line **will** be used for providing information pertaining to campus emergencies, class and/or college activity cancellations or closings due to inclement weather.

#### **Student Health Services**

Dial **2 7123** from a campus phone or **(516) 572-7123** from an outside phone line or cell phone.

The College Student Health Services office is located across the Union (bldg. U) next to the Theatre (bldg. W). For more information and hours of operation please visit the [College Student Health Services](#) website.

### **Office of Environmental Health and Safety**

Dial **2 7781** from a campus phone or **(516) 572-7781** from an outside phone line or cell phone.

The Office of Environmental Health and Safety is located at 353 Harmon Avenue. Please contact EHS if you have non-emergency questions or concerns about workplace safety, chemical/laboratory safety, waste disposal procedures and pickups, safety training, and safety data sheets (SDS's). You can report non-emergency safety suggestions or concerns to [ehs@ncc.edu](mailto:ehs@ncc.edu). For more information please visit the Office of Environmental Health and Safety website.

### **Facilities Customer Service**

Dial **2 7677** from a campus phone or **(516) 572-7677** from an outside phone line or cell phone.

Facilities Customer Service is located within the Physical Plant Building. Please contact them to request building maintenance issues pertaining to temperature control, odors, leaks, and building repairs

### **Psychological Counseling Center**

The Psychological Counseling Center provides psychological assessment, counseling, and crisis intervention at no charge for NCC.

Students may schedule an individual appointment by walking into the Psychological Counseling Center, located at Nassau Hall, Room 9, or by calling (516) 572-7698. For more information and hours of operation please visit the [Psychological Counseling Center](#) website.

### **Employee Assistance Program**

Nassau Community College employees may schedule confidential counseling by contacting the Employee Assistance Program (EAP) at **2 7759** from a campus phone or **(516) 572-7759** from an outside phone line or cell phone. The EAP office is located on the 7<sup>th</sup> Floor (Room 702) of the Administrative Tower.