

North Central Missouri College

Crisis Management Plan

Draft as of 9/24/08

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Purpose Statement

North Central Missouri College is committed to supporting the welfare of its students, faculty, staff and visitors. Preparing a college Crisis Management Plan and allocating resources to respond to possible emergencies is one way the college offers this support. The plan is designed in accordance with appropriate laws, regulations and policies that govern crisis/emergency preparedness and reflect the best and most current thinking in the area.

The Crisis Management Plan is designed to maximize human survival and preservation of property, minimize danger, restore normal operations of the college and assure responsive communications with the college community, surrounding neighborhoods and the municipality. This plan is set in operation whenever a natural or induced emergency affecting the college reaches proportions that cannot be handled by established measures. A crisis may be sudden and unforeseen, or there may be varying periods of warning. This plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes and durations.

The plan provides for aiding the local community when appropriate, although the primary responsibility of the plan is for the college community for which it is designed. The intent for the plan to be viewed as a tool to accomplish the above stated purpose with a minimum of confusion and wasted effort.

Objective

The primary objective of the Crisis Management Plan is to establish, promote, implement and maintain good safety and health policies for the student body, faculty, staff and visitors.

Ancillary objectives of the Crisis Management Plan include:

- Develop and recommend procedures that shall ensure the college's compliance with local, state and federal regulations.
- Support college units, individually, in the implementation of their safety and health processes.
- Assemble and maintain an effective Crisis Management Team for the purpose of providing a safe campus, assuring compliance with standards and facilitating communication between the committee and the campus community.
- Develop and preserve information on safety and health as an educational resource for the college. This also applies to requirements under the Clery Act.
- Provide effective and beneficial training programs for the purpose of assuring safety and awareness.
- Conduct periodic evaluations of each college unit to assure compliance with the college's safety plan and all regulations issued by local, state and federal agencies.
- Maintain safety and health records, as required.
- Facilitate technical problem-solving activities to ensure compliance with local, state and federal regulations.
- Provide the President of the college with information on safety and health activities.
- Submit required reports to local, state and federal agencies, as required.
- Comply with requirements of the Federal Student Right-to-Know and the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act.

Authority

The authority to declare a campus state of emergency lays with the college President or his/her designee.

Crisis Operations Centers

When a major emergency occurs or is imminent, it shall be the responsibility of the Director of Physical Plant and Maintenance to set up an appropriate Crisis Operations Center (COC) as directed by the college President or his/her designee. Unless otherwise directed the primary staging area for students and staff responses will be in the Ketcham Community Center. Additionally, a Public Information Center (PIC) will also be established to aid in the dissemination of information to students, faculty, staff and media outlets. The PIC will be separate and apart from the COC.

Trenton Campus

- Crisis Operations Centers
 - Primary: Information Commons: President's/ Trustee Room, Frey Building
 - Secondary: Operations Center; WIB Office, 912 Main Street (660) 359-3622
- Public Information Centers
 - Primary: Office of Public Relations/ Development, Frey Building
 - Secondary: Operations Center; WIB Office, 912 Main Street (660) 359-3622
 - Alternate: Head Start Building, 205 W 18th Street, Trenton, MO 359-4343.

Maryville Campus

- Crisis Operations Centers
 - Primary: Director, Northwest Technical Center, 1515 S Munn Ave. Maryville, MO (660) 562-2010 NCMC office 660-562-4185. Office of NCMC, 660-562-4185.
 - Secondary: Office of the Superintendent 1429 S Munn Ave. Maryville, MO (660) 562-3255
 - Clarence Green, Director of Campus Safety and Security, SSB, Maryville, MO 660-562-1254.
 - Vice- President for University Relations, Northwest Missouri State University 215 Administration Building, 800 University Drive, Maryville, MO 64468 telephone (660) 562-1119
- Public Information Centers
 - Primary: Director' Office
 - Secondary: Superintendent's office
 - Vice-President for University Relations Northwest Missouri State University 215 Administration Building, 800 University Drive, Maryville, MO 64468 telephone (660) 562-1119

Crisis Management Committee

The Crisis Management Committee is the governing body of the Crisis Management Plan. It primarily concentrates on developing and maintaining policies and procedures. In doing so it serves as the guiding force of the plan's development, working to accomplish the following objectives:

1. Provide a detailed focus and corresponding direction for the plan consistent with the college's dedication to safety and security.
2. Administer the process of an annual review and revision of the plan's entailed policies and procedures, to ensure the plans continued effectiveness and authority.
3. Ensure the Crisis Management Team's dedication to and interpretation of the Crisis Management Plan is consistent with that of the committee and the college.

Functionally, the committee is composed of a diverse cross-section of college personnel. This is done to properly represent the collective thoughts, ideas and concerns of the college with regards to crisis policy and procedure.

Crisis Management Team

The Crisis Management Team is the administrative arm of the Crisis Management Plan. It is the team's duty to see to the day-to-day application of the processes and procedures as well as make the necessary decisions during real life instances. The team's functions relate closely to their normal authority and duties. In the event of a crisis on the college campus, most if not all coordination of operations will be directed by the Crisis Management Team. The team consists of two components: the Decision Group and the Operations Group.

Decision Group

Responsibilities

In the event of a crisis, members of the Decision Group will be contacted by applicable members of the Operations Group and apprised of the situation. The decision-making responsibility of the Decision Group includes, but is not limited to the following:

- Decide upon the level of response required to manage the crisis.
- Activate the Crisis Operations Center and determine location.
- Activate the Operations Group.
- Exercise control over the Operations Center and Operations Group, providing guidance on matters of policy issues and decision making authority.
- Authorize the closing of all or part of the college/campus/education center and determine locations off campus where college operations and classes can continue if needed.
- Determine the content and issue releases of information to the public (staff, faculty, students, public, visitors, etc.)

Membership

- President
- Vice President of Instruction/Student Services
- Vice President of Administrative Services
- Dean of Student Services
- Dean of Instruction
- Dean of Allied Health
- Chief Information Officer
- Director of Business
- Director of Development
- Director of Trio programs
- Director of Physical Plant
- Director of Public Relations
- Director of Student Housing
- Director of Ketcham Community Center
- Coordinator of Educational Services, Maryville

Operations Group

Responsibilities

- Implement the strategies and plans of the Decision Group.
- Communicate with the field personnel and issue instructions to particular departments or individuals.
- Monitors progress on instructions given by the Decision Group.

Membership and Duties

President

- Declare a crisis situation.
- Activate/contact the Decision Making Group
- Monitor initial emergency response actions.
- Work with the Vice Presidents regarding each area of responsibility.
- Direct of the overall crisis management operations.

Vice President of Instruction/Student Services

- Responsible for all academic issues that surface during the crisis.
- Arrange for revised class and testing schedules.
- Work closely with Dean of Allied Health, Dean of General Education, and Dean of Students.

Vice President of Administrative Services

- Assist local, state, and federal agencies in damage estimation.
- Make initial assessment of potential damage.
- Coordinate and assist the efforts of the Director of Facilities & Grounds and Director of Safety and Security.
- Relocate affected offices if necessary.
- Work with legal counsel on any issues that arise.
- Coordinate efforts to secure food service issues.
- Directs the Assistant to the Vice President of Administration on special projects

Chief Information Officer

- Assist in the communication process to staff, faculty, students, visitors, etc.
- Assess the condition of all computer services.
- Maintain network and computing operations.
- Ensure telephone services are established and maintained.
- If systems are down, determine how quickly these services can be restored.
- Secure critical data and information resources.
- Determine if any loss or breach of data has occurred.
- Repair and restore network and computing infrastructure.

Dean of Student Services

- Assess the impact of the situation on students.
- Supervise Student Affairs response.
- Work closely with the Deans and Directors in the area regarding the response to the crisis.
- Coordinate mental health assistance to students in conjunction with counseling services.
- Provide individual or group counseling.
- Locate counseling assistance from area sources.
- Coordinate services for family members of students and staff effected.
- Follow up with students or staff that suffered injury or loss of close friends or relatives.
- Assist with the mitigation of the crisis.

Dean of Allied Health

- Coordinates pandemic response on campus and coordinates interaction with city, county, state, and federal agents.

Director of Business

- Provide budget accounts for emergency spending.
- Identify funds available to meet emergency needs.
- Initiate a record keeping system for all expenditures associated with emergency operations.

- Project budget implications for a possible refund of tuition and fees.
- Restore and resume check disbursements for staff, faculty, and students.

Director of Development

- Assist in coordinating efforts with the Education Centers, Area School Program, AEL, and Training Resource Group if necessary.
- Coordinate efforts with the Dean of Students in support of disability matters relating to this area.

Director of Physical Plant

- Organize the Emergency Operations Center.
- Work with local, state, and federal law enforcement agencies.
- Engage in the warning systems that are applicable.
- Lead the determination of the security risks associated with the crisis.
- Conduct initial assessment of damage to all structures affected by the crisis.
- Maintain and provide access to blueprints and building plans.
- Assist in the restoration of utility services if necessary.
- Compile a damage report for the Vice President.
- Monitor/assess safety hazards and unsafe situations.
- Make emergency repairs.
- Remove debris.
- Provide for sanitation services during and following the emergency if necessary.
- Determine availability of space which can be used as emergency shelters.

Director of Public Relations

- Point person for all communications.
- Assist in determining an area for the media.
- Maintain communications with the media.
- Assist in development of all communications.
- Arrange for photo/video to document damage for insurance purposes.
- Oversee and coordinate all communication related issues.

Director of Human Resources/Coordinator of Educational Services, Maryville

- Arrange for expedited services of temporary employees when required.
- Serve as a liaison between NCMC and Maryville R-II in emergencies that occur on the Maryville campus.

Emergency Action Plan

Natural Disaster Procedures

Tornado

Immediate Action Plan

Please refer to “Crises Guides” posted in all classrooms, labs and at various locations throughout the campus for shelter locations.

1. SEEK SHELTER IMMEDIATELY. The best option is an interior hallway on the lowest level floor.
2. Avoid:
 - a. Hallways that open to the south or west
 - b. Auditoriums and other spaces with wide, free-span roofs
 - c. Rooms with windows
3. Once in place, face the wall, crouch down and cover your head for protection.
4. The alarm shall be initiated with an intermittent signal via the alarm system on campus and through the City alarm system. Notification shall occur via text messaging, notification on the campus telephones in classrooms, and campus computers.
5. As long as it is safe to do so, remain in place until the “ALL CLEAR” signal is given. Hand-held radios will be provided in all campus shelters.
6. Once the “ALL CLEAR” has been given, assemble with the rest of your group in a designated location so individuals can be accounted for.

Detailed Information

There are two designations for tornado activity:

1. Tornado Watch: Conditions are favorable for tornadoes or severe thunderstorms to occur.
2. Tornado Warning: A tornado or severe thunderstorm is occurring or is imminent.

When a tornado warning is issued by the National Weather Service, City of Trenton officials will activate the City’s system of storm sirens. In conjunction with this system, designated college officials will alert students and personnel with a secondary campus alarm system. Designated emergency media will be notified. Once the warning systems have been started, individuals should follow the Immediate Action Plan.

Once the “ALL CLEAR” is given, instructors and supervisors shall account for all their students or subordinates. Instructors and supervisors shall report the name of any unaccounted for or injured student or subordinate to the director of their building or his/her designee; they in turn will notify the Chief Information Officer via campus phone at x1210 or via outside phone or mobile at (660-359-7931). If the phone system isn’t working a

runner may be used for notification. The “ALL CLEAR” shall be given via hand-held two-way campus radios in the designated areas.

For disabled or impaired individuals, please reference Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment.

Earthquake

Immediate Action Plan

1. SEEK SHELTER IMMEDIATELY.
 - a. Indoors: Watch for flying glass, falling plaster, bricks, light fixtures and other objects. Stay clear of high bookcases, shelves and other furniture, which might slide or topple, as well as windows and mirrors.
 - b. Outside: Avoid high buildings, walls, power poles and other objects, which could fall. If possible, move to an open area, large parking lot or, lawn area away from all hazards.
 - c. In a car: Stop in the safest place available, again, in an open area.
2. As long as it is safe to do so, remain in place until the “ALL CLEAR” signal is given.
3. Once the “ALL CLEAR” has been given, assemble with the rest of your group in a designated location so individuals can be accounted for.

Detailed Information

Earthquakes occur without warning. Some earthquakes are instantaneous tremors and others are significant sustained events followed by aftershocks. Once a significant earthquake begins, building occupants must take immediate action. Individuals should take emergency action to ensure their own personal safety; additional actions will be implemented after the quake stops.

An earthquake may cause noticeable shaking of the ground and buildings. This shaking will vary in intensity (i.e. mild tremors to shaking sufficient to destroy buildings). When a significant earthquake occurs, occupants should immediately take cover. Some forms of covers consist of 1) Standing under doorway and bracing your hands and feet against each side 2) Getting under a desk or heavy table 3) Standing flat against an interior wall. Do not seek cover under laboratory tables or benches as chemicals could spill and harm personnel.

Once the shaking has stopped, gather valuables and quickly leave the building. Do not use elevators to get to lower floors. For disabled or impaired individuals, please reference Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment.

Fire

Immediate Action Plan

1. Activate the fire alarm. Call 911
2. Notify Emergency Response Personnel via campus phone at x 1210, or x 1504 or via outside phone at (660)-359-7014.
3. Notify Vice-President's office via campus phone at x 1500 or via outside phone or mobile at (660) 359-1981.
4. If the fire appears to be minor and controllable, locate the nearest fire extinguisher and direct the spray towards the base of the fire.
5. If the fire appears to be major and uncontrollable, evacuate the building immediately.
6. Maryville- follow district fire plan.

Detailed Information

In the event of a fire or fire drill all occupants are to evacuate the building. The evacuation should be done in a timely manner. Please stay calm and walk to the nearest exit. For specific evacuation routes, please reference the evacuation maps and crisis guides located in the doorway to the classrooms. For disabled or impaired individuals, please reference Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment.

The elevators shall not be used to evacuate the building unless directed to do so by fire dept. rescue personnel. For disabled or impaired individuals, please reference Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment.

At the beginning of every term the instructor should ask for volunteers from their classroom to assist persons with mobility impairment, in exiting the building during an emergency. In the event an instructor cannot find volunteers they shall notify the Director of Physical Plant. The Director will notify the instructor of the arrangements made to assist the individual.

Evacuated personnel should stay a safe distance away from the building and out of the fire lanes. Instructors should predetermine a location his/her class will meet, when safely out of the building. Instructors shall ensure all of their students are aware of this location and can locate it. Custodians and Maintenance staff shall make sure that the emergency response personnel have access to the buildings. Instructors should take their class roster or other means of student accountability with them and account for every student in their class. In the case of a missing student the instructor should notify their supervisor or a Dean immediately. Fire rescue personnel will then be advised that a student cannot be accounted for.

In the event of a fire drill or a false fire alarm, a Vice-President will determine that it is safe to re-enter the building and will notify an "ALL CLEAR". No one should re-enter the building until the "ALL CLEAR".

Flood

Immediate Action Plan

Evacuate any flooded or flood prone areas as soon as possible.

1. Notify NCMC Maintenance via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.
2. Notify Vice President of Administrative Services via campus phone at X1500 or outside phone or mobile at (660) 359-1981.

Detailed Information

Floods are the most common and widespread of all natural disasters. Most floods develop slowly over periods of days. Flash floods may develop in a matter of minutes and can be caused by periods of intense storms.

There are two designations for flood activity:

1. Flood Watch: Flooding is possible. Be prepared to evacuate low areas for higher ground.
2. Flood Warning: Flooding is already occurring or will occur soon, evacuate to higher ground.

Current flood prone areas on Trento campuses:

1. Main
 - a. Alexander Building Basement
 - b. Selby Hall Basement
 - c. Frey Building
2. Maryville Campus

If flooding results in the necessity for evacuation, please follow evacuation procedures. For disabled or impaired individuals, please reference Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment.

Utility Disruption & Outage

Immediate Action Plan

1. Notify NCMC Maintenance via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.
2. Notify Vice President of Administrative Services via campus phone at X1500 or outside phone or mobile at (660) 359-1981.

Detailed Information

Particular care should be exercised during electrical utility interruptions, as there are several potentially dangerous instances that can occur.

1. Check for personnel trapped in elevators. If someone is found trapped inside an elevator, instruct them to use the emergency telephone to call for assistance. If this is unavailable or you are unable to communicate, notify Randy Young via campus phone at x1504 or via outside phone or mobile at (660-359-7014).
2. Ensure that any potentially dangerous electrical devices (i.e. power drills, soldering irons, etc.) are unplugged.
3. Ensure expensive electronic components (i.e. computers, printers, etc.) are either protected from surge loads or unplugged.

Campus Violence Procedures/Shooting

Immediate Action Plan

1. If the situation is an emergency, first notify Emergency Response Personnel via campus phone at x1200 or via outside phone or mobile at 911.
2. Notify Physical Plant Services and Maintenance via campus phone at x 1504 or via outside phone or mobile at (660) 359-7014.
3. Evacuate all staff and students from the vicinity of the threat or behavior.
4. Identify and isolate witnesses until the authorities arrive.

Detailed Information

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury within a North Central Missouri College building, the following procedures should be implemented:

- Carry out the Immediate Action Plan.
- Students, faculty, and staff receiving a text message and not on campus or in a building should not come to campus or exit the campus as quickly as possible.
- Faculty should immediately lock the students and themselves in the classroom if possible.
- Staff should immediately lock down the area they are located in if possible.
- Local police will respond as quickly as possible and take any action deemed necessary to control the situation.
- Custodial and Maintenance personnel will maintain a buffer zone in a safe location and divert all vehicular and pedestrian traffic away from the situation.
- College personnel will work directly with local police and assist in whatever way necessary.
- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm.
- Stay away from the windows.
- Turn off all lights.
- Try to remain as calm as possible, stay out of open areas, and be as quiet as possible.
- Persons not in a classroom or office should try to get to one.
- If a person is caught in an open area such as a hallway or atrium, a decision must be made on what to do.
 - A person could try to hide in a well-hidden space.
 - A person may run out of the building if a safe exit is possible. A person should not run in a straight line.
- Once the police arrive, all commands should be obeyed.

External Threat Procedures

Bomb Threat

Immediate Action Plan

1. Remain calm and keep the caller on the line.
2. Take detailed notes of the call; paying attention to time, wording and location. If possible, use the provided Bomb Threat Checklist located on the following page.
3. Notify Vice-President of Administrative Services via campus phone at x1500 or via outside phone or mobile at (660) 359-1981.

Detailed Information

Unless directed to do so by the fire marshal, the College President or his/her designee, buildings should not be evacuated under normal circumstances. Evacuations are typically disorderly, may cause panic and could possibly establish conditions for even greater personal threats (i.e. larger car bombs) and exposures.

If evacuation of a building is necessary, a Vice-President shall inform the people in the building or area to be evacuated, of the designated assembly area. Assembly areas should not be occupied parking lots, since secondary explosive devices could be in vehicles on the parking lots; large grass areas or empty parking are more suitable. Designated assembly areas will be determined at the time of evacuation by Safety & Security personnel and the fire marshal. This is to avoid conflicts of usage and possible ambush plots.

During possible building evacuation, instructors, students, staff members and visitors should take their personal belongings with them. This aids in the search and locations of suspicious items in the building. Additionally, instructors and staff should try and take notice of anything suspicious in their classroom or work area and inform Safety & Security.

If a bomb or suspicious object is located, don't touch or disturb it; mark the location if possible and notify the Vice-President of Administrative Services. A decision will then be made as to whether to evacuate a building or area by approved personnel.

If no suspicious object or bomb is discovered after a thorough search of a building or of the campus, an All Clear signal will allow staff to return to normal duties.

BOMB THREAT CHECKLIST

Telephone Procedures

DATE: / / TIME RECEIVED: AM/PM CONCLUDED: AM/PM

- REMAIN CALM, BE COURTEOUS, LISTEN TO, AND DO NOT INTERRUPT THE CALLER
- GET ATTENTION OF ANOTHER PERSON- GIVE NOTE SAYING "CALL Trenton PD-BOMB THREAT" at **359-5557/911**
- IF YOUR PHONE HAS CALLER ID DISPLAY, RECORD NUMBER OF INCOMING CALL: _____
- WRITE DOWN EXACT WORDS OF THE CALLER AND THREAT

- DON'T HANG UP THE PHONE. LEAVE THE LINE OPEN
- NOTIFY A SUPERVISOR

TRY TO KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:

1. WHEN WILL IT EXPLODE? AT WHAT TIME? _____
2. WHERE IS IT LOCATED? WHAT FLOOR? ROOM? _____
3. WHAT DOES IT LOOK LIKE? _____
4. WHAT KIND OF BOMB IS IT? _____
5. WHAT WILL SET IT OFF? _____
6. WHY ARE YOU DOING THIS? _____
7. WHO ARE YOU? _____
8. ARE YOU AWARE THAT IT COULD KILL OR INJURE INNOCENT PEOPLE IN ADDITION TO THOSE YOU INTEND TO HURT? _____

DESCRIPTION OF CALLER (check all that apply)

Sex: Male _____ Female _____ Unknown _____ Approximate Age _____

Voice	Speech	Language	Behavior	Background Noises
<input type="checkbox"/> Clean	<input type="checkbox"/> Accented	<input type="checkbox"/> Educated	<input type="checkbox"/> Agitated	<input type="checkbox"/> Airport
<input type="checkbox"/> Distorted	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Foreign	<input type="checkbox"/> Angry	<input type="checkbox"/> Animals
<input type="checkbox"/> Loud	<input type="checkbox"/> Distinct	<input type="checkbox"/> Foul	<input type="checkbox"/> Blaming	<input type="checkbox"/> Baby
<input type="checkbox"/> Muffled	<input type="checkbox"/> Fast	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Calm	<input type="checkbox"/> Birds
<input type="checkbox"/> Nasal	<input type="checkbox"/> Hesitant	<input type="checkbox"/> Irrational	<input type="checkbox"/> Fearful	<input type="checkbox"/> General Noise
<input type="checkbox"/> Pitch-High	<input type="checkbox"/> Lisp	<input type="checkbox"/> Rational	<input type="checkbox"/> Laughing	<input type="checkbox"/> Guns Firing
<input type="checkbox"/> Pitch-Med	<input type="checkbox"/> Slow	<input type="checkbox"/> Slang	<input type="checkbox"/> Nervous	<input type="checkbox"/> Gymnasium
<input type="checkbox"/> Pitch-Low	<input type="checkbox"/> Slurred	<input type="checkbox"/> Uneducated	<input type="checkbox"/> Righteous	<input type="checkbox"/> Machinery
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Stuttered	<input type="checkbox"/> Unintelligible	<input type="checkbox"/> Other:	<input type="checkbox"/> Music
<input type="checkbox"/> Raspy	<input type="checkbox"/> If Accented,	<input type="checkbox"/> If Foreign,		<input type="checkbox"/> Party
<input type="checkbox"/> Smooth	Describe:	Describe:		<input type="checkbox"/> Quiet
<input type="checkbox"/> Soft				<input type="checkbox"/> Restaurant
<input type="checkbox"/> Squeaky				<input type="checkbox"/> Talking
<input type="checkbox"/> Unclear				<input type="checkbox"/> Tavern/Bar
<input type="checkbox"/> Other				<input type="checkbox"/> Television
				<input type="checkbox"/> Traffic
				<input type="checkbox"/> Train
				<input type="checkbox"/> Typing
				<input type="checkbox"/> Water/Wind
				<input type="checkbox"/> Other:

Name of Person Receiving Call: _____

Phone Number Threat Was Received On: _____

Suspicious Mail

Immediate Action Plan

1. Do not open the package.
2. Notify Vice-President of Administrative Services at x 1500 or by outside line or mobile phone at (660) 359-1981.

Detailed Information

Key indicators for potentially dangerous letters or packages include, but are not limited to:

- Excessive postage
- Incorrect business titles
- Business titles but no names
- Misspelling of common words
- Oily stains and discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Visual distractions
- Foreign mail, air mail and special delivery
- Restrictive markings such as “Confidential” or “Personal”
- Handwritten or poorly typed addresses
- Excessive securing materials, such as masking tape and string

Protests, Public Demonstrations or Political Situations

Immediate Action Plan

1. Notify NCMC Communications & Public Relations via campus phone at x1203 or the Director of Development via outside phone or mobile at (660) 359-7244.

Detailed Information

The primary concern of the College in matters of protests, public demonstrations, etc. is the safety and security of the students, faculty, staff and visitors; it is not the denial of individuals' Constitutional rights to assembly, speech, etc. When a protest, public demonstration or similar assembly is discovered it should be reported to as soon as possible whereby administration will determine the best course of action. Trustee Board policy Section 7.1.00 - Buildings and Grounds shall apply. Guidelines contained in this policy include but are not limited to the activity should not interfere with College functions, should further the aims and purposes of the group and are appropriate with the objectives of the college. Further guidelines for students are found under Rights and Regulations subset Student Code of Conduct in the Student Handbook.

Environmental Emergency Procedures

Hazardous Materials

Immediate Action Plan

1. If the situation is an emergency, first notify Emergency Response Personnel via campus phone at x1500.
2. Notify Physical Plant services via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.
3. Provide for personal safety by avoiding exposure.

Detailed Information

Hazardous material accidents can occur on campus or in the adjacent areas and could impact the college campus. Local media will broadcast warnings over radio and television to communicate that a hazardous material incident has occurred. The National Weather Service will broadcast similar warnings over NOAA weather alert radios (each building has a NOAA weather alert radio). Information Technology may broadcast information over the college's intranet.

There are two strategies for protecting people during hazardous material emergencies:

1. Sheltering-in-Place: Everyone stays inside the building they are in until the "ALL CLEAR" is given. For more information see Appendix C: Emergency Preparedness Plan for Sheltering-in-Place.
2. Evacuation: Everyone evacuates the affected building(s) and or area.

In each individual instance, local authorities will advise which action to take.

The Director of Physical Plant and the Vice-President of Administrative Services will monitor local news media and NOAA weather alert radios and will advise personnel on any changes in the situation to the extent possible as personal safety, time and capabilities permit. A Vice-President will also announce the "ALL CLEAR" when declared by local authorities.

The following are locations for NOAA weather alert radios: Bookstore, SSS, ASC front desk, Library, Selby Hall, Hoffman 203, KCC front desk, and Frey 2.

Chemical Spills

Immediate Action Plan

1. Notify co-workers, instructor, supervisors, etc. in the immediate area of the spill.
2. Evacuate the area.
3. If the situation is an emergency, first notify Emergency Response Personnel via campus phone at x1500.
4. Notify Physical Plant services via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.
5. Provide for personal safety by avoiding exposure.

Detailed Information

Chemical emergencies occur in the event of a hazardous material incident inside of a building (laboratory, maintenance or physical plant operations).

Personnel that are involved with any laboratory experiment or process should take steps to stop the process or experiment to prevent additional accidents.

Personnel in the immediate area of the chemical accident will evacuate the area. They should leave the area immediately, closing, but not locking, any doors as they leave. Any occupant that comes into contact with someone with mobility impairment should, to the extent possible as personal safety, time and capabilities permit, attempt to assist the person out of the building and to safety, (see Appendix B: Procedures for Evacuating Mobility Impaired Staff, Student or Visitor).

Maintenance personnel should be notified to shut down HVAC for the building to prevent the spread of chemical gasses through the cooling/ heating system.

Pandemic Event

General

The purpose of the Pandemic Event Plan is to provide a coordinated and comprehensive response to a pandemic event in order to help ensure continuation of education and services. If a pandemic event occurs, the College will work closely with local, state, and federal agencies to coordinate the most appropriate response. The planning document is by no means complete nor is it intended to be. Depending upon the type and severity of the pandemic event, this plan will need to be adjusted accordingly.

Objectives

The specific objectives during a local pandemic event are as follows:

1. Reduce transmission of the pandemic virus strain among students, faculty, and staff.
2. Minimize illness among employees and students.
3. Maintain critical operations and services.

Assumptions

The following planning assumptions were utilized in the development of this plan:

1. There may be less than six weeks of warning from the time the pandemic is announced before it reaches our community.
2. The pandemic may last as long as 18 months with several waves.
3. Waves of severe disease may last 1 to 4 months.
4. Up to 50% of the workforce/students could be out sick during a pandemic with absenteeism occurring in rolling waves which rise and fall over several weeks as people get sick, care for family members, or stay home with children if schools close. In a severe pandemic, up to 2.5% of people will die.

5. Work flexibility may be necessary which could include; staggered shifts, expansion of physical space between work stations, or allowing people to work from home.
6. Leave policies may need to be flexible.
7. Encourage a broad prevention program which could include general hygiene measures, comprehensive sanitation of facilities, and vaccination of key personnel (if available).
8. Critical goods and services provided by contractors and vendors may be erratic.

Priority of Services

A priority of services designation was utilized in the development of this Pandemic Plan as follows:

Priority Service 1 – Those activities that must remain uninterrupted.

Priority Service 2 – This includes those activities that can be disrupted temporarily or might be periodic in nature, but must be re-established with a few days.

Priority Service 3 – Those activities that can be disrupted temporarily (a couple of days to a week), but must be re-established sometime before the pandemic event is over.

Priority Service 4 – These activities can be deferred for the duration of the pandemic event.

Recommended Priorities

<u>Decision Group</u>	1
<u>Operations Group</u>	1

College Departments

Academic Affairs	
Allied Health Division	3
General Education Division.....	3
Technical Education Division.....	3
Extension & Non-Credit Services.....	3
Center for Workforce Development.....	3

Student Services	
Academic Advising.....	3
Admissions.....	3
Counseling.....	3
Financial Aid.....	3
Placement Testing.....	3
Registrar.....	3

Budget and Finance	
Accounts Payable.....	2
Accounts Receivable.....	3

Payroll.....	2
Administration and Business	
Maintenance.....	1
Purchasing.....	2
Shipping/Receiving/Mail.....	2
Information Technology	
Computer Services.....	2
Computers and Networks.....	2
Web Development.....	2
Help Desk.....	2
Phone Operator.....	1
Institutional Advancement	
Public Relations.....	2
Development.....	4
Research and Assessment.....	4
Human Resources.....	2

*Note: Any particular area’s priority could change based on the event and the discretion of the Decision Group.

Alert Stages

The Grundy County Health Department has developed six alert stages pertaining to a possible pandemic outbreak. These alert stages are described below with the detail response plan to each located in Appendix D.

Alert Stage 1 – A pandemic event has occurred; however, no new human-to-human transmission of the virus has been identified. Review priority services list and determine how this alert stage will impact campus activities and what if any countermeasures can be done to minimize the impact.

Alert Stage 2 – The pandemic event has expanded and human-to-human transmission of the virus has occurred; however, the cases are located outside of the local area. Review priority services list and determine how this alert stage will impact campus activities and what if any countermeasures can be done to minimize the impact.

Alert Stage 3 – The pandemic event and human-to-human transmission has now been identified in a few local cases. There may be an increase in absenteeism of both faculty/staff and students. Review priority services list and determine how this alert stage will impact campus activities and what if any countermeasures can be done to minimize the impact.

Alert Stage 4 – Local clusters of the pandemic event have been confirmed possibly including some cases on campus. There is a significant increase in absenteeism of both faculty/staff and students. This may result in some isolation, quarantine, and/or social distancing

requirements. Review priority services list and determine how this alert stage will impact campus activities and what if any countermeasures can be done to minimize the impact.

Alert Stage 5 – The pandemic has changed and there is now widespread infection. Absenteeism among staff/faculty and students is extremely high. There is a high probability the College could be quarantined or closed. Review priority services list and determine how this alert stage will impact campus activities and what if any countermeasures can be done to minimize the impact.

Alert Stage 6 – The pandemic event has significantly declined to a point where recovery has been declared. Normal operations may begin based on the availability of staff. An evaluation will be completed and response initiated based on the extent of the pandemic event and the actions taken by the College.

Authority

The authority to declare a state of emergency based on a pandemic event lays with the college President or his/her designee. In matter pertaining to questions regarding plan implementation the Dean of Allied Health may be contacted at x 1310 or via cell phone at (660) 748-5931.

Pandemic Crisis Management Team

In the event of a pandemic event, the coordination of operations will be directed by the Crisis Management Team comprised of the Decision Group and the Operations Group as outlined in the Crisis Management Plan.

Communication

In the event of a pandemic event, the coordination of all communications will follow those guidelines as outlined in the Crisis Management Plan.

Medical Emergency Policies

General Emergencies

Immediate Action Plan

1. If the situation is an emergency, first notify Emergency Response Personnel via campus phone at x1500.
2. Notify the Director of Physical Plant services via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.
3. Provide for personal safety by avoiding exposure.
4. Do not move the victim unless necessary to sustain life.
5. If appropriate, administer first aid.

Detailed Information

When reporting a medical emergency, remember the following:

- Be sure to provide the following information:
 - Type of emergency
 - Location of victim to include building and room number or parking lot Letter if applicable
 - Condition of victim
 - Any dangerous conditions
 - Your name and call back number
- Stay on the telephone until the 911 or Emergency Response Personnel tells you to hang up.

Employees injured on the job and with minor injuries should seek medical treatment at Wright Memorial, the college work comp medical facility:

Wright Memorial Hospital
618 East First Street, Trenton
(660) 359-5621

Students or visitors that are ill or injured should decide where they want to be treated if applicable. If students are minors, parents or guardians shall be notified and they will decide where their minor child should be treated if applicable.

Attempted Suicide

Immediate Action Plan

1. If the suicidal attempt appears imminent, first notify Emergency Response Personnel via campus phone at x1500 or via outside phone or mobile at 911. Counseling & Advising via campus phone at x1400 or via outside phone or mobile at (660) 654-3353. The Dean of Students should be contacted at ext 1400 or mobile at (660) 654-3353.
2. If the attempt is threatened but does not appear to be imminent, notify NCMC Detailed Information.
3. Notify the Director of Physical Plant services via campus phone at x1504 or via outside phone or mobile at (660) 359-7014.

You come in close contact with a wide variety of students on a daily basis. You get to know some of these individuals very well, and are familiar with their moods and behaviors. Thus, you are in an excellent position to notice attitudinal or behavioral changes that might indicate an adjustment difficulty or emotional problem. Working together, we may be able to identify and assist students (secondary and post-secondary) who need additional support in order to remain enrolled and be successful at NCMC. The following information may help you understand how we can work together.

Observable signs that may indicate a student referral:

- Comments about suicide, depression, abuse or other trauma
- Inability to track or concentrate in class
- Withdrawal or isolation from others
- Crying or sleeping in class
- Unusually high (or low) energy level
- Sudden lack of interest in hygiene or appearance
- Dramatic weight loss or gain
- Change in peer groups
- Sudden drop in class attendance, participation, or performance
- Under the influence of drugs/alcohol in class

Guidelines for referring a student for counseling services (non-emergency)

- Speak directly to the student and express your concern.
- Give the student the counseling services number for Linda Flentje at ext. 1404 and location in the Alexander Building.
- Encourage the student to make contact.

The counselor at NCMC can:

- Answer your questions concerning steps to take in assisting students
- Offer information about personal concerns and problems
- Provide community referral services for students and employees of NCMC

The counselor at NCMC cannot:

- Indicate whether or not a student is being seen or has made an appointment without the student's written consent
- Discuss content of a session or treatment without the student's written consent
- Take disciplinary action
- Provide transportation

At this time, NCM counselors are available for assistance only during NCMC's regular business hours (M-Fri, 8:00am-4:30pm). For NCMC employees who work on campus during the evenings or on weekends, we encourage you to follow the procedures listed above for non-emergency situations. In emergency situations, first call 911. Follow up with NCMC's Emergency Response staff at 359-3948 ext 1500.

If you encounter a situation with a student that is not addressed in this guide, or if you have any questions regarding our services, please contact any of the above listed individuals. We are happy to assist you in the best way we can.

Death on Campus

Immediate Action Plan

4. Notify Emergency Response Personnel via campus phone at x1500 or via outside phone or mobile at (660) 359-1981.
5. Notify Dean of Students at x 1400 or via outside phone or mobile at (660) 654-3353.

Detailed Information

In the instance of a death occurring on campus, it is important to maintain the integrity of the site. Don't attempt to move the body unless necessary to preserve the lives of yourself or others. Take measures to ensure unauthorized personnel don't disturb the site. Wait for Emergency or Safety & Security personnel to arrive at the scene before leaving.

Communications Plan

Rationale and Purpose

Crises may take many forms - violent acts, natural disasters, mechanical breakdowns or student unrest, for example. Whatever the type of crisis, North Central Missouri College must be prepared to keep internal and external constituents' informed through clear, accurate, consistent and concise communications.

As a public institution, NCMC strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect that immediate public disclosure could have on impending investigations or legal actions.

This communications plan, as a part of the broader Crisis Management Plan offers policies and procedures for the coordination of communication within the NCMC family and between NCMC and external audiences, including the news media. The purpose of this document is to provide a flexible blueprint that NCMC will use to communicate during crises.

Objectives of Crisis Communications

1. To factually assess the crisis and to determine whether a communications response is warranted
2. To assemble the Crisis Communication Team and determine the appropriate messages and actions
3. To identify constituencies that should be informed; communicate facts about the crisis; minimize rumors; and restore order and confidence

Definition

Crisis communication is one component of overall crisis management. Communication is key to how NCMC handles a crisis. How NCMC communicates will have a lasting impact on the college's reputation with various constituencies, including students, faculty, staff, alumni, parents, the community and the news media. An effective communications plan, coupled with the early involvement of communication professionals, will help limit the negative impact of the crisis and allow those charged with mitigating the crisis to fulfill their responsibilities.

Initiation

When an employee of NCMC identifies a crisis, his or her first responsibility is to determine the appropriate response to be taken in accordance with the Crisis Management Plan. The NCMC employee who discovers a crisis should first react in accordance with the Crisis Management Plan before taking steps to activate the Crisis Management Team.

As the next step — or as a first step in the absence of imminent danger to life or property — the employee should inform his or her supervisor of the crisis. In accordance with appropriate chain of command, the office of the President is notified. The president will make the decision on whether to appoint and activate the Crisis Management Team.

Communications Protocols

The most important constituent of North Central Missouri College and its campuses is its students and employees. Our faculty and staff must be kept informed of the crisis and our response to maintain order and facilitate a quick recovery. It is important to remember that the words and actions of employees toward external audiences will have a lasting impact on the college's reputation.

Therefore, after emergency officials are notified of a crisis, faculty, staff and students may be the next target audience. Other key audiences that should be kept apprised of NCMC's crisis response:

- Parents and family members of affected students or employees
- Designated North Central Missouri College crisis management team
- Board leadership
- Political leadership (Governor's Office, MDHE officials, key legislators, City officials, community leaders)
- News media

It is important that members of the Crisis Management Team can communicate with each other in a timely manner. A wallet-sized card that includes work, home and cell phone numbers of key personnel should be maintained. Two-way radios should be made available where possible. Crisis communication must consider applicable statutes and fundamental issues of fairness.

Methods of Communication

Different crises warrant different methods of communications with key constituencies. Options include:

- One-on-one or small -group meetings with employees and students when possible
- Large assemblies of employees and students
- Emergency Short Messaging System (community connect) – This method of communication is voluntary and requires all receivers to opt-in and is best effort delivery.
- Use of email groups

- Emergency Intercom Services (when implemented)
- POP-ups on computers (when implemented)
- Use of voice mail messages
- Regular communication vehicles, such as newsletters
- Phone calls or visits to important external constituents, such as board members and political leadership
- Information posted on the web
- A telephone line established to provide assistance
- Counseling of employees and students

Release of Information to the Public and News Media

The Coordinator of Communications & Public Relations is responsible for all news releases both internally and to external agencies. Final approval for any release of information rests with the College President or their designee.

Training & Crisis Drills

In support of the directives of the Crisis Management Plan, the Vice-Presidents will facilitate training activities and drills necessary to ensure the college's ongoing emergency readiness. This training will involve a combination of orientation and education sessions, tabletop exercises, walk-through drills, functional drills, evacuation drills and full-scale drill exercises.

Training

- CPR/AED training is available on both Trenton and Maryville campus through Cox each year at designated dates and times.
- Grief Counseling and Personal Tragedy Training is available annually through in-service training
- Fire extinguisher usage training is available annually through in-service training
- Hazardous Material Aware Training is available annually through in-service training
- Communications Training for emergency notifications is available annually through in-service training
- Communicable disease
- Blood Born Pathogens

Drills

- Natural disaster evacuation drills
- Tornado drills will be conducted annually on every campus
- Fire drills will be conducted for every building on all campuses annually

Crisis Management Revision Planning

To guarantee the Crisis Management Plan's continued value and validity, designated members of the Crisis Management Committee will be responsible for an annual review and revision of the included policies and procedures. This is to ensure the Plan addresses and adheres to the following:

- Involves all levels of management in planning, implementation and execution
- Reflects lessons learned through experiences with drills and real world events
- Identifies and addresses problem areas and resource deficiencies
- Ensures Crisis Management Team members are aware of their responsibilities and properly trained
- Reflects changes in physical layouts and new facilities
- Records and photographs of facility assets are updated
- Ensures training objectives are being achieved
- Names, business titles and contact information are kept current

Appendix A: Emergency Contact Numbers

North Central Missouri College

To be listed

Federal Agencies

- Federal Bureau of Investigations (FBI) (816) 512 8200
- Alcohol Tobacco and Firearms (ATF) (800) 800-3855
- Environmental Protection Agency (EPA) (800) 223-0425
- Drug Enforcement Administration (DEA) (913) 825-4100

State of Missouri

- Missouri State Highway Patrol (816) 387-2345
- Department of Natural Resources (DNR)
 - Oil/chemical spill reporting (913) 281-0991

Grundy County

- Sheriff Department (660) 359-2828
- Public Administrator (660) 359-3177
- Health Department (660) 359-4196

City of Trenton, MO

- Police Department
 - Emergency Dispatch 911
 - Non Emergency (660) 359-5557
- Fire Department 911
- City Utilities (660) 359- 2281

Hospitals & Ambulance Services

- Emergencies 911
 - Main Line (660)359-5621

- Ambulance Services
 - Emergency 911
 - Non Emergency (660) 359-4422
- Wright Memorial Hospital
 - Main Line (660) 359-5621
- St. Francis Hospital
 - Main Line (660) 562-2600
- Poison Control Center (St. Louis, MO) (800) 366-8888

Appendix B: Emergency Procedures for Evacuating Faculty, Staff and Students with a Mobility Impairment

Students

Students with mobility impairment have an important responsibility to assist with arrangements for their own safety, by informing their instructors of their needs in case of an emergency. They should also inform their instructors what assistance they would require in case of an emergency. Contact safety and security or maintenance personnel for locations of firewalls.

Instructors

Instructors with mobility impaired students should discuss with the student what assistance they will require in case of an emergency. The instructor should ask for volunteers from the class to assist mobility impaired students in the event of an emergency. In the event there are no volunteers, the instructor shall notify the director of safety and security. The director of safety and security will notify the instructor and student of the arrangements made in case of an emergency. Contact safety and security or maintenance personnel for location of firewalls.

Staff

Staff with mobility impairment has an important responsibility to assist with arrangements for their own safety. They should inform their supervisor and co-workers of their needs in the event of an emergency. They should also inform their supervisor and co-workers what assistance they would require in case of an emergency. They should know the locations of elevators and stairways in their buildings.

Evacuation Procedures

There should be at least two volunteers to assist each mobility impaired student or staff member. Volunteers should assist the mobility impaired person out of the building and to safety in the event of an emergency. The person with the impairment will know best what assistance he/she needs. The impaired person will also know to what extent they are able to assist the volunteers with their evacuation. In the event of a fire, and you are not on the ground floor, elevators may be used to evacuate the impaired persons. If an elevator is not available, the impaired person can be taken to a stairway. The volunteers and the impaired person should allow people on foot to use the stairway first, so the impaired student does not impede the flow of traffic or get injured by other people evacuating the building. Once the stairway is clear, the impaired person and one volunteer should remain at the top of the staircase and inside the closed fire doors. This will ensure the volunteer and impaired people are in plain view for fire rescue teams. With the fire doors closed, even if the ventilation system does not work, there should be a sufficient supply of oxygen to last until rescued.

The other volunteer should exit the building and notify safety and security or fire rescue personnel of the location of the mobility impaired person and volunteer. There may be a case where the best action is for the impaired person and volunteer to remain in the classroom and wait for rescue. If this is the case, the instructor should notify safety and security or fire rescue personnel of the location and names of people remaining in the classroom or office awaiting rescue. As a last resort, the volunteers may need to carry the mobility impaired person down the stairway to safety. This method should be used only as a last resort because of the possibility of injury to the impaired person and volunteers. The impaired person, if possible, should make the decision to be carried to safety or to wait for fire rescue.

Appendix C: Emergency Preparedness Plan for Sheltering-in-Place

In the event hazardous materials such as chemical, biological or radiological materials are released into the atmosphere, government emergency preparedness agencies may request NCMC to Shelter-in-Place. This is a precaution aimed to keep people safe while remaining indoors. Shelter-in-Place means selecting interior rooms and hallways with no or few windows and taking refuge there. Rooms with mechanical equipment like ventilation blowers or pipes should not be used, because this equipment may not be able to be sealed from the outdoors. If there is a possibility of an outside explosion, rooms with windows should not be used. Interior rooms above ground level are best for shelter, because certain contaminants may be heavier than air; these would settle at ground level and could spread into ground level floors. Emergency information will be provided by local, state or federal authorities on television and on radio stations.

If possible there should be a telephone or email access in every room used for shelter. This is so people can contact their emergency contact person. Staff and students need to have an emergency contact person and know how to contact them at anytime. It is best to have a local contact and someone not in the immediate area. Someone not living in the immediate area may not be affected by the same event faced locally. In the event of an emergency the contact person can let others know you are safe and any information you want to pass on to family and friends. Information may be passed by telephone or e-mail.

The person in charge of each building should have someone write down the names of everyone in that building. This information should be provided to the Coordinator of Communications & Public Relations so that family members can be informed of staff and students status if necessary.

In the event of an emergency it is best to use hard-wired telephones; cellular telephone equipment may become overwhelmed with numerous people trying to make telephone calls to family members. E-mail may be used if electrical power is available.

All exterior doors on all buildings where people are seeking shelter should be locked. Ventilation systems should be shut off to prevent contamination from the outside. People should remain in the shelter areas until told to leave by proper authority. Radios and televisions should be kept on so everyone can stay as informed as possible.

Remember that instructions to Shelter-in-Place are usually provided for durations of a few hours, not days or weeks. Local authorities on the scene are the best source of information for your particular situation. Following instructions during and after emergencies regarding shelter, food, water and cleanup methods is your safest choice.

A recording should be on telephone number (660) 359-3948 stating that NCMC is closed, and that staff and students are remaining on campus in their work or class buildings until proper authorities advise it is safe to leave.

Appendix D: Campus & Educational Center Maps

From an NCMC Website on computer: