



EMERGENCY ACTION PLAN

EASTERN MAINE COMMUNITY COLLEGE

A photograph of the Eastern Maine Community College building, a large, modern structure with red brick and grey metal siding, featuring a curved section. The building is set against a clear blue sky with some light clouds. In the foreground, there is a paved road and a grassy area with a few trees.

**354 Hogan Road
Bangor, ME 04401-4280**

FOR STUDENTS, FACULTY AND STAFF

Safety Department: 207-974-4890
Director of Campus Operations: 207-974-4805
On-Duty Security Officer: 207-745-6090

www.emcc.edu

Updated: September 2024

EMCC EMERGENCY ACTION PLAN

Table of Contents

I. Introduction.....	4
Purpose.....	4
Emergency Powers	4
Situation and Assumptions.....	5
Concept of Operations	6
Key Priorities in an Emergency	6
Likelihood of Events (Chart)	7
Procedures for Obtaining Assistance	7
Emergency Notification List.....	8
Designee Notification List.....	9
Penquis Child Care and Literacy Volunteers Emergency Notification.....	9
Map of the College Campus	10
Pertinent Information for the Responders.....	10
II. Crisis Preparedness Plan	10
III. Incident Command Structure and Core Response Team	12
Duties of the Incident Commander	12
Core Response Team	13
Roles of Various Team Members	14
EMCC Response to a Critical Incident.....	15
IV. Critical Incident Communications Plan	17
Communication Responsibilities	17
Maine Freedom of Access and FERPA	18
Communications Checklist	20
ICS Flow Chart.....	22
V. Responding to Specific Incidents.....	23
Medical Emergency – Single Incident.....	23
Power Failure.....	24
Elevator Emergency.....	24
Fire Emergency	24

Table of Contents Con't

Building Evacuation	26
Bomb Threats	28
Suspicious Packages	29
Missing Students	29
VI. Critical Incident Situations	31
Mass Casualty	31
Lockdown Procedures and Disaster Preparedness	32
Shelter-In-Place	33
Core Crisis Response Team Duties	33
Quarantine.....	35
Personal Protective Equipment.....	35
Recommendations for Virus Control.....	36
Evacuation and Lockdown of Grounds	38
Active Shooter/Terrorist (Example).....	40
Incident Command/Core Response Team.....	41
Incident Response Considerations	41
Warning and Notifications	43
Activation, Staging and Mobilization.....	43
Mass Care, Medical Support and Family Assistance	43
Incident Recovery	44
Post Incident Review	45
APPENDICES	45
Local Business Contact List	45
Maine Community College System Key Contacts.....	45
Sample Communication Information Sheet	47
Bomb Threat Information Sheet.....	48
Donning/Removal of PPE.....	50
TRAINING and RESOURCES	52

Eastern Maine Community College Emergency Action Plan

I. INTRODUCTION

PURPOSE

Because immediate and effective action is critical in emergencies, the Safety Committee of Eastern Maine Community College has developed this Action Plan for emergency procedures. We ask you to take a few moments to read through the booklet and become familiar with the information and procedures to reduce the likelihood of confusion or panic in an emergency.

The first and most crucial step for handling emergencies is preparation.

EMERGENCY POWERS

The Governor of the State of Maine has the power and authority to issue a proclamation that an emergency exists under the conditions specified in Maine Title 37-B, MRSA, sec. 742. The Governor may, under certain circumstances, issue a Proclamation of a Civil Emergency with recommendations and/or mandates that can affect how the College responds to an emergency.

At their discretion, the City of Bangor can issue a proclamation that an emergency exists under the same conditions as specified in Title 37-B, MRSA, sec. 742, and may empower the Penobscot County Emergency Management Agency Director with the authority to proclaim an emergency state for or within the said City should it exist. These recommendations and/or mandates can also affect how the College responds to an emergency.

Emergency situations can also be initiated and occur at the College campus itself. Notwithstanding the above, the President of the College, to alleviate delay in response, is authorized to take whatever actions are necessary to prevent the loss of life and property on the campus of the Eastern Maine Community College.

Once an emergency is identified, the College President or their designee shall inform the MCCC president or their designee as soon as possible. The MCCC president will, in turn, and when necessary, be responsible for contacting and/or involving the following:

- Governor
- System Legal Counsel
- Board of Trustees
- Other System Managers
- Legislators
- Other State Officials

The Eastern Maine Community College Emergency Action Plan shall be the governing document for emergency response and recovery for the entire campus. An emergency is an event that threatens the life, safety, and property of students and staff or the destruction of the campus environment.

This Emergency Action Plan identifies hazards, vulnerabilities, and the likelihood and severity of these hazards will impact the campus vulnerabilities. This plan defines efforts and resources to mitigate the effects and prepare for and respond to an emergency or disaster.

SITUATION AND ASSUMPTIONS

The college campus could experience disaster situations that are local or statewide. Local disasters could include fires, hazardous material incidents, mass casualty incidents, building collapses, or a school attack. Statewide disasters include flooding, prolonged power outages, pandemics, and severe winter storms. A Hazard Risk Assessment (examples below and full assessment on page 7) identifies the most likely hazards to affect Eastern Maine Community College.

Severe winter storms have the potential to shut down the campus by blocking roads, disabling electrical power distribution, freezing facilities, reducing student and staff movement, and delaying emergency response to the campus.

A Mass Casualty Incident (MCI) could occur resulting from a passenger vehicle accident or as a result of any of the described disaster hazards. The City of Bangor's Fire & EMS department is prepared to deal with an MCI and can deploy fire and EMS resources when necessary.

There are multiple properties within the Bangor Floodplain. The college campus is designated as a 'Minimal Flood Hazard' by FEMA due to its proximity to the Penobscot River. The most likely damage from flooding will be to roadway sections that contain bridges or culverts and through erosion of gravel roads and drives.

Hazardous materials can be transported on any community road. The most significant traffic flow of hazardous materials is along I-95 and Hogan Road. The campus along this traffic corridor is susceptible to a HazMat incident.

Other hazard events that could occur, however, are less likely. As such, this plan will develop an All-Hazards Emergency Response and define other hazards in the Hazard Attachments section of the plan.

The Action Plan will identify other campus-specific hazards that could result in loss of life or property, such as on-campus fire or medical emergencies, to situations that are less likely to be life-threatening but require an emergency response. The Action Plan will include an evacuation plan in the event an emergency requires an evacuation of the campus.

The Eastern Maine Community College does not have a full-time law enforcement officer. EMCC does have a Director of Campus Operations and security officers on site. The City of Bangor does provide 24/7 paramedic coverage, as well as other medical services, and includes law enforcement response. Regional hospitals are located in the City of Bangor. The Bangor Hazmat Team/Regional Response Team will provide a hazmat response. The campus could provide emergency transportation through the shuttle service. The campus

has a Maintenance Department, and Fire Protection services are handled by the Bangor Fire Department with assistance from mutual aid partners.

CONCEPT OF OPERATIONS

The Emergency Management Committee coordinates disaster response activities, requests resources from the City and the County, and compiles disaster information.

Disaster or major emergency notification will most likely come from the National Weather Service (NWS), the Emergency Alert System (EAS), the Penobscot County Regional Communication Center (PRCC), a Penobscot County EMA "Fan-out," or by announcements on area television and/or radio broadcasts.

Key staff at EMCC may initiate the Emergency Action Plan (EAP) if they determine that the situation warrants the activation. Faculty and Staff will primarily post emergency information and notifications to the RAVE Alert System. Students or staff can refer to the EAP for instructions and information for any emergency because crucial details on how to contact assistance are included in the EAP.

For a localized emergency, such as a mass casualty incident, an Incident Commander (IC) will assume command at the scene on campus and remain in that role until relieved by a higher emergency source (i.e., President of the College, Bangor Fire, Bangor Police or State Police). The College Incident Command System and Communications location will be established if necessary. Emergency Management personnel may assign staff or students some limited Logistical and Planning support duties for the duration of the incident.

KEY PRIORITIES IN AN EMERGENCY

Priority 1: Life Safety Issues

- Incident Command and Core Response Teams
- Evacuation or Shelter in Place
- Search and Rescue
- Identification of Local Shelters
- Medical Aid

Priority 2: Preservation of Property

- Damage assessment (assessment of safety and usability of facilities)
- Utilities survey (survey of gas, electric, steam, water, and sewer utilities)

Priority 3: Stabilization *

- Is adequate food, water, and shelter available?
- Are utilities working sufficiently?
- Are communication systems working?

Priority 4: Recovery Plan

Is adequate counseling available?

Goal: return to normal operating procedures

***Any requirements for food, water, emergency power, fuel, heavy equipment and supplies that exceed EMCC's capabilities should be submitted to the Penobscot County Emergency Management Agency for assistance.**

HAZARD EVENT	VUNERABILITY LOCATION	LIKELIHOOD	POTENTIAL RESULTS
Winter Storm	Entire Campus	High	Frozen Pipes. Loss of Power. Cancelled Classes
Fire	Single Building to Entire Campus	Probable	Evacuation. Injury. Loss of Life and Property.
Hazmat Incident	On-Site. Off-Site that Effects Campus	Probable	Evacuation or Stay in Place Order. Environmental Impact
Disease/Pandemic	Entire Campus	Probable	Economic, Curriculum & Social Disruption. Campus Shutdown.
School Violence (Student Incident i.e. Fight/Assault)	Localized	Probable	Crowd Control. Injuries. Post Incident Responses
School Attack (i.e. School Shooter)	Localized/Entire Campus	Low	Evacuation or Stay in Place Order. Injury or Loss of Life. Post Incident Responses
Summer Storm/Flooding	Entire Campus	Probable	Evacuation. Property Damage. Temporary Campus Shutdown.
Bomb Threat	Localized or Entire Campus	Probable	Evacuation

PROCEDURES FOR OBTAINING ASSISTANCE

If a situation involves any emergency that may pose a threat to someone's life, health, or safety, or the safety of property, dial 911. Do not hesitate to call even if in doubt. **For other non-life-threatening issues, contact:**

Campus Security Officer on Duty	207-745-6090 (911 if not readily available) 207-974-4853 (office)
Director of Campus Operations	207-249-8485 (cell)
Maintenance Office (Day Supervisor)	207-974-4650 (office)
VP/Dean of Students	207-664-3383 (cell)

EMERGENCY CALL LIST

In the event of an emergency outside of regular business hours, EMCC maintains an emergency call list. If an emergency exists, dial 207-745-6090. You will be directed to an outside call center if no security officer is on duty. In an emergency, the operator will assist you in activating 911, or they will activate EMCC's emergency call list. EMCC maintains a list of administrators on-call.

In the event of an emergency in which the Incident Command System requires activation, the following people will be notified.

EMERGENCY NOTIFICATION LIST		
Division Leaders & Key Personnel Emergency Number		
Name	Title	Work Phone Cell Phone
Elizabeth Russell (Designee – Liz True)	President	207-974-4692 (w) 207-217-7571 (c)
Elizabeth True (Designee – Kris Kelley)	Vice President/Dean of Students	207-974-4673 (w) 207-664-3383 (c)
Abe Chase (Designee – Liz True)	Director of Campus Operations	207-974-4805 (w) 207-249-8485 (c)
TBA	Facilities Supervisor	207-974-4650 (w)
Michael Hambrick (Designee – Liz True)	Director of Marketing and Public Relations	207-974-4867 (w) 207-478-7744 (c)
Lynn Hunter (Designee – Nancy Burns)	Academic Dean	207-974-4684 (w) 978-493-4623 (c)
Cindy Kasprzak	Director of Finance	207-974-4685 (w) 207-852-5455 (c)
Kim Wilson-Roy	Director of Workforce and Professional Solutions	207-974-4629 (w) 207-592-5853 (c)
Terri Adam	Executive Assistant to the President	207-974-4691 (w) 207-745-8537 (c)
Dusty Packard-Adams (Designee – Lisa Downs)	Director of Human Resources	207-974-4637 (w) 207-951-5121 (c)
Deb Rountree (Designee – Jasmine Folster)	Executive Director of Rural Initiatives (Off-Campus Centers)	207-746-5741 (w) 207-731-9975 (c)
Jeff Jordan Designee – (Brian DeLeonard)	Associate CIO, Maine Community College System	207-360-7824 (c)

DESIGNEE EMERGENCY NOTIFICATION LIST Division Leaders & Key Personnel Emergency Number		
Name	Title	Work Phone Cell Phone
Liz True	President's Designee	207-974-4673 (w) 207-664-3383 (c)
Kris Kelley	Vice President/Dean of Students Designee	207-974-4690 (w) 207-356-6496 (c)
TBA – Facilities Supervisor Interim – Liz True	Director of Campus Operations Designee	207-974-4650 (w)
Liz True	Director of Marketing and Public Relations Designee	207-974-4673 (w) 207-664-3383 (c)
Nancy Burns	Academic Dean's Designee	207-974-4604 (w) 207-217-8983 (c)
TBA – Financial Services Mgr	Director of Finance Designee	TBA
Dan Crocker	Director of Workforce and Professional Solutions Designee	207-974-4871 (w)
Lisa Downs	Director of Human Resources Designee	207-974-4736 (w)
Jasmine Folster	Executive Director of Rural Initiatives Designee	207-746-5741 (w)
Brian DeLeonard	Associate CIO, Maine Community College System Designee	207-974-4786

EMERGENCY NOTIFICATION TO PENQUIS AND LITERACY VOLUNTEERS

The Director of Campus Operations is responsible for notifying the personnel of Penquis Child Care Center and Literacy Volunteers so they can activate emergency response.

Penquis Emergency Contact:

Jenna Carey, Program Manager
Connie Bolstridge, Site Manager

207-322-8742
207-852-9638

Literacy Volunteers Emergency Contact:

Mary Marin Taylor, Executive Director
Heather McCarthy

207-299-5255
207-852-6517

Updates will be provided to these contacts as part of the emergency communications plan by the President or designee.



PERTINENT INFORMATION FOR THE RESPONDERS

Regardless of the type of incident, it's essential to know your location. If you are stressed during an emergency, you may give incomplete information to the emergency personnel.

Take a minute to write down clear directions to your class, office, or work location in the spaces provided below. A map of the campus is included on the previous page for reference.

My name is _____. I am at Eastern Maine Community College located at 354 Hogan Road. There is an emergency. (Describe the emergency) The directions to where I am located on campus are:

Building: _____

Room Number: _____

Description of how to get to where you are:

Copy these directions and post them near your phone so that anyone who uses your phone for emergencies will have clear directions.

I. CRISIS PREPAREDNESS PLAN

PURPOSE

At any time, the College may experience a crisis or disaster that requires a well-coordinated response. The following identifies some of the types of disasters that may occur on college property that the College will have to respond to in a timely and effective manner:

- Murder, accidental death, suicide, physical attack or threat, or severe injury;
- Major fire, natural disaster, or environmental accident/incident that threatens or has harmed the college community, facilities, or assets;
- An act of terrorism or active shooter;
- Actions by a member of the college community that could cause serious financial or physical harm;
- Allegations or actions against the College and/or the MCCS System concerning any of the internal problems cited above;
- A strike, major protest, or boycott aimed at the College or System;
- Contagious illness

All require the establishment of a coordinated command structure, quick response, reliable communications, and provision of various types of services and support. Some may require a full or partial lockdown of the College.

Although not necessarily defined as crisis situations as it would relate to the overall Emergency Action Plan, the discovery of internal problems such as theft; major conflict of interest; immoral, unethical, or illegal activity by faculty or staff that has a direct effect on the campus community have the potential occur, and immediate notification to the proper personnel should take place.

II. INCIDENT COMMAND STRUCTURE AND CORE RESPONSE TEAM

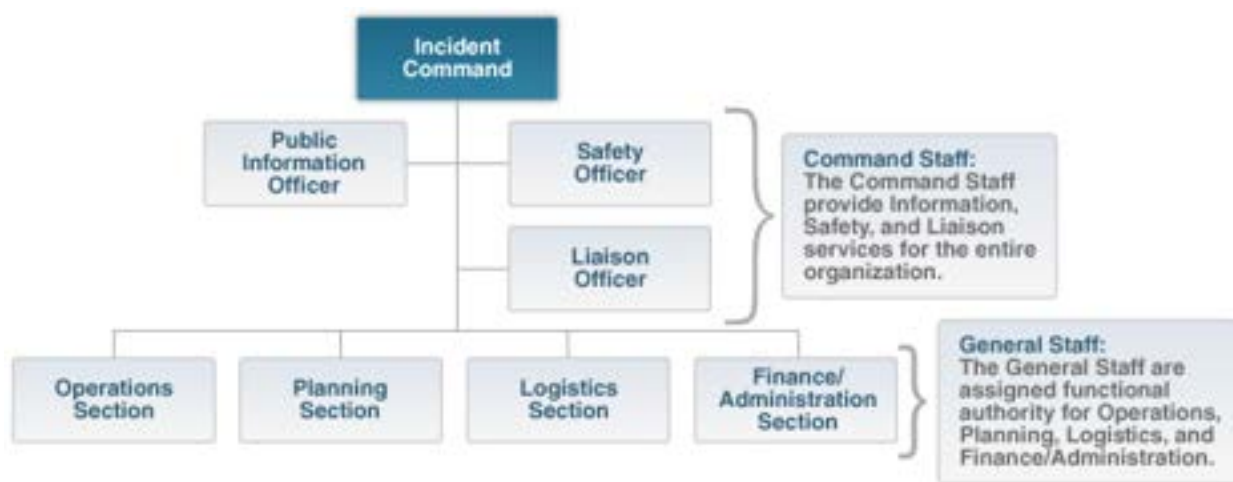
PURPOSE

In the event that an emergency is such that it requires a coordinated team response, the College has developed a Core Response Team and will operate through an Incident Command System (ICS)

Based on the FEMA National Incident Management System (NIMS)

The College will establish a Core Response Team for each emergency, formulated for the specific circumstance. Below are the Incident Command Structure and the Core Response Team that will be required to respond when called. Others may be consulted or included as needed.

INCIDENT COMMAND STRUCTURE



INCIDENT COMMAND

The College President is Incident Commander whenever they are on the campus at the time of the incident. In the absence of the President, Incident Command may be designated to either the Vice President/Dean of Students or the Director of Campus Operations the depending on the situation.

DUTIES OF THE INCIDENT COMMANDER

- To provide the overall leadership for the incident response.
- To delegate authority to others to manage the Incident Command Structure (ICS).

- To be responsible for all activities and functions of the incident until positions of ICS have been staffed.
- To assess the need for staff, how many, and what type.
- To establish incident objectives for the organization based on the situation.
- To implement meetings with members directly under their control during and post-incident.
- To gather and analyze information so we can be ready for tomorrow and the next day.
- To gather intelligence and information analysis and dissemination.
- To manage the planning process and compile the Incident Action Plan using various inputs from the rest of the organization.

Incident Command may be assumed by arriving authorities (i.e., Bangor Police, State Police, or Bangor Fire) depending on the type of emergency and location.

CORE RESPONSE TEAM

Once the IC has been established, the following Core Response Personnel will be as follows:

- Public Relations and Information: Director of Marketing and Public Relations
- Security and Safety: Director of Campus Operations and Vice President/Dean of Students
- Liaison: Executive Assistant to the President
- Operations and Logistics: Director of Finance, Director of Human Resources, Dean of Workforce, and Director of Campus Operations
- Medical Services: Director of Campus Operations assisted by Emergency Medical Services. Assistance from the Nursing Department may be requested.
- Internal Communications: Director of Marketing and Public Relations
- External Communications: Director of Marketing and Public Relations
- Housing: Director of Residential Life and Student Engagement
- Food and Water: Director of Food Service
Assistance from Culinary Arts faculty may be requested
- Maintenance and Housekeeping: Facilities Supervisor
- Counseling and Morale: Vice President/Dean of Students
- Finance and MCCS Contact: Director of Finance and President
- Employee Assistance: Director of Human Resources

EXAMPLES OF ROLES OF VARIOUS TEAM MEMBERS

All Team Members

- To be responsible for developing and implanting strategy and tactics to carry out the incident objectives.
- To organize, assign, and supervise resources allocated to the incident.
- To work closely and coordinate activities with other team members and staff.
- To be responsible for the departments supervised directly by the team member.
- To meet with the Incident Commander as directed or as circumstances dictate.
- To ensure that employees practice their response to disasters at least once annually.

Director of Campus Operations:

- To report to the Incident Commander as circumstances dictate.
- To monitor safety conditions and develop measures for assuring the safety of all assigned personnel.
- To assist with disaster assessment and planning.

Liaison:

- To report to and work closely with the Incident Commander as circumstances dictate.
- To serve as the primary contact for outside supporting agencies assigned to the incident or event.

Public Relations and Information:

- To report to the Incident Commander as circumstances dictate.
- To serve as the conduit between internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.
- To maintain open lines of communication, including smooth operation of telephone and computer systems.

Operations and Logistics:

- To report to the Incident Commander as circumstances dictate.
- To assist with the planning and implementation of the response.
- To ensure facilities operations.
- To provide accurate student information as requested.
- To identify and remediate potential problems.
- To be responsible for any employees under direct supervision.
- To provide the resources and services required to support the incident activities.
- To coordinate the activities very closely with the other members and staff.

Counseling and Morale:

- To report to the Incident Commander as circumstances dictate.
- Ensure that student personal and emotional support is provided during and after the event.
- To assist with planning and implementation of the necessary actions.

Finance and MCCC Contact:

- To report to the Incident Commander as circumstances dictate.
- To make appropriate financial decisions for the purchase of items needed.
- To make any financial decisions with post-incident expenses.
- To make financial decisions with the return to regular business.
- To keep accurate and timely records of expenditures and cost analysis through the planning, implantation, and post-incident.
- To be responsible for contract negotiation, track personnel and equipment time, document and process claims for accidents and injuries occurring at the incident, and keep a running tally of the costs associated with the incident.

Employee Assistance:

- To report to the Incident Commander as circumstances dictate.
- Maintain accurate lists of all employees and the location of employees.
- To monitor the well-being of staff involved in the event and to direct them towards proper resources.
- To assist with any staff crisis that may develop during the event.
- To ensure that the College is operating within contract guidelines.
- To work with various managers to address staff issues post-event.

EMCC RESPONSE TO CRITICAL INCIDENT

Step 1: Notification of Crisis/Disaster: Notification of a crisis may come from State or Federal Authorities to the "Incident Commander" at the College, or the Incident Commander may notify the State and Federal Authorities.

Note: Law enforcement agencies and hospitals have been provided with contact names and contact information regularly.

Step 2: Assessment and Preliminary Planning: The President and team members identified by the President will conduct a preliminary and brief assessment of the threat of disaster. Action steps to be taken will be outlined. Incident Command will be established.

Step 3: Communications to Affected Person: Communication of the received order shall go from the Incident Commander or designee to:

- a) Senior staff of the College (President's Cabinet) and the MCCC President and attorney.
- b) Faculty and staff
- c) Students on-campus
- d) Students off-campus
- e) Neighboring stakeholders and the community at large

Step 4: Safety and Security If possible, College security personnel will secure the campus or the building. Assistance will be sought from law enforcement agencies. Depending on the disaster's nature and agency officials' requirements, the College may engage in a total or partial lockdown.

Individual Building Isolation/Lock Down: Should a threat/disaster occur, the College may isolate buildings following the directives of emergency and/or law enforcement officials.

Secondary stakeholders: Secondary stakeholders in the lockdown of the Bangor campus include businesses along Sylvan Road that may be impacted by the closing of Rangeley Hall, particularly if the order is to barricade Sylvan Road. Depending on the type of emergency, it may affect businesses adjacent to the College on Hogan Road and Mount Hope Avenue.

Note: The Director of Marketing and Public Relations will maintain contact and get information to businesses in the proximity of the campus if notification is required (Business directory included in the Appendices).

Access Roads: Access roads shall be kept clear of vehicles and any other obstructions that may limit or slow access for emergency vehicles and personnel.

Step 5: **Human Needs:** Of primary importance are the human needs of the members of the College. In the case of contagious illness and certain types of disasters when the College is locked down, the College must be ready to address human needs for 7 –10 days. It is reasonable to expect that the need for personal support will extend beyond the crisis. All functions will support these primary efforts.

Housing: An incident may require long-term housing. Currently, the College provides accommodation for 100 residents in Acadia Hall and 165 in Kineo Hall. Beds and space for all faculty, staff, and commuter students will be provided in Johnston Gym and on the second floor of Penobscot Hall. Both buildings have showers.

Note: The Director of Residential Life and Student Engagement will coordinate with the various emergency agency personnel (Red Cross, MEMA) to obtain sufficient cots, blankets, pillows, and toiletries based on the number of individuals requiring housing.

Food and Water: The Director of Food Service will coordinate with the various emergency agencies to ensure a sufficient supply of food and water. The food will be durable, capable of long-term storage, or constantly cycled.

Medical Treatment and Isolation: A medical staging area will be in the Nursing Laboratory in Maine Hall (Room 176), provided that Maine Hall is accessible. Nursing and Radiology supplies will be available to treat ill or injured individuals if needed. The nursing training lab has hospital beds and supplies. The Laboratory Wing of Maine Hall will be isolated by securing all access doors. In the event of a disaster in the Nursing Lab area, the medical staging area will be in the large first-floor meeting room in the Kineo Hall. All entrances to that room will be isolated.

Note: The Facilities Supervisor will be required to have housekeeping clean and sanitize all areas, including bathrooms.

Post Incident Support and Services

- Counseling services will be available for students and employees needing assistance—the College contracts with therapists for students and employees through the Maine State Employee Assistance Program.
- Gatherings and proper events allow people to deal with grief and loss.
- The Director of Finance will ensure proper evaluation of loss, notify insurers and state officials, and handle any paperwork necessary for compensation.
- During times of emergency, time lost is governed by the various employee contracts. Faculty desiring to make up lost instructional time will work with the Academic Dean to determine a course of action.

III. CRITICAL INCIDENT COMMUNICATIONS PLAN

PURPOSE

The College should be prepared to communicate a rapid, accurate, and complete response in a crisis. Clear and effective communication is critical to ensuring the health and safety of individuals, minimizing the disruption and damage that a critical incident can cause, and protecting the institution from negative publicity.

PART 1 – COMMUNICATION RESPONSIBILITIES

1. Whenever possible, appropriate details and actions taken by the College during an emergency should be provided to students, staff, and faculty before being released more broadly. **The victims' families or affected college community members should be contacted before the information is released to the general public.**
2. The College will consult with the MCCS Office Public Affairs Officer and brief the media as soon as possible, providing a prompt and accurate response to the crisis. If time permits, an information sheet will be developed, reviewed by the attorney, and, if approved, distributed to incident team members.
3. As per the ICS, communications will be provided by the President or his/her designee, i.e., the Director of Marketing and Public Relations, or, depending on the crisis, the college President may authorize members of the President's Cabinet to act as the college spokesperson.
4. The media will be given as much information as available within the constraints outlined in Part 2 below.

5. It is the responsibility of the College President to be on the scene, available for media interviews, and ensure, in the event of death or injury, that the victims and survivors have been contacted.
6. The Director of Marketing and Public Relations is the designated spokesperson, serving on the core response team for all crises. During a crisis, the Director will be available 24/7. For the most part, inquiries should be directed to this individual, and all informational materials should be developed in consultation with this person or approved by them and the College President to avoid confusion and mixed messages.

PART 2 – WHAT INFORMATION SHOULD/SHOULD NOT BE RELEASED, MAINE'S FREEDOM OF ACCESS ACT and FERPA

It is a good idea that people be aware and familiar with Maine's Freedom of Access Act (FOAA). School administrative unit officials must become familiar with and complete FOAA training. The information can be found at www.maine.gov/foaa, under the section entitled Citizens Guide to Maine Freedom of Access Act. Once you have reviewed the Frequently Asked Questions section (www.maine.gov/foaa/faq), you have completed the training required by the FOAA.

Public Right to Know: Although the public may have a strong and legitimate interest in learning about a critical incident, the privacy interests of those involved may not permit public and/or media access to certain information.

Notification of Next of Kin: When a college community member is involved in a critical incident, the College will always seek first to inform the next of kin of the incident. Frequently, law enforcement officials will assist with the notification.

Involvement MCCS Legal Counsel and Public Affairs Officer: Having accomplished that notification, the crisis response team, in consultation with MCCS legal counsel and Public Relations Officer, shall determine what information can be publicly released and talking points will be created.

Release of Student Information: The release of information regarding a student is governed by the Family Educational Rights and Privacy Act (FERPA). Generally speaking, the only information the College may release about a student is information defined by FERPA as "directory information."

Information that can be released is limited to the following:

- ❖ The student's name
- ❖ Address
- ❖ Telephone listing
- ❖ Date and place of birth
- ❖ Major field of study
- ❖ Participation in officially recognized activities and sports
- ❖ Weight and height of members of athletic teams
- ❖ Dates of attendance

- ❖ Degrees and awards received
- ❖ The most recent previous educational agency or institution attended by the student.

Students must consent to the disclosure of even this information, and College records must be checked to determine whether or not a student has granted this consent. **In general, no information about a student, including directory information, may be released in response or in relation to an actual or alleged incident without prior authorization from MCCS legal counsel.**

Release of EMCC Employee Information: MCCS employees also have personnel-related privacy rights. As a general rule, the fact that someone is employed by the College, current position, and salary are not confidential. Most other information, including personal contact information, is considered confidential. **Information regarding employees should not be publicly distributed without consulting MCCS legal counsel first.**

Criminal Investigations: Caution must be exercised in releasing information that could interfere with a criminal investigation or a subsequent legal proceeding.

Unverified and speculative Information: Speculative Information will not be released. Unless proven and verified, the College should not release information on or speculate about the following:

- ❖ Number of deaths/injuries
- ❖ What was damaged, if anything
- ❖ Estimates concerning the extent of damage in dollars cannot be accurate during the first hours of an emergency and are best released when verified
- ❖ Estimates concerning the length of time it will take to put a damaged facility back online
- ❖ Speculation on cause and blame placed on any individual, agency, or piece of equipment
- ❖ Comments on judicial or administrative processes in which findings have not been issued
- ❖ College shutdown (if any)
- ❖ If and how safety rules were violated, by anyone
- ❖ Possible effect on the community
- ❖ Events as they transpired

What to Release: Once proven and verified, the College may release Critical Incident information about the following (through the President, the ICS, or legal counsel):

- ❖ Factual account of events
- ❖ Background information
- ❖ Update of events as they unfold
- ❖ Actual cause of crisis
- ❖ Course of action
- ❖ Extent of physical damages

PART 3 – COMMUNICATIONS CHECKLIST

The College will use the following checklist when communicating about a crisis.

- Inform the MCCS president of the incident (Incident Command may be established at this point).
- Determine who on the Notification/Contact List needs to be contacted, by whom, and how the contact will be made.
- Confirm who will serve as spokesperson.
- If an incident involves a college community member, ensure that parents/next of kin have been notified of the event before the information is released more broadly (to the college community, media, etc.).
- When appropriate, the College should establish a telephone hotline and dedicated Web page(s) for providing ongoing updates. All internal and external communications should direct the public to call that number or check the college website for updates.
- Develop and release a statement to the college community that includes
- guidance on how to respond to media inquiries.
- Revise and release a similar statement to the media and via other channels (e-mail, website, telephone hotline, community meetings, etc.) based on available information.
- In addition to a prepared statement, the core team should develop responses to questions it anticipates receiving from various audiences and constituencies.
- Continue to update the hotline and website as the situation unfolds (including information about grief counseling, mental health services, support groups, memorial services, safety seminars, etc.).
- Place trusted, informed, trained individuals on the phones/hotline/switchboard/security office, and provide those individuals with copies of all public statements about the event.
- If needed, assign a staff person to serve as the liaison with public safety agencies (notify public safety agencies of press briefings, provide copies of all public statements issued by the College, and serve as the conduit for information from these agencies to the College).
- If needed, assign a staff person to serve as a liaison to victims' families and counseling units.

PART 4 – COMMUNICATIONS CHECKLIST FOR EVENTS INVOLVING REGIONAL OR NATIONAL MEDIA

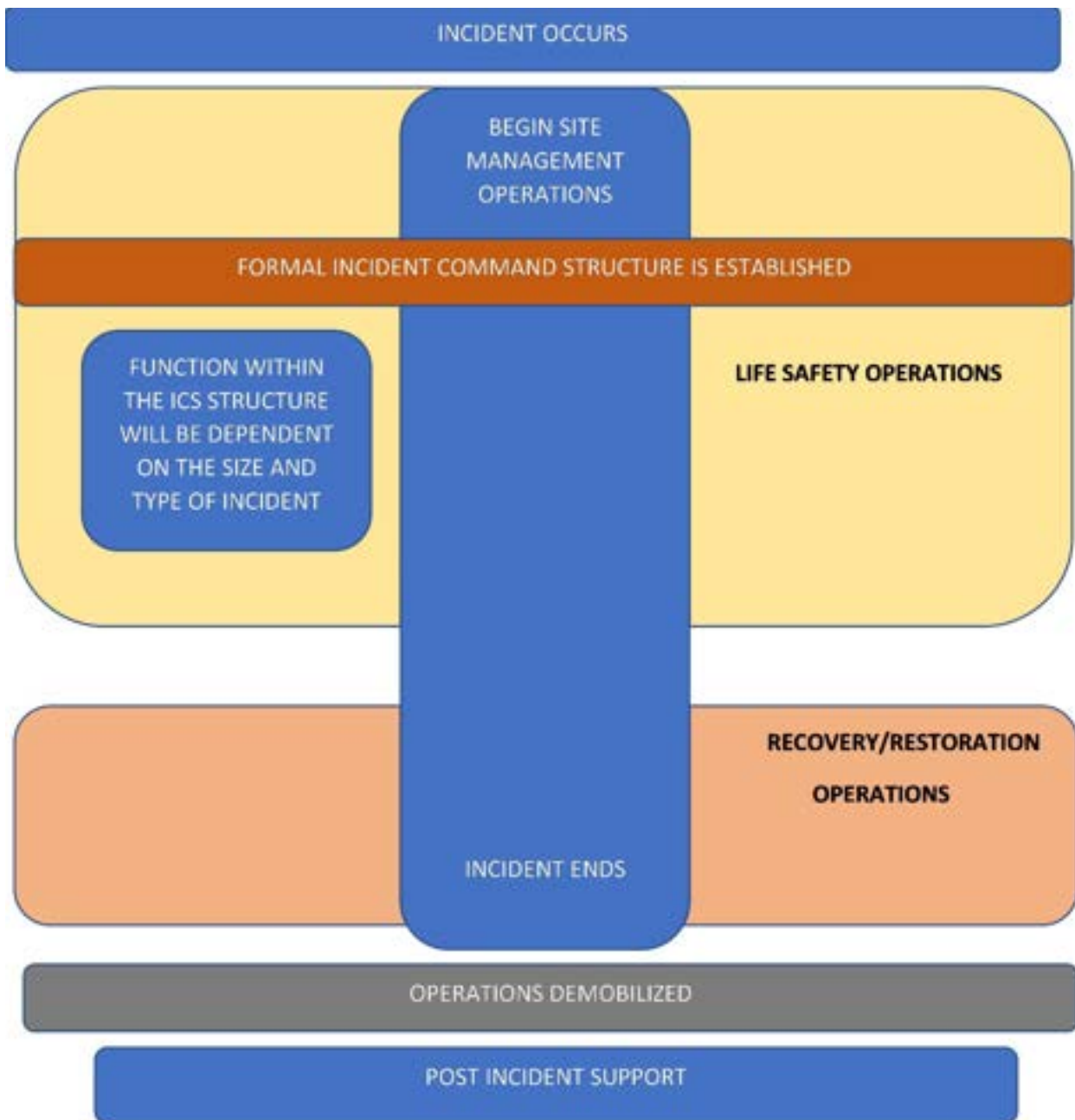
The College will use the following checklist to address communications of a crisis that draws regional or national media attention. The nature of the emergency will dictate staging areas for the media.

- Establish parking areas for satellite trucks and other large media vehicles.
- Establish a media center staffed 24/7 with power outlets, Internet

- access, restrooms, tables, chairs, air conditioning, and a briefing area with a multiple microphone system (if possible). The Core Response Team meeting room should not be near the media center.
- Issue credentials for entering the media center.
- Direct media to the center to work and receive information.
- Issue periodic statements to the media gathered at the center.
- Set up an area for interviews.
- Provide food for reporters and photographers.
- Photograph and release your pictures and video to give close-up coverage with less confusion and intrusion.
- Arrange for meals, and bring bedding and clean clothes for staffers who may not go home for a while.
- Give staff frequent breaks and the ability to contact their families.
- Monitor staff fatigue levels.

SEE AN EXAMPLE COMMUNICATION AND INFORMATION SHEET IN THE APPENDICES OF THIS PLAN

INCIDENT COMMAND SYSTEM FLOW CHART



Eastern Maine Community College Emergency Action Plan

IV. RESPONDING TO SPECIFIC INCIDENTS

GENERAL INFORMATION

Ensure the first aid kit in your area is stocked with the correct supplies. If your department has an emergency first aid kit, it is the department's responsibility to keep it stocked.

Use latex gloves when helping a victim. Properly dispose of materials that have been contaminated with bodily fluids.

Contact Campus Safety for supplies and proper disposal of items.

Utilize training opportunities to learn CPR, how to use a fire extinguisher, and other life-saving techniques.

Know your environment – fire alarms, exits, windows, fire exits.

Keep egress areas free from obstructions and clutter at all times.

MEDICAL EMERGENCIES - SINGLE INCIDENT

Do not attempt to administer first aid unless you have received proper training or if the 911 operator assists you over the telephone through Emergency Medical Dispatch.

- If the emergency involves injury and others are around, ask someone else to call 911 while you stay with the injured person. Direct others to wait for emergency personnel near the main entrance and direct them to the scene of the accident or illness. If you are alone, do not leave the person alone for longer than is necessary to make the 911 call.
- The person who dials 911 will most likely be asked to remain on the line for updates and possibly administer assistance by Emergency Medical Dispatch techniques.
- After the call to 911, either yourself or someone on the scene call Safety and Security at 207-745-6090. The officer will contact the Director of Campus Safety. The Security Officer will then respond to your location and direct any emergency crew to the appropriate staging area.
- Avoid unnecessary movement or action of the victim that might cause further injury to the individual.

- Arrange for someone to meet the emergency crew at the Campus Directory sign and escort the crew to the ill or injured person. If no one is available, stay with the injured or ill person until emergency assistance has arrived.
- Document the incident and make a record of procedures followed.

If the injured person refuses treatment and/or transportation by the emergency medical team (ambulance) and still wishes to go to the emergency room, the College will attempt to arrange transport by another source to the best of its abilities.

POWER FAILURE

In the event of a power failure, notify Safety and Security at 207-745-6090. Safety and Security will then contact the appropriate facilities employee for assistance.

If a power failure should occur, the building fire alarm system, exit signs, and stairwell lights will be powered by an emergency source.

While the evacuation of a building will not be necessary in most cases, you will be informed by the College if power cannot be restored and that the situation could lead to unsafe conditions.

Facility Management employees will verify that no other emergencies accompany the power failure and should also check to ensure that no one is trapped in an elevator.

All building evacuation procedures should be followed if a power failure is associated with a fire emergency (See 'Evacuation' section, page 26).

ELEVATOR EMERGENCY

Call or ring the bell for assistance if the elevator gets stuck between floors. Contact the maintenance department if you hear someone calling for help from an elevator.

On-Duty Security Officer	207-745-6090 (cell)
Supervisor of Facilities	207-974-4650 (office)

If you are unable to reach help on campus, call 911.

FIRE EMERGENCIES

Fire alarm pull stations are located throughout the hallways in all buildings on campus. These alarms are connected to the Bangor Fire Department. Upon ringing the fire alarm (an uninterrupted, loud buzzer), the building will be evacuated immediately in an orderly manner utilizing the routes designated on the evacuation maps located in each building. Maps showing the location of the nearest fire alarm pull station, fire extinguisher, and the correct evacuation route are posted for all classrooms, labs, and shop areas, as well as in the main corridor of each wing.

IF YOU DETECT FIRE OR SMOKE

1. Activate the nearest fire alarm pull station. The Bangor Fire Department will be called automatically.
2. Close any open doors to the affected area.
3. Do Not attempt to fight the fire unless it appears to be containable and you are trained to use a portable fire extinguisher.
4. There are exit stairwells on each floor of all buildings designated by the EXIT signs. These stairwells should be used for evacuation. ALL DOORS MUST BE KEPT CLOSED to prevent smoke from entering the stairwells.
5. Should the primary exit be blocked by heavy smoke or fire, use the secondary route as indicated on the evacuation map.
6. Should you become caught in heavy smoke, crouch down below smoke levels, take short breaths through your nose, and crawl to the stairwell.
7. Be sure that any special-needs person is being assisted in leaving the building.
8. When safely outside the building, proceed immediately to the assembly area designated for your part of the building. Assembly areas should be indicated on each building's evacuation map.

GENERAL INFORMATION ON FIRE EMERGENCIES

Classroom and shop teachers and staff supervisors will be in charge of evacuating their areas under the supervision of the fire warden.

Each location on campus must have a designated area to meet outside the building so that a head count may be taken. Familiarize yourself with the staging locations located on each building's evacuation map. The fire warden will verify that everyone is out of their area and report this information to the Bangor Fire Department.

Evacuation Coordinators will check fire extinguishers, EXIT signs, and lights in stairwells periodically for problems. Any problems found should be reported by submitting a facilities work order by emailing workorder@emcc.edu.

The fire doors in the corridors must be kept closed at all times. Do not prop them open. It is not only in violation of the fire safety code but should a fire occur, closed doors will prevent smoke and flames from spreading more rapidly.

Fire and evacuation drills will be held twice a year and will be signaled by an uninterrupted buzzer.

BUILDING EVACUATION

PURPOSE

This section will describe the provisions for the Eastern Maine Community College to ensure the safe and orderly evacuation of students, staff, and residents threatened by disaster.

SITUATION

Evacuation may be required to protect the health and safety of the campus. Private vehicles and transport buses are the primary means of transportation.

Students and staff may be evacuated if threatened by an out-of-control fire, a hazardous materials accident, or an active threat such as a mass shooting or terrorist incident. The most likely location for a mass shooting situation remains a school campus.

A controlled evacuation reduces chaos and the chances of further injury to all involved. The characteristics, path, and magnitude of the hazard determine the number of people to be evacuated, the time available, the evacuation routes, and the distance of travel. Evacuations should be coordinated with shelter operations, emergency information, and traffic control operations.

ORGANIZATION AND LOGISTICS OF RESPONSIBILITIES

Supervisors must inform all current employees of the evacuation plan. Employees must be familiar with evacuation plans for the buildings they are located or visiting. Employees should check for evacuation directions when entering an office or other environment.

All faculty are responsible for reviewing the evacuation plan for classrooms and shops with all students at the beginning of each semester or course.

The President or their designee is responsible for ordering an evacuation to protect the students and staff's health and safety. Other staff and/or volunteers may be called upon to help administer the evacuation plan.

An attempt should be made to record the names of all those who have been evacuated.

Return to the evacuated area when it is deemed safe for the students and staff to return. Re-entry will be handled in the same way as the evacuation.

1. Exit signs and evacuation maps are posted in all college areas if evacuation of the building becomes necessary.

2. Except for medical emergencies, elevators should not be used for emergency evacuation.
3. Special health problems and needs (such as a "handicapped accessible" means of evacuation) need to be addressed in advance by contacting College Security to make proper provisions for these individuals.
4. All should follow the procedures outlined below if it becomes necessary to evacuate the building.
 - ❖ Remain calm.
 - ❖ Keep talking and confusion to a minimum.
 - ❖ Walk, do not run, to exits. Close all doors as you leave.
 - ❖ Exit in an orderly fashion with no more than two people side by side.
 - ❖ Do not jam or crowd exits.
 - ❖ Use the stairwells for evacuation.
 - ❖ Assist any special needs person if needed.
 - ❖ Once outside the building, conduct a head count and record the names to make sure that no one is inside and for reference.
 - ❖ Designated areas for assembling from different parts of each building located on each building's evacuation map.
 - ❖ You will be notified by proper authorities when it is safe to return to your building.

EVACUATION COORDINATOR RESPONSIBILITIES

- 1) Upon notification of an evacuation, notify all students and co-workers in your area and begin evacuation of the building.
- 2) Perform a quick check of your area to ensure that everyone is evacuating the area.
- 3) Check the elevator to make sure that no one is inside.
- 4) Ensure that any special-needs person receives all necessary aid to evacuate the building.
- 5) Ensure all fire doors are closed and lights are off.
- 6) Report to Incident Command or their designee that all persons have evacuated your area.
- 7) If there is a notice of lockdown, refer to lockdown procedures in this Action Plan.

Incident Command or their designee (i.e., evacuation Coordinators) will determine where the assembly areas will be depending on the type and location of the emergency taking place if different from the assembly area located on building evacuation maps.

BOMB THREATS

PURPOSE

Bomb threats are a common occurrence on a school campus. The threat can be made in several ways, including direct threats, telephonic threats, written threats that can be left in various areas, and threats on social media and third-party word-of-mouth threats. Each threat will be taken seriously until the threat is proven credible or not.

Any discovery of a bomb threat, regardless of the type of threat or manner discovered, will be immediately reported to the Bangor Police Department. **Dial 911.**

It is unlikely, however probable, that the threat may be made by telephone or that the caller will remain on the line. However, if you should receive a bomb threat over the phone, attempt to keep the person on the line; the caller may be willing to talk and is most likely (if it's a credible threat) seeking attention. **Remain calm** and begin a conversation with them. If possible, write down the answers to questions on the form provided at the end of this section for others to view and pass on to emergency personnel while speaking with the person making the threat. Ask the caller a series of questions to attempt to ascertain the following:

- ❖ The caller's motives for the threat.
- ❖ The time the bomb is supposed to detonate
- ❖ The physical location (or locations) of the bomb
- ❖ A physical description of the bomb
- ❖ Physical characteristics of the caller for example; sex, accent, age, or any noticeable speech patterns
- ❖ Background noise, i.e., party noise, etc.
- ❖ Immediately upon hanging up, you should:
- ❖ Notify the Bangor Police Department at 911
- ❖ Notify the EMCC security officer of the threat and have evacuation procedures put into effect.
- ❖ If the emergency appears to be imminent, obtain help in evacuating the building at once.

SEE SAMPLE BOMB THREAT INFORMATION SHEET IN THE APPENDICES OF THIS PLAN (See 'Building Evacuation' on page 26)

SUSPICIOUS PACKAGES

PURPOSE

The College has a mailroom and lobby mailbox area; there remains the potential that a suspicious package may be encountered or even pass through the mailroom and onto an office or individual. Persons should be aware of suspicious packages, how to recognize them, and how to handle an envelope or package in the event one is received.

RECOGNIZING A SUSPICIOUS PACKAGE

Characteristics of suspicious packages or letters:

- It is unexpected, or from someone, you don't know.
- Has no return address, one that doesn't match the postmark or can't be verified as legitimate.
- It is marked with phrases like "Personal," "Confidential," or "Do not X-ray."
- Has inappropriate or unusual labeling such as threatening language.
- Has protruding wires or aluminum foil, strange odors or stains
- Has excessive postage or packaging material, such as masking tape and string
- It has an unusual weight given its size or its lopsided or oddly shaped
- It is not addressed to a specific person or department

ACTIONS/STEPS TO TAKE

- Place suspicious envelopes or packages in a plastic bag or some other type of container to prevent anything from leaking out.
- Have everyone leave the room, close the door, or mark the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading any powder to your face. **Never sniff or smell suspicious mail.**
- Immediately report the incident to security. Security will notify the police and other required authorities, including the College President and other members of the Command Staff. If security cannot be immediately contacted, **dial 911.**

MISSING PERSONS

PURPOSE

This procedure aims to establish protocols for EMCC's response to reports of missing students, as required by the Higher Education Opportunity Act of 2008. This procedure applies to students who reside in EMCC campus residence halls. A student may be considered a "missing person" if the person's absence is contrary to their usual pattern of behavior and unusual circumstances may have caused the absence. A person may be considered a missing person if there is a report or

suspicion that the missing person may be the victim of foul play, has expressed suicidal thoughts, is drug dependent, is in a life-threatening situation, or has been with persons who may endanger the student's welfare.

Procedures for designation of emergency contact information

Adult Students (18+) and emancipated minors

Students are given the opportunity during their housing registration process to designate an individual or individuals to be contacted by the College no more than 24 hours after the time that the student is determined to be missing in accordance with the procedures set forth below. A designation will remain in effect until changed or revoked by the student.

Minor Students (under 18 years old and adults with legal guardians)

If a student who is not emancipated is determined to be missing according to the procedures set forth, the College is required to notify a custodial parent or guardian no more than 24 hours after the student is determined to be missing in accordance with the procedures set forth below. During their housing registration process, parents or legal guardians may also identify individuals the school should contact (significant others, family in the area, etc.).

Official notification procedures for missing persons

1. Any individual on campus who has information that a residential student may be a missing person must notify the Director of Student Engagement and Residential Life as soon as possible.
2. The Director of Residential Life and Student Engagement, or their designee, will gather all essential information about the residential student from the reporting person and the student's acquaintances. Examples of this include: (description, clothes last worn, where the student might be, who the student might be with, vehicle description, information about the physical and mental well-being of the student, an up-to-date photograph, class schedule, etc.). The Core Response Team will be notified to aid in the search for the student.
3. If the above actions are unsuccessful in locating the student or it is apparent immediately that the student is a missing person (e.g., witnessed abduction), the College will contact the Bangor Police Department to report the student as a missing person, and BPD will take charge of the investigation.

No later than 24 hours after determining that a residential student is missing, the Dean of Students will notify the emergency contact (for students 18 and over) or the parent/guardian (for students under the age of 18) that the student is believed to be missing.

Campus communications about missing students

In cases involving missing persons, law enforcement personnel are best situated to provide information to the media designed to elicit public assistance in searching for a missing person. Therefore, outside law enforcement authorities will handle all communications regarding missing students, who may consult with the Vice President//Dean of Students. All inquiries concerning missing students, or information provided about a missing student, shall be referred to the Dean of Students and/or their designee. They shall direct such inquiries and information to law enforcement authorities. Before providing the EMCC community with any information about a missing student, the Vice President/Dean of Students and/or their designee shall consult with the BPD to ensure that communications do not hinder the investigation.

V. CRITICAL INCIDENT SITUATIONS

- **MASS CASUALTY**
- **LOCKDOWN PROCEDURES**
 - **SHELTER IN PLACE**
 - **EARTHQUAKE/FLOOD/STORM/TERRORIST**
 - **QUARANTINE**
 - **ILLNESS**
 - **EVACUATION AND LOCKDOWN OF GROUNDS**
 - **PANDEMIC**
- **ACTIVE SHOOTER/TERRORIST**

CRITICAL INCIDENT INVOLVING MASS CASUALTY

This section will include the Health and Medical options open to EMCC. These incidents are unlikely on campus; however, they remain probable. This section applies to large-scale emergencies and disasters that would cause sufficient casualties and/or fatalities to overwhelm local medical, health, and mortuary services capabilities.

Operations of these types will most likely be overseen by the Penobscot County EMA and Bangor Fire/EMS; however, the campus and volunteers may be called upon to assist, or the incident or portions thereof may occur on campus grounds depending on the situation.

SITUATIONS AND ASSUMPTIONS

If there is a large-scale disaster in which there are large numbers of casualties in the area or county, outside emergency medical services may not be able to respond immediately to

the campus. In Penobscot County, due to limited emergency medical services, a mass casualty incident is an event involving at least 10 to 15 victims requiring transport.

Roads must be kept clear of debris so EMS personnel can locate and transport casualties.

CONCEPT OF OPERATIONS

The Bangor Fire/EMS Chief will coordinate the requirements for medical attention at a localized disaster scene, such as a HazMat incident or airline disaster.

If the situation warrants, the Incident Command on campus will request volunteers to assist with Search & Rescue, reasonable casualty care, and possible transportation of victims.

If the incident involves HazMat, the Bangor Fire/EMS Chief will initiate decontamination measures for the emergency responders, volunteers, evacuees, victims, and the deceased.

ADMINISTRATION AND LOGISTICS

Emergency Medical support may come from the Eastern Maine Healthcare System, St. Joseph's Hospital, Acadia Hospital, Dorothea Dix Psychiatric Hospital, the American Red Cross, or the Maine National Guard. Some campus students and staff may have limited medical training. Contact these individuals.

LOCKDOWN PROCEDURES – DISASTER PREPAREDNESS

- **Lockdown, Shelter in Place**
- **Lockdown, Quarantine**
- **Lockdown, Evacuation, and Securing Campus Grounds**

PURPOSE

A major disaster affecting the College and/or the outside community may require EMCC to become a haven for people currently on campus or may require a complete evacuation of the campus and the lockdown of all its facilities. Internal disasters such as a terrorist attack or bomb threat may require the College to limit entrance or exit from the campus. In these cases, the College assumes that the situation is so severe that it is necessary to curtail the civil rights of freedom of movement and to prohibit entering or exiting the college grounds.

A disaster is best exemplified by a major earthquake or severe storm, though it may apply to pandemic illness* or terrorist acts. In these cases, the agency in charge (i.e., College, MEMA, CDC, Office of the Governor, state and/or local police) may issue a civil state of emergency and/or "no-travel" order to prevent people from entering harm's way and to facilitate the movement of emergency vehicles through the area. It then becomes necessary to secure the campus, enforce the no-travel order, and either shelter-in-place or evacuate all individuals on campus until the order can be lifted.

A Lockdown may involve students being physically on campus and sheltering in place, or it may, as we've seen in the case of a pandemic, involve a calculated, organized evacuation of students and staff and locking down the physical campus, allowing only essential personnel on-site. The following sections will cover procedures for all types of lockdown scenarios.

LOCKDOWN – SHELTER IN PLACE

PURPOSE

To outline procedures for full or partial lockdown providing for the safety and security of the students, staff, faculty, and visitors when a severe storm, terrorist threat (i.e. individual with weapon/active shooter), or quarantine has been identified that places the population of the campus in a position of possible danger. The lockdown procedure will call for buildings or areas inside a building not considered under threat to be secured, thus preventing any potential violence from spreading to those locations.

CORE CRISIS RESPONSE TEAM

The Incident Command Structure should be used in the event of this type of emergency (as well as any Lockdown Emergency described in this Action Plan). Refer to the ICS section of this Action Plan (Beginning on page 12) for instructions. The Command Staff following outlines the Core Response Team members in the event of a Shelter in Place lockdown. Other team members will be added as needed.

- A. Incident Command: College President or his/her designee
- B. Direct implementation responsibility: Vice President/Dean of Students and Director of Campus Operations
- C. Internal Communications Responsibility: Executive Assistant to the President
- D. External Communications Responsibility: Director of Marketing and Public Relations

NOTIFICATION AND RELATED PROCEDURES

- Initial Notification of Threat

Anyone with knowledge of a threatening situation or incident that could affect the safety and security of the college and/or its occupants should:

- 1) **Immediately call 911.**
- 2) Secondly, call campus Security at 207-745-6090.

The Incident Command will direct Internal Communications to activate the RAVE Alert System with information and instructions. If the threat is internal, the sensitivity of the information supplied and means of communication will be a primary consideration.

- Notification of key personnel

Each building has designated emergency contacts. Notification will begin immediately with phone calls outlining the threat (location, type of threat, number of individuals involved if known) and the imminent danger to each of the appointed personnel in each building. In addition, e-mails will be sent to all personnel. The emergency contact persons in each building will then be instructed to go to each room in the building and give notification of the situation in progress.

Instructions to all individuals in the event of a terrorist act resulting in a Lockdown Shelter in Place on college property

These instructions are posted in each room.

1. Stay calm.
2. Stay as low as possible.
3. Turn off the lights, including computer monitors; close and lock all windows; close all blinds.
4. Lock all room doors, including all entry doors.
5. Stay away from windows and doors.
6. Remain in the building unless instructed to evacuate.
7. Go to a corner of the room, sit on the floor, and wait for the all-clear notice.
8. If outside, seek refuge in a secure building and avoid remaining in the open.

Critical incidents involving an Active Shooter (terrorist threat) are detailed further in the Action Plan under 'Active Shooter,' beginning on page 40.

- **Incidents at Off-Campus Higher Education Centers**

In the event the incident is located at one of our outreach centers, staff will **call 911**. Next, contact the college Vice President/Dean of Students at 207-664-3383 or the Director of Campus Safety at 207-974-4853. If there is no response to these numbers, call the President at 207-974-4692. Follow the procedures outlined above.

- **Elimination of Threat**

When the incident is resolved, and law enforcement officials notify the College that the environment is safe, telephone calls to each appointed personnel in each building will be made by the Incident Team members. The building emergency contact personnel will go to each room and give the all-clear.

- **Communications**

- Communications to news media: President or Director of Marketing and Public Relations
- Communication to Law Enforcement and the individual(s) reporting the threat: Director of Campus Operations

- Communications to students and employees: Director of Marketing and Public Relations under the supervision of the Vice President/Dean of Students.

- **Review**

Within five days of the incident, the President's Cabinet will convene to review the incident and adjust any procedures that will assist the College in responding more efficiently and effectively.

LOCKDOWN – QUARANTINE

PURPOSE

As described above, the possibility exists that a contagious illness or other pathogens could initiate on campus, as is the case with the Covid-19 pandemic. Once reported, an order is received from the Maine Center for Disease Control or the Federal Centers for Disease Control to quarantine the school to prevent the spread to the outside community. The following are the protocols for this type of emergency. We must also assume that the situation is so severe as to curtail the civil rights of freedom of movement.

First, we shouldn't wait for an incident such as this to occur. The College should continually be mindful and take necessary precautions to minimize the potential for a virus or pathogen to become an issue. EMCC maintains a separate Policy on Infectious Diseases. The Maine CDC recommends the following to reduce the risk of a virus outbreak:

- Make hand cleaning supplies readily available.
- Encourage students and staff to stay home if sick.
- Monitor absenteeism.
- Plan for digital and distance learning.
- Plan for continuity of safe housing for students and staff.
- Plan ways to continue student services, such as meal programs for dismissals.
- Assess ways to increase physical space between students and limit interactions.
- Be prepared to dismiss or close schools and cancel events temporarily.
 - Short-term dismissals for cleaning and contact tracing if you have a case.
 - Longer dismissals if you have a substantial spread in your area.
- Work with your local health department for guidance on closures and re-openings.

PERSONAL PROTECTIVE EQUIPMENT

Ensuring ample and proper personal protective equipment (PPE) is available and up-to-date. Proper PPE should be used by anyone responding to or coming in contact with individuals who exhibit signs and symptoms of a pathogen. It's also crucial that individuals

take extra precautions in dealing with a situation that may involve the spread of a virus or pathogen. Individuals should also be familiar with the proper donning, removal, and use of PPE equipment (see charts in the Appendices)

RECOMMENDATIONS FOR VIRUS CONTROL

- ❖ Review and reinforce employee health policies
- ❖ Promote additional handwashing and glove use when cleaning
- ❖ Clean and sanitize frequently touched surfaces such as handrails, doorknobs, light switches, elevator buttons, etc.
- ❖ Have standard operating procedures for cleaning, sanitizing, and using the proper chemicals
- ❖ Provide hand sanitizers for persons at the entrance of suspected infected areas
- ❖ In facilities with common restrooms that have air dryers only, provide paper towels in restrooms to shut off the water after handwashing and to open doors
- ❖ Minimize the possibility of dispersing the virus through the air. Do not shake students' laundry or linens when packing or disposing of them.

LOGISTICS

An emergency involving a quarantine will require the establishment of a coordinated command structure. This command will ensure a provision for housing, food, and medical care to individuals remaining on campus, maintenance of the campus to provide continued services, the establishment of a secure perimeter, limiting access to campus, and communication and coordination with the outside community.

QUARANTINE SEQUENCE OF EVENTS

- Diagnosis (usually by one of the local hospitals) of a highly contagious illness in a student or employee currently on campus or who has been on campus/in class during the previous 7-10 days.
- Any acute illness or life-threatening condition on campus would initiate our Emergency Procedures. This procedure includes calling 911 and having the sick individual transported by ambulance to the hospital. Upon diagnosis, the hospital would notify (as required by law) the Maine CDC and/or the Federal CDC in Atlanta.
- One or both of these agencies would conduct a threat assessment.
- The agency or agencies would order the College to either close and send people home or instruct us to quarantine the campus and shelter everyone, here, constituting a lockdown. In this most severe case, the essential note is that no one is allowed on campus, nor is anyone currently on campus allowed to leave.
- Only authorized individuals will be allowed to enter or leave the affected campus or building(s).

QUARANTINE AND RESPONSIBILITIES OF THE INCIDENT COMMAND STRUCTURE

Once it becomes incumbent to secure the campus, enforce a no-travel order, and shelter-in-place (quarantine) all individuals on campus until the order can be lifted, the following scenario is a likely sequence of events of the ICS.

- 1) Notification from State or Federal Authorities to the "Incident Commander" at the College. In general, this will be the President. In the absence of the President, such notification will follow the chain of command through the Vice President/Dean of Students, Academic Dean, and the Director of Human Resources.
- 2) Communication of the received order shall go from the Incident Commander to:
 - a) Senior staff of the College
 - Who will have specific roles in the response procedures
 - b) Remaining faculty and staff
 - c) Students on-campus
 - d) Students off-campus
 - e) Community at large
- 3) The campus will be divided into several sectors to meet specific needs: all are consistent with their current on-campus functions but may take on a new level of intensity.
 - a) Incident Commander: College President
 - b) Liaison: Executive Assistant to the President
 - c) Housing: Director of Residential Life and Student Engagement
 - d) Food: Director of Food Service Note: if the outside community needs our help with food- Flik Dining Services will redirect to this task under the direction of the Director of Finance
 - e) Security: Director of Campus Operations
 - f) Public Relations: Director of Marketing and Public Relations
 - g) Operations: Vice President/Dean of Students
 - h) Maintenance: Supervisor of Facilities
 - i) Medical Branch: Director of Nursing
 - j) Counseling and Morale: Vice President/Dean of Students
 - k) Finance/Personnel: Director of Human Resources
 - l) Housekeeping: Facilities Supervisor
- 4) Primary Concerns for these incidents are (in order of importance):
 - a) Campus Security and Isolation: This must include the placement of barricades at all potential access points to campus, restricting all movement to a single access point that is under direct security control. The movement of people on campus may have to be controlled. Pedestrian access to and from campus must be restricted. Secondary stakeholders in this plan may be those businesses along Sylvan Road that may be affected by our need to secure Rangeley Hall. Barricades could be placed on Sylvan Road at the EMCC drive access, thus allowing continued access to the existing businesses on Sylvan Road.
 - b) Housing for all campus residents is already achieved. The challenge will be to provide beds and space for all faculty, staff, and commuter students who must be accommodated. Additional cots, blankets, pillows, and toiletries will have to be supplied.

- c) Food (and Fuel) - Planning must occur now to prepare and supply sufficient food and fuel to sustain ourselves for 7 to 10 days. The food should be durable, capable of long-term storage, or constantly cycled.
- d) Medical Treatment and Isolation: Medical staff must have appropriate facilities to treat the ill or injured. The ill must be isolated from others. The medical "ward" must be separated from general traffic and air handlers supplying other non-medical areas.
- e) Housekeeping must keep areas sufficiently sanitized.
- f) All other functions support these primary efforts.

5) Aftermath:

- ❖ Counseling for students
- ❖ Grieving for any deaths
- ❖ Loss control and insurance for damaged property
- ❖ Making up lost instructional time
 - Semester Timing
 - Faculty/Staff Contractual Issues

LOCKDOWN – EVACUATION AND LOCKDOWN OF ENTIRE CAMPUS

PURPOSE

As experienced during COVID-19 in 2020*, the most likely scenario for a coordinated evacuation and lockdown would be due to a widespread pandemic. This section will use a pandemic and response to such threat as an example for the reason to send students home (as opposed to quarantine by shelter-in-place) and a total lockdown of the campus grounds.

LOGISTICS

The Office of the Governor or another Federal Authority has the power to declare a State of Civil Emergency and/or may recommend or mandate a Stay-At-Home Order and/or No Travel Order that would cause the College to lock down the campus and send the students and non-essential employees' home for a period of time. The College may begin a schedule for essential staff to be on campus with conditions in place.

- 1) Notification from State or Federal Authorities to the "Incident Commander" at the College of the recommendations/mandate. In general, this will be the President. In the absence of the President, such notification will follow the chain of command through the Vice President/Dean of Students and the Director of Human Resources.
- 2) The ICS will determine the action to be taken (i.e., complete, calculated campus lockdown).
- 3) Communication of the determined action to be taken shall go from the ICS to:
 - a) Senior staff of the College

- Who will have specific roles in the response procedures
 - b) Remaining faculty and staff
 - c) Students on-campus
 - d) Students off-campus
 - e) Community at large
- 4) The campus will divide into several sectors to meet specific needs: all are consistent with their current on-campus functions but may take on a new level of intensity.
- Incident Commander: College President
 - Liaison: Executive Assistant to the President
 - Housing: Director of Residential Life and Student Engagement
 - Internal Communications: Vice President/Dean of Students
 - Food: Director of Food Service
 - Security: Director of Campus Operations
 - Public Relations: Director of Marketing and Public Relations
 - Operations: Academic Dean
 - Maintenance: Supervisor of Facilities
 - Medical Branch: Director of Nursing
 - Counseling and Morale: Vice President/Dean of Students
 - Finance/Personnel: Director of Human Resources
 - Housekeeping: Facilities Supervisor
- 5) Primary Concerns for these incidents are (in order of importance):
- Campus Security and Isolation:
 - Securing (to include disinfecting possibly) all buildings.
 - Posting applicable buildings with 'No Trespassing' signage
 - Per the Criminal Trespass law under Maine Title 17-A, MRSA, ss 402
 - Restrict all movement and access to buildings/equipment to a single access point under direct security control.
 - The movement of people on campus will need to be controlled. Pedestrian access to and from campus must be restricted. Secondary stakeholders in this plan may be those businesses along Sylvan Road that may be affected by our need to secure Rangeley Hall. Barricades could be placed on Sylvan Road at the EMCC drive access, thus allowing continued access to the other businesses along Sylvan Road.
 - Student Housing. It may be the case that some students have no other place to go or feel that the College campus is a safer location to shelter themselves during a pandemic. These will be dealt with on a case-by-case basis by the ICS.
 - Food Service - Planning will need to occur if the civil emergency extends beyond the time necessary to keep food items fresh and sustainable. The Director of Food Service may need to make arrangements to dispose of expired/expiring food items.
 - Communications and Video Conferencing. Ongoing planning and logistical meetings may be required through specific video conferencing platforms. The Dean of IT will be responsible for ensuring a safe/secure resource for ongoing internal

communications to those staff that will need to hold meetings via video conferencing.

- The College will monitor the Governor's Office, the CDC, and other State and Federal Authorities daily. Once the State sets forth a plan to end any civil emergency and begin to re-open non-essential businesses the College will plan for the re-opening of the campus and will communicate a final plan as follows:

Communication of the received order shall go from the President to:

- ❖ Senior staff of the college
- ❖ Remaining faculty and staff
- ❖ Students on-campus
- ❖ Students off campus
- ❖ Community at large

ACTIVE SHOOTER (TERRORIST)

PURPOSE

Effective response to a Terrorist Threat (referred to in this section as 'active shooter') requires effective planning. Personnel in the vicinity of an active shooter may need to evacuate or shelter in place depending upon circumstances unique to that event. Organization leadership and managers coordinating the response to an active shooter event need to provide effective direction to personnel in the vicinity of the Active Shooter, provide clear situation information to first responders, and inform the public.

The following section details an overall example of how the College should respond to an incident under the ICS.

NOTIFICATION

Anyone that suspects an active shooter incident may occur, either by speaking to an individual who is talking about committing an event, a post on social media or other media, or by third party communication, should immediately notify Campus Security, other faculty, or staff or by dialing 911.

No threat should be disregarded regardless of whether it appears credible or not. All incidents and information should be reported immediately.

Active shooter situations are unpredictable and evolve quickly. The immediate deployment of law enforcement is typically required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10-15 minutes before law enforcement arrives on the scene, individuals must be mentally and physically prepared to deal with an active shooter situation.

INCIDENT COMMAND STRUCTURE/CORE RESPONSE TEAM

The Command Structure and Core Response Team for an Active Shooter incident should mirror the standard Incident Command Structure, as in **Section III** of this Emergency Action Plan. Specific duties of the ICS will be outlined further in the following sections

INCIDENT RESPONSE CONSIDERATIONS

Active shooter incidents often begin and conclude quickly, and the incident may be at any location in the organization or facility. These events leave facility management and security officers no time to coordinate response procedures with law enforcement and employees. The response to a specific incident will depend on the circumstances unique to that incident. However, there are general procedures that apply to all active shooter incidents.

- Evacuate if possible
 - Determine an escape route based on where an active shooter may be located.
 - Leave all belongings behind. Keep your hands empty and visible at all times.
 - Help others evacuate, if possible, but do not attempt to move the wounded. Evacuate even if others do not agree to follow.
 - Move quickly to a safe place far from the shooter and take cover. Remain there until the police arrive and give instructions.
 - Remain calm. Avoid screaming or yelling as you evacuate.
 - Follow all instructions of law enforcement.
- Shelter if necessary
 - Go to the nearest room or office and lock the door(s). If the door does not lock, wedge it shut or use heavy furniture to barricade it.
 - In the event you are directed to evacuate, identify an escape route.
 - Close blinds, turn off lights, and cover windows.
 - Silence all noise, including cell phones, radios, and computers.

- **Have one person call 911** if it is safe to do so. Be prepared to answer the dispatcher's questions.
 - If it is not safe to talk, keep the phone on so the dispatcher can monitor it.
 - Stay out of sight and take cover behind large, thick items or furniture.
 - Do not open the door until the person can provide an identification badge.
 - Remain under cover until law enforcement advises it is safe to evacuate.
 - Positively verify the identity of law enforcement as an unfamiliar voice may be the shooter attempting to lure victims from a safe place.
- Take action, if you must
 - If there is no opportunity for escape or hiding, as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
- Respond Appropriately When Law Enforcement Arrives
 - Remain calm and follow officers' instructions.
 - Raise your hands, spread your fingers, and keep your hands visible at all times.
 - Do not run when police enter the vicinity. Drop to the floor if you are told to, or move calmly out of the area or building.
 - Do not make quick moves toward officers or hold on to them for safety.
 - Avoid pointing, screaming, or yelling.
 - Do not stop officers to ask for help or directions. Evacuate the building in the direction the officers came from while keeping your hands above your head.
 - For your safety, do not get upset or argue if an officer questions whether you are a shooter or a victim. Do not resist, even if you are handcuffed and searched.
- Assist Emergency Responders
 - Use security technology to assist law enforcement in locating the victims and shooter(s)
 - Provide site and building maps
 - Provide facility access to emergency responders
 - Ensure critical phone calls get through to security personnel
 - Provide extra radios for emergency responders
 - Ensure incoming emergency response personnel know where to stage
 - Ensure emergency responders are aware of any safety concerns as they enter process areas
- Manage the Perimeter
 - Assist law enforcement in establishing a secure perimeter
 - Control or prevent the entrance of the media
 - Establish a media center
 - Establish a safe location to stage evacuees

- Identifying Secondary Impacts
 - Identify additional shooters or other threats.
 - Determine if the shooter knows the facility or its operations
 - If necessary, execute safe shutdown procedures

A. Warnings and Notifications

In order to notify students, faculty, and staff of the events happening at EMCC, Emergency Notification Messages need to be pre-scripted. This section includes information related to how messages will reach individuals, including sample Emergency Notifications, location and method of communicating warnings and messages, number and location of sirens, and lighting.

- Communication of Warnings - The Incident Command will direct Internal Communications to activate the **RAVE Alert System** with information and instructions with consideration that if the threat is of an internal nature, sensitivity of the information provided and means of communication will be a primary consideration.
- Other forms of communication (i.e. phone, intercom, etc.) will be utilized depending on the type and location of the situation.
- Emergency Notification Message
The notification message and/or announcement will be drafted by the Incident Command depending on the type and location of the emergency.

A sample announcement could be:

“Ladies and Gentlemen, we regret interrupting the class. There is no cause for alarm, but we have received information that necessitates that we gradually clear the area. This is for your safety. As soon as we conclude our investigation of the situation, another announcement with instructions will be provided. Again, we apologize for any inconvenience. Please follow the directions of staff who will direct you through to the exits most convenient to your location.”

B. Activation, Staging, and Mobilization

The Incident Command will provide guidance and procedures for the activation and mobilization of staging areas associated with the emergency. There will be separate staging areas for emergency responders and evacuees or victims of the active shooter incident.

C. Mass Care, Medical Support, and Family Assistance

The mobilization of emergency services to prepare for Mass Care/Family Assistance once the evacuees or victims have been transported to the staging area(s) will follow the guidelines in the Mass Casualty section of this plan on page 29. The College will participate in the local community’s Mass Casualty

Plan through the Penobscot Emergency Management Agency, local EMS and local hospitals.

D. Incident Recovery Considerations (Refer to the ICS Core Response Teams)

- Address Victims and Families
 - Established a family hotline
 - Assist with victim identification
 - Gather information related to victim identities, the extent of injuries, and what hospitals are being utilized
 - Notify the family members
 - Use personnel who are specifically trained for this responsibility
 - Procure counselors for employees and families
 - Develop an action plan to handle concerns about returning to work
- Communicate Internally (**Refer to the ICS Core Response Teams**)
 - Develop instructions for management to give to employees
 - Develop a plan for communicating the information
 - Consider if employees should return to their homes, remain onsite at a specified location, go to another site, etc.
 - Determine how facility personnel will communicate with families
- Communicate Externally (**Refer to the ICS Core Response Teams**)
 - Identify the designated official for responding to media inquiries
 - Determine what information and details facility personnel will provide to the media that will ease community concerns without inciting panic or hindering the investigation
- Continue Business Operations (**Incident Command Structure**)
 - Implement College recovery/continuity plans
 - Make re-entry decisions after site is released by law enforcement
 - Provide safety and security debriefings
 - Fill positions of deceased and injured employees
 - Take actions to ensure employees feel safe
 - Determine how the facility will continue operating with limited production or with certain areas of the facility designated a crime scene
 - Determine how the stage of the facility—shutdown, idle, restoration—affects protocols

II. Post Incident Review/After Action Review Process

Within five days of the incident, the President's Cabinet will convene to conduct a review of the incident and to adjust any procedures that will assist the college to respond more efficiently and effectively.

APPENDICES

MAINE COMMUNITY COLLEGE SYSTEM KEY CONTACTS

College	Emergency Contact	Email	Cell	MCCS Role
MCCS 1	David Daigler	ddaigler@maineccc.edu	838-2993	President
MCCS 1	Janet Sorter	jsorter@maineccc.edu	781-462-7794	Chief Academic Officer
MCCS 3	Bill Fletcher	wfletcher@maineccc.edu	577-3086	General Counselor
MCCS 4	Richard Rosen	rrosen@maineccc.edu	576-6654	Director of Finance
MCCS 5	Bonnie Brown	bbrown@maineccc.edu	213-7484	Executive Assistant
MCCS 6	Dan Belyea	dbelyea@maineccc.edu	745-6082	Chief Workforce Officer
MCCS 7	Noel Gallagher	ngallagher@maineccc.edu	632-3659	Director of Communications/PR
MCCS 8	Becky Smith	bsmith@maineccc.edu	380-9171	Governmental Affairs
	Sally Meredith	smeredith@maineccc.edu	207-841-4783	Associate General Counsel

LOCAL BANGOR BUSINESS CALL LIST

Business Name	Address	Contact	Telephone
Darling's Honda	114 Sylvan Road	Geoff Johnson	992-1460
Darling's Value Ctr	58 Sylvan Road	Bob Jonah	992-1571
Quirk Auto Park	377, 295 & 293 Hogan	Cindy Tozier	945-9401 ext. 1
Bangor Fed Credit	339 Hogan Road	Stephen Clark	947-0374
Darling's Ford	403 Hogan Road	Otis Soohey	992-1510
Varney's	260 Hogan Road	Butch Gross	990-1200
Sam's Club	47 Haskell Road	Colleen Heath	947-4606
Swett's Auto	451 Hogan Road	Troy Swett	942-7678

Lee Auto Mall	465 Hogan Road	Dan Cullen	561-9850
Dorothea Dix	656 State Street	Herb Gibson	941-4000 x 4050
United Tech Center	200 Hogan Road	Amanda Peterson	942-5296
Eastside Rehab	516 Mt. Hope Ave	Kristen Simas	947-6131
Dept. of Trans.	219 Hogan Road	Steven Thebarger	941-4500

SAMPLE COMMUNICATION INFORMATION SHEET

(City/town, Date): This is the information we can confirm at this time. At _____, we experienced _____. (Provide as many facts as can be confirmed: who, what, where, when, how.) As a result, _____ students/faculty/staff were injured and have been transported to _____ where they are being assessed and treated. College officials have notified the families and are at the hospital to offer their support.

We are grateful to our employees and the local emergency agencies who responded so quickly and effectively to control the situation. [At no time was a danger posed to the surrounding community.]

At this moment, it is too early to determine the specific cause of _____. College personnel are cooperating and working closely with local authorities. The safety of our students, employees, and neighbors is extremely important to us. We are committed to conducting a thorough investigation of the incident to learn what can be done to minimize the chance of anything like this happening again. And we will work with authorities to that end.

_____ Community College has established a hotline to provide ongoing updates about this situation: 207-xxx-xxxx. We will also be posting information as it becomes available to our website at www.xxxxx.edu.

At this time, we are asking that all media questions be addressed to _____ at 207-xxx-xxx, e-mail address.

Adapted from Judith Hoffman, *Keeping Cool on the Hot Seat: Dealing Effectively with the Media in Times of Crisis*, 4C's Publishing Company, 2006

Bomb Threat Information Sheet

Questions to ask:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why (Motive)?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Age: _____

Length of call: _____

Number on caller ID: _____

Time call received: _____ Date: _____

Once you have completed this bomb threat information sheet to the best of your ability:

1. Complete this information:

Your Name: _____

Your Title/Position: _____

Your Phone No.: _____

Today's Date: ____/____/____

2. Report the completion of this information sheet to the emergency number on the front of the booklet.

CALLERS VOICE
(circle all that apply)

Calm
Angry
Excited
Slow
Rapid
Soft
Loud
Clearing throat
Crying
Normal
Distinct
Slurred
Nasal
Stutter
Laughter
Deep Breathing
Ragged
Accent
Familiar
Deep
Raspy
Lisp
Disguised
Cracked voice

BACKGROUND NOISES
(circle all that apply)

Voices
Engines
Booth
Laughter
Street Noises
PA System
Clear
Factory
Machinery
Children/Baby
Music
Static
Party
Distance
Animals
Ocean or Water

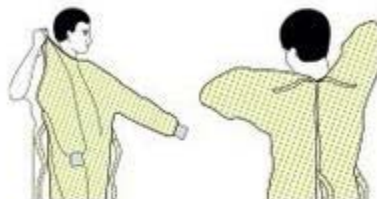
Other
(Describe): _____

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



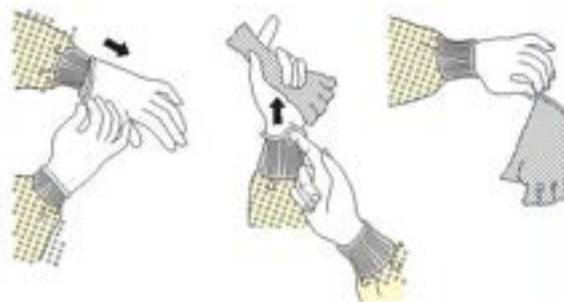
CS09672-D

SEQUENCE FOR REMOVING PERSONAL PROTECTIVE EQUIPMENT (PPE)

Except for respirator, remove PPE at doorway or in anteroom. Remove respirator after leaving patient room and closing door.

1. GLOVES

- Outside of gloves is contaminated!
- Grasp outside of glove with opposite gloved hand; peel off
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist
- Peel glove off over first glove
- Discard gloves in waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield is contaminated!
- To remove, handle by head band or ear pieces
- Place in designated receptacle for reprocessing or in waste container



3. GOWN

- Gown front and sleeves are contaminated!
- Unfasten ties
- Pull away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard



4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- Grasp bottom, then top ties or elastics and remove
- Discard in waste container



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



CS200673A

TRAINING AND RESOURCES

RAVE Alert System: www.myemcc.com. Click on my account tab/click on rave tab in gray box

Maine Freedom of Access Act (FOAA): www.maine.gov/foaa

Family Educational Rights and Privacy Act (FERPA):
www2.ed.gov/policy/gen/guid/fso/ferpa/index.html

Maine CDC: www.maine.gov/dhhs/mecdc

Maine CDC Guide to Pandemic Response for Schools & Universities
www.cdc.gov/coronavirus/2019-ncov/community/colleges-universities/index.html

Penobscot Emergency Management Agency: <http://penobscotema.squarespace.com/>

FEMA: <https://www.usa.gov/federal-agencies/federal-emergency-management-agency>

NIMS: www.fema.gov/national-incident-management-system

City of Bangor, Maine: www.bangormaine.gov/

State of Maine: www.maine.gov/portal/index.html

Maine Revised Titles and Statutes: <http://www.mainelegislature.org/legis/statutes/>

American Red Cross Training: www.redcross.org/take-a-class

OSHA Free Online Training: www.oshatrain.org/pages/professional-training-courses.html

Active Shooter/Emergency Management Training: www.easternmaineccc-me.safecolleges.com/courses

Local Non-Emergency Numbers

Bangor Police Department – 947-7384

Bangor Fire Department – 942-4700

Northern Light Hospital – 973-7000

St. Joseph's Hospital – 262-1006