Neosho County Community College Emergency Action Plan 2022-2023

Reviewed and approved by the NCCC Safety and Security Committee April 4, 2022
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Preface

This emergency response manual has been designed to provide contingency procedures for Neosho County Community College employees and students to follow in the event of campus emergencies. While the manual does not cover every conceivable situation, it does supply the basic guidelines necessary to cope with most campus emergencies.

College policies and procedures herein are expected to be followed by all employees whose responsibilities and authority cover the operational procedures found in the manual. Any exception to these emergency management procedures must be approved by the appropriate administrators directing and/or coordinating the emergency operations.

All proposals for changes to the procedures described must be submitted in writing to the Safety and Security Committee for review. All changes recommended by the committee will be submitted in writing to the President and Executive Committee for evaluation and adoption.

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Section 1: Preparation for Emergencies

To ensure the campus is prepared, the following activities will be essential to maintain a state of readiness.

1.1 The President or designee will:

- Provide overall leadership, support and direction for emergency preparedness.
- Serve as the major proponent for College emergency preparedness.
- Ensure appropriate funding and resources are available to successfully implement the Emergency Action Plan.
- Maintain current contact information for crisis management public relations firm.

1.2 The Vice President for Operations (VPO) or designee will:

- Serve as the College's chief safety and security officer.
- Ensure the Emergency Action Plan is fully developed, operational, and institutionalized.
- Ensure compliance with state and federal requirements.
- Serve as the single point of contact for all external emergency response agencies during a disaster at the Chanute campus.
- Maintain emergency and evacuation procedures for Chanute campus.
- Ensure buildings have the appropriate signage for emergency shelter and evacuation directions for the Chanute campus.
- Ensure the proper emergency equipment (such as fire extinguishers and emergency lighting) is available for the Chanute campus.
- Ensure adequate supplies of water and food are available.
- Ensure faculty and staff are familiar with emergency and evacuation procedures, know how and when to inform occupants to evacuate or take cover, and are aware of occupants who may need special help.
- Ensure appropriate training such as CPR, AED, triage, and active killer protocol training are offered to College personnel and encourage employees from every physical building to participate.
- Coordinate emergency drills for the Chanute campus as necessary and required.

- Maintain and distribute emergency contact information for the Chanute campus.

1.3 The Vice President for Student Learning (VPSL) or designee will:

- Assist the College's chief safety and security officer.
- Coordinate with the chief safety and security officer on the selection and training of building/area coordinators related to EAP compliance.
- Ensure that personnel within the Student Learning Division are made aware of the EAP on a minimum of an annual basis, as well as of substantial changes made to the EAP as needed.
- Ensure that relevant portions of the EAP will be identified and provided to students through first year seminar and related orientation activities
- Provide support to SLD personnel and their tasks within the EAP (Dean for the Ottawa and Online Campuses, Dean of Student Services, Registrar, and the Director of Residence & Student Life).
- Ensure collaboration of the College's nursing and allied health personnel, as appropriate, with the EAP and college policies and procedures.
- Ensure instructors are aware of the EAP and their responsibilities within that policy related to emergency situations affecting their instructional area.
- Coordinate with SLD personnel for safekeeping of student records, and the appropriate dissemination of student information.
- Coordinate with Emergency Operations Center (EOC) staff regarding the recommendation of resumption of classes and activities after a crisis situation.

1.4 The Dean for the Ottawa and Online Campuses or designee will:

- Serve as the single point of contact for all external emergency response agencies during a disaster at the Ottawa campus.
- Maintain emergency and evacuation procedures for Ottawa campus.
- Ensure the building has the appropriate signage for emergency shelter and evacuation directions for the Ottawa campus.
- Ensure the proper emergency equipment (such as fire extinguishers and emergency lighting) is available for the Ottawa campus.
- Ensure adequate supplies of water and food are available.
- Ensure faculty and staff are familiar with emergency and evacuation procedures, know how and when to inform occupants to evacuate or take cover, and are aware of occupants who may need special help.

- Coordinate emergency drills for the Ottawa campus as necessary and required.

- Maintain and distribute emergency contact information for the Ottawa campus.

1.5 The Director of Human Resources or designee will:

- Assist the Vice President for Operations and the Deans with crisis management training for employees as necessary.

- Maintain and initiate contact for employee in-service, workers compensation, and other staff services.

1.6 The Registrar or designee will:

- In the event the computer network is unavailable, the Registrar will be responsible to contact Technology Services who will provide student data and information to the Crisis Management Team.

1.7 The Dean of Student Services or designee will:

- Assist with planning and conducting NCCC town meetings for information dissemination and post-intervention activities.

- Maintain an active file of helping agencies within the community and names of contact persons.

- Share emergency preparedness information with the parents of students.

- Establish a systematic approach for identifying, referring, and intervening with students identified as at-risk for suicide or other destructive behaviors.

- Work with the Food Service Director to ensure appropriate emergency plans are in place.

- Coordinate the development of information for students and parents regarding crisis-related stress. Topics may include: “Talking with Students Following a Crisis” and “Signs of Depression.”

1.8 The Director of Residence and Student Life or designee will:

- Provide leadership in emergency and problem situations and communicate all concerns to the Dean of Student Services and/or the VP for Operations as appropriate through written incident reports, weekly meetings, and immediate oral communication or text when situation necessitates.

- Provide direct supervision for student housing security including door locks, mail delivery, emergency exits, and screening housing guests; implement and track safety processes including fire drills and health and safety inspections each semester.

- Monitor and report need of any building maintenance within the residence halls in order to maintain a housing facility that is attractive, clean, and safe.

1.9 The CIO/Dean for Operations and Director of Technology Services or designees will:

- Develop a plan and scenarios in which technological resources can be dispersed effectively to emergency sites.
- Assist in obtaining needed student and staff information from the computer files.
- Provide the latest back-up data files with student and human resource data.
- Ensure all systems data are backed up and stored off-site on a regular basis. Off-site storage will be maintained at two locations depending on the type of data. Student biographical and schedule data will be sent to the Ottawa Campus nightly via electronic procedure and stored locally at that location. Server backups will be stored locally at the datacenter and remotely in the cloud.

1.10 The Director of Facilities or designee will:

- Prepare and maintain an emergency kit that contains floor plans, telephone line locations, computer locations, and other communications equipment.
- Maintain emergency contact list for appropriate contractors.
- Periodically test appropriate systems and provide corrective actions for any issues.
- Perform monthly safety inspections with VPO and provide corrective actions for any issues.

1.11 The Director of Communications or designee will:

- Maintain written emergency contact list for press and public entities.
- Work with the President's office on notification plan.
- Assist the President with dissemination of information as necessary and appropriate.
- Develop sample press releases for various disaster/emergency scenarios.

1.12 The Athletic Director or designee will:

- Ensure faculty and staff are familiar with emergency and evacuation procedures, be knowledgeable of evacuation procedures, and be aware of occupants who may need assistance.
- Share emergency preparedness information with the parents of student-athletes.
- Assist with emergency drills each semester.
- Coordinate communication between campus officials and traveling teams.

1.13 The Food Service Director or designee will:

- Maintain written procedures for food borne illness emergencies.
- Maintain written procedures regarding housing emergencies involving loss of kitchen/food stores/processing.
- Maintain written emergency operations manual for food service and train staff appropriately.
- Maintain emergency phone call list for staff and assist the Dean of Student Services on Emergency Action Plan coordination.

1.14 Athletic Trainers will:

- Record occurrences of food borne illnesses in student-athletes and report to Food Service Director and Dean of Student Services.
- Assist the Vice President for Operations in their requirement to ensure appropriate training such as CPR, AED, etc. training is offered to College personnel and encourage employees from every physical building to participate.

1.15 Facility Coordinators or designees will:

- Ensure building faculty and staff are familiar with emergency and evacuation procedures, know how and when to inform occupants to evacuate or take cover, and are aware of all facility occupants, particularly those who may need special help.
- Assist with emergency drills each semester.
- Ensure emergency radio is charged and tested regularly.
- Ensure weather radio is functioning and operational.

1.16 All Faculty, Staff and Students will:

- Become familiar with the Emergency Action Plan and be prepared to act responsibly during an emergency.
- Be diligent in preventing and detecting un-safe hazards.

Section 2: Major Emergency Guidelines

2.1 Purpose

The basic emergency procedures outlined in this guide are designed to enhance the protection of lives and property through effective use of the College and campus community resources. Whenever an emergency affecting the campus reaches proportions *THAT CANNOT BE HANDLED BY ROUTINE MEASURES*, the President or their designee may declare a state of emergency (refer to definitions in Section 2.4) and these contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this plan: (1) large- scale disruption of normal college operations; (2) large-scale natural/man-made disaster. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types of magnitudes.

2.2 Scope

These procedures apply to all personnel, students, buildings, and grounds owned and/or operated by Neosho County Community College. Off-campus sites where NCCC offers instruction or activities, NCCC employees and students should follow the local emergency guidelines for that site.

2.3 Types of Emergencies

Types of emergencies covered by this manual include, but are not limited to the following:

- Tornado
- Severe weather closing/early dismissal
- Medical emergency
- Fire
- Utility/technology failure
- Violent or criminal behavior
- Suicide/Psychological crises
- Bomb threat/Terrorism
- Biohazard/Chemical spill
- Explosion on campus
- Civil disturbances or demonstrations
- Earthquake
- Homeland Security Alert
- Pandemic outbreaks
- Active Killer Events

2.4 Definitions of an Emergency

The college President or their designee serves as the overall Emergency Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist in determining the appropriate response:

Minor Emergency: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the College. Report such emergencies immediately to Vice

President for Operations (VPO) at 620-432-0301 for the Chanute campus or to the Dean for the Ottawa and Online Campuses at 785-248-2798 as appropriate. In either case, a *Serious Incident Report* form should be filled out and routed to the VPO. This form can be found on *my*Neosho under the *my*Safety tab under *Serious Incident Reports* on the left at https://web.neosho.edu/ICS/mySafety/Serious_Incident_Reports.jnz.

Major Emergency: Any incident, potential or actual, which affects an entire building, buildings, or people, and which will disrupt normal operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the College administration during times of crises. Report a major emergency immediately to the VPO at 620-432-0301 or 620-212-3750 (cell) and to the Dean for the Ottawa and Online Campuses at 785-248-2798 or 816-810-9889 (cell) if appropriate.

Disaster: Any event or occurrence that has taken place and has seriously impaired or halted the operations of the College. In some cases, mass student/personnel injuries and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Operations Center will be activated, and the appropriate support and operational plans will be executed. If available, the VPO office will be used on the Chanute campus and the Dean's office will be used on the Ottawa campus to coordinate disaster response. If not, a suitable site off-campus will be chosen from a list developed in conjunction with the local police departments.

In addition, any incident that has the potential for adverse publicity concerning campus resources should be promptly reported to the office of the President at 620-432-0346 or one of the VP's offices as appropriate. During non-business hours, contact either the VPO at 620-212-3750 (cell) or the VPSL at 620-230-8062 (cell) for the Chanute campus or the Dean for the Ottawa and Online Campuses at 816-810-9889 (cell). Only the College President or their designee is authorized to speak directly with the media about such incidents without the prior clearance by the President.

2.5 Assumptions

The College Emergency Action Plan is based on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

- An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning. The series of events in an emergency are not predictable; published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.

- Disasters may affect residents in the geographical location of the College. Therefore City, County, and Federal emergency services may not be available. A delay in off-campus emergency services may be expected.

- A major emergency may be declared if information indicates that such a condition is developing or is probable.

2.6 Declaration of a Campus State of Emergency

The authority to declare a campus state of emergency rests with the College President or their designee as follows:

During the period of any campus major emergency, the VPO or the Dean for the Ottawa and Online Campuses shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. The Vice President or Dean shall immediately consult with the President or designee regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is made, only registered students, faculty, staff, and affiliates (e.g., contract service employees) are authorized to be present on campus. Those who cannot present proper identification (student registration, employee ID or other ID) showing their legitimate business on campus may be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with Kansas statutes.

In addition, only those faculty, staff members, and contractors who have been assigned emergency resource team duties or issued an emergency pass by the VPO or Dean for the Ottawa and Online Campuses or designee will be allowed to enter the immediate disaster site.

In the event of tornado, earthquake, aftershocks, fire, severe weather event or other major disaster occurring on or about the campus, or which involve College property, the VPO or Dean and/or Director of Facilities and personnel will be dispatched to determine the extent of any damage to College property.

Section 3: Direction and Coordination

3.1 Emergency Director

The President shall direct all emergency operations. In the absence of the College President, responsibility of the EOC operations will be assumed in the following order:

Chanute campus

Vice President for Student Learning:	Dr. Sarah Robb
Vice President for Operations:	Mr. Kerry Ranabargar
Chief Financial Officer:	Ms. Sandi Solander
Dean of Student Services:	Ms. Kerrie Coomes
Dean of Outreach and Workforce Development:	Ms. Brenda Krumm

Ottawa campus

Dean for the Ottawa and Online Campuses:	Dr. Marie Gardner
Director of the TLC	Mr. Kyle Bures
Liberal Arts Division Chair:	Mr. Kevin Blackwell

The first College employee on site shall assume operational control of the emergency until relieved by a designee.

3.2 Emergency Coordinator

All emergency operations shall be coordinated by the Emergency Operations Center. The direct operational control of the campus major emergency or disaster is the sole responsibility of the College President or their designee. The coordination of campus emergency resources is the responsibility of the Vice President for Operations (VPO) or the Dean for the Ottawa and Online Campuses (DOOC), who will coordinate all immediate on-campus emergency functions as directed.

Section 4: Emergency Operations Center (EOC)

When a major emergency occurs or is imminent, it shall be the responsibility of the VPO or the Dean for the Ottawa and Online Campuses to initiate the Emergency recall roster and set up the Emergency Operations Center (EOC) as directed.

- The primary EOC for the Chanute campus is VP for Operations office.
- The secondary EOC for the Chanute campus is the VP for Student Learning conference room in Sanders Hall.
- The third EOC for the Chanute campus is the CAVE.
- The off-campus EOC for the Chanute campus is the Integrated Community Access Network Operations Center (ICANOC).
- The primary EOC for the Ottawa campus is the Dean's office.
- The secondary EOC for the Ottawa campus is Technology Services Office, Room 407.
- The off-campus EOC for the Ottawa campus is located at Ottawa City Hall.

4.1 Emergency Operations Center Staffing

EOC Leadership: The College President, Vice Presidents, Deans or their designees will be responsible for taking command of the EOC and issuing directives necessary to effect orderly evacuation, rescue, cleanup, or other operations as required.

Vice President for Operations (VPO): ***The Vice President for Operations or the Dean for the Ottawa and Online Campuses or designees will act as the single point of contact for all external emergency response agencies*** including, but not limited to, local police and fire emergency response teams, county emergency management, and any state or federal emergency response activities. Generally, this position or designee will serve as Incident Commander unless specifically relieved by the President. During an actual emergency (or disaster simulation), direct emergency radio communications may be made by the VPO or Dean with city or county emergency personnel per existing memos of understanding between NCCC and the cities of Chanute and Ottawa. The VPO or Dean is also responsible for appropriating and directing manpower and equipment to cordon and maintain security in the affected area, and for furnishing equipment and directing manpower to set up barricades and to support evacuation efforts. Working with local and state emergency agencies, the VPO or Dean will direct search and rescue operations, maintain crowd control, direct large-scale evacuations, establish traffic flow routes, and assist with traffic control. The VPO will serve as the primary contact for requests for assistance made through the National Intercollegiate Mutual Aid Agreement (NIMAA).

Dean for Operations/CIO or designee**:** The Dean for Operations will serve as operations section chief unless relieved by the VPO or President and will be responsible for establishing strategy and specific tactics and actions to accomplish the goals set by Command.

Director of Facilities or designee**:** The Director of Facilities will serve as Logistics section chief unless relieved by the VPO or Dean for Operations and will support Command and Operations with supplies, and equipment as well as furnishing and directing manpower for restoring buildings to functional use, performing damage assessment, and determining if buildings are structurally sound before being occupied. The Director of Facilities will also have the responsibility of furnishing and directing manpower and equipment to initiate cleanup operations.

The President's office and/or designee: The President's office will serve as Public Information Officer as official spokesperson for the College, and will be responsible for responding to requests from the outside media and for providing news releases to the public. Depending upon the severity of the crisis, the President may employ a public relations firm to handle external media relations and to provide advice and consultation. The President must approve all requests for assistance through the National Intercollegiate Mutual Aid Agreement (NIMAA).

Vice President for Student Learning or designee**:** The Vice President for Student Learning, or designee, will be responsible for informing faculty and delegating their responsibilities. The VPSL will serve as Planning section chief and coordinate support activities for incident planning, as well as contingency, long-range, and demobilization planning. The VPSL will support Command and Operations in processing incident information and coordination of information activities across the response system. During an emergency, the Vice President for Student Learning or designee will direct the staff to remain in the department location, if safe, to secure student files and provide student-related information. The Vice President for Student Learning will recommend the restarting of classes and activities after a crisis.

Dean of Student Services or designee**:** The Dean of Student Services, or designee, will be responsible for serving as the liaison with student officers; establishing an emergency telephone information center to handle calls from parents, will be responsible for communicating with injured students and families; assigning division staff to assist injured or hospitalized students and their families; writing letters to notify parents of the continuing care that is available to students (which will include local and state agencies, as well as any College-based care); and maintaining follow-up activities such as referrals for help outside the College setting.

Chief Financial Officer or designee**:** The Chief Financial Officer will serve as ICS Admin/Finance section chief and will support Command and Operations with administrative issues as well as tracking and processing incident expenses. This will include such issues as licensure requirements, regulatory compliance, and financial accounting. The CFO will also be responsible for notifying risk management and insurance companies about the emergency, and for authorizing purchases of outside services and materials needed for the management of emergency situations.

Director of Human Resources or designee**:** In the event the computer network is unavailable, the Director of Human Resources will be responsible for providing employee data and information to the Crisis Management Team; to secure personnel files and provide employee-related information; helping to identify injured and missing employees involved in the emergency; checking staff records for all injured to determine special medical needs that may be on file; supervising the collection of information about those involved in the emergency; communicating with injured employees and families; arranging support services, as needed; facilitating Worker's Compensation Reports; assisting with medical claims, insurance, etc.; assigning staff to assist injured or hospitalized employees; coordinating internal and external communications with the College spokesperson regarding employee status following crisis situation. The Director of Human
Resources will also be aware of the requirements of the Freedom of Information Act and consult the EOC team when information is being released outside the Center.

Director of Technology Services or designee**:** The Director of Technology Services will be responsible for coordinating the use of technology, assisting in establishment/maintenance of an emergency communications network; supervising the use of the College computer system for communication with the President's office, and the EOC. As needed, the Director of Technology

Services will report to the CIO, VPO and President various sites involved in the communication system if there are problems in that system, and provide technical support for all communications hardware.

Director of Residence and Student Life/Coordinator of Residence and Student Life or designees**:** The Director and Coordinator of Residence and Student Life, or designees, will be responsible for evacuating and relocating students; accounting for whereabouts of missing resident students; and assisting the Dean of Student Services as necessary.

College Attorney: The college attorney will be responsible for providing advice and legal counsel regarding various response scenarios and their impact on college operations.

4.2 Field Emergency Command Post

If the emergency involves only one building or a small part of the campus, a police or fire vehicle should be placed as close to the emergency scene as is reasonably possible. One local police and/or fire department officer is requested to remain at the emergency command post at all times or until the emergency ends. Field Emergency Command Post Equipment may include the following:

Quantity	Item
6	Copies of Emergency Action Plan
2	Copies of contact list of Emergency Management Team members, Department Heads, etc.
	Tables, chairs, office supplies (pens, pencils, scratch paper, staplers, paper clips, etc)
6	Walkie-Talkies (hand held) Motorola or other quality type radios.
1	Bull horn
1	AM/FM battery-operated portable radio,
2	Complete maps of campus
6	Blankets, pillows
6	Rolls of toilet paper
4	Bars of soap
2	3 foot pry bars
2	Large sledge hammers
6	Cots (inexpensive folding camping type)
6	Flashlights (no battery type)
1	Cheap coffee machines w/coffee, sugar, artificial sweetener, powdered cream, disposable cups, coffee filters.
6 bags	Plastic knives, forks and spoons.
	Sign making material (white cardboard, several colored markers).
1	Flip charts with paper, easel.
1	Up-to-date blueprints of all major buildings on campus (basement, crawl spaces, etc)
20	AA size batteries
20	D size batteries
2	Rolls of duct tape
2	Rolls of barricade “Police” or “Caution” tape.
1	Small generator w/5 gal. of gasoline
2	25 foot or longer commercial heavy-duty extension cords
1	Photo copier
1	Computer
1	Satellite Cell Phone (#8816-3141-0542) *see note below (in VPO’s office)
3 days	Bottles of water, canned fruit and other non-perishable sealed foods for three days.
First Aid Kit	
1 box	Self-sealing plastic bags
4	Packs of hard candies
10	Infectious waste bags
5	Wet tissue packs
6	Whistles
4	Sets of leather work gloves
4	Emergency blankets
4	each Isopropyl alcohol, disinfectants (aerosol)
Various	Miscellaneous band aids, gauze, N95 masks, aspirin, scissors, splints, tongue depressors, towelettes, tweezers, sanitary napkins, tampons, rope, emergency First Aid manual, disposable sanitary gloves, safety pins, water purification tablets

*Satellite phone can be dialed directly from a land line or cell phone either by calling:
a) 011-8816-3141-0542 (originator pays charges up to $7 per minute-this is an INTERNATIONAL CALL), or by calling;
b) 1-480-768-2500 and then 8816-3141-0542 when prompted (originator pays long distance and NCCC pays $2.49 per minute).

4.3 Damage Control: Director of Facilities or designee

The Director of Facilities has the following responsibilities:

- Provides personnel and equipment to perform shutdown procedures, hazardous area control, damage assessment, debris clearance, emergency repairs and equipment protection
- Provides vehicles, equipment, and operators for movement of personnel and supplies, assigns vehicles as required to the Emergency Resource Team for emergency use
- Obtains the assistance of utility companies as required for emergency operations
- Furnishes emergency power and lighting systems as required
- Surveys habitable space and relocates essential services and functions
- Provides facilities for emergency fuel during actual emergency or disaster periods
- Provides for storage of vital records at an alternate site; coordinates with department heads for liaison and support

4.4 Public Information: Director of Communications or designee

The College has two basic guidelines to observe in media relations during emergency situations:

- *Only an authorized spokesperson (the College President or designee or the Director of Communications) will meet or talk with the media.*
- *Only factual information may be released; no speculation is to be offered.*

Chanute Contact Information: During Regular Hours
President's office: 620-432-0346
Assistant to the President: 620-432-0346
Director of Communications: 620-432-0356

Chanute Contact Information: After Hours
President's home: 620-431-0606
President's cell: 620-433-0706
Director of Communications' cell: 620-716-1767

Ottawa Contact Information: During Regular Hours
Dean's office: 785-248-2798

Ottawa Contact Information: After Hours
Dean's cell: 816-810-9889

Other Guidelines

- All faculty and staff are advised to report crisis situations to their immediate supervisor or the Dean for the Ottawa and Online Campuses. Any situation involving a student should also be reported to the Dean of Student Services. They are also reminded not to speak to the media on behalf of the College.

- The President's Office must be informed immediately of existing emergencies. Complete details should be made available to them, including the nature of the emergency, how it began, who is involved, what is happening now, and what help has been requested.

- The President and the Director of Communications shall confer and decide on the appropriate responses to the media.

- All calls from the media are referred directly to the President's office at 620-432-0346.

- The College Emergency Response Team (see below) will designate a room on campus for press/media representatives, if necessary.

Duties of Director of Communications following an Emergency

- As soon as is practical, Director of Communications will provide a news release for the media.

- Director of Communications will assist the VPO with Chanute Police Department to define media restrictions, parking zones, and areas available for news vans and satellite units.

- Director of Communications, where practical, will hold a news briefing that includes information on restricted areas, as well as where, when, and how future briefings will be held.

- Director of Communications will provide members of the media with packets of general institutional information (number of employees, students, campus map, etc.).

Section 5: Responsibilities

5.1 College President

The President is responsible for the overall direction of campus emergency operations as outlined in this plan.

5.2 Administrators and Deans

The Vice President for Student Learning and Vice President for Operations will appoint a specific person as Facility/Area Coordinator for every activity under their control, and have the following general responsibilities prior to and during any emergency.

5.2.1 Emergency Preparedness

- Ensure that information about potential hazards in each building (e.g., chemical storage) is distributed to all employees.
- Ensure that proper signage, evacuation procedures, and emergency equipment are in the buildings.
- Ensure that employees receive training in emergency techniques such as, First Aid/CPR, building evacuation procedures and fire extinguisher usage when requested.

5.2.2 Emergency Situations

- Inform employees under their direction about the emergency condition.
- Evaluate the impact the emergency has on their activity and take appropriate action. (This may include ceasing operations and initiating building evacuation.)
- Maintain emergency telephone communications with members of their own department.

5.3 Residence Life Staff

Residence life staff members have the following responsibilities:

- Inform their students, residents or guests of College emergency procedures as well as evacuation procedures for their building and/or activity
- Inform their students or residents of an emergency and initiate emergency procedures as outlined in this Plan
- Evaluate their assigned area or activity to determine the potential impact of a fire or other disaster.
- Report all safety hazards to the Director of Facilities. (Work orders to reduce hazards and to minimize accidents should be promptly monitored for completion.)

- IMPORTANT: Remind all students, residents, guests and staff to conform to building evacuation guidelines during any emergency.

- Perform evacuation drills a minimum of once per semester or per regulations.

Section 6: College Notification System

The College utilizes several methods to notify constituents such as Alertus beacons, text messages, email messages, PC alerts, and social media. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. IP-based telephones have been installed in all classrooms and conference/meeting rooms. All classroom telephones have 9-1-1 direct and All-Call paging buttons for immediate use should any individual deem their use necessary.

In addition, the College's text message system will be used to distribute and send emergency messages to all subscribers by location. Critical messages will be disseminated via the Alertus networked-based messaging system. Alertus beacons have been installed in/at every facility on the Chanute campus, including the baseball and softball fields. "One-button" notification systems have been installed strategically in several locations. The VPO (or Dean for the Ottawa and Online Campuses) or designee is responsible for activation of the "one-button" notification system in the event of an emergency.

The VPO (or Dean for the Ottawa and Online Campuses) is the focal point for official emergency communications to the College **Emergency Response Team**. Each team member, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under their direction. The VPO or Dean will notify the following College **Emergency Response Team** members as appropriate:

- President
- Vice President for Student Learning
- Vice President for Operations
- Chief Financial Officer/CFO
- Dean of Student Services
- Dean for Operations/CIO
- Director of Technology Services
- Director of Facilities
- Director of Communications
- Athletic Director
- Dean for the Ottawa and Online Campuses (Ottawa emergency only)
- Director of the Teaching and Learning Center (Ottawa emergency only)

Other individuals may also be contacted when necessary.

IMPORTANT: During an emergency, campus phones must be restricted to College official notification. In the absence of phone services, the College's maintenance department will provide wireless communications (walkie-talkies) to the emergency response team for local communication. Emergency response team members will be expected to communicate via cell phones as necessary. In the event cellular coverage is also not available, a single satellite phone will be available for use by the emergency response team. The satellite phone is located on the wall in the VPO's office in Sanders Hall.

Satellite Cell Phone (#8816-3141-0542) *see note below

*Satellite phone can be dialed directly from a land line or cell phone either by calling:
a) 011-8816-3141-0542 (originator pays charges up to $7 per minute-this is an INTERNATIONAL CALL), or;
b) 1-480-768-2500 and then 8816-3141-0542 when prompted (originator pays long distance and NCCC pays $2.49 per minute).

In addition certain personnel have accounts that allow them to use the DHS Wireless Priority Service (WPS) and the Government Emergency Telecommunication Service (GETS). These two services (WPS for wireless calls and GETS for landline calls) enable a user to get priority service for calls if there is an interruption in service due to call volume. The current users for NCCC are as follows:

Name	Position/Title	Group	Active	Services
Bures Mr. Kyle	Director of TLC Ottawa	KS - NEOSHO CO COMM COL	Yes	GETS
Coomes Ms. Kerrie	Dean of Student Services	KS - NEOSHO CO COMM COL	Yes	GETS
Gardner Dr. Marie	Dean for Ottawa & Online	KS - NEOSHO CO COMM COL	Yes	GETS/WPS
INBODY Dr. BRIAN	PRESIDENT	KS - NEOSHO CO COMM COL	Yes	GETS
RANABARGAR KERRY	VP FOR OPERATIONS	KS - NEOSHO CO COMM COL	Yes	GETS/WPS
Robb Dr. Sarah	VP for Student Learning	KS - NEOSHO CO COMM COL	Yes	GETS/WPS
SOLANDER SANDI	CFO	KS - NEOSHO CO COMM COL	Yes	GETS
Unrein Ms. Jyl	AA to VPO	KS - NEOSHO CO COMM COL	Yes	GETS

Section 7: On/Off Campus Sources of Assistance

7.1 On-Campus Resources

Skilled workers are available from the maintenance department at all times during normal working hours and via cell phone after normal hours. They are capable of providing the following emergency services:

- **Utilities:** Repairs and/or shutdown of water, gas, electric and sewage systems.
- **Structures:** Repairs to structures and mechanical equipment therein, including heating and cooling systems.
- **Equipment:** Portable pumps, generators, floodlights, welders, air compressors, tractors, backhoes, etc.
- **Transportation:** Sedans, vans, trucks and tractors.
- **Emergency Procurement:** Procurement of materials and services can be arranged in direct support of any contingency.

Phone numbers:

Normal Business Hours

Devin Donaldson	
Office:	620-432-0402
Cell:	620-212-8120

Emergencies

Maintenance cell:	620-432-0457
Custodial services cell:	620-432-0458

7.2 Emergency Shutdown Procedures

In the event of a natural disaster in which major structural damage is sustained, turn off hazardous utilities (electricity and natural gas) in affected areas.

7.3 Off-Campus Resources

NON-Emergency Telephone Numbers:

	Chanute	Ottawa	Garnett
Fire	620-431-5236	785-229-3700	785-448-6823
Ambulance	911	911	911
Police	620-431-5768	785-242-2561	785-448-1641
County Sheriff	620-431-5759	785-229-1200	785-448-5428
KS Highway Patrol	620-431-2100 (Troop H)	785-296-3102 (Troop B)	

Safety & Security Emergency Contacts:

Security Services (Chanute)	620-432-0453
Security Services (Ottawa)	785-893-4969
Praetorian Protective Services	800-283-6202
If no answer, call	918-961-2480

Hospital Emergency Department Telephone Numbers:

Neosho Memorial Regional Medical Center-Chanute	620-431-4000
Labette County Medical Center-Parsons	620-421-4881
Allen County Regional Hospital-Iola	620-365-1000
Mt. Carmel Regional Medical Center-Pittsburg	620-231-6100
Wilson Medical Center-Neodesha	620-325-2611
Advent Health-Ottawa	785-229-8200
Family Medicine-Baldwin City	785-594-2512
Osawatomie State Hospital-Osawatomie	913-755-7000
Miami County Medical Center-Paola	913-294-2327
Anderson County Hospital-Garnett	785-448-3131
Lawrence Surgery Center-Lawrence	785-832-0588
Lawrence Memorial Hospital	785-505-5000
Olathe Medical Center	913-791-4357
University of Kansas Hospital (KU Med)	913-588-6500

Road Condition Information Telephone Number:

Kansas State Department of Transportation	511 or 866-511-5368

Utilities-Gas, Water and Electric Telephone Numbers:

Chanute	620-431-5200
Ottawa (electric, water, and sewer)	785-229-3710
(Weekends and holidays)	785-229-3750
Kansas Gas Service Emergencies and Repairs	888-482-4950

Telephone Outage Telephone Numbers:

Chanute

KS Communications (premises)	620-431-1202
AT&T (local carrier)	800-288-2020
AT&T (long distance)	800-585-7928

Ottawa

Repairs	800-222-3000

Additional Health and Community Help Telephone Numbers:

AIDS Awareness	800-448-0440
AIDS Resource Network	800-361-2895
Alcoholic Anonymous	800-299-6310
American Pregnancy Helpline	800-672-2296
KS Child Abuse & Neglect Hotline	800-922-5330
Crisis Call Center	800-273-8255 or text ANSWER to 839863
Cyber Tipline	800-843-5678
DCCCA (Lawrence)	785-841-4138

Disaster Distress Helpline……800-985-5990
Federal Bureau of Investigation (FBI: KC, MO) 816-512-8200
..... 855-835-5324
LGBT National Youth Talkline..... 800-246-7743
Kansas Alcohol and Drug Abuse Services (Beacon Health Options) 866-645-8216
Kansas Alcohol and Drug Abuse Section (SRS)..... 785-296-0141
Kansas Arson/Crime Hotline.....800-KS-CRIME
Kansas Crisis Hotline (Domestic Violence/Sexual Assault) 888-363-2287
Kansas Division of Environment (Emergency Spill Response) 785-291-3333
Kansas Division of Health (Bioterrorism Incident)..... 877-427-7317
Kansas Epidemiologic Services (Reportable Diseases) ……877-427-7317
Kansas State Fire Marshall 785-296-3401
National Institute on Drug Abuse 800-487-4889
National Cocaine Hotline……877-737-0457
National Student Clearing House 800-946-3646
Mid-America Poison Control Center..... 800-222-1222
National Response Center…… 800-424-8802
(Toxic Chemicals Spills, Oil Spills, Terrorist Threats)
National Runaway Switchboard 800-786-2929
National Suicide Prevention Lifeline..... 800-273-8255
National Domestic Violence Hotline..... 800-799-7233
Rape, Abuse, and Incest National Network..... 800-656-4673
Southeast Kansas Mental Health Center..... 620-431-7890
Franklin County Mental Health Center .....785-242-0588 Ottawa
SPEAK UP.....866-SPEAK-UP (773-2587)
The Trevor Lifeline..... 866-488-7386
Veterans Crisis Line 800-273-8255

Emergency Contacts of Helping Agencies in the Community

American Red Cross.....844-334-7569

American Red Cross of South Central and Southeast Kansas
Chanute, Neosho County, Kansas.....620-431-9670
Dicie Nicklaus, Disaster Program Manager.....316-650-9104

American Red Cross of Capital Area
Anderson, Douglas and Franklin Counties, Kansas.....785-354-9238

Local Community Churches (Chanute)

Ambassador Christian Church Pastor David McCoy	4001 Johnson Rd, Chanute, KS	620-431-7751
Anchor Worship Center United Pentecostal Pastor Charles Jay	520 N. Lafayette, Chanute, KS	
Bethel Baptist Church Pastor Jason Jackson	120 S. Denman, Chanute, KS	620-431-0592

Blessed Hope Bible Baptist Church Pastor Kevin Vail	600 S. Ashby, Chanute, KS	610-432-3378
Calvary Baptist Church	222 W. Main Street, Chanute, KS	620-431-9777
Chanute Seventh Day Adventist Pastor Carl Goff	909 W. 14th, Chanute, KS	620-431-7848
Church of Christ Minister Larry Dye	111 N. Rutter, Chanute, KS	620-431-2741
Church of God in Christ Bishop L.F. Thuston	1212 N. Washington, Chanute, KS	620-431-6150
Church of the Nazarene Pastor Kevin McDonald	1313 W. 14th, Chanute, KS	620-431-2040
Faith Baptist Church Pastor Steve Pefley	102 S. Lafayette, Chanute, KS	620-431-1529
First Baptist Church DJ Dangerfield, Lead Pastor Kathy Carlson, Pastor	118 N. Forrest, Chanute, KS	620-431-2910
First Christian Church Rev. Tom Eastman*	102 N. Grant, Chanute, KS	620-431-3758
First Presbyterian Church	15 N. Steuben, Chanute, KS	620-431-2257
First United Methodist Church Rev. Michael Park	202 S. Lincoln, Chanute, KS	620-431-4240
Grace Episcopal Church Mother Joyce Holmes*	209 S. Lincoln, Chanute, KS	620-431-1210
Grant Chapel A.M.E.	112 S. Evergreen, Chanute, KS	316-431-9679
Healing Center Church of God Pastor Charles E. Crissey	1390 W 35th Pkwy, Chanute, KS	620-431-1113
Kingdom Hall of Jehovah's Witnesses Pastor Alan Scott	4040 Johnson Road, Chanute, KS	620-431-6568
Living Word Assembly of God Church Pastor Ryan Wheeler	1000 W. 14th Street, Chanute, KS	620-431-7777
New Hope Missionary Baptist Rev. Otis Crawford	320 N. Central, Chanute, KS	620-431-1503
New Life United Brethren in Christ Church Pastor Brian Maddox	500 N. Forest, Chanute, KS	620-431-1847
Otterbein United Methodist Pastor Russ Vallier	631 W. 7th, Chanute, KS	620-431-0610
Parkview Holiness Church Pastor. Kelly Denison	1023 S. Steuben, Chanute, KS	620-431-6802
St. Patrick's Catholic Church	424 S. Central, Chanute, KS	620-431-3165
Fr. Michael Linnebur	Parish Center	620-431-2007
Westview Southern Baptist Church Pastor Kevin McCarthy	1415 S. Plummer, Chanute, KS	620-431-4854
Zion Lutheran Church Rev. Tommy Presley	1202 W. Main, Chanute, KS	620-431-1341

*Designates Members of the Ministerial Alliance

Neosho County Local Emergency Planning Committee

Melanie Kent-Culp (Chair)	Emergency Management Coordinator, Neosho County	620-244-3874	
		620-212-0007	(c)
Lori Nally (Vice-Chair)	Director, Neosho County 911	620-244-3895	
Greg Taylor	Sheriff, Neosho County	620-244-3888	
Chris Pefley	Chief, City of Chanute Police Department	620-431-5244	
Dale Lowry	Fire Captain, City of Chanute Fire Department	620-431-5236	
Kerry Ranabargar	VPO, Neosho County Community College	620-432-0301	
		620-212-3750	(c)
Beckie Manahan	PA, NMRMC	620-431-4000	
Trace Hallack	EMS Director, NMRMC	620-431-4000	
Teresa Starr	Administrator, Neosho County Health Department	620-431-5770	
		620-432-4311	(c)
Josh Smith	Southeast Regional Coordinator-KDEM	620-794-6543	
Richard Haslett	Operator, Ash Grove Cement	620-433-3500	
Lee T. Miller	Coordinator, SEK Health Care Coalition, Lower 8 of SEK	620-313-0831	(c)
Fred Rinne	Coordinator, SEK Health Care Coalition	620-332-7538	(c)
Marilyn Cawthon	Director of Business Operations, Ashley Clinic	620-431-2500	
Neil Springer	Security Coordinator, Labette Health	620-421-4881	
Ernest Adams	Clinician, SEK Mental Health Clinic	620-431-7890	
Troy Damman	Superintendent, USD 101	620-244-3264	
Jerry Waun	General Manager, Watco Company	620-515-0875	
Carlos Thomas	Safety Coordinator, Orizon Aerospace	620-305-2455	
Mandy Hillmon	Administrator, Lightning Creek (Guest Home Estates 2)	620-431-0599	
Roberta Harris	Chief, City of Erie Police Department	620-244-3611	
John Almond	Compliance Officer, KCC	620-432-2300	
Christina Perez	RN/Clinical Manager, Fresenius Kidney Care	620-431-1239	
Mark Knapp	Director, Americare USA (Heritage Health Care)	620-431-4151	
Doug Wright	Clinician, SEK Mental Health Center	620-365-5717	
Stacy Trester	Emergency Department Director, NMRMC	620-432-5392	

Local Community Churches (Ottawa)

Agape Christian Center Michael Schooley	3085 Marshall Rd., Ottawa, KS	785-242-5683
Appanoose Baptist Pastor Don Schultz	430 Shawnee Terr., Pomona, KS	785-828-3717
Beacon of Truth Minister Reuben Esh	3099 NW. 2500 Rd., Richmond, KS	785-229-5172
Bible Baptist Church Rev. Robert Gruenwald	325 N. Cherry St., Ottawa, KS	785-242-6831
Calvary Baptist Church Pastor Greg Rickard	925 W. 7th St., Ottawa, KS	785-242-4835
Cherry Street Wesleyan Church Rev. Todd Miller	933 N. Cherry, Ottawa, KS	785-242-5493

Community Foursquare Chapel Pastor Reyes Rodriquez	119 E. 9th St., Ottawa, KS	785-242-4368
Faith Hope & Love Outreach Ministries Dr. Sharon Cook	224 S. Walnut St., Ottawa, KS	913-205-9738
Faith Lutheran Church Pastor Timothy Roth	1320 W. 15th St., Ottawa, KS	785-242-1906
First Baptist Church Pastor Tiger Pennington	410 S. Hickory, Ottawa, KS	785-242-2713
First Christian Church Rev. Bob Colerick	1045 S. Hickory St., Ottawa, KS	785-242-4699
First Southern Baptist Church Rev. Martin McPheron	1419 S. Eisenhower St., Ottawa, KS	785-242-8498
First United Methodist Church Rev. Jay Pi	203 E. 4th St., Ottawa, KS	785-242-1419
Grace Episcopal Church Rev. Robert Harris	315 W. 5th St., Ottawa, KS	785-242-5390
Grace Gospel Church Aaron Harshaw	208 S. Elm St., Ottawa, KS	785-893-2731
Living Way Apostolic Church Rev. Robert Bell	915 W. 19th St., Ottawa, KS	913-707-7917
New Life Baptist Church Chadd Lemaster	705 Westgate, Garnett, KS	785-204-1769
North Baptist Church Rev. Kim Wilcox	413 E. Wilson, Ottawa, KS	785-242-5111
Ottawa Bible Church Pastor Dakota Smith	1623 S. Poplar, Ottawa, KS	785-242-3211
Pilgrim Bible Church Rev. Joseph Stratton	316 E. 12th St., Ottawa, KS	785-242-8553
Sacred Heart Church Father Anthony Williams	408 S. Cedar, Ottawa, KS	785-242-2174
Seventh-Day Adventist Church Pastor Joe Day Beazley	842 S. Sycamore St., Ottawa, KS	785-242-5041
Trinity Lutheran Church Pastor Ervin Daugherty	430 N. Grand, Garnett, KS	785-448-6930
Trinity United Methodist Rev. Lori Stevens	630 N. Cedar, Ottawa, KS	785-242-1428
Westminster Presbyterian Church Pastor Mark Hutton	401 W. 13th St., Ottawa, KS	785-242-1824

Franklin County Emergency Management

Thomas Winter	Emergency Management Director	785-229-3505
Thomas Winter	Emergency Management Coordinator	785-229-3505

Section 8: Specific Emergency Procedures

The following specific emergencies are addressed in this section:

- Active Killer Event
- Biohazard/Chemical Spill
- Bomb Threat
- Building/Campus Evacuation
- Civil Disturbance
- Death or Serious Injury
- Earthquakes
- Explosion on Campus
- Fires
- Lightning
- Medical Emergencies
- Pandemic Outbreak
- Reporting Emergencies
- Severe Weather - Closing/Early Dismissal
- Technology/Utility Failure
- Tornado
- Violent or Criminal Behavior

The procedures covered in this section should always be followed in sequence, unless conditions dictate otherwise.

8.1 Reporting Emergencies

To report an emergency, contact the Vice-President for Operations at 620-212-3750 or designee or the Dean for the Ottawa and Online Campuses at 816-810-9889 or their designee. If the situation warrants immediate emergency response, please dial 911. To contact security services Safety Officers, call 620-432-0453 on the Chanute campus or 785-893-4969 on the Ottawa campus during their normal hours of operation, typically evenings on both campuses and overnight in the residence halls.

The Vice-President or Dean will be prepared to dispatch appropriate emergency response units (Fire/Rescue or Ambulance) to any location on campus, or dispatch appropriate college personnel to provide immediate assistance for hazardous spills, search-and-rescue, and other similar emergencies.

In order to assist the operator in processing the call quickly and efficiently, please be prepared to give the 911 operator the following information:

- What you saw, heard, or found
- The exact location of the incident
- The phone number of the phone you are using
- Details of the situation
- Your name and address

Then **stay on the line** until you are told to hang up.

KEEP CALM . . . KEEP OTHERS CALM!

As soon as time permits, fill out the appropriate serious incident form (available on *my*Neosho under the *my*Safety tab under *Serious Incident Reports* on the left at MyNeosho > MySafety > Serious Incident Reports with pertinent information.

8.2 Evacuation Procedures

The Vice-President for Operations or the Dean for the Ottawa and Online Campuses or their designee will give the order for evacuation.

8.2.1 Building Evacuation

All building evacuations will occur when a building alarm (fire alarm / Alertus Notification) sounds and/or upon notification by a member of the NCCC emergency response team or facility coordinator or designee.

When the building evacuation alarm is activated, leave by the nearest marked exit and alert others to do the same. EVERYONE MUST EXIT THE BUILDING. *ONLY ESSENTIAL EMERGENCY RESPONSE TEAM PERSONNEL ARE PERMITTED IN THE BUILDING UNTIL THE ALL-CLEAR IS GIVEN*.

ASSIST THE DISABLED IN EXITING THE BUILDING!

Remember that elevators are reserved for people with disabilities.

DO NOT USE THE ELEVATORS IN CASES OF FIRE OR EARTHQUAKE.

Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant, areas and walkways clear for emergency vehicles and personnel. Know your area assembly points.

- **Chanute Safety Zones**: North - field north of Bideau Hall; West - Parking Lot #P1; South – Hudson Baseball field.
- **Ottawa Safety Zone**: On the Ottawa campus, evacuate by the nearest exit and then proceed to the far west edge of the parking lot.

DO NOT return to an evacuated building unless told to do so by a member of the emergency response team.

8.2.2 Campus Evacuation

Evacuation of all or part of the campus grounds will be announced by the Neosho County Community College emergency response team as described.

All persons are to evacuate immediately the area of campus in question and relocate to another part of the campus grounds as directed.

- **Chanute Safety Zones**: North - field north of Bideau Hall; West - Parking Lot #P1; South – Hudson Baseball field.
- **Ottawa Safety Zone**: On the Ottawa campus, evacuate by the nearest exit and then proceed to the far west edge of the parking lot.

8.2.3 Procedure for Emergency Evacuation of Individuals with Disabilities

The following procedures are intended to assist disabled persons with an emergency evacuation from any buildings on the campus of Neosho County Community College. The guidelines set forth in this section are in compliance with NFPA 101 Life Safety Code and the Americans with Disabilities Act as amended.

Neosho County Community College policies and procedures require all persons in a facility to evacuate that facility any time the fire alarm system is activated or during any emergency that requires building evacuation. Persons with disabilities may not be able to evacuate unassisted. Therefore, they should inform another person that assistance may be necessary during an evacuation.

General Guidelines

- Remember that individuals with similar disabilities are unique. Listen to the individual; he/she is the expert regarding their own disability.

- Always ask the individual if there are any special considerations or items that need to come with them during the evacuation.

- There are "hidden" disabilities that may need assistance, including health, psychiatric disabilities (anxiety disorders, depression, personality disorders, etc.), and some vision or hearing impairments.

- Some individuals may utilize service animals such as guide dogs, hearing dogs or assistance animals. When possible, keep the team together.

During the first week of class, students with disabilities that limit mobility are encouraged to disclose their disability to the Dean of Student Services in Sanders Hall on the Chanute Campus or designee, or the Dean for the Ottawa and Online Campuses on the Ottawa campus. Students should disclose any special assistance that may be required in the event of a fire alarm or other emergency evacuation. The Deans at their respective campuses will work with appropriate staff to then make it part of the emergency action plan to locate and identify the student(s) to the appropriate emergency authorities.

"Buddy System" Option

Persons with disabilities that limit mobility are encouraged to utilize the "Buddy System." Persons with disabilities that limit mobility may be defined as anyone who uses assistive devices such as canes, crutches, or wheelchairs or who has slower mobility due to illness or injury. Also, persons with limited vision and hearing may need assistance to evacuate.

Persons with limited mobility are also encouraged to make acquaintances with fellow students, residents, or class members. When the fire alarm sounds, the "Buddy" will make sure of the location of the person with the disability, and then go outside and inform emergency personnel (campus security, Chanute or Ottawa Fire or Police Departments) that a person in a specific location needs assistance in leaving the building. Emergency personnel will then enter the building and evacuate that person. If conditions allow, the "Buddy" may choose to assist the person with disability during the evacuation of the building.

ELEVATORS ARE NOT TO BE USED IN AN EMERGENCY EVACUATION.

Elevators will stop in the event of a power outage and persons will become trapped inside.

Evacuation Options

Use of the "Buddy System" along with the following evacuation options will help to assure the prompt evacuation of any person with a disability.

- **Horizontal Evacuation:** Move away from the area of imminent danger to a safe distance such as another wing, adjoining building, opposite end of the corridor, or outside if on ground level.
- **Vertical (Stairway) Evacuation:** Stairways can be used by those who are able to evacuate with or without assistance. Enclosed stairways are a safe refuge due to fire and smoke doors that enclose the area. Persons with sight disability may require the assistance of a sighted person. Persons who must use crutches or other devices as walking aids will need to use their own discretion, especially when several flights of stairs are concerned.
- **Stay in Place:** Unless danger is imminent, remain in a room with an exterior window and a telephone, closing the door. Dial 911 for emergency assistance. Give your name, location, and the reason you are calling. Phone lines normally remain in service during most building emergencies. If the phone lines do fail, you can signal from the window by waving a cloth, towel, sheet, or other object to attract attention.

Disability Guidelines
Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation.

- **Mobility Impaired (Wheelchair):** Persons using wheelchairs should stay in place or utilize some type of horizontal Evacuation (such as the Evac+ Chair in the CAVE, Bideau Hall and NeoKan Hall) with their "Buddy" when the alarm sounds. The evacuation "Buddy" should immediately proceed to the evacuation assembly point outside the building and inform emergency personnel about the location of the person with disability. Dial 911 for emergency assistance.
- **Mobility Impaired (Non-Wheelchair):** Persons with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (e.g., detectable smoke, fire, or unusual odor), the person with disability may choose to stay in the building, using the other options, until emergency personnel arrive.

- **Hearing Impaired:** Most buildings on campus are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The strobe lights are for hearing impaired persons. Persons with hearing impairments may not notice or hear emergency alarms and will need to be alerted of emergency situations.
- **Visually Impaired:** Most buildings on campus are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The horn is for the sight impaired persons. Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route could be different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating a building. A "Buddy" should offer assistance to the individual with visual impairment and guide them through the evacuation route.

8.2.4 Residence Halls

Of the two residence halls, only Bideau Hall has rooms designated for persons with disabilities. They are as follows: rooms 104, 129, 204, and 229. At the beginning of each semester, the Director of Residence and Student Life, along with the Coordinator of Residence and Student Life, will conduct meetings with their floors to discuss the "Buddy System" as well as other emergency procedures including location of nearest stairwells for exit, nearest fire extinguishers and how to use them, etc.

The Director of Residence and Student Life is responsible for tracking of any disabled persons residing in the halls and provides this list to the NCCC emergency response team. In the event of a fire alarm, the emergency response team members respond to the disabled person(s) room to verify whether they were able to evacuate appropriately.

Students who may experience temporary disability, such as those who may be temporarily on crutches, or recovering from a surgical procedure, should identify themselves to the Director of Residence and Student Life so that they can be included in this procedure. The Athletic Training department will assist with identification of such student-athletes and notification of the Coordinator of Residence and Student Life.

8.2.5 Following Evacuation

Students and personnel are to evacuate the building and congregate in one area. Students *are not* to leave campus without first providing their name and location to College personnel on-site. This is to facilitate communication between parents or others who may call the College to locate the student and to assist College and/or local police in any investigation. Students should make every attempt to contact their parents or other family members to report their condition. The preferred method to do this is via text messaging as often times during emergency situations cellular communication can become unusable due to increased traffic.

- **Chanute Safety Zones**: North - field north of Bideau Hall; West - Parking Lot #P1; South – Hudson Baseball field.
- **Ottawa Safety Zone**: On the Ottawa campus, evacuate by the nearest exit and then proceed to the far west edge of the parking lot.

8.3 Medical Emergency

If a medical emergency occurs off campus, call 911. Give your name; describe the nature and severity

of the medical problem and the location of the victim. If serious injury or illness occurs on campus, immediately call 911. As time permits, please call the VPO at 620-212-3750 (cell) or designee for the Chanute campus or the Dean for the Ottawa and Online Campuses at 816-810-9889 (cell) or designee. To contact security services Safety Officers, call 620-432-0453 on the Chanute campus or 785-893-4969 on the Ottawa campus during normal hours of operation, typically evenings on both campuses and overnight in residence halls.

In case of minor injury or illness, provide First Aid care. Note: *Only qualified trained personnel should provide first aid treatment (i.e. CPR, AED use, etc.).* Use only sterile first aid materials. For more information, refer to the NCCC AED Policies and Procedures located at www.neosho.edu > Safety and Security > AED Policies and Procedures

In case of serious injury or illness quickly perform the following steps:

1. If available, an automated external defibrillator (AED) should be taken to all medical emergencies.
2. Remain calm and quickly assess the situation.
3. CALL 911 *immediately* if the victim is:
    - having trouble breathing
    - has uncontrolled bleeding
    - has injured an extremity (arm or leg) so that it looks obviously deformed
    - complaining of or appears to be in severe pain
    - unconscious or has altered consciousness
    - having a seizure
    - complaining of neck pain
    - unable to stand, or
    - if you need additional assistance and no one else is available to help.
4. Call the Vice-President for Operations at 620-212-3750 (cell) or designee for the Chanute campus or the Dean for the Ottawa and Online Campuses at 816-810-9889 (cell) or designee. To contact security services Safety Officers, call 620-432-0453 on the Chanute campus or 785-893-4969 on the Ottawa campus during their normal hours of operation, typically evenings on both campuses and overnight in the residence halls. Notify the VP or Dean that you have called 911 or ask them to do it.
5. Do not administer any type of medical treatment if you have not been specifically trained to do so. Do not move the victim unless their current location is causing them harm or is a possible endangerment to their life.
6. If the victim becomes unconscious, is not breathing or has no pulse, call 911 and follow the guidelines established in the www.neosho.edu > Safety and Security > AED Policies and Procedures.
7. Contact others for additional help.
8. Remain calm and help the victim relax; try to keep them warm and comfortable until experienced medical help arrives.
9. Keep crowds from gathering around the victim and keep the general area clear for emergency personnel.
10. Employees injured on the job are required to notify Human Resources and will be directed to seek treatment immediately at a physician's office or emergency room for work-related injury care (Worker's Compensation claims).

8.4 Food Borne Illness Emergency Response Plan

In the event of an illness caused by food consumed on campus, the NCCC/Great Western Dining food service and production of that food item will be suspended.

- The food suspected of causing illness will be packaged, labeled, refrigerated and retained for sampling.
- Notification of the illness will be given to the Manager of Great Western Dining, Dean of Students, and the Director of Residence and Student Life.
- Students who become ill may be treated at the local health clinic if possible. If the clinic is not open, or it is determined that a higher level of care is needed, the students may be referred to the hospital.
- The Food Service Manager on campus will begin a food-related incident report. This procedure will be followed including sampling and notification of the Kansas Department of Agriculture, Department of Food Safety and Lodging at 785-564-6767 or after business hours, call 800-915-6163, press 1, and leave a message.
- Resumption of food service will be at the direction of the Kansas Department of Agriculture, Department of Food Safety and Lodging working in conjunction with Great Western Dining food services.
- The Dean of Student Services working in conjunction with the Director of Residence and Student Life will coordinate and take necessary steps to ensure college housing residents are provided necessary food supplies.

8.5 Airborne Illness Emergency Response Plan

In the event of an illness at NCCC caused by an airborne virus or bacteria, or other airborne contaminant, the air handlers to the building should be shut down immediately and staff evacuated from the building. For more information, refer to the NCCC Bloodborne Pathogens Exposure Control Plan at www.neosho.edu > Safety and Security > Bloodborne Pathogens Exposure Control Plan 2015-2016

- Contact Maintenance to shut down the HVAC if possible: 620-432-0457.
- The Director of Facilities will notify the VPO and then continue to assist with evacuation and sealing and/or quarantine of the building.
- At Ottawa, notify the Dean for the Ottawa and Online Campuses at 816-810-9889.

Persons suffering with respiratory difficulty should be transported to the nearest hospital for evaluation. Any person in respiratory distress (i.e., short of breath, choking, having difficulty breathing) will need emergency medical assistance. Contact 911.

The VPO should be contacted immediately at 620-212-3750, who will contact other Administrative staff as indicated and the College legal counsel.

The Kansas State Infectious Disease Epidemiology and Response Department will be contacted at 877-427-7317 to begin an epidemiology investigation.

The building will remain sealed until released by the Kansas State Infectious Disease Epidemiology and Response Department.

In the event of a possible pandemic outbreak, the administrator in charge, in conjunction with other emergency operations personnel, will determine the threat level of the current outbreak and take appropriate actions. These actions may include, but not be limited to, the following:

- Cancellation of classes, sporting events and/or other public events;
- Closure of campus, student housing, and/or public transportation; or
- Quarantine or isolating of affected students and staff.

8.6 Fire

- In all cases of fire, call 911 immediately.
- Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. The location of these items can be found on the emergency evacuation maps located near the entrances in each of the buildings on campus.
- If a minor fire appears controllable, promptly direct the charge of the nearest fire extinguisher toward the base of the flame. If an emergency exists, activate the building alarm (fire alarm).
- In the case of large fires that do not appear controllable, IMMEDIATELY call 911. Then evacuate all rooms, closing all doors to confine the fire and reduce oxygen available to it. DO NOT LOCK DOORS. Take all personal belongings (cell phones, keys, purses, wallets, etc.).
- When the building evacuation alarm is sounded, assume an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.

ASSIST THE DISABLED IN EXITING THE BUILDING!
DO NOT USE THE ELEVATORS DURING A FIRE.

Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. Remain in your designated evacuation location until cleared by emergency personnel. If requested, assist emergency crews as necessary. A Field Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.

- **Chanute Safety Zones**: North - field north of Bideau Hall; West - Parking Lot #P1; South – Hudson Baseball field.
- **Ottawa Safety Zone**: On the Ottawa campus, evacuate by the nearest exit and then proceed to the far west edge of the parking lot.

DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a Neosho County Community College emergency response team member.

NOTE: *If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window, as a marker for rescue crews. You may also choose to break the window and exit through the opening. If there is no window, stay near the floor where*

the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Use your personal cell phone if available to call 911.

KEEP CALM, AND HELP OTHERS REMAIN CALM.

8.7 Severe Weather Closing/Early Dismissal

If, due to an emergency (e.g., inclement weather, power failure, etc.), it becomes necessary to close the College or to delay the normal work schedule, the College will notify the local TV and radio stations as noted below:

Chanute Campus		Ottawa Campus	
KINZ – 95.3 FM	Chanute	KOFO – 1220 AM	Ottawa
KKOY – 105.5 FM	Chanute	WIBW	Topeka
KIKS – 101.5 FM	Iola	KSHB 41	Kansas City
KKOW - 96.9 FM	Pittsburg	KMBC 9	Kansas City
KOAM TV CH 7	Pittsburg	KCTV 5	Kansas City
Fox 14	Joplin/Pittsburg	WDAF 4	Kansas City

If the closing is made due to inclement weather such as snow or ice, college authorities will make the decision to close the campus, usually prior to 5:30 a.m. the day of classes. The decision to close evening classes will be made prior to 3:30 p.m. for the Chanute campus and prior to 3:00 p.m. for the Ottawa campus. The Vice President or Dean (or their designee) will update the College's text-messaging system to immediately notify all subscribers of the closing. The Vice President or Dean (or their designee) will update the main campus phone number recording. In addition, text message alerts will be sent to all subscribers via Panther TextNet. Social media such as the college Facebook and Twitter feeds will also be updated.

In the event the media are not notified due to time constraints, the President, Vice Presidents, Deans, Directors, and Division Chairs will be notified. It is the responsibility of the department heads to notify all of their departmental personnel.

8.8 Tornadoes/Severe Thunderstorms

Tornadoes are one of NCCC's highest risks for a disaster. They are most likely to occur between 3:00 and 9:00 pm but have occurred during all hours of the day and night. The "average" tornado moves from southwest to northeast, but can move in any direction. The average forward speed for a tornado is 30 mph, but can vary from nearly stationary to 70 mph.

8.8.1 Definitions

- **A SEVERE THUNDERSTORM WATCH:** Severe thunderstorms are possible in your area. Thunderstorms are defined as severe if they produce winds in excess of 58 mph and/or produce hail of 1" in diameter or larger. Tornadoes can occur during severe thunderstorm warnings. **Generally, no EAP message will be issued. However, an EAP message may be issued at the discretion of the VPO or designee or DOOC or designee depending upon the forecast after consultation with county emergency management personnel.**

- **A SEVERE THUNDERSTORM WARNING:** Severe thunderstorms are occurring, or imminent. Keep in mind that tornadoes occasionally develop in areas where severe thunderstorm watches or warnings are in effect. Remain alert to signs of approaching tornados and seek shelter if threatening conditions exist. **An EAP message may be issued, depending upon the severity of the storm system.**

- **A TORNADO WATCH:** Indicates that conditions exist for a tornado to develop. Be prepared to move to a safe area. **An EAP message will be issued.**

- **A TORNADO WARNING:** Indicates that a tornado has actually been sighted or indicated on radar. If a tornado warning has been issued for your area, move to your **pre-designated** place of safety (found on the last page of this document). **An EAP message will be issued.**

NOTE: *One clue that a tornado could develop is when a thunder storm produces hail. The larger the hail stone, the more likely that a tornado will occur.*

8.8.2 Procedures

If you are on campus when a tornado warning has been issued, you should move to the lower level of whatever building you are in. **DO NOT** go outside to check the weather. If an underground area is not available, move to an interior room or hallway on the lowest floor. Crouch down against a wall or get under a sturdy piece of furniture. Auditoriums, gymnasiums and other structures with high, wide-span roofs do not offer good protection. **Stay away from windows and exterior doors.**

If you are outdoors, **DO NOT** attempt to outrun a tornado in a truck or car; instead abandon it for a strong building. If you are on the road, remember that overpasses offer NO protection from tornadoes and should not be used as shelters. If caught in the open, take cover in a ditch or low spot. Remember, this will not provide the same protection as a sturdy building. Occasionally tornadoes develop so rapidly that advance warning is not possible. Remain alert for signs of an approaching tornado.

FLYING DEBRIS CAUSES MOST DEATHS AND INJURIES DURING A TORNADO
(Source: National Weather Service)

PLEASE REVIEW THE LIST OF SEVERE WEATHER SHELTER AREAS ON CAMPUS LISTED BELOW. THESE CAN ALSO BE FOUND ON THE LAST PAGE OF THE EMERGENCY ACTION PLAN.

Watches and warnings are received through information from the National Weather Service, cell phones text messaging services, NOAA radios, directly from local county emergency operations, the Internet, and local TV and radio.

When a tornado watch is announced:

- Remain calm. Turn on all available televisions and weather radios to local weather stations.
- Staff are authorized to activate the Neosho County Community College Emergency Warning System.
- The Vice President or Dean will contact all Facility Coordinators or their designee as well

as Tech Services.
- All safety/security personnel escalate to a "heightened sense of awareness." Facility Coordinators should check all buildings and rooms, notify occupants, and note occupancy.
- Students, faculty and staff are notified via PC's in the classroom, Alertus emergency beacons, text messaging, email system, phone system and our emergency crew that a Tornado Watch is in effect.
- Please do not use the college phone system if possible!

When a tornado warning is announced:

- Remain calm.
- The VPO or Dean or designees are authorized to activate the Neosho County Community College Emergency Warning System.
- The VPO or Dean or designees will contact all Facility Coordinators or their designee as well as Tech Services.
- Students, faculty and staff are notified via the Alertus emergency beacons, PC's in the classroom, Panther TextNet, email system, phone system, Facility Coordinators, and our emergency crew.
- Facility Coordinators should go immediately to storm shelter areas and perform attendance checks and keep people calm.
- Please do not use the college phone system if possible!
- The Facility Coordinator will be notified of the "all clear" by the VPO or Dean or designee.
- ***All occupants should remain in their designated evacuation shelter until clearance (All Clear) is given*** by the Facility Coordinator or emergency personnel.

All students, faculty and staff are automatically subscribed to a free service that will send a text message to their cell phone advising them of any severe weather watches/warnings in their area, called Panther Text Messaging. The NCCC Chanute campus has been designated as Storm Ready and also as a Weather Ready Nation Ambassador by NOAA. The NCCC Ottawa campus is also designated as a Weather Ready Nation Ambassador by NOAA. For more information, go to https://www.weather.gov/stormready/.

This information can also be found on the NCCC webpage www.neosho.edu under Safety & Security.

Chanute Campus Employee/Student Storm Shelters During Normal Business Hours*

Building/Facility	Facility Coordinator	Tornado/Severe Weather Shelter/ NOAA Radio Locations
Bideau Hall	Assistant Director/Coordinator	Restrooms/Interior Hallways. If time permits, in interior first floor hallways. Weather radio located in Bideau Security office and RA office.
Boiler Room	Director of Facilities/Assistant Director of Facilities	In gym in hallway tunnels under bleachers and mezzanine. Use door by men's basketball entrance. Weather radio located in Director's office.
Cafeteria/food service	Food Service Manager/Dean of Outreach and Workforce Development	Restrooms/Interior Hallways. If time permits, in gym in hallway tunnels under bleachers and mezzanine. Use walking entrance doors. Weather radio located in Bookstore, Dean's office, and Food Service Manager's office.
CLC/CAVE	STARS Director/Developmental Lab Coordinator	CAVE. Shelter in place. Weather Radio located in STARS Director's office.
CLC/Library	Coordinator of Library Services/ Director of Academic Advising and Counseling	Restrooms/CAVE if time permits. Weather Radio located in Coordinator of Library Services office and at the Switchboard.
Gym	Coach on duty/AD	Hallway tunnels under bleachers and mezzanine. Weather Radio located in the Bookstore.
Hudson Field (baseball field)	Head Baseball Coach/Asst. Baseball Coach	In gym hallway tunnels under the bleachers and mezzanine. Weather radio in press box.
Machine Shed	Maintenance HVAC/Maintenance Carpentry	In gym in hallway tunnels under bleachers and mezzanine. Weather radio located in Maintenance office.
Maintenance	Assistant Director of Facilities/Lead Custodian	In gym in hallway tunnels under bleachers and mezzanine Use entrance to Athletic Training room. Weather radio located in Maintenance office.
Multipurpose Building	Coach on duty/AD	In gym in hallway tunnels under bleachers and mezzanine. Use door by Athletic Training room. Weather radio located in office.
NeoKan Hall	Coordinator/Assistant Director	Restrooms/Interior Hallways. If time permits, in interior first floor hallways. Weather radio located in Res Life Coordinator apartment.
New Softball Field	Head Softball Coach/Asst. Softball Coach	If time permits, CAVE; otherwise use locker room. Weather radio located in press box.
Rowland Hall	Dean-CIO/Director of Technology Services	Restrooms/Interior Hallways. Move to gym area if time permits. Weather radio located in the Dean's office.
Sanders Hall	CFO/Dean of Student Services	Art room/Music Room/Restrooms/Interior Hallways. Weather radio located in President and VP's offices and at Registration desk.
Snyder Chapel	Dean of Student Services /CFO	Restrooms/CAVE if time permits. Weather radio located in Reading Room.
Stoltz Hall	VP for Student Learning/AA for Div. Chairs/Faculty/Assessment	Faculty Offices/Lecture Hall/Restrooms/Interior Hallways. Weather radio located in AA to faculty office.
Student Union	Bookstore Coordinator/Director of Residence and Student Life	Restrooms/Interior Hallways. If time permits, in gym in hallway tunnels under bleachers and mezzanine. Use walking entrance doors. Weather radio located in the Director's office and Bookstore.
Wellness Center	Coach on duty/AD	In gym in hallway tunnels under bleachers and mezzanine. Use door by Athletic Training room. Weather radio near TVs.
Lafayette 1007	Director of Residence and Student Life/Dean of Student Services	Restroom/shower in lower level. If time permits, in Bideau Hall first floor hallways. Weather radio in kitchen.
Ross Lane	Talent Search Project Director/Upward Bound Project Director/Coach on duty	Designated restrooms. Weather radio in entry office

*Outside of normal business hours of operation, the college DOES provide emergency storm shelter for employees, students and the public in the NCCC gym hallway tunnels under the bleachers and mezzanine. College employees and students already on campus outside of normal business hours should use shelters per the above chart during storm emergencies. Outside of normal business hours, however, employees, students and the public coming to campus during a tornado watch or warning should go immediately to the NCCC gym shelters. In that event, only the NCCC gym is a designated storm shelter for public use. NCCC employees should not use other college shelters for themselves or others on their own accord when coming to campus during a tornado watch or warning outside of normal business hours.

Ottawa Campus Employee/Student Storm Shelters During Normal Business Hours*

Building/Facility	Facility Coordinator	Tornado/Severe Weather Shelter
Ottawa Campus	Dean for the Ottawa and Online Campuses/Director of the TLC	Restrooms or West interior hallway. Weather radio located at receptionist desk.

*Outside of normal business hours of operation, the Ottawa campus does NOT provide emergency storm shelter.

8.9 Lightning

The VPO or designee is responsible for monitoring lightning strikes in the vicinity of the Chanute campus. The Dean for the Ottawa and Online Campuses or designee is responsible for monitoring of lightning strikes at the Ottawa campus. The athletic training department is responsible for monitoring lightning strikes at athletic events. A lightning detection service is currently being utilized for the Chanute campus. Lightning detection monitoring equipment will be used at the Ottawa campus and maintained in proper order by the Dean for the Ottawa and Online Campuses or designee.

In the event of predicted lightning in the area, an EAP warning message may be issued depending upon the direction of the storm with impending lightning. When lightning is detected within 20 miles of NCCC or event venue, the VPO or designee will notify the college community or event officials of possible impending lightning.

In the event lightning is detected 10 miles or less from one of the campuses, a WARNING will be issued and all outside activities will be ceased immediately for a period of 30 minutes after the last detected lightning strike. An EAP message will be issued. Once lightning has ceased in the area for a period of 30 minutes, normal activities may be resumed. An EAP All-Clear message will be issued.

8.10 Technology/Utility Failure

In the event of a **major utility failure**, immediately notify the Maintenance Department at 620-432-0457.

In the event of a **major technology failure**, immediately notify the Technology Services Department at 620-432-0498.

IF EVACUATION IS NECESSARY
ASSIST THE DISABLED IN EXITING THE BUILDING!

Remember that the elevators are reserved for persons with disabilities.

DO NOT USE ELEVATORS IN CASE OF FIRE.

Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep the walkways, fire lanes, and hydrants clear for emergency crews.

- **Chanute Safety Zones**: North - field north of Bideau Hall; West - Parking Lot #P1; South – Hudson Baseball field.
- **Ottawa Safety Zone**: On the Ottawa campus, evacuate by the nearest exit and then proceed to the far west edge of the parking lot.

If requested, assist the emergency crews as necessary.

A Field Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.

8.11 Death or Serious Injury

In the event of a staff and/or a student(s) death or serious injury, the suggested steps are:

- Verify the information concerning the death or serious injury of a student or staff member. **[NOTE: <u>NO unofficial messages</u> or postings on social media outlets or the dissemination of information by any means will be made until an official statement is issued by the President or their designee.]**
- In the event of a student's death or serious injury, please contact Director of Academic Advising and Counseling.
- In the event of staff death, contact the Ministerial Alliance team. The Ministerial Alliance's primary point of contact is Tom Eastman at 620-431-3758. Or contact the SE Kansas Mental Health Center. Primary point of contact is 620-431-7890, ask for Crisis Services. In Ottawa, contact the Elizabeth Layton Center at 785-242-3780.
- Prepare formal statements or announcements. [NOTE: important to provide facts so as to reduce rumors.]
- Designate rooms to be used for counseling.
- Identify other/additional students, staff, and parents likely to be affected by news.
- Make official announcement.
- Provide grief support for students and staff.
- Provide substitute faculty as needed.
- In case of death, provide funeral/visitation information if affected family has given permission.
- Send college official for representation if feasible.
- Make arrangements for counselors or administrators to visit selected classes as needed and to speak personally to staff members.
- Notify faculty, athletics and residence life staff for students who exhibit evidence of emotional distress.

8.11.1 Memorials

The Crisis Management Team will recommend whether to hold a memorial, vigil or other service for the deceased and/or injured. Appropriate on and/or off campus facilities will be utilized. Memorial/grieving services should be held within 48 hours of the deceased's departure if at all possible.

8.11.2 Dismissal of Classes

Depending on the level of the emergency, the President or their designee may recommend the dismissal of classes.

8.11.3 Electrical/Light Failure

Campus building emergency lighting should provide sufficient illumination in corridors and stairs for

safe exiting. It is, however, advisable to have a flashlight available for emergencies. Emergency flashlights should be kept in all departments.

- Chanute-Contact the NCCC Maintenance department at 620-432-0457
- Ottawa-Contact Ottawa Public Utilities at 785-229-3600

8.12 Elevator Failure

If you are trapped in an elevator, use the emergency alarm (located on the front panel), which will signal for help.

8.13 Plumbing Failure/Flooding

Cease using all electrical equipment. For both the Chanute and Ottawa campuses, contact the NCCC Maintenance cell phone at 620-432-0457. If necessary, vacate the area.

8.14 Gas Leak

Cease all operations. DO NOT SWITCH ON / OFF LIGHTS OR ANY ELECTRICAL EQUIPMENT. Electrical arcing can trigger an explosion. Chanute and Ottawa - Contact Maintenance Department at ext. 250 or 251, or call the NCCC Maintenance cell phone at 620-432-0457. Immediately vacate the area. In Ottawa call 1-800-794-4780.

8.15 Ventilation Problem

If smoke odors come from the ventilation system, immediately notify the NCCC Maintenance Department at 620-432-0457. If necessary, cease all operations and vacate the area.

8.16 Serious Violent or Criminal Behavior

- Call 911.

To contact security services Safety Officers, call 620-432-0453 on the Chanute campus or 785-893-4969 on the Ottawa campus during their normal hours of operation by campus, typically evenings on both campuses and overnight in the residence halls. Alternately, you may also call:

- **Chanute campus**: Vice President for Operations at 620-212-3750 or designee.
- **Ottawa campus**: Dean for the Ottawa and Online Campuses at 816-810-9889 or designee.
- **Residence Hall** incidents follow the Student Handbook guidelines.

Promptly notify the Vice President or Dean as soon as possible and report the incident, including the following:

- Nature of the incident.
- Location of the incident.
- Description of person(s) involved.
- Description of property involved.

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations

and by promptly reporting them.

If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify the Vice President or Dean.

Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.

If there is gunfire or an explosion, you should take cover immediately using all available concealment. Call 911 from your personal cell phone if available. After the disturbance, seek emergency First Aid if necessary.

8.17 What To Do If Taken Hostage

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive.
- The captor is emotionally imbalanced. Don't make mistakes that could endanger your life.
- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile.
- Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- Be prepared to answer the police on the phone. Be patient, wait. If the opportunity presents itself attempt to establish rapport with the captor.
- If medications, First Aid, or rest room privileges are needed by anyone, say so. In all probability, the captors do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

8.18 Active Killer Scenario

Profile of an Active Killer

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

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

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

How to Respond if an Active Killer is in your vicinity

Definition: Active Killer - one or more subjects who participate in a random or systematic killing spree, demonstrating their intent to continuously harm others. The overriding objective appears to be that of inflicting serious bodily injury/death rather than other criminal conduct. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims

Quickly determine the most reasonable way to protect your own life. Utilize the survival mindset to ensure that you have the greatest chance for survival. A survival mindset is a protective shield comprised of three components: Awareness, Preparation, and Rehearsal. The first component, Awareness, involves taking the time necessary to gain a basic understanding of an active killer situation. Realizing that active killer incidents happen at the individual working level to everyday people is the starting point to developing the survival mindset. It is important that you become attuned to your work environment so that you can readily recognize the sights and sounds that are foreign to that environment. A pre-determined survival mindset will help you take rapid, effective actions in a stressful situation.

The second component is Preparation. There is no substitute for preparation. It includes looking at your work environment through a survival lens; a lens that is focused on "What If" questions. "What if" questions are critical in developing effective response strategies. Survivors prepare themselves both mentally and emotionally to do whatever it takes to make it through their situation. They become stakeholders in their own safety and security.

The last component, Rehearsal, is practicing your plan. Practicing may include either mentally and/or physically "walking through your "What if" plan. Rehearsing your plan will reduce response time and build your confidence.

What should I do if I see someone with a gun or hear gunfire?

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

<u>Figure Out</u>

- What's going on?
- What is happening?
- Who's doing this?
- Was it Gunfire?
- Did someone else witness violence taking place?
- Was there an audible alert via Phone or Alertus beacons indicating violence?
- How are you going to survive this situation?
  - Will you get out?
  - Is there a path of escape?
  - Will you hide out?

- Is there a chance to get to where the shooter might not find you?
- Are you in the situation where your only option is to take out the shooter?

- If someone starts shooting while you are walking to class or across campus
  - Stay in motion.
  - Find protection (tree, wall, building,) anything that will give you protection.
  - Figure out the situation and see if you need to do more.

Once you figure out what is going on, you'll be better prepared to select one or more of the following options:

Get Out

- If you can get out, get out.
- Trust your instinct.
- Leave belongings behind.
- Warn others.
- The best way to survive is to leave the situation. Run until you feel safe, then call 911.
- Run in a zigzag pattern as fast as you can.
- Do not stop running until you are far away from the area.
- Bring something to throw with you in case you would encounter the Active Killer.
- Consider if the fall from a window will kill you.
- Break out windows and attempt to quickly clear glass from the frame.
- Consider using belts, clothing or other items as an improvised rope to shorten the distance you would fall.
- Hang by your hands from the window ledge to shorten your drop.
- Attempt to drop into shrubs, mulch or grass to lessen the chance of injury.

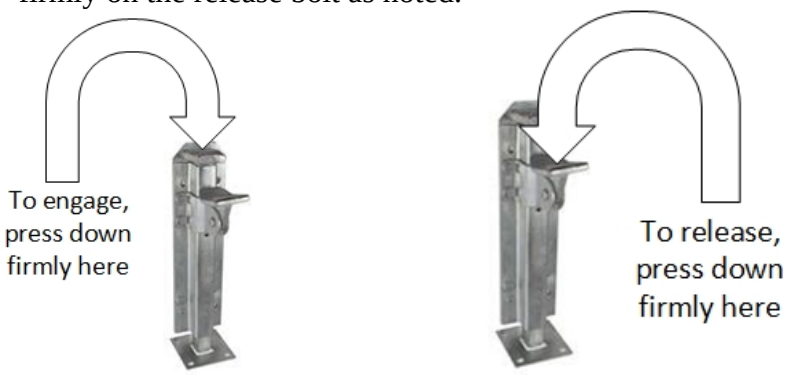
Call Out

- When you get out and feel like you are in a safe location call 911 or use any campus emergency phone and let authorities know what is going on.
- Do not assume someone else is calling.
- Be persistent as the phone lines may be busy.
- Calmly and quickly tell them where you are and what's happening.
- We can't alert others until someone provides the first critical information.
- Give details in plain language.
- Who, what, where, when and how information.
- Location of killer, number of killers if more than one.
- Physical description of killer/s.
- Number and type of weapons held by the killer/s.
- Number of victims.

Hide Out

- The shooter may be between you and the only exit, or they may be in the area that you would need to enter.
- Sometimes it may be a better option to find a safe place, barricade, and hide.
  - Find a hidden location.
  - Find protection from gunfire.

- Avoid places that trap or restrict movement if possible.
- Keep out the shooter by locking and barricading doors with anything and/or tie down the door using any type of strap. All classrooms and most offices on the Chanute and Ottawa campuses have footbolt security devices on the inside of the doors. To engage, press down firmly on the top of the foot bolt as noted. To release, press down firmly on the release bolt as noted.



- Close and lock windows and close blinds or cover windows.
- Turn off lights.
- Silence all electronic devices.
- Remain silent.
- Look for alternate escape routes (windows, other doors).
- Identify ad-hoc weapons.
- Help others stay calm.
- When safe to do so, use strategies to silently communicate with first responders, if possible (e.g., in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants).
- Move out of the doorway in case gunfire comes through.
- Hide along the wall closest to the exit but out of view from the hallway (which would allow the best option for ambushing the shooter and for possible escape if the shooter enters or passes by the room).
- Keep yourself out of sight and take adequate cover, spread out don't huddle in groups.
- Remain in place until given an all clear by identifiable law enforcement.
- Try not to trap or restrict your option for movement.
- Once secured do not open the door for anyone. Police will enter the room when the situation is over.
- **Call 911 when safe to do so.**

As events unfold you should be continue to figure out what's happening so that you can adjust actions accordingly.

Fight it Out

- If you are in the same room as the shooter it may be necessary to take offensive action. Commonality of people who are involved in these types of incidents is that they all had a mindset to survive, I will never give up, I will live.
- Total commitment and absolute resolve are imperative. You must be prepared to do whatever is necessary to neutralize the threat.
- You have to assume that their intentions are lethal to you.
- Convince yourself that you have what it takes to survive when your life is on the line.

- Disrupt their actions – Throw things, yell, improvised weapons, use whatever is available.
- Chances are there is one of them and you have them outnumbered. Use that to your advantage and work as a team to incapacitate them using any means necessary.
- Act as aggressively as possible against them.
- Throwing items and improvising weapons.
- Create as much noise as possible.
- Attack as a group (swarm).
- Grab the killer's limbs and head and take them to the ground and hold them there.
- Fight dirty-bite, kick, scratch, gouge eyes, etc.
- Run around the room and create chaos.
- Commit to your actions.
- If you have control of the killer call 911 and tell the police where you are and listen to their commands when officers arrive on scene.

When law enforcement arrives:

- Be prepared to calmly, quickly and accurately tell them what they need to know.
  - Location of the shooter.
  - Number of shooters.
  - Physical description of the shooter (approximate height, weight, clothing description).
  - Number of weapons (and type if you know).
- Do not expect them to help you, they are they to find and neutralize the shooter first. They are trained to go to the sound of gunshots and eliminate the threat first.
- If you come into contact with them do exactly as they say.
  - Do not point at them.
  - Do not run at them.
  - Do not scream or yell.
  - Make they can see your hands at all times. Raise them in the air. Officers are trained to look at your hands to recognize threats.
  - Do not have anything in your hands.
  - Realize they don't know who's a threat and who is not at this point.
- Remember that officers are trained to assume everyone is a threat on initial contact.

Secondary Issues:

- Be prepared to provide first aid. Although trauma kits are available in all classrooms, be prepared to also think outside the box. Tampons and feminine napkins can be used to stop blood loss. Shoes laces and belts can be used as tourniquets. Weighted shoes can be tied around a person's head to immobilize it. Remember it may be several hours until an injured person can be safely moved. The immediate actions you take could save someone's life.
- If you are in lockdown for a long period of time, give consideration to issues such as bathroom use, keeping people calm, etc.
- Discuss beforehand with people in your office or classes where you will meet up should you have to evacuate and make it a place easily accessible and far away from the scene.
- Talk to your students and co-workers beforehand to know if they have any special skills. Consider strategic placement of these people in a classroom or office setting. You may have current or ex-military personnel, medically trained persons, or even people trained in martial arts that can provide assistance in this type of incident.

- Consider setting up classrooms and offices to make it harder for an Active Killer to enter and acquire targets.

Remember that customers and clients are likely to follow the lead of employees and managers during an active killer situation.

Information to provide to law enforcement or 911 operators:

- Location of the active killer.
- Number of killers, if more than one.
- Physical description of killer(s).
- Number and type of weapons held by the killer(s).
- Number of potential victims at the location.

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

How to react when law enforcement arrives:

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

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

Reactions of Managers During an Active Killer Situation

Employees and customers are likely to follow the lead of managers during an emergency situation. During an emergency, managers should be familiar with their EAP, and be prepared to follow ALICE protocols and:

- Try to remain calm.
- Take immediate action.

Assisting Individuals with Special Needs and/or Disabilities

- Ensure that EAPs, evacuation instructions and any other relevant information cover individuals with special needs and/or disabilities.
- Your building should be accessible, in compliance with ADA requirements.

RECOGNIZING POTENTIAL WORKPLACE VIOLENCE

An active killer in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert the VPO or Dean if you believe an employee or coworker exhibits potentially violent behavior. Alternatively the Share a Concern form which is located on the NCCC website may be utilized to the report this information.

Indicators of Potential Violence by an Employee

Employees typically do not just "snap," but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated. Potentially violent behaviors by an employee may include one or more of the following (this list of behaviors is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism; vague physical complaints.
- Noticeable decrease in attention to appearance and hygiene.
- Depression / withdrawal.
- Resistance and overreaction to changes in policy and procedures.
- Repeated violations of company policies.
- Increased severe mood swings.
- Noticeably unstable, emotional responses.
- Explosive outbursts of anger or rage without provocation.
- Suicidal; comments about "putting things in order".
- Behavior which is suspect of paranoia ("everybody is against me").
- Increasingly talks of problems at home.
- Escalation of domestic problems into the workplace; talk of severe financial problems.
- Talk of previous incidents of violence.
- Empathy with individuals committing violence.
- Increase in unsolicited comments about firearms, other dangerous weapons and violent crimes.

MANAGING THE CONSEQUENCES OF AN ACTIVE KILLER SITUATION

After the active killer has been incapacitated and is no longer a threat, human resources and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured.
- Determining a method for notifying families of individuals affected by the active killer, including notification of any casualties.
- Assessing the psychological state of individuals at the scene, and referring them to health care specialists accordingly.
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the active killer.

8.19 Bomb Threat

If you become aware of a bomb threat:

- Chanute campus: contact the Vice President for Operations at 620-432-0301 or 620-212-3750 (cell)
- Ottawa campus: contact the Dean for the Ottawa and Online Campuses at 785-248-2798 or 816-810-9889 (cell) at the Ottawa campus.

If you observe a suspicious object or potential bomb on campus, DO NOT HANDLE THE OBJECT! Clear the area and immediately call 911. Then report the incident immediately to the VPO or Dean as appropriate and noted above. If you see something, SAY SOMETHING!

If you receive a bomb threat over the telephone:

- Remain calm, courteous, and professional. Do not place caller on hold or attempt to transfer the call.
- Allow the caller to complete everything he/she has to say. Never argue with or ridicule the caller. Let the caller know you want to save lives and urge them to help you.
- Where possible, have someone responsible quietly listen into the conversation.
- Attempt to ask the caller the following questions and write down the answers as possible:
  - When is the bomb going to explode?
  - Where is the bomb located?
  - What kind of bomb is it?
  - What does it look like?
  - Why did you place the bomb?

Keep talking to the caller as long as possible and record the following:

- The time of the call.
- The age and gender of the caller.
- The caller's speech pattern, accent, etc.
- The emotional state of the caller.
- Any background noise you are able to hear.
- Any other characteristics of the caller that you noted.

Call 911 as soon as possible. If possible, have someone else call 911 while you have the caller on the phone.

The Chanute Police Department with assistance from NCCC personnel will conduct a detailed bomb search. College staff members are requested to make a cursory **VISUAL** inspection of their area for suspicious objects and to report the location to the NCCC emergency response team.

DO NOT TOUCH THE OBJECT!

Do not open drawers, cabinets, or turn lights on or off.

If an emergency exists, activate the building alarm (fire alarm) and evacuate the building.

When the building evacuation alarm is sounded or an emergency exists, walk quickly to the nearest marked exit and alert others to do the same.

ASSIST THE DISABLED IN EXITING THE BUILDING!

Remember that elevators are reserved for persons with disabilities. Do not use elevators in case of fire.

REMAIN CALM, AND HELP OTHERS TO REMAIN CALM.

Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

If requested, assist emergency crews as necessary.

DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by the Chanute Police or Fire Department.

8.20 Biohazard/Chemical Spill

If you observe or suspect that a biohazard or chemical spill has occurred, contact the Maintenance Department at ext. 250 or 251, or call 620-432-0457 or the Dean for the Ottawa Campus at 816-810-9889. For emergencies, contact the NCCC Maintenance cell phone at 620-432-0457. Ottawa – **911** followed by the Dean for the Ottawa and Online Campuses and VPO.

Whenever hazardous substances (solids, liquids, or gases) are unintentionally released on NCCC property, every effort shall be made to protect students, employees, visitors, responders, the general public, and the environment from exposure to the substance.

Each employee who handles potentially hazardous substances must be aware of the identity and nature of the substances with which they work, and will be trained in the handling and disposal of these substances per state and federal guidelines. Students must not be allowed to handle potentially hazardous substances except when under the direct supervision of a faculty or staff member.

8.20.1 Procedures for Unintentional Releases (Spills) of Potentially Hazardous Substances Small Releases of Relatively Nontoxic Materials

When a small amount of a relatively nontoxic material (such as paint, adhesives, or oil) is unintentionally released, if the person(s) working with the material can remediate the spill safely, they should do so. It is highly recommended that each work area that uses these types of materials have supplies on hand for use in the cleanup. For example, in the event of a paint spill, there should be some absorbent such as an “oil dry” product, vermiculite, or cat litter for use on the spilled material. The used absorbent must be disposed of properly. The affected area must immediately be cleared of all persons who are not involved in the spill remediation.

If the person(s) working with the material believe that they are unable to remediate the spill, they should immediately contact the Maintenance Department at 620-432-0457. The Maintenance Department will be responsible for contacting state and federal response teams if necessary.

Larger Releases of Relatively Nontoxic Materials or Releases of Moderately Hazardous Materials

A moderately hazardous material is one with any of the following characteristics:

- The material is considered to be caustic (acidic or basic).
- The material is flammable.
- The material has a significant vapor pressure (a noticeable odor).

Whenever any of these materials is spilled, the area must immediately be cleared of all students and all nonessential employees. If the person(s) working with the material can *safely* remediate the spill, they should do so as soon as the area is cleared of all nonessential persons. If the spill cannot safely be remediated by the person(s) working with the material, contact the Maintenance Department at 620-432-0457.

The NCCC Maintenance Department will be responsible for contacting state and federal spill emergency response teams if necessary.

8.20.2 Any Release of Any Highly Hazardous Material

Highly Hazardous Materials are those that have the following characteristics:

- Are toxic gases
- Are liquids with high vapor pressures and toxic vapors
- Can be reasonably expected to be an imminent fire hazard

If a highly hazardous material is spilled or released, the building must immediately be cleared, contact the Maintenance Department at 620-432-0457. The NCCC Maintenance Department will be responsible for contacting state and federal emergency response teams if necessary.

Whenever there is a spill or release of toxic gases or volatile liquids, evacuated persons are to leave the affected building and go to a location *upwind* of the spill location.

NOTE:
As per US Occupational Safety and Health Administration (OSHA) regulations, the members of any Spill Response Team must have successfully completed the 40-hour Hazardous Waste Operations and Emergency Response (HAZWOPER) training course. ONLY HAZWOPER trained persons are legally qualified to be on the Spill Response Team. Therefore, College employees should not attempt to clean up highly hazardous materials.

8.21 Explosion on Campus

If an explosion occurs on campus, take the following action:

- Immediately take cover under tables, desks, and other objects that will protect you from falling glass or debris.
- After the immediate effects of the explosion and or fire have subsided, call 911 either using the College phone system or your personal cell phone. Give your name and describe the location and nature of the emergency.
- If necessary, or when directed to do so, activate the building alarm (fire alarm).
- When the building evacuation alarm is sounded or when you are told by College officials

to leave or emergency response personnel, walk quickly to the nearest marked exit and advise others to do the same.

ASSIST THE DISABLED IN EXITING THE BUILDING!

Remember that elevators are reserved for persons with disabilities.

DO NOT USE ELEVATORS IN CASE OF FIRE.
REMAIN CALM.

Once outside, move to the designated clear area that is at least 500 feet away from the affected building. See emergency route maps posted in buildings.

Keep streets and walkways clear for emergency vehicles and crews. Know your area assembly points. If requested, assist emergency crews as necessary.

A Field Emergency Command Post may be set up near the disaster site. Keep clear of the command post unless you have official business.

DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

8.22 Civil Disturbance or Demonstrations

Most campus demonstrations such as marches, meetings, picketing, and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless its participants are violating the Student Code of Conduct (as outlined in the Student Handbook). Such violations might include but are not limited to the following:

- Intentional or reckless interference with normal College activities and functions. (Examples of such activities/functions include but are not limited to studying, teaching, public speaking, research, administration of the College, or emergency, fire, or police operations.
- Intentional interference with the freedom of expression of others.
- Actions, explicit or implied threats, or gestures, which place a person in reasonable fear of unwelcome physical contact or harm.
- Intentional or reckless behavior which may, or in fact does, deface or cause damage to College property or the property of others.

If any of these conditions exist, the Dean of Student Services and the Vice President for Operations or the Dean for the Ottawa and Online Campuses as appropriate should be notified. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed.

8.22.1 Peaceful, Non-Obstructive Demonstrations

Generally, demonstrations of this kind should not be interrupted or obstructed in any way. Efforts should be made to conduct College business as normally as possible.

Location for peaceful demonstrations:

Chanute campus: Located at the western edge of parking lot #P1. The appropriate entrance to Allen Street will be blocked off and all other traffic will be routed to the south.

Ottawa campus: Located southwest corner of the parking lot.

If demonstrators are asked to leave but refuse to leave a facility by its closing time:

- Arrangements will be made by the Vice President for Operations to monitor the situation during non-business hours, or the Dean for the Ottawa and Online Campuses.
- Determination will be made by the VPO or Dean or their designee to treat the violation of regular closing hours as a disruptive demonstration (see below).

8.22.2 Non-Violent, Disruptive Demonstrations

In the event that a demonstration's participants are violating the Code of Conduct:

- The Dean of Student Services or Dean for the Ottawa and Online Campuses will immediately contact the VPO.
- Demonstrators will be asked to terminate their violations by the VPO/Dean of Student Services or their designee.
- The VPO or their designee will advise the President of the situation, and then proceed to the scene. If demonstrators have not discontinued their violations, the Dean will ask the demonstrators to leave or to discontinue their violations of the Code of Conduct.
- If the demonstrators persist in their violations, they will be apprised that failure to discontinue the specified action within a determined length of time will result in disciplinary action and/or possible intervention by police authorities.
- Efforts, including the taking of photographs if necessary, should be made to secure positive identification of demonstrators violating the Code of Conduct in order to facilitate later investigation.
- The VPO and Dean will determine the need for police intervention.
- If determination is made to seek police intervention, the demonstrators will be so informed.
- Upon arrival of the Chanute or Ottawa Police Departments, the remaining demonstrators will be warned of the Police Department's intention to arrest.

8.22.3 Violent, Disruptive Demonstrations

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, after dialing 911 and notifying the authorities, the VPO or Dean of Student Services will immediately be notified:

- Campus security, if on duty, should be notified immediately.
- In coordination with the Dean of Student Services, the VPO will contact the building or department involved.
- The VPO will alert the President.
- The Dean of Student Services will alert the Vice President for Student Learning.
- The President or designee may declare a campus emergency and proceed accordingly to safeguard the campus, which may include closing the College.

- The NCCC emergency response team will provide an officer with a radio for direct communication between the administrators and the building or department involved as needed.

NOTE: *The VPO (or Dean for the Ottawa and Online Campuses) is authorized to call for police assistance without counsel from others if doing so is deemed to be of immediate importance to the safety of persons involved.*

8.23 Earthquake

During an earthquake, remain calm and quickly follow the steps outlined below.

- **If Indoors:** Seek refuge adjacent to a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- **If Outdoors:** Move quickly away from buildings, utility poles, and other structures.

CAUTION: *Always avoid power or utility lines as they may be energized.*

If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
After the initial shock, evaluate the situation and if emergency help is necessary, call 911. Protect yourself at all times and be prepared for aftershocks. Damaged facilities should be reported to the VPO (or Dean for the Ottawa and Online Campuses) and the Maintenance Supervisor.

NOTE: *Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures (Section 8.1).*

If an emergency exists, activate the building alarm (fire alarm). When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.

ASSIST THE DISABLED IN EXITING THE BUILDING!

Remember that elevators are reserved for the persons with disabilities use.

DO NOT USE ELEVATORS IN CASE OF FIRE. REMAIN CALM.

Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews. If requested, assist emergency crews as necessary. A Field Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.

DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

Section 9: Mental Health Response Plan

9.1 Introduction:

Student Services has among its responsibilities the role of coordinating the response to significant crisis situation involving Neosho County Community College students, whether on campus or in the community. This response procedure is being developed for implementation in the event of a death, severe injury, or other type of disaster involving our students. Whether "minor," "major" or a "disaster" once the emergency event has passed, communication is key to maintaining control and order. Refer to page 15 of the Duties of Director of Communications following an emergency to determine what information will be released.

9.2 The Mental Health Response Team:

Dean of Student Services (Chair)	620-432-0304 620-212-1153 cell
Director of Academic Advising and Counseling	620-432-0311 Private cell
Vice President for Operations	620-432-0301 620-212-3750 cell
Dean for the Ottawa and Online Campuses	785-248-2798 816-810-9889 cell
Dean for Operations/CIO	620-432-0385 620-363-0554cell
Director of the Teaching and Learning Center (TLC)	785-248-2803 785-448-7527 cell
Director of Residence and Student Life	620-432-0381 319-241-1814 cell
Assistant Director of Residence and Student Life	620-432-0438 417-825-7409 cell
Coordinator of Residence and Student Life	913-461-3384 cell
Athletic Director	620-432-0321 913-683-1075 cell
Director of Communications	620-432-0356 620-716-1767 cell
Vice-President for Student Learning	620-432-0302 620-230-8062 cell
President (informed of all events)	**620-433-0706 cell**

9.3 Suicide/Psychological Crisis

Southeast Kansas Mental Health Center (Ask for Crisis Services)	**620-431-7890**
National Suicide Prevention Lifeline	**800-273-8255**

A psychological crisis exists when an individual is threatening to harm themselves or others, or is out of touch with reality due to severe drug reactions or psychological problems.

- Psychological problems may be manifested in a variety of different ways and can significantly affect mood, thoughts and behavior. These psychological problems may include, but are not limited to depression, anxiety, hallucinations, delusions, impulsive behavior, self-harm and suicidality.

If you believe a psychological crisis exists:

- Call the Director of Academic Advising and Counseling at 620-432-0311. For emergencies, call 911 first, and then the Dean of Student Services at 620-212-1153 or designee in Chanute or, in Ottawa, call the Dean for the Ottawa and Online Campuses at 816-810-9889 or designee. For non-emergency situations, please fill out a *Share a Concern* form. This form can be found on *my*Neosho under the *my*Safety tab under *Share a Concern* on the left: https://web.neosho.edu/ICS/mySafety/Share_A_Concern.jnz

- Clearly state that you need immediate assistance, give your name, your location, and the area of campus involved.

NEVER TRY TO HANDLE A DANGEROUS SITUATION ON YOUR OWN.

If a suicide attempt is verbalized and is deemed imminent:

1. Remain with the person and assess the environment for immediate risk and call 911.
2. Enlist the help of others in the immediate area if possible.
3. Contact the Dean of Student Services at 620-212-1153 or designee. At Ottawa, call the Dean for the Ottawa and Online Campuses at 816-810-9889 or designee.

If a suicide, attempt is verbalized and is not deemed to be imminent:

1. Remain with the person and assess the environment for immediate risk.
2. Contact the Director of Academic Advising and counseling at 620-432-0311 for an assessment. If they are not available, please proceed to step 3.
3. Contact the Dean of Student Services at 620-212-1153 or designee. At Ottawa, call the Dean for the Ottawa and Online Campuses at 816-810-9889 or designee.
4. If you are unable to reach anyone at the numbers in step 3, please call 911.

If a suicide attempt is made:

1. Call 911.
2. Call the Dean of Student Services at 620-212-1153 or designee. If Ottawa, contact Campus Dean at 785-248-2798 or 816-810-9889 (cell phone) or designee.
3. Remain calm and try to stabilize the victim.
4. Get as much information as possible so you can share it with emergency care providers when they arrive.
5. Stay with the victim until the ambulance arrives. If possible, ask someone else to receive emergency personnel near the entrance and direct them to the location of the suicide attempt.
6. Once dismissed from hospital services, the student must meet with the Director of Academic Advising and Counseling to review safety plan.

Section 10: FAQ's and Homeland Security

Neosho County Community College is sensitive to the dangers of terrorism and the responsibility for providing safety to our students, faculty, and staff. Every member of our campus community has the responsibility to work toward creating a safe and secure campus. The heightened security in the United States asks people to be particularly attentive of their surroundings as they go about their normal business. Neosho County Community College's response to Homeland Security should be one of awareness, but not one of fear or panic. Below are responses to the most frequently asked questions.

Q: How is Neosho County Community College preparing for homeland security?
A: The College has an Emergency Response Plan, and an emergency response team who are prepared to give leadership, guidance, and support in the event of a Homeland Security Alert. The College President and their designee, along with the Vice President for Operations at the Chanute campus and the Dean for the Ottawa and Online Campuses in conjunction with Safety and Security Committee input and guidance, are responsible for putting the plan into motion.

Q: Is Neosho County Community College prepared for different kinds of emergencies?
A: The College is prepared for various emergencies that include medical emergencies, security emergencies, evacuations, weather-related situations, and other needed emergency responses. Through the Neosho County Community College emergency response team, Chanute (and Ottawa) Police and Fire Departments, city, county and state agencies, the Red Cross and FEMA, the College has access to an abundance of resources.

Q: What physical resources will be available for persons on campus?
A: Food, water, and shelter will be provided for all persons restricted to the campus. Staff from the Office of Student Services will coordinate the access of these resources in cooperation with the VPO and general manager of Great Western Dining food services. In the event of a catastrophic event and food services are unavailable, a limited amount of water and food rations are maintained for such emergencies.

Q: If an emergency occurs, how do I get information about what to do?

- **Baseball field/Softball field/Soccer field** -- If you are located on the baseball field, softball field or one of the soccer fields, please proceed to the nearest building noted below for instructions.
- **CLC** - Individuals located in the CLC will receive instructions where they are located.
- **Ottawa** – Individuals located at Ottawa should proceed to the student services office.
- **Residence Halls** - If you are located in a residence hall, the Coordinator of Residence and Student Life, Assistant Coordinator of Residence and Student Life, or other staff member will come to the building to advise students.
- **Rowland Hall** - If you are located in Rowland Hall, please proceed to the nursing office for instructions.
- **Sander's Hall** - If you are located in Sanders Hall, proceed to the student services office to receive instructions.
- **Snyder Chapel** - If you are located in Snyder Chapel, please proceed to Chapman Learning Center for instructions.

- **Stoltz Hall -** If you are located in Stoltz Hall, proceed to the lecture hall for instruction.
- **Ross Lane –** If you are located at Ross Lane please proceed to the front office to receive instructions.
- **Training room/gym/multipurpose building/Wellness Center/Student Union -** If you are in the training room, gym, multipurpose building, wellness center, or the Student Union, please proceed to the Student Union lounge area for instructions.

We will use all means available to communicate with students, faculty, and staff, including Alertus beacons, the campus phone system, electronic mail, text-messaging, electronic messaging screens, campus PC's, walkie-talkies, bull-horns, and person-to-person messengers assigned those responsibilities.

Q: How can students and parents obtain information?
A: The College will do its best in an emergency to maintain telephone communication. The NCCC website (www.neosho.edu) will display pertinent information within the Facebook and Twitter feeds at the bottom of the NCCC home page. Critical messages will be disseminated via the Panther TextNet text messaging and email system, the phone system and via the Alertus networked-based messaging system on campus.

Q: What can you do to help right now?
A: Campus safety is the responsibility of every community member. As you go about your daily routine, be observant and do your part to help maintain a safe campus. It is important for everyone to be especially observant and to report unusual or suspicious behavior. Call either the Vice President for Operations at 620-432-0301 (office) or 620-212-3750 (cell) or designee for the Chanute campus or the Dean for the Ottawa and Online Campuses at 785-248-2797 (office) or 816-810-9889 (cell) or designee. NCCC does follow the Department of Homeland Security "If You See Something, Say Something™" guidelines at https://www.dhs.gov/see-something-say-something . Such behavior could include [but not limited to]:

- People in buildings or areas who do not appear to be conducting legitimate business.
- Unauthorized personnel in restricted, sensitive, or private areas.
- Persons abandoning parcels or other items in unusual locations.
- Abandoned vehicles.
- Unfamiliar vehicles with person/s sitting inside.

You can also help by following these normal security procedures:

- Do not prop open or compromise building/residence hall entrance doors/windows. Rectify these situations when you observe them.
- Secure all your areas when you are not present.
- Protect access codes.
- Familiarize yourself with evacuation plans and routes located in Appendix 2 of this document.

You can also be more in touch through the following actions:

- Use updated info…Sign up for Panther Text Net at https://www.getrave.com/login/Neosho
- If you are an employee of the College, change your voice mail box to forward urgent messages, either to your home or cell phone. For assistance, contact the switchboard at extension 0.

Q: Whom should you call if you notice suspicious behavior?
A: Call either the Vice President for Operations at 620-432-0301 (office) or 620-212-3750 (cell) or designee for the Chanute campus or the Dean for the Ottawa and Online Campuses at 785-248-2797 (office) or 816-810-9889 (cell) or designee.

A Special Message to International Students and Families

Please be assured that special concern and care will be given to you and your families during these times of uncertainty. The International Student Office provides support to all international students, and can be contacted at 620-432-0324 or scadwallader@neosho.edu.

Key contacts are the Dean of Student Services at 620-432-0304 and the Director of Residence and Student Life at 620-432-0381, or the Coordinator of Residence and Student Life at 620-432-0389.

In the event that telephone communication is disrupted because of increased calling traffic, family and friends should know that the College e-mail system is usually operational and may be the most efficient way to maintain contact. The NCCC website (www.neosho.edu) will be updated as needed.

National Terrorism Advisory System (NTAS) When the *National Terrorism Advisory System* announces a security alert the College will act promptly to notify all constituents.

The National Terrorism Advisory System, or NTAS, effectively communicates information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. It recognizes that Americans all share responsibility for the nation's security, and should always be aware of the heightened risk of terrorist attack in the United States and what they should do. (Source: NTAS website, *www.dhs.gov/**alert**s*)

A link to the current NTAS Alerts can be found on the NCCC Safety and Security web page.

Section 11: Emergency Preparedness Training

The Vice President for Operations (and the Dean for the Ottawa and Online Campuses) will provide annual emergency preparedness documentation to NCCC employees covering appropriate facets of the NCCC Emergency Action Plan. **Emergency preparedness documentation** will include:

- Individuals' roles and responsibilities;
- Threats, hazards, and protective/evasive actions;
- Notification, warning, and communication procedures;
- Emergency response procedures;
- Evacuation, shelter, and accountability procedures;
- Location and use of common emergency equipment; and
- Emergency shutdown procedures.

Annually, the Emergency Operations center should conduct an emergency drill. It may be in conjunction with the Chanute and/or Ottawa police and fire departments and other emergency personnel or as an internal process such as in conjunction with the statewide tornado drill, or alternatively a tabletop exercise applicable to one of the scenarios below or other relevant situations. See Appendix A for a log of training exercises. Training exercise options shall include but are not limited to:

- Tornado/severe weather event;
- Issues or violations pertaining to concealed carry/weapons on campus;
- Active killer/violent intruder scenarios;
- Blood-borne pathogens and other pathogenic exposure protocols; and
- Statewide or nationwide pandemic

Section 12: Emergency Drills

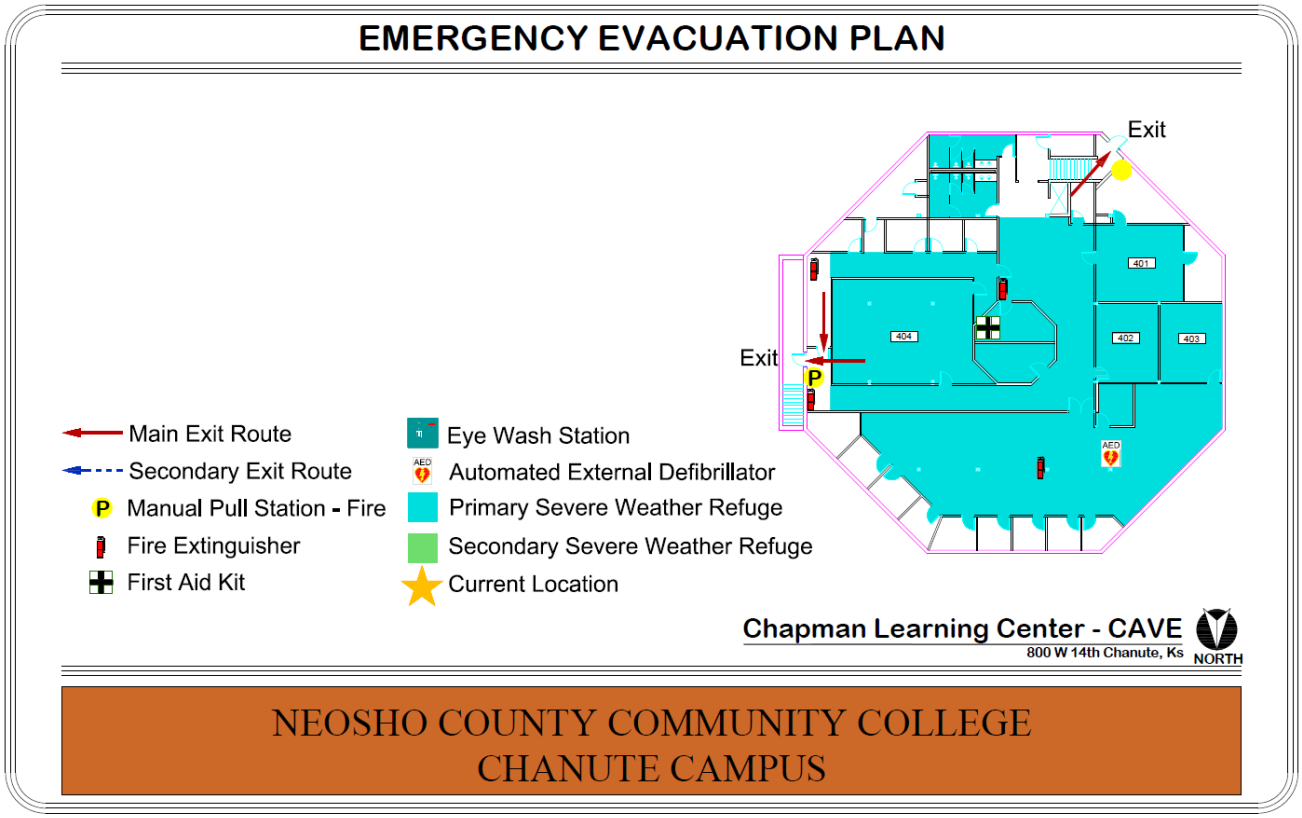
Periodically, emergency drills will be performed in each building. The Vice President for Operations and the Chanute & Ottawa Fire Departments will plan building evacuation drills. A list of drills will be maintained each year in the Operations office in Chanute. Exact dates will be determined and the appropriate personnel will be notified several days before the drill.

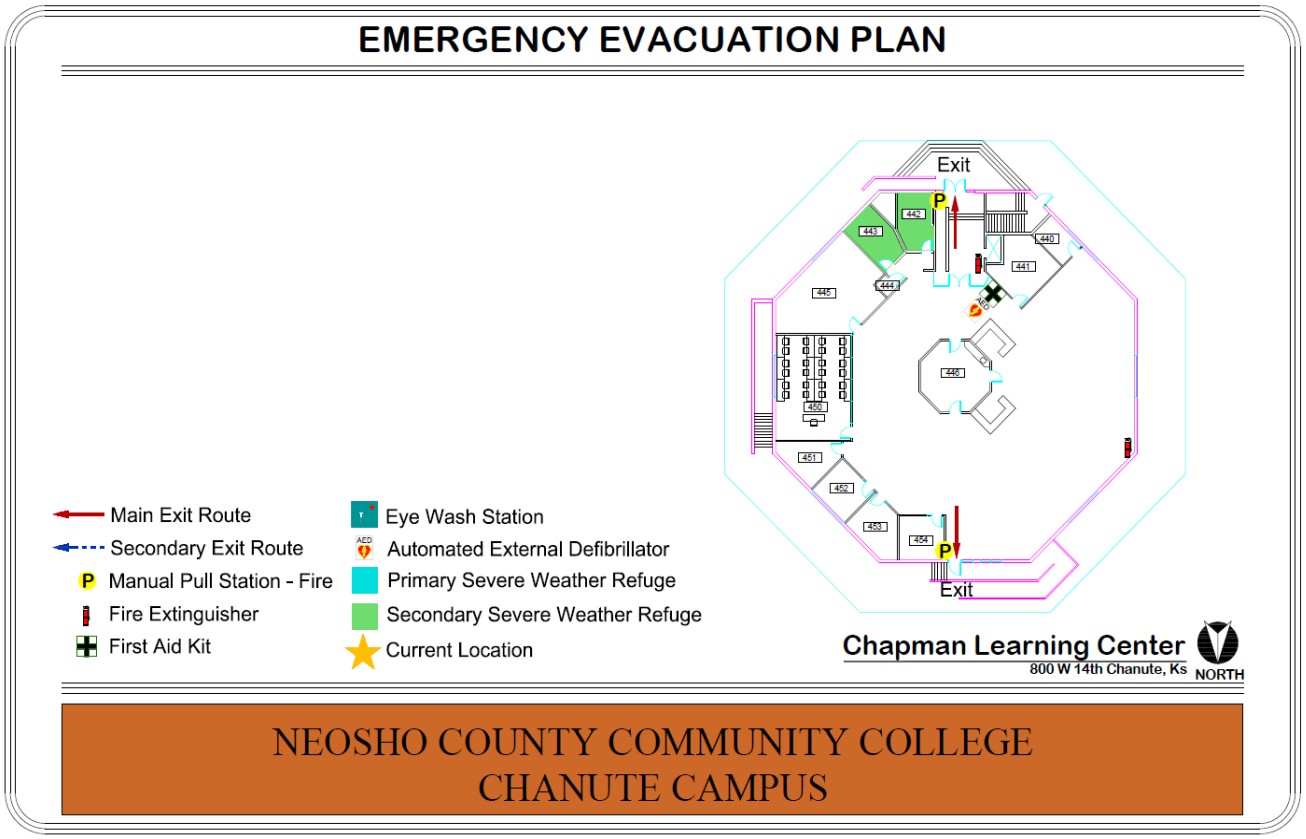
Appendix A: Table of Emergency Response Drills 14-15 through 21-22

Date	Drill	Outcome
March 5, 2014	Tornado Drill – Chanute campus	Tested communication systems and employee/student response
January 7, 2014	Active Killer Scenario – Chanute campus	Tested communication systems, interaction with local emergency response
May 7, 2014	Tornado Drill – Ottawa Campus	Tested communication systems and employee/student response
June 11, 2014	Tornado Drill – Chanute campus	Tested communication systems and employee/student response
March 4, 2015	Tornado Drill – Chanute campus	Tested communication systems and employee/student response
March 5, 2015	Tornado Drill – Ottawa Campus	Tested communication systems and employee/student response
November 10, 2015	Tornado Drill – Chanute campus	Tested new Alertus one-button emergency communication systems and employee/student response
November 20, 2015	Tornado Drill – Chanute campus	Re-tested new Alertus one-button emergency communication systems and employee/student response
March 30, 2016	Tornado Drill – Ottawa Campus	Tested communication systems and employee/student response
July 19, 2016	Tornado Drill – Chanute campus	Tested communication systems and employee/student response
May 3, 2017	Tornado Drill – Chanute campus	Cancelled due to inclement weather
March 6, 2018	Tornado Drill – Chanute & Ottawa campuses	Tested communication systems and employee/student response
March 1, 2019	Tornado tabletop exercise – Chanute campus	Tabletop exercise to test planning, preparation, response and aftermath of tornado hit to Chanute campus
March 5, 2019	Tornado Drill Chanute campus	Tested communication systems and employee/student response
March 6, 2019	Tornado Drill Ottawa campus	Tested communication systems and employee/student response
December 10, 2019	Hazardous Materials Tabletop	Tabletop exercise to test planning, preparation, response and aftermath of hazardous materials spill in and around Chanute and Ottawa campuses
February 5, 2020	Cyber Security Tabletop Exercise	Tabletop exercise to test planning, preparation, response and aftermath of a cyber incident
March 3, 2020	Tornado Drill Chanute campus	Tested communication systems and employee/student response
March 3, 2020	Tornado Drill Ottawa campus	Tested communication systems and employee/student response
October 8, 2020	Cyber Security Tabletop Exercise	Tabletop exercise to test planning, preparation, response and aftermath of a cyber incident
March 2, 2021	Tornado Drill Chanute campus	Tested communication systems and employee/student response
March 2, 2021	Tornado Drill Ottawa campus	Tested communication systems and employee/student response

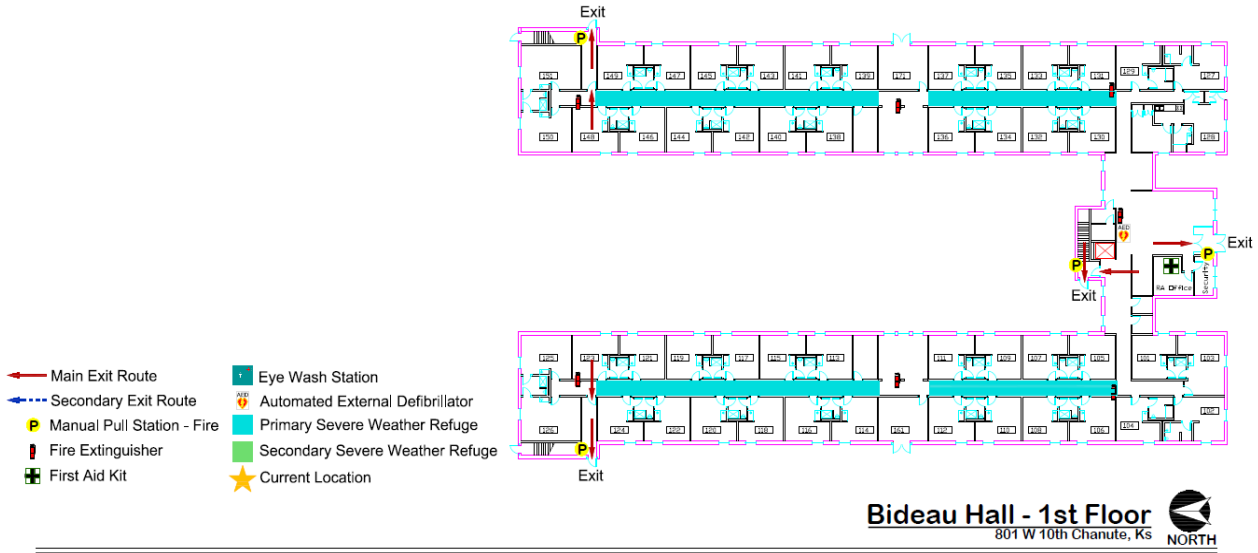
March 8, 2022	Tornado Drill Chanute campus	Tested communication systems and employee/student response
March 8, 2022	Tornado Drill Ottawa campus	Tested communication systems and employee/student response

Appendix B: Campus Safety Maps





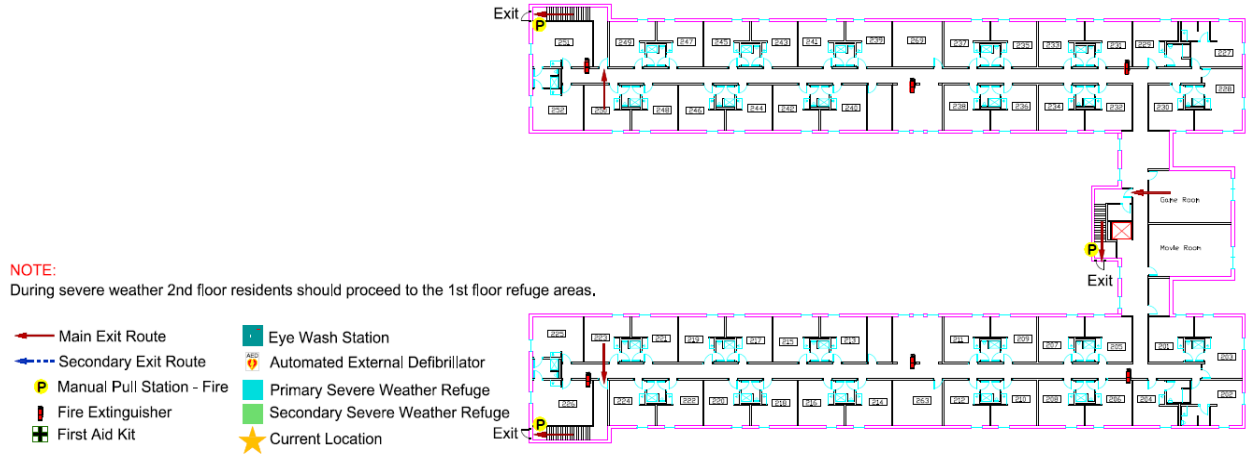
EMERGENCY EVACUATION PLAN



Bideau Hall - 1st Floor
801 W 10th Chanute, Ks
NORTH

NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN

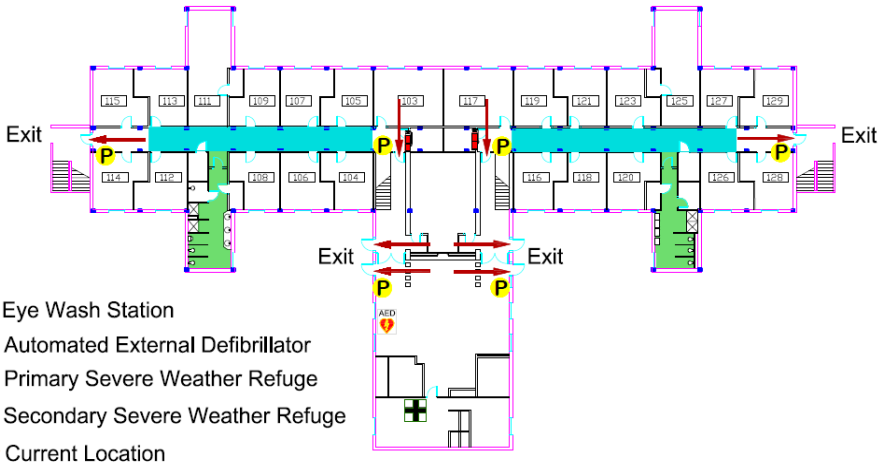


NOTE:
During severe weather 2nd floor residents should proceed to the 1st floor refuge areas.

Bideau Hall - 2nd Floor
801 W 10th Chanute, Ks
NORTH

NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN

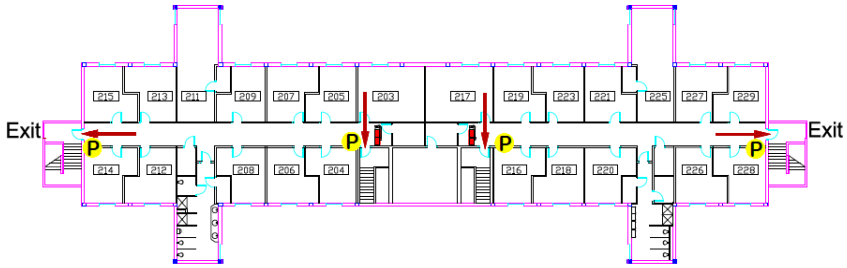


- Main Exit Route
- Secondary Exit Route
- Manual Pull Station - Fire
- Fire Extinguisher
- First Aid Kit
- Eye Wash Station
- Automated External Defibrillator
- Primary Severe Weather Refuge
- Secondary Severe Weather Refuge
- Current Location

NeoKan - 1st Floor
800 W 14th Chanute, Ks
NORTH

NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN



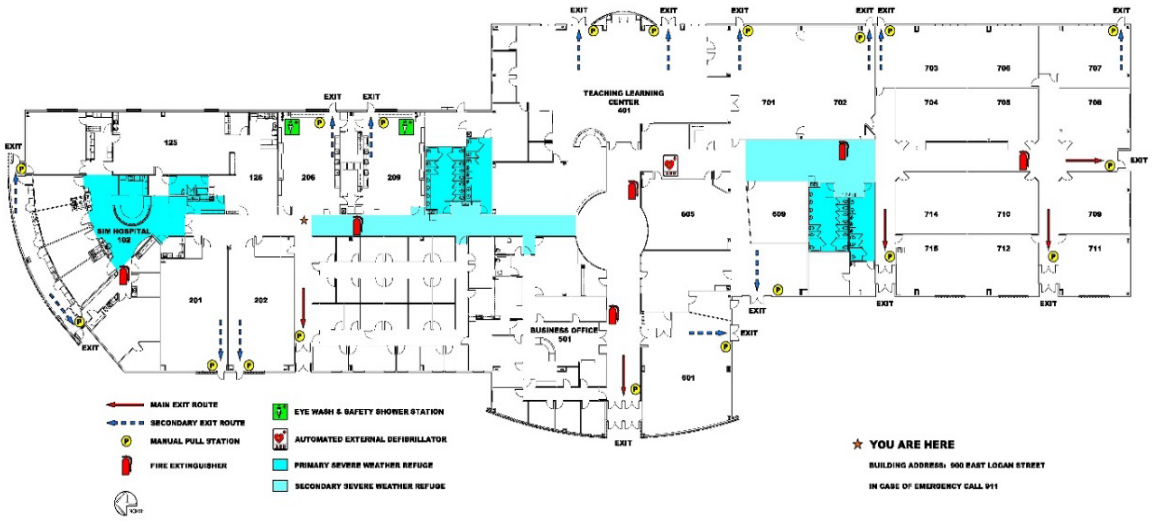
NOTE:
During severe weather 2nd floor residents should proceed to the 1st floor refuge areas.

- Main Exit Route
- Secondary Exit Route
- Manual Pull Station - Fire
- Fire Extinguisher
- First Aid Kit
- Eye Wash Station
- Automated External Defibrillator
- Primary Severe Weather Refuge - Located on the 1st Floor
- Secondary Severe Weather Refuge - Located on the 1st Floor
- Current Location

NeoKan - 2nd Floor
800 W 14th Chanute, Ks
NORTH

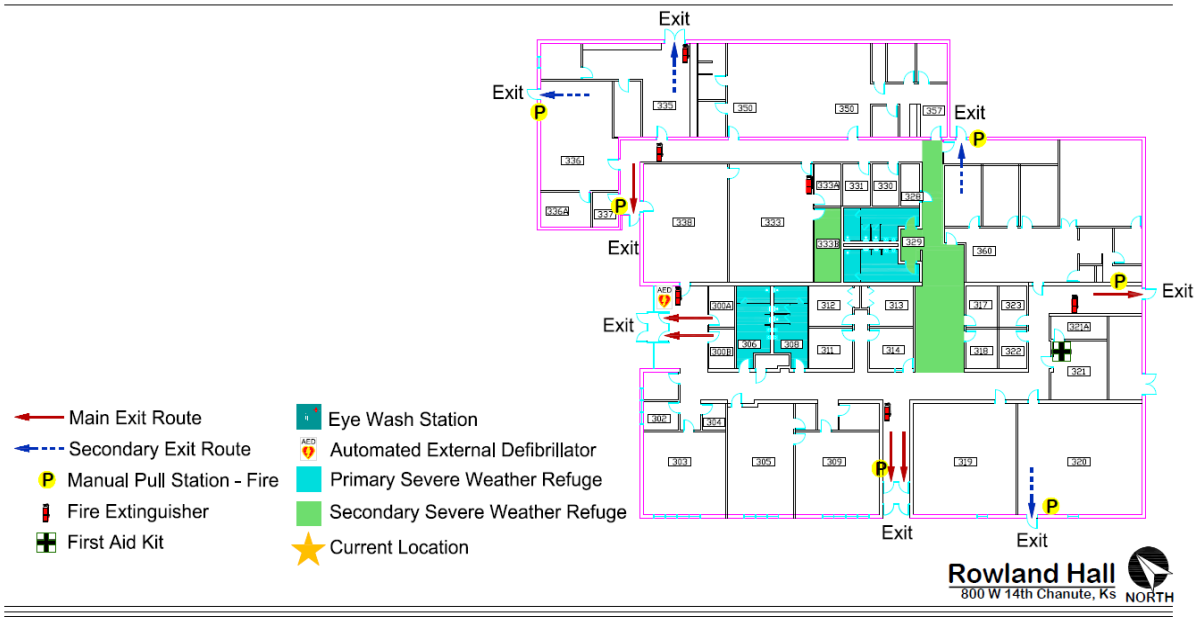
NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN



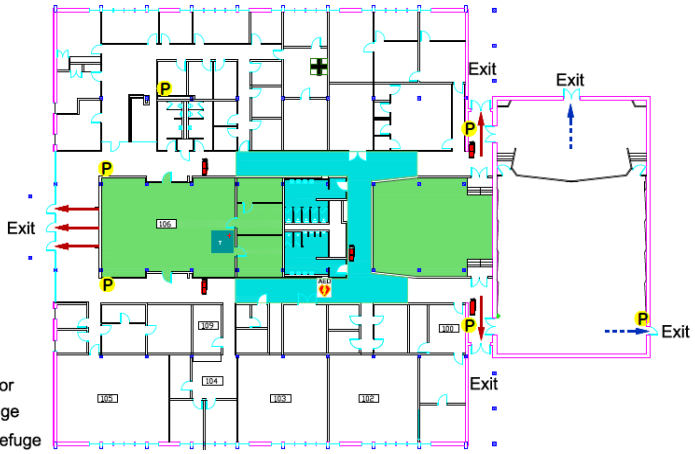
NEOSHO COUNTY COMMUNITY COLLEGE
OTTAWA CAMPUS

EMERGENCY EVACUATION PLAN



NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN

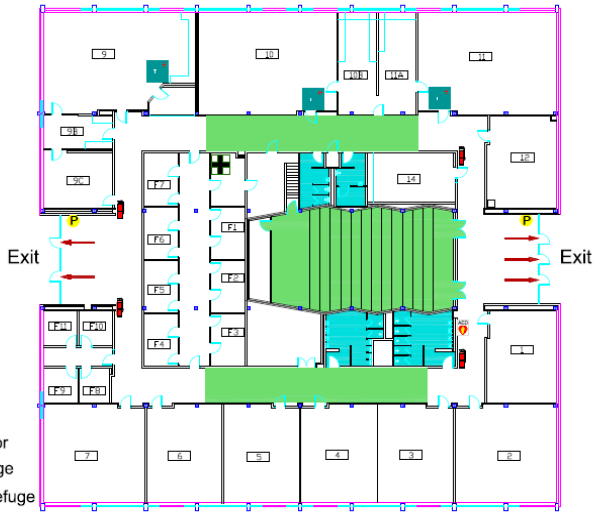


- Main Exit Route
- Secondary Exit Route
- Manual Pull Station - Fire
- Fire Extinguisher
- First Aid Kit
- Eye Wash Station
- Automated External Defibrillator
- Primary Severe Weather Refuge
- Secondary Severe Weather Refuge
- Current Location

Sanders Hall
800 W 14th Chanute, Ks
NORTH

NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN

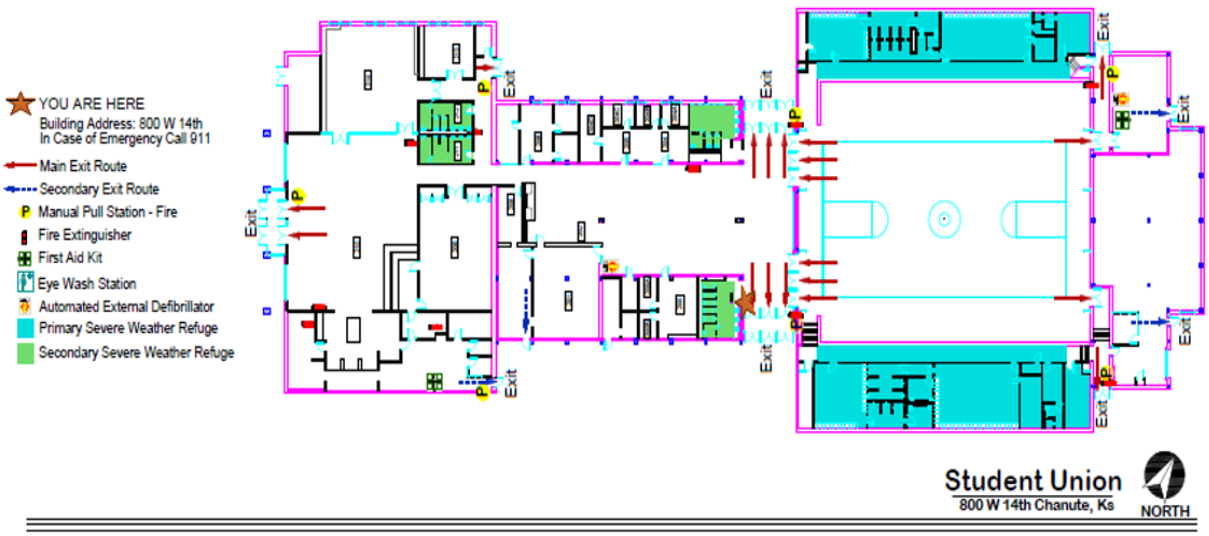


- Main Exit Route
- Secondary Exit Route
- Manual Pull Station - Fire
- Fire Extinguisher
- First Aid Kit
- Eye Wash Station
- Automated External Defibrillator
- Primary Severe Weather Refuge
- Secondary Severe Weather Refuge
- Current Location

Stoltz Hall
800 W 14th Chanute, Ks
NORTH

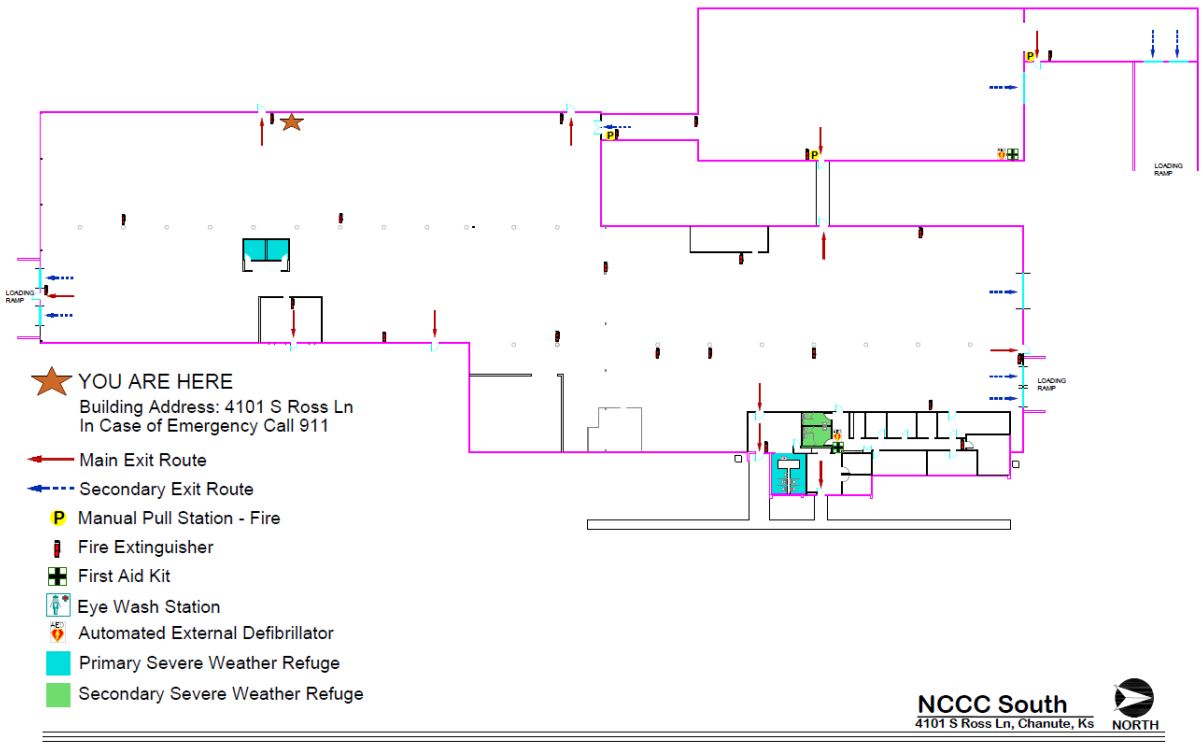
NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN



NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

EMERGENCY EVACUATION PLAN



NEOSHO COUNTY COMMUNITY COLLEGE
CHANUTE CAMPUS

Appendix C: Heat Policy

Heat index/Feel like temp	Activity & Rest Break Guidelines
WBGT 78ºF-82ºF	• Normal Activities • Provide at least 3 separate rest breaks or 3 minutes minimum per hour of activity OR 10 minutes per hour
WBGT 82.1ºF-86ºF	• Use discretion for intense or prolonged exercise $ carefully watch at-risk players • Provide at least 3 separate rest breaks of 4 minutes minimum per hour of activity OR 10 minutes per hour
WBGT 86.1ºF-89.9ºF	• Limit intense exercise to 1 hour & total outdoor exercise to 4 hour • Football is limited to helmet, shoulder pads and shorts with all equipment removed for conditioning • Provide at least 4 separate rest/water breaks of 4 minutes minimum OR a 10 minute break every 30 minutes • Conditioning is limited • Consider moving outdoor activities to before 10am or after 5pm
WBGT 90ºF or Above	• **NO outdoor workouts, cancel activities, delay until lower there is a lower Heat index**

Appendix D: Cyber Security Incident Response Plan

D.1 Introduction

This document discusses the steps to be taken prior to, during, and after an incident and who is responsible for taking those steps.

- Evaluating and Testing This Plan (CIO)
- Determine scope of incident (Responding Technician)
- Assemble incident response team (CIO)
- Notify applicable parties (IRT)
- Contain the incident (IRT)
- Assess the damage (IRT)
- Resolve the incident (IRT)
- Notify appropriate parties (IRT)
- Document incident using incident report template (Responding Technician with assistance from CIO)
- Review incident and adjust policies/procedures where applicable to mitigate chances of reoccurrence (IRT)
- Plan Change History (CIO)

D.2 Definitions/Abbreviations

Breach – A breach as defined by the Department of Education is any unauthorized disclosure, misuse, alteration, destruction, or other compromise of confidential information.

Confidential Data – As defined by the NCCC WISP, confidential data is personal or institutional information that may be considered potentially damaging if released and is only accessible to specific groups [e.g. payroll, HR, etc..]. Confidential data includes, but is not limited to, social security numbers, credit card numbers, passwords, tax forms, accounting data, security procedures [and other data as applicable].

IRT – Incident Response Team

D.3 Evaluating and Testing This Plan

Evaluation

This plan should be evaluated at least once annually as an addendum to the Emergency Action Plan (EAP). The CIO should review the plan for accuracy, alignment with current and new items of compliance, industry trends/risks, and changes in institutional policy or procedure.

Testing

This plan should be tested at least once annually, though more often is recommended, by running tabletop and/or full-scale exercises. Testing scenarios could include all IRT members or a smaller subset as deemed appropriate by the CIO.

Example Scenarios:

- Single or multiple computer(s) are infected by ransomware or other malicious software
- Single or multiple server(s) are infected by ransomware or other malicious software
- Confirmed breach via phishing
- Confirmed breach via stolen laptop
- Unconfirmed breach

D.4 Determine Scope of the Incident (Responding Technician)

When an incident is reported, as much information as possible should be gathered to determine the scope of the incident. For example, system(s) involved, users involved, date/time incident occurred, and date/time incident was reported. Once gathered this information should be reported immediately to the CIO or, if the CIO is absent, a designee. In the case of a virus/malware incident, any potentially affected equipment should be powered off UNLESS it will affect critical business operations. In that case, the CIO (or their designee) should be consulted before action is taken.

D.5 Assemble incident response team (CIO)

The CIO or their designee will review the information provided and determine if an incident should be declared or not. Additional information may be requested before a determination is made. If the CIO determines an incident has not occurred, an incident report should still be filed to document the anomaly. If an incident is declared, the CIO will form the incident response team (IRT). Depending on the scope of the incident, the IRT could consist solely of technology services staff or could expand or contract as the incident progresses at the discretion of the CIO/IRT.

IRT Roles and Responsibilities

- Chief Financial Officer – Responsible for managing costs of the incident and service interruptions to Business Office functions. Also responsible for communicating with Business Office constituents.
- Chief Information Officer – Responsible for safeguarding data and containing the incident. Also responsible for communicating between IT services/IT consultants and IRT as well as directing IT resources. Responsible for ensuring communications to constituents when an incident solely involves IT.
- Dean for the Ottawa and Online Campuses – Responsible for service interruptions to *my*Neosho and communicating to *my*Neosho constituents
- Director of Facilities – Responsible for utility and/or facility issues and communicating facility issues to constituents.
- Director of Technology Services – Responsible for assisting CIO or assuming their role in the CIO's absence
- Human Resources – Responsible for employee reprimand/termination procedures when required
- Legal Counsel (Either general counsel, cyber security counsel, etc.) – Responsible for advising IRT of legal ramifications and provide recommendations to the IRT
- Managed Service Providers / Consultants – Responsible for resolving issues internal IT team cannot resolve and/or providing recommendations to internal IT team
- President – Responsible for communication between the Board of Trustees and the IRT and providing recommendations to the IRT. Has final authority on decisions made by the IRT

- Risk Management/Insurance – Responsible for providing resources as required by the insurance policy as well as recommendations to the IRT
- Vice President for Operations -- Responsible for communication between IRT and Risk Management/Insurance and Legal Counsel
- Vice President for Student Learning -- Responsible for service interruptions to student services and communications to student services constituents
- Any other parties deemed applicable by the IRT

IRT Authority

The CIO has authority to override any IRT member to safeguard institutional data and/or to contain the incident unless human safety is involved, at which point the Vice President of Operations has authority. The president has authority over all. If any of the required IRT members are absent or unavailable their designee is assumed to have the same authority as the original member.

IRT Communication

The IRT shall consult via whatever methods are available; however, the following should be kept in mind:

- Meetings shall take place in the President's office unless otherwise designated by the CIO
- Per the Written Information Security Policy, the use of cryptographic controls should be used when transmitting or storing confidential data.
- If the institutional email system has been compromised it should not be used
- In general, tasks given/recommendations made should be given in writing either via email or word document/hand written letter for documentation purposes.

D.6 Notify applicable parties (IRT)

Outage/Service Interruption Notification

If any outages or service interruptions are occurring, appropriate parties should now be notified by the responsible IRT members. A sample message appears below. During this time IRT resources should already be mobilizing to contain the incident. In some cases no messages may need to be sent; however, at a minimum the Vice President of Operations should be notified so they can communicate to senior cabinet members if required. If PII or other confidential data is believed to be compromised the Vice President of Operations shall inform risk management/insurance as well as legal counsel.

SAMPLE OUTAGE MESSAGE:

We are aware <service or services experiencing interruption(s)> is experiencing issues and we are working to resolve it at this time. We currently do not have an estimated time of resolution as we are still investigating the issues but once a time estimate is available we will let you know.

Breach Notification

In the event of a breach, responsible IRT members may notify Risk Management/Insurance, Legal Counsel, Board of Trustees, and any other parties required to be compliant. If a breach occurs the Department of Education must be notified within 24 hours.

Continual Notifications

For extended incidents it is important for IRT member(s) to provide regular updates to applicable parties until all issues are resolved. Risk management/Insurance and/or legal counsel should be consulted about notifying affected parties.

D.7 Contain the Incident (IRT)

The IRT should make the decision on how to contain the incident. If internal IT resources are unable to contain the incident, the IRT may be expanded to include external resources.

Examples of containment actions include:

- Eliminating the root cause of the incident
- Powering off equipment/PCs/servers
- Network Segmentation
- Disconnecting network connectivity
- Applying fixes/patches to unaffected systems
- Blocking of IP addresses/traffic/etc.
- Virus/Malware scans on affected systems

D.8 Assess the Damage (IRT)

Once the incident has been contained, the IRT must assess damage done by the incident AND any containment actions taken. Infected systems/services should be documented for inclusion in the incident report. If internal IT resources are unable to assess the incident, the IRT may be expanded to include external resources/forensic analysts.

D.9 Resolve the Incident (IRT)

Systems believed to be compromised and/or infected by malicious software should be wiped and rebuilt or restored from a clean backup copy and should not be reused unless approved by the CIO. In some incidents, the Disaster Recovery Plan referenced in the Appendix may need to be used in the event of a catastrophic event, such as a widespread ransomware infection. Systems should only be brought back online after the root cause of the incident has been remedied. They should then be monitored closely for further malicious activity.

D.10 Notify appropriate parties (IRT)

Once the incident has been resolved, appropriate parties should be notified of incident resolution. In the case of a breach, the Department of Education must also be notified within 24 hours.

D.11 Document incident using incident report template (Responding Technician with assistance from CIO)

An incident report should be filed using the incident report template referenced in the Appendix. The report should include documentation on why the incident occurred, how it was discovered, who was involved/affected, what impact it had on the institution, timelines of events, and resolution actions. It should also include documentation of any communication with outside entities such as the

Department of Education or in-house meetings resulting from the incident, including after action meetings and any policies/procedures that were changed as a result of this incident.

D.12 Review incident and adjust policies/procedures where applicable to mitigate chances of reoccurrence (IRT)

The IRT should meet after the incident is closed to review the incident and determine if any policies, procedures, or disciplinary action needs to be taken to assist in mitigating the risk of reoccurrence.

D.13 Plan Change History

11/12/2019 – Added to the Emergency Action Plan (EAP)

D.14 Cyber Security Incident Response Plan Appendix

a) Disaster Recovery Plan

i. Located at M:\Documentation, Policies, and Procedures\Disaster Recovery\NCCC_Disaster_Recovery_Procedures.docx

b) Incident Report Template

i. Located at: M:\Documentation, Policies, and Procedures\Data_Security\Incident_Reports\Incident_Report_Template.docx

Appendix E: Pandemic Response Plan

E.1 Purpose

Pandemic events involve the widespread outbreak of disease and have the potential to create major social, economic, and political turmoil. Examples of Pandemics include influenza, meningitis, measles, pertussis, etc. Neosho County Community College (NCCC) created this Pandemic Response Plan to help guide NCCC during such a crisis, no matter how large the scale or impact. The goal is to provide for the health and safety of the NCCC community (students, faculty, and staff).

The Pandemic Response Plan outlines objectives and actions that students, their families, faculty, and staff can expect NCCC to take, depending on the specifics of a Pandemic scenario.

The following characteristics of a Pandemic were taken into consideration in the creation of this plan:

- Rapid spread: The entire population is considered susceptible. Travel restrictions or bans may not be able to fully prevent spread.
- Overload of health care systems: Soaring infection rates may strain available medical care facilities and staff.
- Universal shortage of medical supplies: The need for vaccines and antiviral drugs may outstrip availability, especially early in a Pandemic.
- Economic and social disruption: Travel bans, school and business closings and cancellations of events could have a major impact on communities and citizens. The need to care for sick family members and fear of exposure could result in significant worker absenteeism and economic slowdown.

NCCC Core Emergency Response Team (CERT) Members:

- President
- Vice President for Student Learning
- Vice President for Operations
- Chief Financial Officer
- Athletic Director
- Dean for the Online and Ottawa Campuses

E.2 Academic Affairs

NCCC will implement all reasonable officially recommended public health measures to limit the spread of illness and remove obstacles to student compliance with recommendations wherever possible. The President, in communication with the Core Emergency Response Team (CERT) and local and state public health officials, will:

- Develop ways (including modality changes involving the Online Campus) for instruction to continue during interruption in class attendance due to a Pandemic emergency.
- Suspend teaching activities when deemed necessary.
- Close NCCC and evacuate students if necessary.

E.3 Closing and Evacuation

The primary responsibility of NCCC during a Pandemic is the safety and well-being of its students. NCCC recognizes that local healthcare resources may be inadequate to care for a large number of individuals during a severe Pandemic, and will make every effort to suspend operations and enable students to return home before widespread illness occurs.

Who decides to close the college?

The President will make the decision to suspend college activities, with advice from the Core Emergency Response Team (CERT), and local, state and national health authorities. An effort will be made to time the suspension of operations so as to maximize the success of student evacuation.

NCCC's decision to suspend operations will be communicated to other area educational institutions as required, but will be made independently of any decisions made by those organizations.

Evacuating the college

In the event that the college needs to be evacuated, students will be required to vacate residence halls and other campus housing. They will be asked to take only necessary belongings with them initially in order to maximize opportunities for students to share transportation. Arrangements for students to retrieve the remainder of their belongings will be made at a later date and as the situation allows.

Students whose departures are delayed for reasons beyond their control, such as health-related travel restrictions or actual illness, may be temporarily housed on campus at the college's discretion, in locations and under circumstances to be determined by NCCC according to the circumstances of the prevailing public health emergency.

NCCC will encourage dialogue amongst students and their families to identify ride-sharing and other options for emergency transportation before the need arises, and may investigate and support various approaches to voluntary temporary housing within the NCCC community. In addition, NCCC may deploy fleet vehicles for the purpose of evacuation as the need arises.

E.4 Communications

NCCC will provide information to members of the campus community about the serious nature of the Pandemic threat, educate the campus community about the Pandemic plan and every member's potential role in responding to the crisis, inform campus community members about ongoing health mitigation measures (prophylaxis, use of hand sanitizers, e.g.), and provide timely and effective information during a Pandemic with the goal to help reduce illness, save lives, and maintain essential operations.

Official communication methods may include alerts and updates on NCCC web sites, use of the RAVE Emergency Notification System, alerts and updates on NCCC-related social media sites, recorded messages on the college's phone system, news releases to the media, and the creation and distribution of printed and electronic materials as appropriate. Individual employees should not disseminate non-official information about the pandemic related activities at the college. Sharing of college-official statements is allowable.

The communications plan for a Pandemic will follow the principles and guidelines as established by the Core Emergency Response Team (CERT) and published in the NCCC Emergency Action Plan. The Director of Communications working in conjunction with the President and the CERT will have primary responsibility for developing and disseminating information. The CERT, President, and Director of Communications will work with other offices as necessary and appropriate to accomplish these tasks.

E.5 Counseling and Mental Health

NCCC will strive to meet the mental health needs of its students and employees in preparing for, coping with, and recovering from a Pandemic emergency. NCCC will:

- Provide direct mental health services to students -- within its capabilities.
- Plan for and identify alternative means of delivering services when required.
- Collaborate with other local and/or state departments to address the mental health needs of the campus community.

E.6 Essential Personnel, Operations, and Services

The NCCC Core Emergency Response Team (CERT) will establish a system to rapidly identify essential personnel, operations and services relative to the college's mission and objectives during a Pandemic. CERT will:

- Determine the essential staffing needed based upon the details of the specific Pandemic emergency.
- Determine the hours in which essential personnel will be asked to work, taking into account the safety of the personnel and their families.

E.7 Travel and Transportation

NCCC will implement travel recommendations based on its own assessment of risk to travelers and/or Center for Disease Control (CDC) travel guidelines, Local Health Department and Kansas Department of Health and Environment recommendations. The President, working in conjunction with the Core Emergency Response Team (CERT), will be responsible for college travel policies and restrictions applying to students or faculty/staff traveling for academic purposes connected with NCCC. The President and the CERT will:

- Establish emergency-specific guidelines and restrictions for students, faculty and staff traveling on college business during a Pandemic emergency. Enforcement and communication of travel restrictions to staff, students and faculty will be the responsibility of the college.
- Communicate specific travel restrictions -- when possible -- prior to any governmental action that may restrict travel.
- Develop policies in conjunction with health officials to handle the return of ill travelers or those who may have been exposed to contagion.
- If the United States government or its agencies order return evacuation to the U.S., NCCC will identify individuals who need assistance, communicate to these individuals, and provide support as needed and requested.

- NCCC will not be responsible for any individual who does not adhere to college travel restrictions after a Pandemic emergency occurs. It is extremely unlikely NCCC or its service providers will be able to provide any support to individuals traveling internationally at such a time.

E.7 Healthcare Needs

All available resources will be utilized to meet the health care needs of students and, as possible and appropriate, of the larger NCCC community (faculty and staff) during a Pandemic. The Core Emergency Response Team (CERT) will have the primary role of:

- Establishing protocols to provide access to medical care -- within its capabilities -- to students.
- Ensuring adequate staffing to fulfill its responsibilities.
- Establishing protocols to monitor on-campus infection control.
- Being the liaison with state and/or local governmental health authorities.

E.8 Housing, Dining, and Facilities

NCCC will continue to provide safe and adequate housing and meals for students who are sick or unable to evacuate for reasons beyond their control, and will strive to provide for essential staff and volunteer workers as capabilities allow. The leaders of Residential Life, Facilities, and Dining Services will work with the Core Emergency Response Team (CERT) to:

- House students to maximize their safety and the college's ability to provide necessary services. This may include either clustering or separating individuals for isolation, quarantine, or the provision of services.
- Stockpile an adequate quantity of food in case usual sources are interrupted.
- Maintain regular communication with students who remain living on campus to ensure their safety.
- Operate the campus dining facility or provide alternate meal service to serve students.
- Allow meals to be served as take-out or deliver to students, as deemed appropriate.

E.9 Information Technology

Technology Services will maintain telephone systems, computing capability, and internet services to meet the needs of the campus community during a Pandemic emergency. The Chief Information Officer will work with the Core Emergency Response Team (CERT) to:

- Determine staffing requirements to meet the technology needs of students and staff on campus.
- Assist with any changes or updates as required to facilitate the transition to the online modality.
- Provide support for remote users as needed.

E.10 Public Health

To the extent possible, NCCC will assist in local, state, and federal Pandemic response efforts as appropriate and needed. NCCC will maintain essential contact and communication with local and

regional health care facilities and public health authorities through the Core Emergency Response Team (CERT).

E.11 Campus Safety

The immediate safety of students and college personnel will be the first priority during a pandemic emergency. NCCC will continue to provide security and environmental health and safety services within its capabilities. The Director of Facilities will collaborate with the Core Emergency Response Team (CERT) to:

- Keep students and essential personnel on campus safe.
- Respond to emergencies.
- Maintain campus order.
- Continue non-emergency patrol.
- Conduct health and safety investigations.