

Mildred Elley
Disaster Recovery Plan



Table of Contents

Mildred Elley Emergency Response and Recovery Plan (“Plan”)	3
Plan Summary	3
Purpose	3
Policy	3
Campus Emergency Response and Disaster Recovery Team	4
Mildred Elley Levels of Emergency Response	6
Activation of the Plan	6
Emergency Notification Procedures	7
Emergency Evacuation for Students and others with Disabilities	8
Current Campus Emergency Phone Numbers	9
Supplemental Disaster Glossary	10

Mildred Elley Emergency Response and Recovery Plan (“Plan”)

Emergencies can occur at any time, often with no warning. Acts of terrorism, extreme weather conditions, fire, flooding, other natural weather conditions and disasters, utility failures, and lesser emergencies can result in serious interruption to some or all activities at a college of higher education in addition to causing significant injuries to people.

Plan Summary

One measure of an organization’s strength is its ability to respond well in an emergency. Since not every scenario can be predicted, an emergency response and recovery plan must contribute to the ability to quickly adapt to events as they unfold. This plan designates areas of responsibility and defines the College’s administrative framework necessary to respond to and recover from emergency situations. The College response needs to be quick, professional, supportive, and meet the emerging demands of an emergency crisis situation.

For a plan to be effective, faculty, staff, and students must be familiar with the plan. That is why this plan is being distributed to students and staff. Department heads are responsible for ensuring that their employees know the specifics of the plan and the Deans of Academic/Student Affairs are responsible for ensuring that students know what to do in emergency situations.

Purpose

The purpose of this Plan is to establish the policy, procedure, and organizational structure to improve the response, control, and recovery from emergency situations. While it is impossible to anticipate what is needed for all potential disasters, this Plan is intended to improve organizational responses. The College will consult this Plan for the prescribed action in the event of a major disaster or in response to a national terrorist threat.

Policy

The authority to declare and execute a campus state of emergency rests with the Chief Executive Officer and President (“President”) of Mildred Elley in consultation with the Chairwoman of the Board (“Chair”). In the possibility of their absence, the responsibility rests with the Chief Academic Officer (“CAO” and “Coordinator”) in consultation with the Chief Financial Officer (“CFO”).

During a state of emergency, the President or the President’s designee shall immediately implement the appropriate procedures necessary to communicate with all available College Executives (which includes Vice Presidents, Campus Presidents/Directors, and Department Leaders) (“Executive Group”). The President and the Executive Group shall immediately consult about the appropriate response to the emergency. As necessary, the President will consult with outside regulatory counsel regarding legal and operational compliance matters.

Upon the occurrence of a state of emergency affecting the College, only registered students, faculty, and staff are authorized to be present at the College. Those who cannot present proper

identification (Mildred Elley Student I.D. card for students) and/or verify their legitimate business on campus will be asked to leave the campus. Only those faculty and staff members who have been assigned emergency Response Team (defined below) duties by the Executive Group will be allowed to enter the designated emergency areas. In the event of social unrest, fires, weather storms, or a major disaster occurring on or near the campus, or one that involves College property, law enforcement and other appropriate governmental agencies will be dispatched to determine the extent and danger along with - the threat and/or extent of any damages to the College's students, faculty, staff, and property.

The President will appoint a Campus Emergency Response and Disaster Recovery Team ("Response Team") composed of key personnel tasked with implementing the College's emergency/disaster responses. The Response Team's responsibilities will include ensuring the building occupants are notified of an occurring emergency and are evacuated from the building, if necessary.

Campus Emergency Response and Disaster Recovery Team

The Response Team will be activated in response to Level 3, 4 or 5 Emergency situations (see below, *Mildred Elley Levels of Emergency Response*).

The Response Team monitors emergency situations and directs responses to resolve and respond to the emergency as quickly and efficiently as possible. The Response Team gathers, confirms, and evaluates incident information. The Response Team:

- i. Defines and implements tactics/actions to resolve priority situations.
- ii. Identifies resource needs and any shortfalls.
- iii. Reassigns/deploys individuals in support of critical needs.
- iv. Issues information reports and instructions; serves as liaison to other emergency service providers; balances various needs and requests; and provides technical and fiscal expertise as necessary.

The Response Team consists of the President, CFO, CAO/Coordinator, Vice President for Marketing, Vice President for Human Resources, Vice President for Financial Aid, Director of Information Technology, and all Campus Presidents/Directors and Deans. The Response Team will determine if and when a return to regular organizational operation is appropriate.

The Response Team shall assess the need for additional expertise, and shall acquire such expertise, if possible. Examples of the sources of such expertise include: Department Chairs, Faculty Members (in particular Medical Doctors, and Nurses), and the Associate CAO, among others. Each member of the Response Team will report to their respective location's Emergency Operation's Center ("EOC").

The EOC will be located at:

- a. Park Place - Conference Room on the 3rd Floor
- b. Albany Campus - Campus President's Office
- c. NYC Metro Campus - Campus President's Office
- d. Pittsfield Campus - Campus Director's Office at 100 West Street

The Response Team may convene via remote technology if select campus and/or office space is not accessible or reasonable under the circumstances.

The following College administrators or officials are assigned various responsibilities, as outlined, in support of a coordinated response to an emergency. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their abilities to carry out those temporary roles. It is understood that if any department does not have specific roles for their personnel to carry out, then its personnel will automatically become part of a “pool” of reserve personnel to assist as assigned by those coordinating the specific emergency.

- i. *Chief Academic Officer, Office of the Chief Academic Officer staff, Deans, and Department Chairs* - will identify and resolve instructional and research issues, coordinate necessary faculty resources, and reschedule/cancel classes as necessary.
- ii. *Director of Information Technology* – will ensure computer security, coordinate temporary telephone, fax, and computer hookups, and provide “broadcast” capability for e-mail.
- iii. *Campus Support Services* – will assist employees and students in coping with trauma.
- iv. *Dean of Academic Affairs/Student Affairs* – will coordinate student notification and response.
- v. *Human Resources* – will provide access to employee information and staffing procedures.
- vi. *Chief Financial Officer* – will identify cause and scope of loss, oversee implementation of specific risk management plans, and coordinate insurance link with State environmental authorities.
- vii. *Vice President of Marketing* – will provide media coordination and act as spokesperson for the College and will designate one central location for the meeting of media personnel with College representatives for the dissemination of information, if necessary.

Mildred Elley Levels of Emergency Response

LEVEL 1 - A minor department or building incident that can be resolved by the responding service unit. (Example: Maintenance is called in to respond to a broken water pipe.)

LEVEL 2 - A department or building incident that can be resolved with existing College resources or limited outside help (Examples: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals).

LEVEL 3 – The Response Team will be activated in emergencies that primarily involve people, rather than those focused on infrastructure. (Examples include active shooter situations, assaults, building/office invasions or occupation; civil disobedience or bomb threats).

LEVEL 4 – The Response Team will be activated when a major emergency impacts a sizable portion of the College and/or outside community (Examples: Heating plant failure, extended power outage, cyberattack, and/or terrorism, severe storms, major fire, contagious disease outbreak, or domestic water contamination).

LEVEL 5 - A catastrophic emergency event involving or threatening an entire campus and surrounding community will also cause the Response Team to be activated. Immediate resolution of the disaster, which may include multi-hazard; is beyond the emergency response capabilities of campus/office and local resources. The Response Team will be activated (Example: bioterrorism, nuclear disaster or plane crash affecting the campus, which likely require State and Federal assistance).

Activation of the Plan

The President, or the President's designee shall declare a "state of emergency" when there is a threatened or actual condition of disaster or extreme peril that cannot be managed by ordinary campus procedures (Emergency Response Levels 3, 4 or 5). The Coordinator will initiate the notification process and the response procedures for the primary response to campus emergencies.

A state of emergency plan is activated upon a declaration in the following sequence:

1. If the emergency occurs during normal business hours, the Response Team will report to the emergency operations center "EOC" as soon as possible.
2. If the event occurs after normal business hours, the Response Team and other key EOC personnel may be called back to the campus. The CAO/Coordinator will maintain a list of key faculty and staff contact information including phone numbers, if possible.
3. If the disaster is so large as to unquestionably have a widespread impact on the campus, it may be necessary to instruct additional faculty and staff to return to campus as soon as practical.

Emergency Notification Procedures

The following notification procedures will be followed in most emergency or disaster situations, if possible and appropriate:

1. The Coordinator will consult the Supplemental Guide to the Disaster Recovery Plan. This Supplemental Guide has procedures for many common emergency scenarios. If an emergency is not listed in the Supplemental Guide, the Coordinator will consult emergency services, if necessary, for instructions.
2. Fire alarms and flashing lights will be activated in affected buildings to notify occupants in which an emergency or disaster has occurred and evacuation is required.
3. During work hours, efforts will be made to notify faculty, staff and students including by campus e-mail and, if necessary media broadcasts, of emergency situations or pending emergency situations, such as severe weather or a national emergency.
 - a. Supervisors will ensure that all employees in their area have read their e-mail and are aware of the situation.
 - b. Faculty will ensure that all students in their classes are aware of the situation.
 - c. The Deans of Academic Affairs/Student Affairs are responsible for ensuring students are aware of the situation.
 - d. Media messaging will be coordinated by the Marketing and IT Departments.
4. After work hours, faculty, staff and students will be notified, if possible, via available appropriate media (i.e., local television and radio stations) and by campus e-mail on the status of the College and of any delayed openings or closures, such as in the case of severe weather or national emergency. The notifications will be coordinated by Marketing and the IT Departments.
 - a. Supervisors will develop a plan to contact employees to ensure they are aware of the status of the College.
 - b. The Deans of Academic Affairs/Student Affairs are responsible for ensuring students are aware of the situation.

In the case of a prolonged emergency or disaster, the Director of Information Technology, the CAO/Coordinator, and the Vice President of Marketing, or one or more of them, will try to coordinate efforts to announce the status of the College locations by a posting on the College website.

Emergency Evacuation Procedures

Emergency situations that call for evacuation of classrooms and buildings will be announced by available means including, but not limited to, emergency fire alarm horns and visual alarm systems, if possible. When these alarms are activated and/or notices are issued, everyone should immediately exit the building.

The following guidelines should be observed if possible:

Always Evacuate If Possible. Treat all alarms as if they are real emergencies. If it is found that the alarm is not being heard and/or seen in all buildings, continue with proper and complete evacuation of the building(s) in which the alarm is heard and/or seen.

Use Appropriate Exits – Do Not Use Elevators. Exit the building following the posted routes in the classroom and /or office complex. Alternate exit routes are also indicated on the posted routes should there be a blocked exit.

Assist People With Disabilities. All persons should be alert to the presence of persons with disabling conditions and provide assistance, if needed. Always ask before assisting to make sure assistance is needed and done as safely as possible.

Check All Areas On Your Floor And/Or In Your Building. All faculty and staff are expected to help in ensuring that all areas, including the restrooms and lounges are evacuated. Persons who do not have a class group or laboratory to take care of should be particularly alert to the need to assist in clearing all areas.

Close (But Do Not Lock) Windows And Doors. Remember that closed windows and doors can reduce the spread of fire and/or hazardous materials and fumes.

Turn Off Laboratory Gases, Exhaust Fans, Etc. Turn off all sources of fuel and oxygen (air) that might feed a fire or spread fumes.

Call Fire Department/Emergency Services And Campus Safety. The first person(s) to discover the emergency is (are) responsible for calling the CAO/Coordinator who will contact the local fire department/emergency services. Be calm and carefully give all needed details of the specific location, type of emergency, your name, etc. The same numbers should be called for emergency medical care service and pertinent information given.

SUPPLEMENTAL DISASTER GLOSSARY

The Homeland Security Advisory System

The College will follow Homeland Security's issued guidance in instances of Homeland Security emergencies.

National Threat or Terrorism Plan

Since September 11, 2001, Americans have been living with the threat of terrorist attacks. Because preparedness may lessen the loss of life and damage to property, the College will work to ensure that it:

1. Ensures Disaster Recovery Plan is current.
2. Monitors the alert status of the National Security Advisory System.

Fire Plan

Fire is the most common of all hazards. Each year fires cause thousands of deaths and injuries and billions of dollars in property damage. Prevention and planning are keys to reducing injury, loss of life or property. The College seeks to reduce these injuries and damages by:

1. Meeting with the fire department to discuss operations and identify the processes and materials that could cause or fuel a fire or contaminate the environment in a fire.
2. Having facilities inspected for fire hazards and insure they meet fire codes and regulations. Ensure each building has a fire alarm or notification system to warn occupants of fire danger.
3. Keeping the College's insurance policies on hand.
4. Distributing fire safety information to employees and students about:
 - a. How to prevent fires in the workplace/campuses.
 - b. How to contain a fire.
 - c. How to evacuate the facility.
 - d. Where to report a fire
5. Instructing personnel to use the stairs during fire emergencies - not the elevators. Instructing them to crawl on their hands and knees when escaping a hot or smoke-filled area.
6. Conducting evacuation drills. Posting maps of evacuation routes in prominent places. Keeping evacuation routes, including stairways and doorways, clear of debris.
7. Assigning a Building Emergency Coordinator for each building to monitor shutdown and evacuation procedures.
8. Placing fire extinguishers in appropriate locations.
9. Training employees in the use of fire extinguishers.
10. Installing smoke detectors. Checking smoke detectors for proper operations as required.
11. Ensuring that key personnel are familiar with all safety systems.
12. Identifying and mark all shutoffs so that electrical power, gas, or water can be shut off quickly by responding personnel.

Flood and Flash Flood Plan

Floods occur frequently and cause widespread property damage and human displacement. Many communities experience varying degrees of flooding after spring rains, heavy thunderstorms, or winter snow thaws. Floods can be slow to develop, often building slowly over a period of days. Flash floods, however, develop in minutes. Flash floods can be caused by intense storms or dam failure. In seeking to minimize the harmful results of flooding, the College will:

1. Review their communities' emergency plans.
2. Establish warning and evacuation procedures for the facility. Make plans for assisting employees who may need transportation.
3. Inspect areas that may be subject to flooding during heavy or prolonged rains. Identify any equipment that can be moved to a higher location.

Tornado Plan

Tornadoes are incredibly violent local storms that extend to the ground with whirling winds that can reach 300 miles per hour. Spawned from powerful thunderstorms, tornadoes can uproot trees and buildings and turn harmless objects into deadly missiles in a matter of seconds. Damage paths can be in excess of one mile wide and 50 miles long. Tornadoes occur with little or no warning.

In order to reduce the effects of a tornado, the College will:

1. Monitor the local tornado warning system and develop a campus tornado warning system to notify faculty, staff and students of the need to seek shelter.
2. Be prepared to shelter faculty, staff, and students. Buildings that can serve as tornado shelters will be identified. The best protection in a tornado is usually an underground area. If an underground area is not available, the following areas will be considered:
 - a. Small interior rooms on the lowest floor and without windows.
 - b. Hallways on the lowest floor away from doors and windows.
 - c. Rooms constructed with reinforced concrete, brick, or blocks with no windows and a heavy concrete floor or roof system overhead.

Severe Winter Storm Plan

Severe winter storms bring heavy ice, strong winds, and freezing rain. Winter storms can prevent students and staff from reaching the facility or campus. Such storms often lead to a temporary shutdown until roads are cleared. Heavy ice and snow can also cause structural damage and power outages.

To reduce the impact of a winter storm, the College will:

1. Monitor local radio and television for severe winter warnings.
 - a. Winter Storm Watch- severe winter weather is possible.
 - b. Winter Storm Warning- severe winter weather is expected.
 - c. Traveler's Advisory- severe winter condition may make driving difficult or dangerous.

2. Evaluate whether to cancel classes and/or release students and staff early.
3. Seek backup power sources sufficient to maintain critical operations.
4. Arrange for snow and ice removal from parking lots, walkways, loading docks, etc.

Power/Utility Emergency Plan

Technological emergencies include any interruption or loss of a utility service, power sources, information systems, or equipment needed to keep the facility in operation.

To minimize loss of operations, the College will:

1. Identify all critical operations, including the following:
 - a. Utilities including electric power, gas, water, hydraulics, compressed air.
 - b. Alarm systems, elevators, lighting, heating, ventilation, air conditioning systems, and electrical distribution systems.
 - c. Communication systems, both data and voice computer networks.
2. Develop a plan for backup power sources.
3. Establish a Cold Site, a location some distance away from the scene of the disaster where computing and networking capabilities can be temporarily restored until the primary site is usable.
4. Maintain offsite backup storage for recovery of lost data.
5. Establish preventive maintenance schedules for all systems and equipment.

Hazardous Material Emergency Plan

Hazardous materials are substances that are either flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant or radioactive.

To reduce the risks of hazardous material occurrences, the College will:

1. Identify and label all hazardous materials stored, handled, produced, and disposed of by the College, follow government regulations that apply to the College, and obtain material safety data sheets (MSDS) for all hazardous materials on the campus.
2. Ask the local fire department for assistance in developing appropriate response procedures.
3. Train employees to recognize and report hazardous material spills and releases. Train employees in proper handling and storage.
4. Establish a hazardous material response plan:
 - a. Establish procedures to notify management and emergency response organizations of an incident.
 - b. Establish procedures to warn employees of an incident.
 - c. Establish evacuation procedures.
5. Organize and train an emergency Response Team to confine and control hazardous material spills in accordance with applicable regulations.
6. Identify other facilities in the area that use hazardous materials. Determine whether an incident could affect the College.

7. Identify highways, railroads and waterways near the offices/campuses used for the transportation of hazardous materials. Determine how a transportation accident nearby could affect operations.

Information Technology Emergency Plan

The Information Technology office is responsible for ensuring the protection and recovery of computer equipment and data information as well as telephone service.

Key information technology personnel will work with the Response Team to:

1. Restore and maintain telephone communication at the College.
2. Ensure the protection and preservation of computer equipment. In particular, any magnetic storage media (hard drives, magnetic tapes, diskettes) will be identified and either protected from the elements or removed to a clean, dry environment away from the disaster site.
3. Survey the disaster scene to estimate the amount of time required to put the facility and technology operations back into working order.
4. Relocate to the Cold Site, a location some distance away from the scene of the disaster where computing and networking capabilities can be temporarily restored.
5. Ensure that work begins to repair or rebuild the primary site.
6. Make necessary arrangements with vendors to quickly provide replacements for the resources that cannot be salvaged. The College will develop emergency procurement procedures to quickly place orders for equipment, supplies, software, and any other needs.
7. Reassemble salvaged and new components at the recovery site.
8. Restore data from backups stored in locations off-site. Backups can take the form of magnetic tape, CDRoms, disk drives, and other storage media.
 - a. Early data recovery efforts focus on restoring the operating system(s) for each computer system.
 - b. Next, first line recovery of application and user data from the backup tapes is done.
9. Restore Applications Data
 - a. Coordinate with users and departments (e.g., the application owners).

The Director of Information Technology and staff will develop a detailed response and recovery plan that will ensure restoration of operations as quickly as possible with the latest and most up-to-date data available.

Medical Emergency Procedure

1. Protect victim from further injury by removing any persistent threat to the victim. Do not move the victim unnecessarily. Do not delay in obtaining trained medical assistance.
2. Seek medical response by calling Campus Safety at ext. 3010 to notify them of the location, nature and extent of the injury. Campus Safety will call 911 and notify the Campus Nurse. Always call from a safe location.

3. Provide first aid until help arrives if you have appropriate training and equipment and it is safe to do so.
4. Send someone outside to escort emergency responders to the appropriate location, if possible.

Hazardous Materials, Biological or Chemical Threat Emergency Procedure

A Hazardous Materials, Biological or Chemical Threat Emergency exists when:

1. A spill of hazardous materials creates a situation that is immediately dangerous to the life and health of persons in the spill area or facility or
2. A deliberate release of germs or other biological substances occurs or
3. A deliberate release of a toxic gas, liquid or solid that can poison people and the environment occurs or
4. Cleanup of a spill of a hazardous material is beyond the level of knowledge, training or ability of the staff in the immediate area.

In the event of a hazardous material spill or a biological or chemical threat:

1. Alert people in the immediate area and evacuate the room or area. If an explosion hazard is present, take care not to create sparks by turning on or off electrical equipment.
2. Confine the hazard by closing doors and windows as you leave the room. Do not lock them.
3. Use eyewash or safety showers as needed to rinse spilled chemicals off people. Cover mouth and nose with layers of fabric that can filter the air but still allow breathing.
4. Evacuate any nearby rooms/areas that may be affected. If the hazard will affect the entire building, evacuate the entire building. If there is a chance of explosion from the chemical spill, DO NOT activate the building fire alarm. Evacuate the building manually by alerting others by voice. Take care not to turn electrical equipment on or off or otherwise cause sparks. If there is no chance of explosion, activate the building fire alarm system by pulling the handle on a local fire alarm box.
5. Contact hazardous materials response by calling the fire department. Always call from a safe location. Be prepared to spell chemical names, if known.
6. If building evacuation is required, evacuate the building using the Emergency Evacuation Procedure presented in this guide. Once outside, notify emergency responders of the location, nature and size of the spill.
7. Isolate contaminated persons. Avoid contamination or chemical exposure.
8. If possible, remove clothing from contaminated persons and wash exposed areas with soap and water. Seek medical attention.
9. A biological attack may also occur through the mail. See "Suspicious Package Procedures" for correct handling procedures.

Power Outage Procedure

1. Assess the extent of the outage in the unit's area.
2. Report the outage to the CAO/Coordinator.
3. Assist other building occupants to move to safe locations. Loss of power to fume hoods may require the evacuation of laboratories and surrounding areas.
4. Implement the unit's power outage plan. Evaluate the unit's work areas for hazards created by power outage. Secure hazardous materials. Take actions to preserve safety and health. Take actions to preserve research.
5. Turn off and/or unplug non-essential electrical equipment, computer equipment and appliances. Keep refrigerators and freezers closed throughout the outage to help keep them cold.
6. If needed, open windows (in mild weather) for additional light and ventilation.
7. Release of faculty, staff and students during an extended power outage is decided on by the President/Chief Executive Officer, Chairwoman of the Board, and/or CAO/Coordinator.

Criminal Activity, Civil Unrest or Violence Emergency Procedure

1. Attempt to remove yourself from any danger.
2. Notify the CAO/Coordinator. Try to call from a safe location if possible.
3. If possible, provide the following information:
 - a. Location of crime.
 - b. Nature of crime and specifics (number of people involved, any weapons, etc.).
 - c. Any injuries.
 - d. Description of suspect(s) (height, weight, sex, race, clothing, hair color, etc.).
 - e. Direction of travel of suspects.
 - f. Description of any vehicles involved in the crime.
4. DO NOT pursue or attempt to detain suspects.

Lockdown Procedure

This is the highest state of readiness activated when violence is occurring or is imminent on campus, or any other situation deemed by Campus Administration and/or Campus Safety to warrant a lockdown of the campus. A "Lockdown" is the temporary sheltering technique, e.g., 30 minutes to several hours, utilized to limit campus community exposure to known or reported armed or similarly dangerous individuals. When notified, members of the campus community will enter securable areas, lock all doors and windows, not allowing entry or exit by unauthorized person(s) until the lockdown mode is no longer in effect. Activation of campus lockdown:

1. Campus Administration is responsible for declaring a lockdown. Faculty, staff and students will be notified immediately. 911 will be contacted.
2. Any student, staff or faculty who observes or suspects a dangerous situation shall immediately notify Campus Administration.
3. Conditions which may require a campus lockdown, may include but not be limited to:
 - a. Individual has a gun/weapon on campus
 - b. Individual with a gun/weapon is traveling to the campus.

- c. Shots heard on campus.
 - d. A SWAT or SERT (Special Emergency Response Team) situation in the vicinity.
 - e. The on-campus pursuit of a dangerous suspect by area law enforcement.
4. Elements of a campus lockdown:
- a. All students, faculty and staff will move to a safe room, take cover and stay low.
 - b. Doors and windows should be locked and opened only to students, faculty and staff seeking safety, and area EMS.
 - c. Students, faculty and staff will remain quiet and, if possible, shut off all non-emergency audio-visual and other electronic equipment.
 - d. Students, faculty and staff outside or in hallways will move to the closest securable room/area.
 - e. Students, faculty and staff will remain in the lockdown mode until notified that it is safe to move.

Bomb Threat Procedure

Remain calm and obtain as much information as possible from the caller. Try to write down the caller's exact words. Ask for and try to quickly obtain the following information:

1. When is the bomb going to explode?
2. Where is the bomb located right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. What is your address?
7. What is your name?
8. Also record the following information:
 - a. Exact time the call is received
 - b. Information about caller including:
 - 1) Sex
 - 2) Age
 - 3) Education
 - 4) Accent
 - 5) Location of caller
 - 6) Background noise
 - 7) Speech impediments or traits
 - 8) Caller's attitude

If possible, have someone else contact the CAO/Coordinator while the caller is still on the phone; if not possible, NOTIFY THE CAO/COORDINATOR IMMEDIATELY UPON THE CONCLUSION OF THE CALL AT EXTENSION 1441. Always call from a safe location. Provide them with the context of the threat, telephone number on which it was received, your name, room number and telephone number where you can be reached. Take no other action unless directed to by the CAO/Coordinator.

Suspicious Package Procedure

If a letter or package is received or observed that is unexpected, from an unknown sender or address, and/or appears to be suspicious, meaning it has some of the following characteristics:

1. Excessive postage.
2. Misspellings of common words.
3. Excessive weight.
4. Rigid envelope.
5. Foreign mail, air mail or special delivery.
6. Hand written or poorly typed address.
7. Restrictive markings such as confidential, personal, etc.
8. An excessive amount of securing material used, such as masking tape, string, etc.
9. Incorrect titles.
10. Oily stains, discoloration, powdery discharge, or odor.
11. Visual distractions or ticking sound.
12. Lopsided or uneven.
13. Titles but no names.
14. No return address.
15. Protruding wires or tinfoil.

Immediately:

1. Notify the CAO/Coordinator. Always call from a safe location.
2. Move people away from the package.
3. DO NOT move or open the package.
4. DO NOT investigate too closely.
5. DO NOT cover, insulate or place the package into a cabinet or drawer.

Nuclear Blast or Radiation Threat Procedure

A nuclear blast is an explosion with intense light and heat, a damaging pressure wave and widespread radioactive material that can contaminate the air, water and ground surfaces for miles around. A radiation threat or “dirty bomb” is the use of common explosives to spread radioactive materials over a targeted area. It is not a nuclear blast. The force of the explosion and radioactive contamination will be more localized.

If there is a nuclear blast or radiation threat:

1. Limit your exposure to radiation resulting from the blast.
2. Take cover immediately, below ground, if possible, using any shield or shelter to increase your protection from the immediate effects of the blast and the associated pressure wave.
3. Quickly assess the situation.
4. Consider if you can get out of the area or if it would be better to “shelter-in- place.”