

## Emergency Notifications



## Everbridge Alert System—Campus Wide Emergency Notifications

CT State Community College maintains an extensive array of policies, procedures, and notification processes in the event of an emergency. These procedures are intended to be far reaching to the campus and surrounding community, contacting as many people as possible in a short time. Included are procedures for immediate notification of Police, Fire and Emergency Services. All campus emergency procedures are compiled and published on the campus website in this comprehensive set of documents entitled “Emergency Action/Response Plan.” The Plan includes internal and external notification policies, including specific information on evacuation procedures, bomb threat procedures, and campus shelter in place and lockdown procedures. Campus Police and Public Safety Officers perform annual training in each of these procedures. Training may include formal training at the Connecticut Police Academy, internal training conducted by qualified department members and campus staff, and various drills including unannounced fire evacuation drills and shelter-in-place/lockdown/active shooter/active aggressor drills.

The Public Safety Department may become aware of a critical incident or other emergency that potentially affects the health and/or safety of the campus community. Generally, campus first responders become aware of these situations when they are reported to the Police/Public Safety Department Communications Center, or upon discovery during patrol, or other assignments. The campus community should report emergencies by calling 9-1-1.

## Timely Warnings—Everbridge Alert System

Campus Police/Public Safety issues timely warnings when an issue poses a potential risk of loss or harm, so the community may take steps to protect themselves and aid in prevention of similar crimes. Timely warnings are issued as soon as practicable, in a manner that reaches the entire campus community once information becomes available. Readiness tests of the Everbridge Alert System are conducted monthly.

Once first responders confirm an emergency or dangerous situation poses an immediate threat to the health/safety to any segment of the campus community, communications officers/first responders notify on duty Public Safety supervisor, or other authorized campus official to issue an Everbridge Alert emergency notification. The Commanding Officer for the campus and Chief of Police (or his/her designee), will also be notified.

A determination will also be made if mutual aid assistance from off campus first responders is necessary. Off campus first responders will be notified directly by Campus Police communications officers at the direction of the on-duty police supervisor/scene commander.

Other campus departments may also be notified, including the Office of the Associate Dean of Campus Operations (ADCO) or other members of the Campus/College's Senior Administration. Administrators may be called upon to assist in the formulation and immediate initiation of all/portions of the College's emergency notification system process.

## Activation of the Everbridge Alert System

If in the professional judgment of first responders, issuing a notification potentially compromises efforts to assist victims, or to contain, respond to, or otherwise mitigate the emergency, the Campus/College may elect to delay issuing an emergency notification. As soon as the compromising condition is no longer present, the Campus/College will issue the emergency notification to the campus community or applicable segment of the community.

Once on scene of a critical incident or dangerous situation posing immediate threat to the health/safety of the campus community, first responders may assist those preparing the emergency notification. If the emergency affects a specific portion of the campus the emergency message may be tailored to provide detailed instructions for that area. Depending on the specific nature and location of the emergency situation, segments of the campus population may or may not receive an emergency notification or identical emergency information in an Everbridge Alert notification. The College Police/Public Safety Department will determine the appropriate messaging and dissemination parameters and will inform local off campus emergency responders of any emergency situation that could affect the greater community.

# Notification of Campus Visitors in the Event of an Emergency

In the event of an emergency necessitating the activation of a timely warning to the campus community, visitors to CT State will be notified using the Informacast System, which broadcasts live messages via every campus telephone speaker and the many wall/ceiling-mounted speakers located on every floor throughout the campus.

CT State uses the Everbridge Alert System as its primary emergency notification system to immediately advise staff, faculty, and students when it is determined that there is a “significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on campus.” The notification to the campus community may contain only the information that is reasonably necessary to promote the safety of the campus community as dictated by the situation. An Emergency Notification will be released as soon as reasonably necessary and without delay, unless notification will compromise efforts to assist a victim, or to contain, respond to, or otherwise mitigate the emergency. After the initial notification, follow-up information shall be disseminated to the community via the communication mediums stated below.

Everbridge Alert and the Informacast System (telephone paging, building loudspeakers (PA), personal notification, local radio and TV stations, TV message monitors or other methods deemed necessary may be used in the information dissemination process.

## Fire Alarm and Suppression System Notifications

The Campus maintains an extensive array of fire prevention and alarm devices, including sprinklers, portable extinguishers, alarms, and warning systems. A loud horn, strobe lights flash, and an audio/verbal fire warning announcement sounds on each floor when an alarm is active. The Campus performs a minimum of one (1) fire drill each semester, unless otherwise activated.

Immediately upon an actual, spontaneous, fire alarm activation on the CT State Community College Campus, Public Safety personnel will call the local Fire Department.

- To ensure the alarm was received by the local Fire Department Call Center/Dispatch, and
- To ensure local Fire Department personnel are responding to the alarm activation.

Coordination between Campus Police and designated and trained security guards will commence to begin evacuations as required.

# Bomb Threat and Search Policy

**PURPOSE:** To provide the college with a protocol for dealing with threatened bombings to include initial response, deployment, search, evacuation, and the assistance of specialized units from outside agencies.

**POLICY:** It is the policy that Housatonic Community College Police/Public Safety will respond to all bomb threats or emergencies, which will be investigated systematically and in a manner that gives primary consideration to the protection of human life. Although statistically a high number of bomb threats are ultimately determined to be hoaxes, they all present particularly serious response requirements for officers and should be handled accordingly.

## **DEFINITIONS:**

**Bomb Threat:** A bomb threat condition exists when an explosive device has been reported or is suspected to be on the college campus or adjacent buildings or grounds.

**Bomb Emergency:** A bomb emergency exists when a suspected or actual explosive or incendiary device has been located or detonated.

**PROCEDURES:** The following procedure is to be followed by all staff, faculty, students, and members of the Public Safety Team.

Upon receipt of a bomb threat or complaint from an individual who has received a bomb threat, gather as much information as possible. This includes, but is not limited to:

- Any information which will assist in identifying the caller or where the caller is telephoning from.
- The type, size, description, and location of the device.
- What will make it detonate and when will that occur.
- The motive for placement of the device.
- Description of the person delivering the device.

A Public Safety Communications Officer will immediately dispatch one officer and one supervisor to the area. The Communications Officer will then notify the local Police/Fire Departments of the threat. The Communications Officer will stay on the phone with the local emergency services until they arrive to ensure current and factual relay of information.

Responding officers shall discontinue the use of all electronic communications devices such as radios, cellular telephones one floor above and below the device's reported/suspected location.

The Chief of Police/Director of Public Safety, Campus CEO/President, and Associate Dean of Campus Operations (ADCO) will all be notified and briefed as soon as possible. The Dean

will make a decision on evacuation of the building. The Associate Dean of Campus Operations and the Public Safety Team's Commanding Officer/Supervisor will then respond to the front of the building to await the arrival of the Fire Department. If the building is to be evacuated, the standard evacuation plan is to be followed. The announcement to evacuate will be broadcast via all available notification systems. The fire alarm shall **not** be activated. Campus Police members, with the assistance of the security guards will assist all special needs persons and ensure an orderly and complete evacuation has been made.

If the decision is made not to evacuate, the building shall be systematically searched by Public Safety staff and Facilities personnel. This will be performed with the assistance of the Police/Fire Officers on scene.

In the absence of the Associate Dean of Campus Operations and/or Campus CEO/President, the decision to evacuate will be made by the ranking member of the Public Safety Team on scene.

## BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

### If a bomb threat is received by e-mail:

- Call \_\_\_\_\_
- Do not delete the message.

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

**\* Refer to your local bomb threat emergency response plan for evacuation criteria**

### DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

### WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at [OBP@dhs.gov](mailto:OBP@dhs.gov)



Homeland Security

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## BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

### Ask Caller:

• Where is the bomb located?  
(building, floor, room, etc.)

• When will it go off?

• What does it look like?

• What kind of bomb is it?

• What will make it explode?

• Did you place the bomb? Yes No

• Why?

• What is your name?

### Exact Words of Threat:

### Information About Caller:

• Where is the caller located? (background/level of noise)

• Estimated age:

• Is voice familiar? If so, who does it sound like?

• Other points:

| Caller's Voice                           | Background Sounds                          | Threat Language                        |
|--|--|--|
| <input type="checkbox"/> Female          | <input type="checkbox"/> Animal noises     | <input type="checkbox"/> Incoherent    |
| <input type="checkbox"/> Male            | <input type="checkbox"/> House noises      | <input type="checkbox"/> Message read  |
| <input type="checkbox"/> Accent          | <input type="checkbox"/> Kitchen noises    | <input type="checkbox"/> Taped message |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> Street noises     | <input type="checkbox"/> Irrational    |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Booth             | <input type="checkbox"/> Profane       |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> PA system         | <input type="checkbox"/> Well-spoken   |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Conversation      |  |
| <input type="checkbox"/> Cracking voice  | <input type="checkbox"/> Music             |  |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Motor             |  |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Clear             |  |
| <input type="checkbox"/> Deep breathing  | <input type="checkbox"/> Static            |  |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Office machinery  |  |
| <input type="checkbox"/> Distinct        | <input type="checkbox"/> Factory machinery |  |
| <input type="checkbox"/> Excited         | <input type="checkbox"/> Local             |  |
| <input type="checkbox"/> Laughter        | <input type="checkbox"/> Long Distance     |  |
| <input type="checkbox"/> Lisp            |  |  |
| <input type="checkbox"/> Loud            | <b>Other Information:</b>                  |  |
| <input type="checkbox"/> Nasal           | _____                                      |  |
| <input type="checkbox"/> Normal          | _____                                      |  |
| <input type="checkbox"/> Ragged          | _____                                      |  |
| <input type="checkbox"/> Rapid           | _____                                      |  |
| <input type="checkbox"/> Raspy           | _____                                      |  |
| <input type="checkbox"/> Slow            | _____                                      |  |
| <input type="checkbox"/> Slurred         | _____                                      |  |
| <input type="checkbox"/> Soft            | _____                                      |  |
| <input type="checkbox"/> Stutter         | _____                                      |  |

# Letter and Parcel Bomb Recognition Points

- Use of foreign mail, air mail, special delivery
- Restrictive address: "Personal" "Confidential"
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles, or Use of titles instead of names
- Misspelling of commonly used words
- Oil stained or discolored packaging, or aged wrapping or packaging material
- No return address
- Excessively heavy packages or letters
- Rigid envelopes
- Lopsided or uneven envelopes or packages
- Protruding wires or metal foil
- Excessive use of packaging materials, i.e., string, paper, wire, masking tape, etc.
- Visual distractions
- Powder, debris, or liquid emanating/seeping from package

Although no single recognition point may indicate a possible explosive letter or parcel, multiple recognition points may further increase suspicion. Items from unfamiliar persons, vendors, etc. may raise initial suspicions about a letter or parcel.

## Handling of Suspicious Packages or Envelopes:

- If the package or envelope appears suspicious, do not touch it. Leave it alone and immediately call Public Safety or 911.
- Do not sniff, touch, taste, or look closely at it or any contents which may have spilled.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area. If possible, shut off the ventilation system.
- Wash hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional guidance for exposed or potentially exposed persons.
- If possible, create a list of people who were in the room or area when this suspicious letter or package was recognized and a list of people who also may have handled this package or letter. Give this list to both the health authorities and law enforcement officials.