

# **Harmony Health Care Institute**



## **School Campus Emergency Preparedness Plan**



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## **Section I: Basic Plan Overview**

### **1.1 General Purpose Statement**

The purpose of this School Campus Emergency Preparedness Plan is to provide guidance and direction to Harmony Health Care Institute (HHCI)'s personnel in the event of an emergency or crisis situation in order to effectively respond to any emergency situation on School Campus property that could cause death, injury, disruption of operations, or physical or environmental damage.

An "emergency" is any situation creating imminent danger to: lives, health, or safety; public and private property; or the ability of the School to reasonably carry on normal operations.

Since not every emergency scenario can be predicted, an emergency response plan must be able to quickly adapt to events as they unfold. This Plan, therefore, designates areas of responsibility and defines a framework to respond to emergency situations.

HHCI will employ the following guidelines to assess the level of emergency and direct an appropriate response at its Merrimack, New Hampshire campus location.

### **1.2 List of Assumptions**

The following assumptions are applied throughout this plan:

- Campus emergencies may occur at any time of year, any day and at any time with no warning;
- Campus emergencies can be caused by an accident, a natural disaster, or criminal behavior by an individual or group;
- The HHCI's campus is located in a suburban small town with well-trained, responsive police and fire departments equipped to handle all emergencies;
- The HHCI relies upon the Merrimack Police Department for assistance in formulating crime prevention techniques and in planning emergency response procedures, protocols, and strategies;
- If a major or serious crime occurs at HHCI's campus environment, the Merrimack Police Department will, once on the scene, take control of the situation as provided by law.

### **1.3 Concept of Operations**

By virtue of this School Campus Emergency Preparedness Plan, the HHCI intends to prepare for and adequately respond to any campus emergency. This Plan will be activated once a level 3 emergency has been declared. The School Campus Emergency Preparedness Plan will then be utilized as a decision-making tool and general framework for intelligence collection, information dissemination and a programmed response.

All HHCI emergency operations will be implemented and conducted in accordance with the concepts and procedures recognized by the National Incident Management System (NIMS) [<https://www.fema.gov/emergency-managers/nims>] model and the Incident Command System (ICS).

NIMS defines several important roles including, but not limited to:

**Incident Commander (IC):** The School President/CEO is individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. The IC also serves as the Public Information Officer who communicates up-to-date and accurate information on the status of the situation to the school community, media, general public, and key agencies. Depending on the situation, law enforcement may establish their own on-site IC. HHCI's IC will coordinate and comply with all directives. HHCI's Command Decision Team (CDT) and General Staff report directly to the HHCI's Incident Commander. These positions are established to assign responsibility for key activities. HHCI's IC and CDT operate out of one or more Emergency Operations Centers (EOC).

**Public Information Officer (PIO):** The School President/CEO fulfills the role Public Information Officer. The Public Information Officer who communicates up-to-date and accurate information on the status of the situation to the school community, media, general public, and key agencies.

**Liaison Officer(s):** The School President/CEO and/or the Safety Officer fulfill the role the school liaison officer(s) are the point(s) of contact for government representatives, nongovernment, and private entities.

**Safety Officer:** The Safety Officer monitors and evaluates all incident operations for hazards and unsafe conditions, including the health and safety of emergency responder personnel. The Safety Officer reports directly to the Incident Commander.

**Area Monitors:** The Area Monitors are designated people responsible for specific areas of the building and depending on the type and incident level, the Area Monitors may be instructed to report to the Safety Officer or directly to the Incident Commander.

**Additional Incident Command Staff:** Based on the nature of the emergency, other HHCI personnel may be called to operate out of the Emergency Operations Center (EOC) and report to the Incident Commander.

The first member of the Command Decision Team (CDT) to arrive at the scene of an emergency has initial responsibility as Incident Commander and will promptly contact the School President/CEO and/or the Director of Nursing Education/Assistant Director of Nursing Education or the School Safety Officer. The President/CEO or the Director of Nursing Education/Assistant Director of Nursing Education or the School Safety Officer shall immediately notify the CDT, in order to initiate this School Campus Emergency Preparedness Plan. Until such time as the President/CEO, the Director of Nursing Education/Assistant Director of Nursing Education or the School Safety Officer can be contacted, or the first member of the CDT on the scene of the emergency is otherwise relieved by higher authority or local authorities, that DCT member will direct all available HHCI resources to provide priority protection for life, safety, and preservation of property.

The Emergency Operations Center (EOC) will be managed by the Incident Commander (or his designee if the Incident Commander is not on the scene of the emergency) and will coordinate with the HHCI's Command Decision Team (CDT).

HHCI's Public Information Officer is the School President/CEO (or his designee if the President/CEO is not on the Scene of the emergency) for Public Relations and Communications. The Public Information Officer will coordinate with the Command Decision Team, Incident Commander, and external media outlets to ensure accurate and timely dissemination of information. As necessary, the Public Information Officer will coordinate with local authorities, federal agencies, and technical specialists (i.e., the National Weather Service or Centers for Disease Control and Prevention), to provide information imperative to resolving a campus emergency.

It is the policy of HHCI to involve local authorities when it is determined that a particular school campus emergency exceeds the capabilities of School personnel. HHCI will, therefore, seek the assistance of the Town of Merrimack Police Department, Town of Merrimack Fire Department, and other local agencies on an as needed basis. HHCI will then coordinate with such local agencies and comply with their directives.

The School Campus Emergency Preparedness Plan contains various Functional Annexes and Situational Protocols that assign responsibilities for specific emergency functions and delineate procedures to combat known potential dangers. These Functional Annexes and Situational Protocols contain summary reference and/or guidance to the School Campus Community, with detailed procedural documents, school policies, and/or website cited as reference. These detailed procedural documents, policies, and website are continually maintained and updated by their respective organization owners and will be utilized as guides in emergency response.

The Annexes and Protocols along with this School Campus Emergency Preparedness Plan will be continually reviewed and revised to achieve an optimal emergency response.

## 1.4 Harmony Health Care Institute Incident Command Structure

The Command Decision Team (CDT) consists of the following individuals listed in order of rank:

- School President/CEO (***Incident Commander, Public Information Officer, and Liaison Officer***)
- Customer Care Coordinator (***Safety Officer and Liaison Officer***)
- Director of Nursing Education
- Assistant Director of Nursing Education
- Clinical Education Coordinator
- Curriculum Coordinator
- Admissions Coordinator
- HR/Finance Coordinator
- Financial Aid Services Coordinator
- Institution/Program Support Associates

The highest-ranking available member of the CDT on the scene of the emergency shall have the authority to declare a ***Level 3 School Campus Emergency***. In such a case, the President/CEO, or the highest ranking available CDT member, will immediately initiate School Campus evacuation and closure procedures and will coordinate with the ***President/CEO, the Director of Nursing Education,***

*and/or the School Safety Officer* to implement the Emergency Communication procedures outlined further in the Communications Annex (2.2), after contacting 9-1-1.

**Additional Incident Command Staff:** In addition to the above-listed central roles, officers, staff and/or faculty members affected by the emergency situation may be called to participate as part of the Incident Command staff.

## 1.5 Assignment of Functions and Responsibilities

Following NIMS guidelines, the HHCI has adopted the following general guidelines to assess the severity of emergencies affecting the School Campus and to coordinate an appropriate response. In the event of an unanticipated emergency, these are the guidelines for the School’s default response.

Level	Type of Emergency	Response	Example
1	A minor department or building problem that can be resolved using internal resources.	A <b>Level 1</b> incident should be reported to the appropriate School academic or business unit and will be resolved internally by following established policies and procedures. The <b>School President/CEO or Director of Nursing Education</b> may be contacted when such incidents occur outside of regular business hours.	Faulty microwave, faulty locks, problems with computers, internet, or telephone services, etc. Such issues should be reported to <b>Customer Care Coordinator (Safety Officer)</b> .
2	A facilities-focused emergency having little impact on members of the campus community, other than those using the specific area where it occurred. Such emergencies can typically be resolved with internal resources or with limited assistance from outside agencies.	Generally, <b>Level 2</b> events should be reported to the appropriate School academic or business unit and resolved internally by following established policies and procedures, unless the situation poses danger to persons or property. If that is the case, persons aware of the emergency should also notify the <b>Customer Care Coordinator (Safety Officer)</b> .	Loss of hot water in the bathroom, minor chemical spills, loss of heat or electricity for several hours, a minor fire confined to a single room, etc.
3	A major, potentially catastrophic emergency or imminent threat of such an emergency, impacting a sizeable portion of a campus and/or its surrounding community, which requires a response involving significant assistance from external emergency response agencies. May also be an emergency situation focused on a person or persons (as opposed to only School Campus facilities), that can be resolved with internal resources or with limited assistance from local authorities.	In a <b>Level 3</b> emergency, call 9-1-1, and then contact the <b>School President/CEO (Incident Commander) of the next person in line on the Command Decision Team (CDT)</b> immediately. The <b>Incident Commander</b> will then contact the appropriate external agencies for assistance and promptly notify the <b>School Safety Officer</b> . The <b>School Safety Officer</b> shall immediately notify the <b>CDT</b> . Prior to assembling the <b>CDT</b> , on-scene emergency responders are authorized to make critical operational decisions and to commit resources to mitigate and control the emergency.  Other faculty and staff member may then be contacted, as appropriate. If the School’s response requires resources from a variety of areas within the Campus, the CDT may be notified to provide direction and coordination.	Major contagious disease outbreak. Major criminal activity.  Other significant act of violence, including but not limited to an active shooter situation, terrorism.  Major fire, extended power outage.  Major weather events - tornados, Hurricanes, flood, blizzards.  Major natural disasters - earthquakes,

## 1.6 Citations to Legal Authority

This School Campus Emergency Preparedness Plan was prepared in accordance with the National Incident Management System (NIMS) [<https://www.fema.gov/emergency-managers/nims>].

NIMS is a creation of the United States Federal Emergency Management Agency (FEMA) that was designed to “guides all levels of government, nongovernmental organizations, and the private sector to work together to prevent, protect against, mitigate, respond to and recover from incidents. NIMS provides stakeholders across the whole community with the shared vocabulary, systems, and

processes to successfully deliver the capabilities described in the National Preparedness System. NIMS defines operational systems that guide how personnel work together during incidents.”

## **1.7 Reviewing, Exercising and Updating the Plan**

The President/CEO shall review as needed and consider revisions to this School Campus Emergency Preparedness Plan. All changes shall be made with the advice and counsel of the Safety, Health, and Risk Management Committee (SHRMC), CDT, School Safety Officer, School Legal Advisor, and (as needed) upon consultation with local authorities.

A portion of the plan will be exercised every 12 to 24 months and can include table-top exercise or drill. The SHRMC, CDT will be provided with a written summary of results and suggested changes to the plan, if any.

## **Section II: School Campus Functional Annexes**

### **2.1 Incident Command Annex**

The purpose of the Incident Command Annex is to manage, direct and control the HHCI’s response to a major emergency.

In the unlikely event of a Level 3 school campus emergency, certain emergency protocols shall be initiated to protect students, faculty, staff, and members of the community. School personnel shall be prepared to contact local authorities, coordinate with local authorities and, as needed, provide support to local authorities in order to safely respond to and resolve the emergency. The School President/CEO and/or the School Safety shall be primarily responsible for assisting local authorities.

The highest-ranking available member of the CDT at the time of a major campus emergency has initial responsibility for contacting the appropriate external agencies for assistance and promptly notify the President/CEO, the Director of Nursing Education, and/or the School Safety Officer. The President/CEO, the Director of Nursing Education, and/or the School Safety Officer shall immediately notify the CDT.

The highest-ranking available member of the CDT on the scene of the emergency will assume the role of Campus Incident Commander until such time as the CDT member is relieved by higher authority. Until relieved, the CDT member will direct all available School Campus resources to provide priority protection for life, safety, and preservation of property.

One specific area have been identified to serve as official Emergency Operations Centers (EOC):

**School campus Executive Conference Room  
Located on the second floor of  
10 Al Paul Lane, Suite 202, Merrimack, NH 03054**

In the event these EOC is inaccessible or otherwise unavailable for use, an alternate location will be established and the location will be communicated to all parties.

CDT members, Public Information Officer, and other key administrators should report to *School Campus Executive Conference Room, 10 Al Paul Lane, Suite 202, Merrimack, NH 03054*, as soon as possible. The Incident Commander will inform the team as to which location they need to go to or if there is another alternate location they need to meet at.

Emergency supplies and equipment are available at each EOC.

The Incident Commander shall update and inform the CDT at their designated location as circumstances change.

As set forth in the Communications Annex (2.2), both phone and data networks may be unavailable on campus. In such a circumstance, staff will be dispatched from one or more of the School’s designated Command Centers to alert key leaders in each unit of the school campus facility. Those alerted will then be expected to alert others in their unit.

The Communications Annex also dictates that the Public Information Officer is charged with responsibility for distribution of information to the public and will act as a liaison between the CDT, Incident Commander, local authorities and public media outlets. The Public Information Officer will also designate a public information center.



The **President/CEO, the Director of Nursing Education, and/or the School Safety Officer** shall be charged with the responsibility of maintaining significant events logs as well as ensuring the removal of dangerous debris, assuming the local authorities have authorized removal of such materials.

## 2.2 Communications Annex

The purpose of the Communications Annex is to manage, direct and control the dissemination of timely and accurate information regarding a campus emergency.

Timely and accurate communication with the campus population during a campus emergency is critical. The Public Information Officer is responsible for coordinating all emergency communications.

Depending upon the nature and time of the emergency, the School Campus community will be alerted as soon as possible through a combination of electronic message boards, interior and exterior emergency speaker announcements, and the HHCI Alert system, which has the capability of broadcasting hundreds of e-mails to registered users within a matter of minutes. A banner on the School's website homepage may also be activated to provide initial emergency information and updates.

The Public Information Officer will then, as necessary, report to local TV news and radio stations, including:

- WCVB-TV (Channel 5)
- WHDH-TV (Channel 7)
- WMUR-TV (Channel 9)

And all appropriate media outlets to ensure timely, accurate and useful information and instructions are transmitted to the public.

Should both the phone and data networks be unavailable, staff will be dispatched from the EOCs to alert key leaders in each unit of the school campus building, who will be expected to alert others in their unit. When appropriate, the local media will also be advised.

## 2.3 Evacuation and Shelter-in-Place Annex

The purpose of the Evacuation and Shelter-in-Place Annex is to manage, direct and control an orderly School Campus evacuation in the event of a campus emergency. If an emergency situation arises and the School must evacuate its campus facilities, our goal will be to minimize the impact of the emergency on the normal operation of its instructional and business schedule. The School is prepared to evacuate its campus facilities, and will do so if it becomes aware of potential danger to life and property.

The evacuation of the School Campus building requires the teamwork of every department, faculty, staff, and students.

### **General Evacuation Procedure**

In the event of an emergency situation requiring evacuation, faculty, staff, students, and visitors will be alerted via interior/exterior emergency alert system (i.e., in-person notifications by assigned Area Monitors, telephone paging system, speaker announcements, etc.). Everyone will be instructed to leave personal belongings and evacuate the building quickly and will be allowed back in the building as soon as the appropriate authorities issue an "all-clear." In all evacuations, all are advised to refrain from using phones while evacuating to allow for a quick evacuation.

In the event of an emergency other than fire, for example criminal activity, the **President/CEO, the Director of Nursing Education, and/or the School Safety Officer** shall determine whether evacuation is necessary, and communicate with appropriate staff to ensure swift and efficient evacuation of faculty, staff, students, and guests. In the event of a building evacuation, **the parking lot located to north of the School Campus building** will serve as the reassembly area.

Unless otherwise communicated, the primary outdoor assembly areas are:

- The parking lot located to the north of the School Campus building

### **Shelter-In-Place/Lockdown**

If it appears dangerous for the School Campus community to remain outside, then all students, staff, faculty, and guests may be directed to move into the School Campus building, for example, in the event of a tornado, armed aggressor, or any other major event near the campus. A complete lockdown of the building may be required. The general purpose of a lockdown is to convert a building into a large "Safe Room" and will be made only if there is a serious risk of danger to faculty, staff, and students. The decision to initiate building lockdown procedures may be made at the discretion of School Campus officials or in response to a request by local law enforcement officials. Everyone should be prepared to follow the instructions of law enforcement personnel.

### ***Persons Requiring Assistance With Evacuation Procedures***

Faculty, staff, and students who have disabilities are encouraged to self-report their status to the School Safety Officer at (603) 886-0822, so appropriate action can be planned for or taken on their behalf in the event of an emergency situation.

Upon contacting the School Safety Officer, the following information will be requested:

- Name
- Cell phone #
- Office room/classroom #
- Class schedule information-if student
- Hours in building
- Days of the week in building
- E-Mail address
- Type of assistance needed

**Note:** At the beginning of each academic session/semester, students who have disabilities must update their information due to class and location changes. All others are encouraged to update their information as needed.

When alarms sound, all requiring assistance should proceed to a safe area away from the danger, see below evacuation options. Emergency personnel/first responders upon arrival will begin a search of all floors and units. If an individual finds themselves in a serious situation, they should immediately call 9-1-1, and report their location.

In the event of an emergency School Campus building evacuation, Town of Merrimack emergency personnel (i.e., Town of Merrimack Police Department, Town of Merrimack Fire Department, etc.) are the only personnel formally trained and authorized to provide physical evacuation assistance. In the event danger is imminent and there is no time to wait for the Town of Merrimack emergency personnel, the HHCI suggests the following evacuation options for faculty, staff, and students with special needs:

- **“Buddy System” Evacuation Option**—Inform a student, staff and/or faculty acquaintance (a “Buddy”) of the need for special assistance in the event of a fire alarm. When the fire alarm sounds, the “Buddy” should make sure of the individual’s location, then go outside and inform emergency personnel of a person in a specific location who needs assistance in leaving the building. Emergency personnel will then enter the building and evacuate that person.
- **Relocation Option**—Move a safe distance away from the area of imminent danger to another wing/unit of the building or opposite end of the corridor.
- **Vertical (Stairway) Relocation Option**—Those who are able to evacuate with or without minor assistance may evacuate via stairways.
- **Shelter-in-Place Evacuation Option**—Unless danger is imminent, remain in a room with an exterior window, closing the door if possible. If possible, dial 9-1-1. The individual should be prepared to tell the 9-1-1 operator his or her name, location, and the nature of the emergency.

The School Campus buildings is equipped with fire alarm horns/strobes that sound an alarm and flash strobe lights. However, persons with hearing and/or vision impairments may not immediately notice or hear emergency alarms and may need to be alerted of emergency situations. Some persons may need to be alerted to the situation by gestures or by turning the light switch off and on. Emergency instructions can be given by verbalizing, mouthing or by a short, explicit written note. HHCI faculty and staff are encouraged to offer such assistance, as appropriate.

## **2.4 Mass Care Annex**

The purpose of the Mass Care Annex is to manage, direct and control School resources to facilitate the provision of essential life support needs of students and personnel in the event of a major campus emergency.

In the event of a mass care event, the ***President/CEO, the Director of Nursing Education, and/or the School Safety Officer*** shall assume primary control for the purpose of ensuring that the essential life support needs of affected individuals are met, as set forth in the Evacuation and Reverse Evacuation Annex (2.3) and Health and Medical Annex (2.5). In addition, the HHCI officials will coordinate with local authorities and follow the directives of emergency medical providers to ensure that essential medical care is available.

Upon the declaration of a major campus emergency, the Incident Commander shall assign the School Safety Officer to act as the mass care representative to report to the EOC. The mass care representative will also coordinate with the Public Information Officer to ensure timely and accurate press releases.

## 2.5 Health and Medical Annex

The purpose of the Health and Medical Annex is to manage, direct and control the provision of medical and counseling services in the event of a major campus emergency.

In the event of a major campus emergency, *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* shall assume primary control for the purpose of making medical care and crisis counseling services available to students and Human Resources will be responsible for faculty, staff, and other members of the School Campus community.

HHCI Officials will evaluate the situation and if necessary activate the emergency response system (911) as needed. Situations requiring activation of the emergency response system may include but are not limited: fainting, complaints of chest pain, sudden loss of movement, etc.

Upon the declaration of a major emergency, the CDT and/or the Incident Commander may assign the School Safety Officer and Human Resources to report to the EOC. The *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will assist in the transportation of seriously injured or suddenly ill students and staff members to the nearest hospital utilizing the following:

- Paramedics
- Private ambulance
- Taxi
- Other public transportation system

A faculty, staff, or student who is experiencing sudden illness or a medical emergency not requiring activation of the emergency response system or faculty, staff, or student who refuses offer of transportation via ambulance to a health care facility is responsible for obtaining safe transportation.

HHCI Officials will coordinate with local authorities and emergency medical providers and follow their directives as to the provision of essential medical care and sanitation services.

**Note:** There is one Automated External Defibrillators (AED), located in in Suite 202 hallway closet right side top shelf , and marked with an AED sign. AEDs are used to treat sudden conditions that cause the heart to stop by delivering a shock across the heart if it is needed. 9-1-1 should be called as soon as possible when using an AED.

***State of New Hampshire Legal Protection for Rendering Emergency Care Using AED*** - Any person who, in good faith and without compensation, renders emergency care by the use of an automated external defibrillator shall not be liable for civil damages for any acts or omission unless the acts and/or omissions were grossly negligent or willful and wanton. Any person, association, corporation, or other organization that acquires and maintains an automated external defibrillator for emergency care shall not be liable for civil damages other than for gross negligence or willful and wanton acts or omissions. This section shall not limit civil liability protection provided by any other law. (153-A:31; New Hampshire State Laws; <https://www.plustrac.com/aed-laws>; 12-10-2019)

Appropriate referrals to local healthcare facilities and other healthcare providers will be given.

Counseling Services are available to faculty and staff through ADP Total Source. However, HHCI does not currently offer in-house psychological counseling services to its student. Psychological counseling services are made available to students as needed via referral service to local psychological counseling services (See Community Resource Manual for available local psychological counseling services).

## 2.6 Mortuary Services Annex

The purpose of the Mortuary Services Annex is to assist family of HHCI students and personnel in the event of a major campus emergency resulting in casualties.

In the event that mortuary services are necessary, *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will coordinate with local authorities, including but not limited to the Town of Merrimack Police Department and Town of Merrimack Fire Department.

## **2.7 Resource Management Annex**

The purpose of this annex is to coordinate School Campus resources in an effort to: (a) catalogue emergency supplies and equipment maintained for the School Campus community to use during an emergency and (b) distribute donations of money, goods and labor received from individual citizens and volunteer groups during a School Campus emergency. This function is triggered upon a major School Campus emergency calling for implementation of the Long Term Evacuation Plan discussed in the Evacuation and Reverse Evacuation Annex (4.1).

The CDT shall be responsible for Resource Management. Upon the declaration of a major School Campus emergency, the CDT and/or the Incident Commander shall assign this responsibility to the HR/Finance staff.

### **Section III: Executive Summary**

**An emergency can occur at any time, suddenly and without warning. Proper planning is essential to minimize the impact of any emergency on the School Campus community, operations, and facilities.**

The School Campus Emergency Preparedness Plan is designed to provide HHCI with a management tool to facilitate a timely, effective, efficient, and coordinated emergency response to significant events affecting the campus or its population. It is based on integrating HHCI's emergency response resources with those of other government and emergency response agencies.

The School Campus Emergency Preparedness Plan does not replace existing emergency procedures but supplements them by defining the relationships between those and other procedures and organizations to build a unified command structure.

*Emergency management consists of four continuous stages:*

**Mitigation** - This stage includes activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include analysis of hazard related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate the School Campus community on measures they can take to reduce loss and injury.

**Preparedness** - Preparedness is a continuous process. Preparedness involves efforts at all levels to identify threats, determine vulnerabilities, educate, and train the community and identify required resources. Preparedness is operationally focused on establishing guidelines, plans, procedures, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**Response** - Response includes activities that address the short-term and direct effects of an incident. It includes immediate actions to save lives, protect property and the environment, and meet basic human needs. Response also includes the execution of emergency preparedness plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; and continuing investigations into the nature and source of the threat.

**Recovery** - Recovery incorporates the development, coordination, and execution of service- and site-restoration plans; the reconstitution of operations and services; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

### **Section IV: Emergency Evacuation**

#### **4.1 Evacuation and Reverse Evacuation**

The purpose of the Evacuation and Reverse Evacuation Annex is to manage, direct and control an orderly School Campus evacuation in the event of a School Campus emergency. If an emergency situation arises and the School must evacuate its facilities, our goal will be to minimize the impact of the emergency on the normal operation of its instructional and business schedule. The School is prepared to evacuate its campus facilities, and will do so if it becomes aware of potential danger to life and property.

The evacuation of the School Campus building requires the teamwork of every department, faculty, staff, and students.

### ***General Evacuation Procedure***

In the event of an emergency situation requiring evacuation, faculty, staff, students, and visitors will be alerted via interior/exterior emergency alert system (i.e., in-person notifications by assigned Area Monitors, telephone paging system, speaker announcements, etc.). Everyone will be instructed to leave personal belongings and evacuate the building quickly and will be allowed back in the building as soon as the appropriate authorities issue an “all-clear.” In all evacuations, all are advised to refrain from using phones while evacuating to allow for a quick evacuation.

In the event of an emergency other than fire, for example criminal activity, the ***President/CEO, the Director of Nursing Education, and/or the School Safety Officer*** shall determine whether evacuation is necessary, and communicate with appropriate staff to ensure swift and efficient evacuation of faculty, staff, students, and guests. In the event of a building evacuation, ***the parking lot located to north of the School Campus building*** will serve as the reassembly area.

Unless otherwise communicated, the primary outdoor assembly areas are:

The parking lot located to the north of the School Campus building

### ***Reverse Evacuation/Lockdown***

If it appears dangerous for the community to remain outside, then all faculty staff, students, and guests may be directed to move into the School Campus building, for example, in the event of a tornado, armed aggressor, or any other major event near the campus. A complete lockdown of the School Campus building may be required. The general purpose of a lockdown is to convert a building into a large “Safe Room” and will be made only if there is a serious risk of danger to faculty, staff, and students. The decision to initiate building lockdown procedures may be at the discretion of School Campus officials or in response to a request by local law enforcement officials.

In the event of a lockdown:

- In a classroom: close doors, use door barricade device and lock doors if possible. Turn off lights, silence phones, and stay away from windows.
- In office area: remain in office, or secure area, with the door locked. Turn off lights, silence phones, and stay away from windows.
- In common area: move to a lockable room (nearby classroom, office, etc.) as soon as possible.
- Remain in your secure area until further instructions are provided.

### ***Persons Requiring Assistance With Evacuation Procedures***

Faculty, staff, and students who have disabilities are encouraged to self-report their status to the School Safety Officer at (603) 886-0822, so appropriate action can be planned for or taken on their behalf in the event of an emergency situation.

Upon contacting the School Safety Officer, the following information will be requested:

- Name
- Cell phone #
- Office room/classroom #
- Class schedule information-if student
- Hours in building
- Days of the week in building
- E-Mail address
- Type of assistance needed

**Note:** At the beginning of each academic session/semester, students who have disabilities must update their information due to class and location changes. All others are encouraged to update their information as needed.

When alarms sound, all requiring assistance should proceed to a safe area away from the danger, see below evacuation options. Emergency personnel/first responders upon arrival will begin a search of all floors and units. If an individual finds themselves in a serious situation, they should immediately call 9-1-1, and report their location.

In the event of an emergency School Campus building evacuation, Town of Merrimack emergency personnel (i.e., Town of Merrimack Police Department, Town of Merrimack Fire Department, etc.) are the only personnel formally trained and authorized to

provide physical evacuation assistance. In the event danger is imminent and there is no time to wait for the Town of Merrimack emergency personnel, the HHCI suggests the following evacuation options for faculty, staff, and students with special needs:

- **“Buddy System” Evacuation Option**—Inform a student, staff and/or faculty acquaintance (a “Buddy”) of the need for special assistance in the event of a fire alarm. When the fire alarm sounds, the “Buddy” should make sure of the individual’s location, then go outside and inform emergency personnel of a person in a specific location who needs assistance in leaving the building. Emergency personnel will then enter the building and evacuate that person.
- **Relocation Option**—Move a safe distance away from the area of imminent danger to another wing/unit of the building or opposite end of the corridor.
- **Vertical (Stairway) Relocation Option**—Those who are able to evacuate with or without minor assistance may evacuate via stairways.
- **Shelter-in-Place Evacuation Option**—Unless danger is imminent, remain in a room with an exterior window, closing the door if possible. If possible, dial 9-1-1. The individual should be prepared to tell the 9-1-1 operator his or her name, location, and the nature of the emergency.

The School Campus buildings is equipped with fire alarm horns/strobes that sound an alarm and flash strobe lights. However, persons with hearing and/or vision impairments may not immediately notice or hear emergency alarms and may need to be alerted of emergency situations. Some persons may need to be alerted to the situation by gestures or by turning the light switch off and on. Emergency instructions can be given by verbalizing, mouthing or by a short, explicit written note. HHCI faculty and staff are encouraged to offer such assistance, as appropriate.

## 4.2 Fire Alarm

**Fire Alarms** - Any fire alarm calls for an immediate and full School Campus building evacuation. In the event of an actual fire-related emergency, **9-1-1 should be called immediately**. Additionally, evacuation procedures as set forth in the Evacuation and Reverse Evacuation Annex (2.3) should be followed.

Upon the triggering of a fire alarm, faculty, staff, students, and guests should be directed to leave the School Campus building, and the School Safety Office should be contacted and provided with as much information as possible, including the location of the alarm. This evacuation can only be halted by the Town of Merrimack Fire Department giving the “all clear.” During an evacuation only the stairways should be used; elevators should never be used. If one stairway is impassible, the one at the opposite side of the building should be used.

**False Alarms** - False alarms are serious pranks that have the potential for creating panic situations, as well as being the cause of unintentional injury. Anyone apprehended in the act of triggering a false alarm or reported to have been the cause of a false alarm should be turned in to the proper authorities for disciplinary action and/or criminal prosecution.

**Fire Prevention** - In the interest of fire prevention and safety, faculty and staff must maintain an awareness of various potential School Campus building hazards in their respective units/areas. Always remove clutter; properly dispose of old papers, books, boxes, printouts, etc.; keep halls and doorways clear; and properly store volatile or flammable substances in approved containers.

All HHCI personnel should also make an effort to familiarize themselves with the locations of stairwells, and emergency equipment, such as fire extinguishers and hoses, in and around the areas of the School Campus they frequent.

## Section V: Facility Emergency

### 5.1 Elevator Emergency

When an emergency alarm from an elevator is sounded, the following procedures shall be followed. The School Safety Officer shall evaluate the situation. By way of the intercom systems (if elevator is equipped with one), or in person by School Safety Officer, contact the car, and ask if the passengers are all right, and if the emergency buttons are in the out position. The passengers should be informed that service is on the way. If the car remains stalled, the passengers should be advised:

- Not to Panic;
- That emergency elevator service has been called;
- Not to attempt to open the doors;
- To stay clear of the doors; and
- Not to exit until told to do so.

During regular office hours, the Safety Officer should call the elevator service company. During off-hours, Property Manger should be called immediately. The Property Manger should contact the elevator service company to inform them that the elevator car is down with passengers trapped.

If service response time exceeds 30 minutes, the Town of Merrimack Fire Department should be called to report the entrapment first, then call the School President/CEO.

All information regarding the incident should be logged in the Campus Safety Incident Log and complete Campus Safety Incident report.

## 5.2 Emergency School Closure

The decision to cancel classes or close the offices of the entire School Campus due to inclement weather (or any other reason) is the responsibility of the President/CEO of the HHCI or, in his absence, the highest ranking available member of the CDT. The entire School Campus should be considered for closure when:

- There is significant physical threat of injury or harm to employees and/or students;
- There is widespread inaccessibility of transportation systems;
- The State of New Hampshire or Town of Merrimack advises businesses to cease operations;
- A physical disaster has occurred and the School Campus building is uninhabitable. The senior-ranking CDT member should consider whether classes should be cancelled and whether business operations should close. The decision to cancel classes or close the School Campus will be made for a period of one business day only unless there is physical destruction of the School Campus building. If the reason to cancel classes or close the School Campus remain present after the first day, the decision to cancel classes or close the School Campus thereafter will be made each new day regarding the need to cancel classes or remain closed.

In the event of a large-scale class cancellation or closure, the school-wide e-mail may be issued. Additionally, class cancellation or School Campus closure banner on the School's website homepage with closure information may be activated.

The HHCI will report class cancellations or School Campus closures to all appropriate media outlets and to the Emergency Closing Center, a communal source of information used by local television and radio stations, including:

- WCVB-TV (Channel 5)
- WHDH-TV (Channel 7)
- WMUR-TV (Channel 9)

Isolated class cancellations will be handled more personally on a smaller scale (i.e., activating Class Call Tree or Clinical Group Call Tree), as required by the situation.

## 5.3 Structural Failure

In the event of structural damage to a School Campus building, the entrances to the floor/area containing the damage are to be blocked off to prevent any pedestrian traffic, and the area should be secured to prevent theft of School or personal property.

The *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will coordinate a structural inspection of the damaged building. Because of the unknown condition of many structural elements, no one shall be allowed in the damaged area for any reason until the facility is deemed safe by all appropriate authorities.

In the event of injury or entrapment, *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will contact local authorities and call them to the scene, as appropriate.

*President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will coordinate the assessment of how to proceed with the reconstruction process as soon as possible.

## 5.4 Utility Failure

*Utility and Facility Related Emergencies* - Utility failure emergencies (including failures that are potentially threatening to the safety of persons or facilities) should be reported immediately to *the School Safety Officer or the next available highest ranking CDT member*. The following list provides examples of utility and facility-related emergencies:

- Elevator malfunction

- Widespread power outages
- Broken locks
- Water leaks
- Broken pipes
- Heating or air conditioning problems
- Bathroom clogs or overflows (sinks/toilets)
- Gas leaks or odors
- Broken windows

**Work Orders - Non-Emergency Issues** - Utility issues that do not constitute an actual emergency should be reported to *the School Safety Officer*. The following list provides examples of non-emergency utility and facility related issues:

- Minor clogs or slow-moving drains
- Excess trash
- A need or desire to change locks
- Limited power outages or burned-out light bulbs in non-critical areas

## **Section VI: Trauma**

### **6.1 Communicable Illness / Pandemic Outbreak**

Upon learning that a member of the School Campus community has contracted a severe communicable disease, or wide reaching food borne illness, the HHCI will inform local Public Health Officials and comply with any corresponding directives from those Health Officials.

The Incident Commander in conjunction with the CDT will have absolute authority over the campus in the event of a communicable illness outbreak.

The School Safety Officer will be responsible for all security related issues and will report directly to the Incident Commander during a communicable illness outbreak. If an order is given to evacuate the campus, *the Director of Nursing Education, and/or the School Safety Officer* will have authority over the campus evacuation activities.

The *Director of Nursing Education, and/or the School Safety Officer* will be responsible for managing the health facet of the communicable illness response plan. They will be in charge of providing timely ongoing safety and health information to the Incident Commander. The *President/CEO, the Director of Nursing Education, and/or the School Safety Officer* will work with the city and state authorities and help develop education and training materials for use by faculty, staff, and students.

Timely and accurate communication with the School Campus population during a communicable illness/pandemic outbreak is critical.

The School Campus community will be alerted through the e-mail systems and as described in Communications Annex 2.2. The *President/CEO* or his/her designee is responsible for coordinating all emergency communications.

#### **For Supervisors and/or Managers:**

If you are informed that an employee has a communicable illness, please notify the HR/Finance Coordinator and the School Safety Officer at (603) 886-0822

### **6.2 Hazardous Materials Incident**

In the event of a chemical spill or any other accident or emergency involving hazardous materials, individuals should be advised to:

- Notify the *School Safety Officer* or the next available highest ranking member of the CDT, and/or call 9-1-1 from the nearest telephone;
- Evacuate the area immediately and alert others nearby;
- Only trained personnel should handle minor or incidental spills and should follow the documented procedures for cleaning up the spill
- Do not expose yourself to a dangerous situation.
- Personnel should not attempt to clean large spills or spills of extremely hazardous substances. The area should be evacuated and the School Campus Emergency Preparedness Plan should immediately be implemented



- Do not re-enter the contaminated area until given the all-clear by the **School Safety Officer** or the next available highest ranking member of the CDT.

If possible, personnel should be prepared to provide the following information when coordinating with emergency personnel:

- Name and quantity of the chemical/material spilled;
- Location of the spill (building address, room, or unit number);
- Information regarding anyone injured or otherwise contacted by the material; and
- A description of any fire or explosion caused by or occurring nearby the spill.

Emergency shower & eye wash station is located on the second floor: **Science Laboratory**

The emergency shower and eyewash station is checked quarterly by the School Safety Officer.

In the event that a mass decontamination is necessary, the HHCI will work with proper authorities to secure necessary supplies, etc.

### 6.3 Medical Emergency

If a faculty, staff, student, or visitor experiences a medical emergency while on campus, HHCI staff and faculty are advised to call 9-1-1 immediately, and then contact the School Safety Officer. All accidents or injuries that occur on HHCI property, whether life threatening or not, must be promptly reported to the School Safety Officer so that an accident report can be issued.

### 6.4 Mental Health Crisis

If there is reason to believe that an HHCI student or employee is experiencing a mental health emergency and may present a danger to self or others, the **School Safety Officer** should be contacted immediately.

If there are general concerns regarding the mental health or well-being of an HHCI student, the **Director of Nursing Education** should be notified. The **Director of Nursing Education** has a wide variety of resources available and is prepared to provide assistance to troubled students through student advising services, and psychological counselling referrals services (*see Community Resources Manual for local psychological counselling services referral information*).

If there is general concern regarding the mental health or well-being of an HHCI faculty or staff member, the HR/Finance Coordinator should be notified (*see ADP TotalSource Employee Benefit Manual for psychological counselling services referral information*).

**Counseling Services Available for Students** - HHCI does not currently offer in-house psychological counseling services to its student. Psychological counselling services are made available to students as needed via referral service to local psychological counseling services (See Community Resource Manual for available local psychological counseling services).

**Counseling Services Available for Faculty and Staff** - The ADP Total Source Employee Assistance Program is available to provide assistance to HHCI faculty and staff who may be experiencing difficult personal problems. The Employee Assistance Program services that available to employees through ADP Total Source include individual and family counseling, psychological evaluations and referrals, substance abuse treatment and similar services.

If there is a significant decline in an employee's work performance or a specific on-the-job incident indicating that an employee may benefit from the Employee Assistance Program's services, the employee's supervisor, in consultation with Human Resources, may make a formal referral that requires the employee's participation.

### 6.5 Mass Casualty Event

In the event of a mass casualty event, the HHCI officials shall coordinate with and will follow directives of the local authorities.

## Section VII: Violence

### 7.1 Active Shooter

An active shooter is a person or persons who appear to be actively engaged in killing or attempting to kill people, or injuring people, most often in populated areas. In most cases, active shooters use firearm(s). In some cases, active shooters use improvised explosive

devices to cause additional victimization. Active shooter situations evolve rapidly, demanding immediate response by local authorities.

All active shooter events are to be reported to 9-1-1 immediately and then to the School Safety Officer at (603) 886-0822. Thereafter, the **School Safety Officer** will notify the **School President/CEO and/or the Director of Nursing Education** immediately.

In addition, the following actions are recommended:

**Run** from the threat: If you have a clear path of escape

- Don't gather belongings first
- Know all emergency exits wherever you are
- If you're in an open area and there's distance between you and the shooter, run in a zig-zag pattern
- Prevent others from entering the area where shooter may be
- Keep your hands visible
- Call 911 when you are safe

**Hide:** Barricade or secure your area to delay the attacker if you do not have a clear path of escape

- When in doubt, seek a secure location
- Lock room/office, stay quiet, turn lights off, hide under desk, in closet, cell phone on silent (not just vibrate)
- If room does not lock, barricade door with whatever is available-chairs, tables, desk, etc. In classrooms, use door barricade device if available.
- Stay in place until instructed to leave the building by the School Safety Officer or the next available highest ranking CDT member or law enforcement (Don't open the door unless you can confirm it's the authorities)

**Fight:** As a last resort, attempt to incapacitate the shooter, improvise weapons, or throw items

- Attack as a team if possible, from multiple angles
- Use items such as chairs, fire extinguishers, coffee mugs, etc.

If you are not immediately impacted by the incident, please take the following action:

- Stay away from the building/area;
- Notify everyone around you to stay away from the area;
- Obey all verbal direction given by law enforcement/public safety officers;
- Take protective action and stay away from door and windows.

When law enforcement arrives, remain calm and follow officers' instructions. Keep hands visible at all times.

## 7.2 Bomb Threat

All bomb threats are to be reported to the School Safety Officer (603) 886-0822. Upon receipt of a bomb threat, the School Safety Officer will immediately call 9-1-1 and then notify the School President/CEO and the Director of Nursing Education.

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

- Remain calm and write down the exact wording of the threat. If possible, write down the number where call is coming (as shown on Caller ID) and ask:
  - When is the bomb going to explode?
  - Where is it right now?
  - What kind of bomb is it?
  - What will cause it to explode?
  - Did you place the bomb?
  - Why?
  - What is your address?
  - What is your name?

**The School Safety Officer shall:**

- Notify the Town of Merrimack Police Department of the situation and request that they stand by to notify the Bomb and Arson Unit in the event an object is found;
- Notify the School President/CEO and the Director of Nursing Education;
- Deploy appropriate personnel to conduct a search of the relevant areas; and

- Instruct all personnel engaged in the search not to use radios in the affected area.

***The School President/CEO and/or the Director of Nursing Education will:***

- Obtain the assistance of personnel familiar with working in the affected area in the search;
- Coordinate the search by the School Safety Officer and other personnel;
- Consult the faculty and/or administrative staff person in charge of the affected area about feasibility of evacuation; and advise on the feasibility of evacuation.

***In the event that an object is found:***

- The Town of Merrimack Police Department will be notified in person or by telephone that the Bomb and Arson Unit is required;
- The evacuation of the affected area will be ordered, jointly, by the President/CEO and/or the Director of Nursing Education in consultation with available CDT members;
- The School Safety Officer will isolate the affected area, assist in the evacuation, and open all windows in the affected area;
- The evacuees will be sent to a site that is sufficiently distant from the area.

### **7.3 Civil Disturbance**

In the event of a civil disturbance demonstration:

- Notify the ***School Safety Officer*** if access in or out of School Campus building is blocked, or if it appears campus safety may be endangered.
- Avoid disturbance as much as possible.
- Avoid provoking or obstructing demonstrators.
- If the disturbance is outside, stay indoors and away from doors or windows.
- Evacuate the building or other areas as directed by law enforcement.

### **7.4 Criminal Activity**

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, through its School Safety Officer, the HHCI will report all felonies and serious misdemeanors, which are reported to them or they observe or view, to the Town of Merrimack Police Department via 9-1-1 as soon as possible, regardless of whether the victim/complainant refuses to cooperate in the investigation or has a change of mind about reporting the crime and provide statistics on these crimes in its annual security report.

For lesser misdemeanors against the School Campus, e.g. minor damage to property, the School Safety Officer will check with the School President/CEO and/or the Director of Nursing Education about reporting the incident to the Town of Merrimack Police Department.

For lesser misdemeanors perpetrated against a person (faculty, staff, student, or visitor), victims will be encouraged and assisted by the School Safety Officer to report the crime to the Town of Merrimack Police Department. If the victim refuses to notify the police, the School Safety Officer will indicate "victim refuses" in its report of the incident, but will proceed to report the alleged crime to the police if warranted or deemed advisable by the School President/CEO and/or the Director of Nursing Education.

The Jeanne Clery Disclosure for Campus Security and Campus Crime Act identifies and defines Campus Security Authorities (CSAs) as School faculty and staff members with "significant responsibility" for student and campus activities. Some examples of CSAs could include School Safety Officer, deans, directors, department heads, athletic coaches, student organization advisors, residence hall staff and student affairs staff. A letter is sent annually to individuals identified as CSAs reminding them of their responsibilities. Detailed information about the positions at HHCI that are designated as CSAs is available via the School Catalog and Consumer Disclosure Information (SCCDI) and they include as follows:

- 1) School President/CEO and Director of Nursing Education

Once informed of a crime, HHCI is committed to assisting the victim to feel safe, secure, and free from further harm. HHCI will make all attempts to provide a calm and supportive environment for the victim. All crimes reported to CSAs will be reported to the School Safety Officer in a timely manner. **If a crime reported to a CSA is a threat to the community, the CSA must promptly report this information to the School Safety Officer as soon as possible.**

The School Campus facilities are located in a small suburban town with well-trained, responsive police and fire departments equipped to handle all emergencies. If a major or serious crime occurs at the School Campus environment, the Town of Merrimack Police Department, will, once on the scene, take control of the situation as provided by law. The School Safety Officer and CDT rely on the Town of Merrimack Police Department for assistance in formulating crime prevention techniques and planning for the future.

Procedure is in place to advise members of the campus community on a timely basis about campus crime and crime-related problems. These efforts include the following:

- **Timely Warnings** - If circumstances warrant, special printed crime alerts called “Safety Alerts” will be prepared, distributed either selectively or throughout the campus, posted on the school’s student and employee notice board, and if necessary emailed to the School Campus community.
- **Crime Statistics Report** - During the school year, crime statistics are published in the School Catalog and Consumer Disclosure Information (SCCDI).

## 7.5 Hostage Situation

In the event of a hostage situation, HHCI staff shall call 9-1-1 and then contact the School Safety Officer. The School Safety Officer will then notify the School President/CEO and/or the Director of Nursing Education, and they will jointly coordinate with and take direction from local authorities.

## 7.6 Lockdown

A “lockdown” is a temporary sheltering technique utilized to limit civilian exposure to imminent threat of violence. A lockdown will be made only if there is a serious risk of danger to faculty, staff, and students. The general purpose of a lockdown is to convert a building into a large “Safe Room.” The decision to initiate building lockdown procedures may be at the discretion of the School Officials or in response to a request by local law enforcement officials.

**Responsibilities of Public Safety** - In the event of a situation requiring the initiation of building lockdown procedures, the School Safety Officer in consultation with President/CEO and CDT members will perform the following tasks to the extent possible:

- Declare and initiate the lockdown directive;
- Activate appropriate emergency notification systems;
- Immediately respond to the scene;
- Contact and coordinate with the Town of Merrimack Police Department;
- Provide security for the scene;
- Lock and secure perimeter building doors with assistance from other CDT member;
- Post pre-printed signs on all lobby doors if safe to do so; and
- Attempt to discourage building occupants from exiting the building

Once the lockdown has concluded and the building has been re-opened, faculty and staff will check to confirm that everyone is safe and doing well.

## 7.7 Sexual & Relationship Violence

Individuals of any sex, sexual orientation, or gender identity may experience sexual or relationship violence. There is nothing a person can do to deserve or provoke sexual or relationship violence.

Reports of sexual and relationship violence should be made to HHCI’s Title IX Coordinator or the Assistant Director of Nursing Education at (603) 886-0822

If the matter is an emergency, the report should be made to School Safety Office at (603) 886-0822.

## 7.8 Suspicious Mail or Packages

The Customer Care Coordinator is responsible for picking-up the mails from the School Campus mailbox and processing all official school mail sent and received at the School Campus location. However, other HHCI staff members occasionally pick-up mails and/or packages directly from the School Campus mail box. Any HHCI employee picking-up mails from the School Campus mail box is advised to be wary of envelopes or packages that display one or more of the following characteristics:

- Oily stains, crystallization, or other discolorations on packaging material;

- Misspelled words;
- Envelopes or packages sealed with excessive tape;
- Incorrect name, address, or title;
- Powder or other substance seeping through packaging;
- Excessive postage;
- No return address;
- Poor type or illegible/unusual handwriting;
- Protruding wires;
- Strange odors emanating from the item.

Should a piece of mail or a package that displays the above-listed characteristics be received and there is suspicion the item may contain an explosive, chemical, biological or radiological threat:

- Isolate the item immediately;
- Do not open, move, smell, or taste the suspicious item;
- Leave the immediate area and warn others in the area to do the same;
- Call the School Safety Officer for further instructions and assistance.

## **7.9 Threats of Violence**

HHCI strives to maintain an environment free from intimidation, threats (direct or implied) or violent acts. HHCI will not tolerate intimidating, threatening, or hostile behavior of any kind. This includes threats, physical abuse, stalking, vandalism, arson, sabotage, possession, or use of weapons of any kind on School property, or any other act that is dangerous in the workplace. Any object, regardless of its nature, is considered to be a weapon when used in a threatening or violent manner.

**Emergency** - If a threat seems imminent or if violent behavior is in progress, 9-1-1 should be called immediately for police assistance. The School Safety Officer should be notified immediately after 9-1-1 is called. The School Safety Officer will then notify the School President/CEO and/or the Director of Nursing Education.

**Non-Emergency** - Upon learning of a threat of violence, faculty and staff should notify their supervisor, the School President/CEO and/or the Director of Nursing Education and/or Human Resources as soon as possible, and provide assistance with the investigation as necessary. Incidents may be reported anonymously if a victim feels that it is in their best interest to do so.

Employees who believe that they have been subject to any of the behaviors listed above or who observe or have knowledge of a violation of the Human Resource policies and procedures shall immediately report the incident to their supervisor, the School President/CEO and/or the Director of Nursing Education and/or Human Resources. Complaints will be promptly investigated. When the results of an investigation indicate the necessity to do so, disciplinary action up to and including discharge of individuals engaging in intimidating, threatening or hostile behavior will be taken.

The School Safety Officer will work with Human Resources as well as the Town of Merrimack Police Department, as necessary, to investigate complaints or incidents and initiate appropriate follow-up action.

## **Section VIII: Disasters**

### **8.1 Earthquakes**

In the event of a major earthquake posing a serious risk to the School Campus community, HHCI will rely upon local authorities and, as necessary, follow policies outlined in the Evacuation and Reverse Evacuation (4.1), Fire Alarm (4.2), and Structural Failure (5.3) Annexes.

### **8.2 Flooding**

In the event of severe flooding, the School Safety Officer should be notified. Broken water pipes, water leaks and overflowing or clogged drains that do not present an emergency situation should only be reported to the School Safety Officer.

Upon learning of severe flooding, the school Safety Officer shall to investigate the problem area and then notify School President/CEO and/or the Director of Nursing Education. Safety Officer shall proceed to notify Property Manager and/or the

contracted engineers/electricians of the flood condition and the specific area of concern. The School Safety Officer and/or the Property Manager shall then:

- Post signage as needed to prevent pedestrian traffic in this potentially hazardous area;
- Ensure that any elevators in the area are relocated above the flood floor if possible;
- Direct appropriate janitorial services personnel to clean-up once the engineers/electricians have the problem under control;
- Remove signage from area upon completion of clean up.

### **8.3 Severe Weather**

In the event of a tornado or other severe weather, HHCI personnel should advise students, other staff and guests to:

- Close all windows, drapes, blinds, and shades;
- Move away from the outside perimeter of the building and toward a safe area on your floor, such as an interior washroom, stairwell, or any other interior room avoiding first floor lobby areas and any other areas with large, glass windows. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows;
- Do not attempt to leave the building;
- Do not get on an elevator;
- If you are outside with no shelter: Do not get under an overpass or bridge. You are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries and;
- Remain calm and follow the directions of Public Safety personnel.

*Cancellation Classes or Closure of the School Campus* - Further information regarding class cancellation or campus evacuation is set forth in Emergency School Closure (5.2).

## **Section IX: Training**

### **9.1 Faculty and Staff Orientation and Training**

HHCI shall provide a copy of the School Campus Emergency Preparedness Plan to employee at time of employment and anytime changes are made to the plan. A new employee will be oriented and trained on the School Campus Emergency Preparedness Plan as part the new employee orientation program. A mandatory employee training on the School Campus Emergency Preparedness Plan will be conducted once annually. The purpose of this mandatory annual employee training is to ensure that employees of HHCI would have the opportunity to review and discuss as a group the key elements of the School Campus Emergency Preparedness Plan. The School Safety Officer is responsible for organizing and coordinating this annual employee training.

### **9.2 Student Orientation**

HHCI shall provide to each student with a copy of the School Campus Emergency Preparedness Plan at the time of enrollment and anytime changes are made to the plan. Students will also be oriented and trained on the School Campus Emergency Preparedness Plan as part the new student orientation program. The purpose of the new student orientation and training is to familiarize every enrolled student with the key elements of the School Campus Emergency Preparedness Plan. The School Safety Officer is responsible for organizing and coordinating this part of the new student orientation and training.

## **Section X: Emergency Contact Information**

### **10.1 School Campus Emergency Response Personnel**

- 1) School President/CEO & Director of Nursing Education:  
Dr. John C. Dike, PhD, RN  
Phone: 603-886-0822  
Email: [jdike@harmony-health.org](mailto:jdike@harmony-health.org)
  
- 2) Assistant Director of Nursing Education  
Ms. Gloria Adigwe, MSN, RN  
Phone: 603-886-0822  
Email: [gadigwe@harmony-health.org](mailto:gadigwe@harmony-health.org)

- 3) Clinical Education Coordinator  
Ms. Cynthia Czarnecki, BSN, RN  
Phone: 603-886-0822  
Email: [czarnecki@harmony-health.org](mailto:czarnecki@harmony-health.org)
- 4) Curriculum Coordinator  
Ms. Karen Potter, MSN, RN  
Phone: 603-886-0822  
Email: [kpotter@harmony-health.org](mailto:kpotter@harmony-health.org)
- 4) Customer Care Coordinator/Safety Officer  
Ms. Wendy Sue-Worth, BS  
Phone: 603-886-0822  
Email: [wworth@harmony-health.org](mailto:wworth@harmony-health.org)

## 10.2 Local Authorities Emergency Phone Numbers

- Immediate Help (**Fire, Police, Rescue Squad**) **9-1-1**
- Fire / Rescue Department (603)424-3774
- Police Department (603)424-3774
- Sheriff Department (800)562-8201 68
- City-State Health Department (603)420-1734 (800)852-7493

## 10.3 Local Hospital Contact Phone Numbers

- Southern NH Medical Center (603)577-2000
- St. Joseph's Hospital (603)882-3000
- Disaster & Emergency Services- Merrimack CERT (603)424-3774

## 10.4 Contact Phone Number for State Government Offices Related to Emergency Management

- FEMA, specifically the regional office-Boston, MA 02110 (877)336-2734
- U.S. Department of Homeland Security (DHS) (202)282-8000
- American Red Cross of Vermont and New Hampshire (603)225-6697 (800)464-6692
- Salvation Army –Nashua, NH (603)889-5151
- United Way –Nashua, NH (603)882-4011
- Nashua Soup Kitchen and Shelter, Inc. (603)889-7770
- Nashua Rescue Mission (603)889-3421

## 10.5 Contact Phone Numbers for Mental Health Agencies

- Greater Nashua Mental Health Center (603)889-6147
- \*24-hour emergency line (800)762-8191
- Families in Transition (603)641-9941 Ext. 401



***“HHCI’s Success depends on the Success of her Students”***

10 Al Paul Lane Suite #204, Merrimack, NH 03054

Phone: (603) 886-0822 Fax: (603) 886-0877

Web: [www.harmony-health.org](http://www.harmony-health.org).