



MIDDLESEX
Community College

Emergency Management Plan

2013-2014



Bedford Campus



Lowell Campus

Table of Contents

Emergency Management Planning	2
Emergency Management Team	2
Emergency Operations Center (EOC)	3
Emergency Levels	3
Communication Protocols	4

Emergency Management Planning

The Middlesex Community College Emergency Management Plan outlines the College's procedures for managing major emergencies that may threaten the health and safety of the MCC campus community or disrupt its programs and activities. The Plan helps to provide a management structure for coordinating and deploying essential resources.

At MCC, planning ahead for emergencies is part of normal business planning and campus life. All members of the campus community must share the responsibility for preparedness. An emergency can strike anytime or anywhere, and a significant disaster will affect everyone. All employees and students have a personal responsibility for knowing what to do before, during and after an emergency to protect their safety and their work.

In addition, MCC maintains a comprehensive emergency preparedness plan to help educate and train personnel to mitigate potential hazards and to familiarize students and employees with emergency procedures.

The MCC Emergency Management Plan is written, reviewed and amended annually by the Emergency Management Team, which provides general oversight for the entire emergency planning process.

Emergency Management Team

Middlesex Community College has established an Emergency Management Team responsible for assessing the scope of any incident or situation. This group has the ultimate responsibility for establishing emergency policies for the College and is available 24 hours a day, seven days a week. The Emergency Management Team may declare a campus-wide state of emergency; likewise, it would downgrade a state of emergency to a state of normal operation conditions. This would include determinations on program closures and resumptions.

In an emergency situation, MCC's overriding mission is to:

1. Protect life safety
2. Secure our critical infrastructure and facilities
3. Resume the teaching and ongoing operations of our institution

The Emergency Management team consists of personnel from five different areas of the College: The President's Office, Academic and Student Affairs, Administration and Finance, Enrollment, Research and Planning, and Information Technology. Each division head is responsible for assigned personnel within that area. A second tier of personnel from each of those divisions is also included in the comprehensive emergency plan in order to carry out the orders and actions of the Emergency Management Team.

A list of all members of the Emergency Management Team and their contact numbers shall be kept in the President's Office, the offices of both campus managers, and the Department of Human Resources. All members of the team shall also be supplied with a list of the members, along with contact information as well as information pertaining to the secondary tier of responders.

The Emergency Management Team shall, at a minimum, in the event of an emergency:

- Insure that proper contact has been made with both internal security personnel as well as municipal public safety agencies, such as the police or fire departments.
- Help to manage traffic and crowd control;
- Provide building security and asset protection;
- Help to provide emergency transport for the injured and disabled
- Provide a central information point for students, faculty, and staff
- Through a series of communication channels, inform students, faculty, staff, extended family members, and the media and general public regarding the status of an ongoing situation

MCC, through a federal grant awarded by the U.S. Department of Education, has trained 100 members of its Emergency Management Team in the National Incident Management System (NIMS) and the Incident Command System (ICS), which are overseen by the Federal Emergency Management Agency.

Emergency Operations Center (EOC)

In the event of an actual emergency, the Emergency Management Team shall activate a central EOC, from which the Team shall coordinate decisions and resources. On both campuses, the EOC has been designated as the President's office. Should events dictate relocation to another satellite location, those determinations shall be made in conjunction with emergency responders, such as a police or fire department.

Emergency Levels

The Emergency Management Team shall classify respective emergencies according to their severity and potential impact on the College, in order for emergency response operations to be properly activated.

Level 1 – A minor, localized department or building incident that is quickly resolved with existing College resources or limited outside help. A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area. Examples of a Level 1 incident could be an odor complaint, a localized chemical spill, a plumbing failure or a water leak.

Level 2 – A major emergency that disrupts sizable portions of the campus community. Level 2 emergencies would require assistance from external organizations. These events may escalate quickly, and have serious consequences for mission critical functions and or life safety. Examples of a Level 2 emergency would be a building fire or explosion, a bioterrorism threat incident, a major chemical spill, extensive power or utility outage, severe flooding, or an existing imminent emergency that could impact campus personnel or operations.

Level 3 – A disaster involving the MCC campus and its surrounding community. In the event of a Level 3 emergency, normal MCC operations are suspended. The effects or the emergency are wide-ranging and complex. An example of a Level 3 emergency would be an earthquake, a hurricane or another force of nature.

Communication Protocols

In the event of an emergency, the College enacts the following communication protocols:

Broadcast Media: Campus closings will be broadcast on radio and television stations that provide this as a public service. Announcements will be broadcast on the following television stations: **4 (CBS)**, **5 (ABC)**, **7 (NBC)**, and **25 (FOX)**, and on the following radio stations: **WBZ (1030 AM)**, **WCAP (980 AM)**, and **WRKO (680 AM)**.

MCC Website: Campus closings and special information will be posted on the college website at <https://www.middlesex.mass.edu/> This site will be updated as often as necessary for the situation at hand.

E-Mail: Global e-mail messages to staff, faculty, and students may also be disseminated by the President's office or the Information Technology Department.

Telephone:

- Recorded messages will be available via the College's landline telephone numbers:
Bedford: 781-280-3200, Lowell: 978-656-3200
- Should the College close early for any reason, a broadcast message will be sent out via voicemail to all staff.
- In extended emergencies, the College may send out periodic recorded messages to students and staff, using telephone numbers provided in course registration materials and/or employment documents. Please be sure your information is current.

Emergency Text Messaging: MCC uses the Communicator NXT program to electronically issue messages to its administration, faculty, staff, and students. In the event of a crisis on campus, the Communicator NXT program can send bulletins via email, text messaging, or through cellular telephones to communicate emergency information.

Emergency Intake Information Centers

In some situations, the College may set up Emergency Intake Information Centers for onsite reporting, questions, and dissemination of information. The Center locations will be posted on the website, and signs will be posted identifying the places.

Response and Recovery Plans

General principles:

1. If the College is closed, only designated essential personnel should report for work. Non-designated persons who come to the campus during an emergency may become part of the problem, and may inadvertently interfere with rescue and recovery work.
2. Employees who wish to volunteer to assist in emergencies must be cleared in advance by the Campus Managers, and provide contact information to the person who would ask for the employee's services. For example, a person who wants to volunteer a snowplow to assist in clearing snow would contact the Dean of Facilities in advance of a storm to notify the Dean of the offer.
3. Non-essential employees who wish to get materials from their offices during an emergency or when the campus is closed must contact the Campus Manager for permission to do so.
4. The College has extensive experience with weather-related emergencies and believes this plan will suffice. For other types of emergencies, decisions will be made at the time by the senior officers of the college. Response and recovery strategies cannot be outlined in advance, but will be handled in the most appropriate manner possible with consultation with local authorities when deemed necessary.
5. Interested persons should follow the Communication Protocols to keep informed about the College's status.

Carole A. Cowan
President

Bedford Campus
591 Springs Road
Bedford, MA 01730

Lowell Campus
33 Kearney Square
Lowell, MA 01852

Phone:
1-800-818-3434

Website:
www.middlesex.mass.edu

