



EMERGENCY RESPONSE PLAN

DO NOT FILE THIS DOCUMENT!

KEEP FOR REFERENCE

Please read this handbook thoroughly before an emergency occurs and become acquainted with the contents! Keep it readily available in your office for immediate reference.

August 2022 | *40 Avon Street, Keene, New Hampshire 03431*

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Introduction

Emergencies, disasters, accidents, injuries, and crimes occur without warning and at any time. Being physically and psychologically prepared to handle unexpected emergencies is an individual as well as an organizational responsibility. This Emergency Response Plan is designed to assist in supporting the AUNE community before and during such events. Although much of its contents is similar to our other locations, our local resources and building specifics are unique.

PROTECT YOURSELF

- Keep emergency supplies in your office (medications, flashlights, seasonal extras such as spare warm clothes, rain or snow gear, comfortable shoes/ boots, water bottle, energy bars, batteries, portable radio or charged cell phone, etc.)
- Post this Emergency Response Plan in a visible and convenient location in your work area or office.
- Know the quickest exit routes from the building.
- Locate the nearest fire extinguisher and pull station.

Smoke Detectors are located throughout. An alarm signal sounds throughout the building if activated by smoke. When an alarm sounds, the Keene City Fire Department will respond.

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AUNE EMERGENCY CONTACTS

If an emergency occurs, the first responder makes the necessary emergency response – including calling emergency officials (dialing 9-911 from a campus phone). The first responder then notifies whichever administrator is available on campus, or the first to be reached. Once contacted the Campus CEO (or designee) will determine whether or not a campus-level state of emergency exists, and if activation of a plan to deal with this emergency is in order.

AUNE Emergency Managers:

Custodian on Duty	Cell: 603-258-0744	
Director of Events and Campus Services Mark Gempler	Cell: 603-209-3947	mgempler@antioch.edu
Director of Student Services: Deb Barrett	Office: 603-283-2494	dbarrett@antioch.edu
Director of Administrative Operations: Cheryl Lower	Cell: 603-209-6165, Office: 603-283-2150	clower@antioch.edu
Human Resources: Sue Smoyer	Cell: 617-999-4503	ssmoyer@antioch.edu
AUNE CEO: Shawn Fitzgerald	Cell: 330-221-2386	sfitzgerald3@antioch.edu
Monadnock Family Services: Director of Facilities & Safety Operations: Tony Malloy	Cell: 603-209-3829	tmalloy@mfs.org

External Emergency Contacts

Keene Police 9-911 (on-campus phones) or 911 (cell phones)

Keene Fire Dept. 9-911 (on-campus phones) or 911 (cell phones)

Cheshire Medical Center 603-354-5400

(located at 580-590 Court Street, Keene, New Hampshire)

Reporting Emergencies

(Medical, Fire, Security, etc.)

Remain Calm!

CALL 911

Call 9-911 from internal phones, or 911 from cell or external phones.

GIVE INFORMATION

Be sure to provide the following:

- Your name
- Your EXACT location
(address/floor/department)
- A clear description of the situation

FOLLOW INSTRUCTIONS

Follow the instructions of 911 personnel and hang up **ONLY AFTER** they have all the information they need.

LOCATION

Remain at the location of the emergency until directed to leave by emergency personnel, or it becomes unsafe to stay.

EVACUATION

Plan ahead.

Before you are faced with an emergency, note locations of exits closest to your office/classrooms.

Building Exits Signs are marked with lit signs. Emergency Lighting is in stairwells and corridors to illuminate the exit path in an emergency. Fire Extinguishers are located in hallways.

When evacuating:

- WALK, do not run, to the nearest safe exit
- Do NOT use the elevator. When an alarm is activated it will not respond to other button commands.
- Assist people with special needs
- Gather outside at AUNE Avon St's 2 **assembly areas** (Far end of each of the main parking lots- near Pearl St and the end of the PSC parking lot) Classes and offices should gather at one of the two assembly areas and account for the members of their class/office/department
- **ANNEX ASSEMBLY Point**
The campus meeting point is at the front of the building in the parking lot.
- **DO NOT** return to the building until an AUNE representative (or other safety official such as a firefighter, etc.) directs that it is safe to do so.
- **DO NOT LEAVE** the parking lot in your car. The driveway needs to remain open for emergency vehicles to be able to arrive, and so that everyone can be accounted for if possible.

KNOW YOUR EXITS:

MAIN campus- 40 Avon Street

All first floor exits are to be used in an emergency, even MFS areas.

AUNE 1st Floor Exits:

Main front lobby (two exits on either side of the building)

In the Community Room, Dance Studio, hallway next to Dance Studio.

At foot of stairway from 2nd floor (Education/ Student Services/ Admissions Departments)

AUNE 1st Floor Exits, cont'd:

Entrance across front courtyard (below Student Services & Admissions)

Classroom E101 (two exits off of this classroom)

Psychological Services Center Department (Below 2nd floor stairwell, off of main office)

End of hallway past the Information Technology offices

North west side, very front of the building, past the IT offices and facilities shop

2nd Floor Stairwell Exits:

Area above main lobby

Corner of Education/ Student Services/ Admissions Departments

Hallway next to classroom 277

Down hallway by Room 274 through Library to South side of the building.

225 WEST ST ANNEX

Exits are at the front and back of the building.

In the event of a major campus-wide power outage:

Emergency lights will immediately provide lighting fire alarm and telephone systems to most areas of the campus for a short duration. will switch to battery back- up

Follow directions from the AUNE representative for immediate action.

Do not light candles or other type of flame for lighting

Unplug all electrical equipment (including computers) and turn off lights

IF PEOPLE ARE TRAPPED IN THE ELEVATOR- Elevators will not function!

Tell passengers to stay calm and that you are getting help.

A help call button is located in the elevator.

A light will blink when the call is answered.

Call 911 from any AUNE phone and provide necessary information

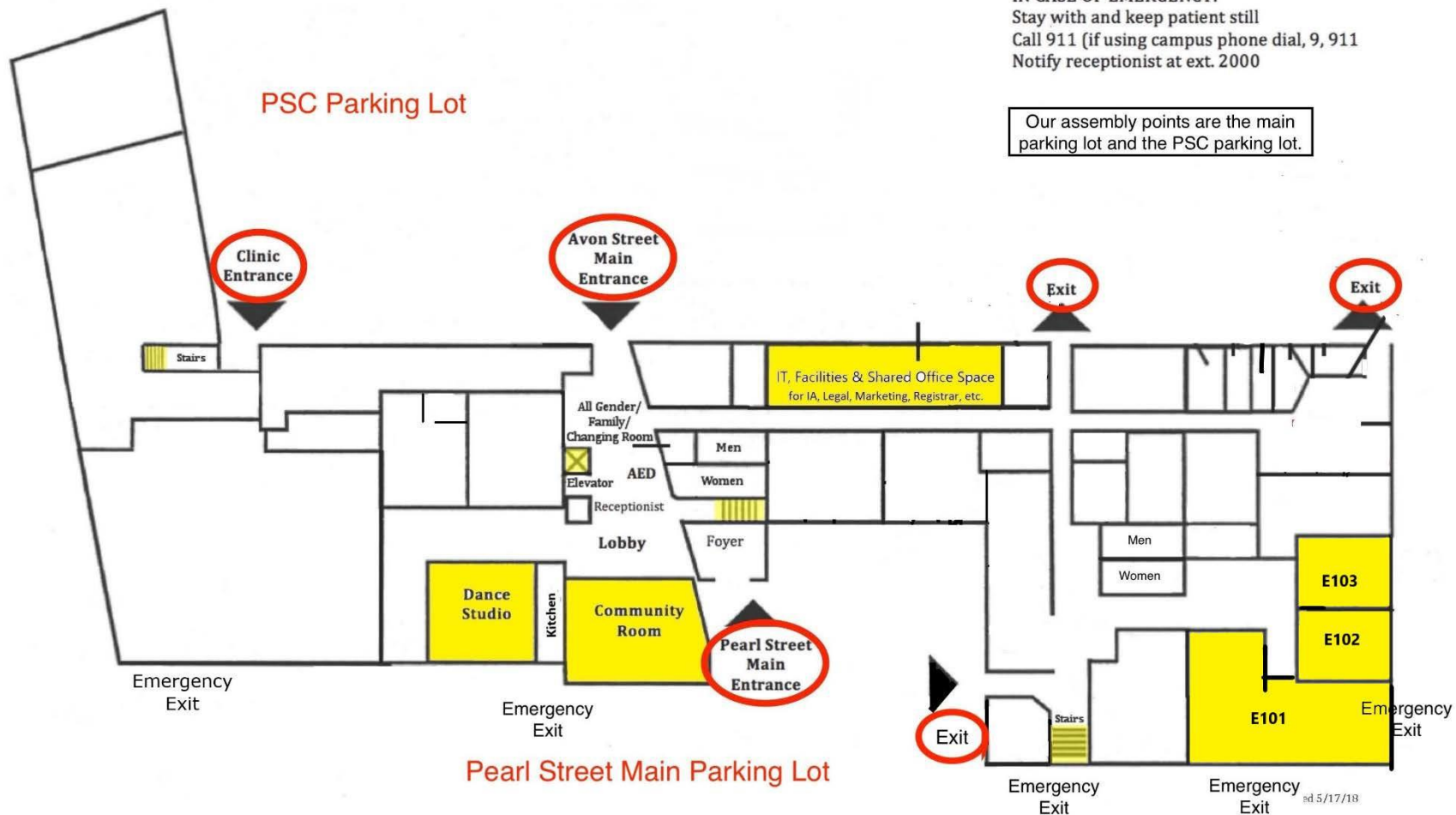
There is an emergency phone in the elevator. When the phone is picked up it dials the emergency number automatically.

Antioch University New England
40 Avon St.
Keene, NH 03431
603.357.3122
www.antioch.edu/new-england/

FIRST FLOOR

IN CASE OF FIRE:
Pull alarm and leave building
IN CASE OF EMERGENCY:
Stay with and keep patient still
Call 911 (if using campus phone dial, 9, 911
Notify receptionist at ext. 2000

Our assembly points are the main parking lot and the PSC parking lot.

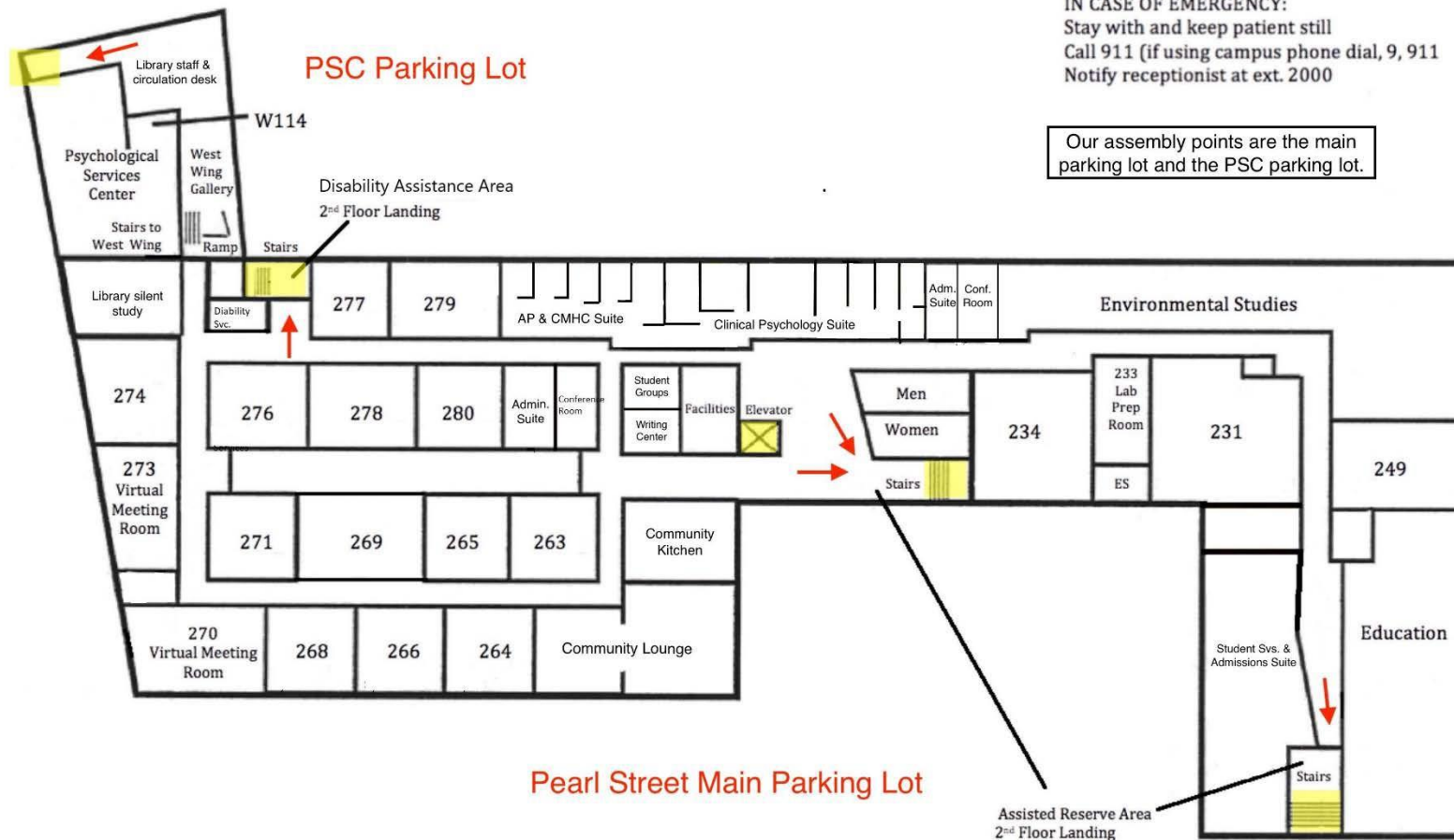


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SECOND FLOOR

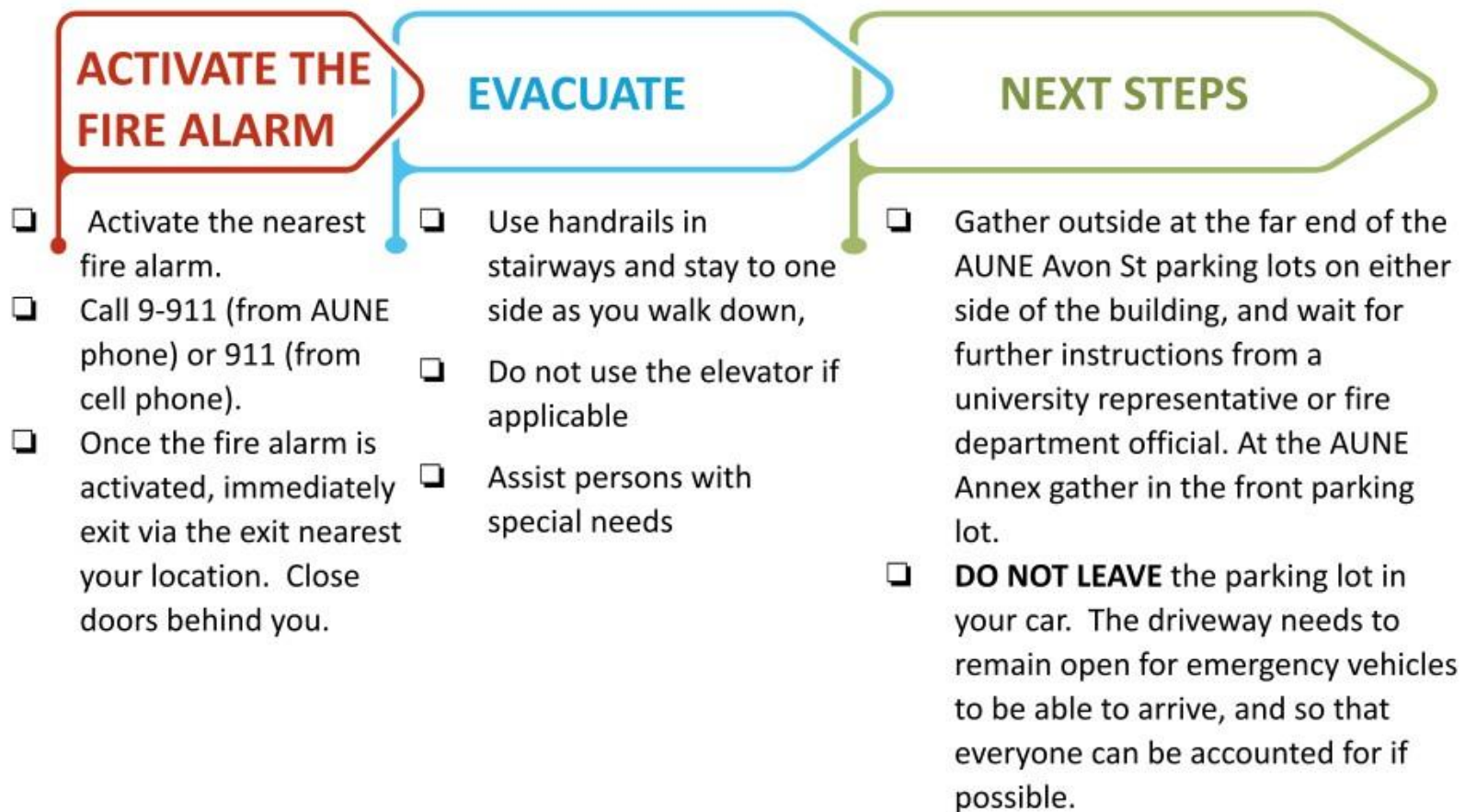
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Pull alarm and leave building
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Our assembly points are the main parking lot and the PSC parking lot.



FIRE

Fire is a leading cause of accidental deaths in the United States, yet most people ignore it. In case of a fire, remain calm and follow these steps:



How to respond to common scenarios during a fire:

If you are trapped in a room:

- Wet and place a cloth material around or under the door to prevent smoke from entering the room.
- Close as many doors as possible between you and the fire.
- Be prepared to signal to someone outside.
- Do not break glass unless necessary (outside smoke will be drawn into the room.)

If you are forced to evacuate through flames:

- Hold your breath.
- Move quickly.
- Cover your head and hair, keep your head down and your eyes closed as much as possible.

If you are caught in Smoke:

- Drop to hands and knees and crawl towards the nearest exit.
- Stay low. Smoke rises to the ceiling.
- Breathe shallowly through your nose and use a filter such as a shirt.

If you are on fire:

STOP where you are. DROP to the floor. ROLL around on the floor.

This smothers the flames, possibly saving your life.

If Someone else is on fire:

Smother flames with a blanket, rug, coat - anything to wrap and smother.

MEDICAL EMERGENCIES

REMAIN CALM AND CALL 911

Call 9-911 (from an AUNE phone) or 911 (from a cell phone). Give 911 personnel as much information as possible.

ASSESS AND COOPERATE

Remain on the scene of the emergency to render further assistance.

FIRST AID KITS are located in the following locations:

- 1st and 2nd floor kitchens
- Student Services/Admissions office
- Library information desk
- **Student Lounge in Annex (225 West St)**

Here are responses to the most common medical emergencies:

Bleeding:

- Apply pressure directly to the wound with sterile gauze, clean handkerchief, or bare hand.
- Maintain a steady pressure for five to ten minutes.
- If the victim is bleeding from an arm or leg, elevate it.
- Stay with the victim until help arrives.

Severe Headache and/or blurry vision/ Stroke:

- Timing is of the essence- move quickly!
- Look for the signs of a Stroke “FAST”
 - Face is drooping (ask person to smile and see if one side is drooping)
 - Arm weakness- ask person to raise both arms
 - Speech difficulty- slurred speech...trouble speaking
 - Time to call 911!

Choking:

(Abdominal Thrusts—“Heimlich” Maneuver:

- Get behind the victim
- Wrap your arms around the person’s waist, just above the navel
- Clasp your hands together in a double fist
- Press in and up in quick thrusts
- Try not to exert pressure against the victim’s rib cage with forearms.
- Repeat procedure until object is expelled and/or choking stops

Sudden cardiac arrest:

- **Know the location for the AED (Automated External Defibrillator) Machine.**
- There is one located in the Avon St 1st floor lobby near the main courtyard front door.
- Follow directions on the machine to operate.

CPR: If someone is not breathing or has no pulse, refer to the following steps:

CHECK FOR BREATHING/ PULSE AND GET HELP

- ☐ If person is not breathing or has no pulse, proceed to next steps
- ☐ Call 911 or ask someone else to
- ☐ Lay person on their back and check air passage for obstruction.
- ☐ Gently clear obstruction if needed.

Begin CPR Steps (have someone else read aloud)

- ☐ Find the notch where lower ribs meet the breastbone
- ☐ Place the heel of your hand on the breastbone
- ☐ Place your other hand on top of the first
- ☐ Position shoulders over hands

HOW TO PERFORM CPR

- ☐ Apply external chest compressions.
- ☐ Compress chest 15 times using a smooth, even rhythm
- ☐ Do 3 more sets of 15 compressions
- ☐ Re-check pulse and breathing for about 5 seconds
- ☐ If there is no pulse, continue with 3 sets of 15 compressions
- ☐ Continue until medical assistance arrives or until victim starts breathing and has a pulse.

If the event of a heat- or cold-related illness, refer to the following:

Heat-Related Illness:

Get victim to a cool place and loosen any tight clothing

- Apply cool, wet cloths to the skin
- Fan the victim
- If the victim is conscious, give cool (not cold) water to drink

Call 9-911 (AUNE phone) or 911 (cell phone) if victim refuses water, vomits, or loses consciousness

Cold-Related Illnesses:

- Could be frostbite, get victim to a warm place and apply warm (not hot!) water

Hypothermia (from prolonged exposure to the cold)

Time is of the essence here! Look for the following signs below.

Signs of hypothermia include:

- severe shivering
- altered motor functions and/or speech
- victim may feel sick, tired, hungry and or dizzy
- fast heart rate
- Get victim to a warm place. Move the victim slowly and carefully to avoid irregular heartbeat. Remove any wet clothing. Wrap victim in a warm blanket or extra clothing

PANDEMIC INFLUENZA and Viruses

Pandemics happen when a novel influenza virus emerges that infects and can be efficiently transmitted between humans. Pandemic-causing viruses remain in circulation and are responsible for the majority of influenza cases each year.

Stay at home if you are sick.

An Ounce of Prevention:

Take precautions to prevent the spread of infection to others if an individual or a family member has symptoms.

Wash hands frequently with soap and water.

Cover your mouth and nose with a tissue when you cough or sneeze.

Cough or sneeze into your upper sleeve if you don't have a tissue.

Clean your hands after coughing or sneezing. Use soap and water or an alcohol-based hand cleaner.

Tips for caring for yourself or others:

You may be asked to wear a mask. Masks may be required in hospitals, clinics or doctors' offices, on campus, and other places open to the public.

Keep supplies at home, as recommended by authorities, to support essential needs of the household for several days if necessary.

Medications—Keep at least a week's supply of the medicines you take regularly.

Items to relieve flu symptoms—Stock medicines for fever, such as ibuprofen and acetaminophen. Cold packs, blankets and humidifiers will also be useful. Have extra water and fruit juices on hand in case someone is sick—the flu virus causes dehydration, and drinking extra fluids helps.

Weather related Emergencies

HURRICANE

Typically you will have plenty of notice of an oncoming hurricane. Stay informed by monitoring the storm via local radio or weather apps. Refer to the following steps for how to respond.

- Prepare for the storm- have your cell phone fully charged in case of power loss; have cash on hand as ATMs may not be functioning, fill water bottles ahead of time, have food/snacks on hand
 - Stay inside unless otherwise directed
- If you are directed to do so by local authorities, evacuate immediately.
- Return to the building only if authorities declare it is safe
 - Avoid all flood waters. Never drive or walk on flooded roads
 - Stay away from windows or glass doors, close all interior doors—secure and brace external doors
 - Keep curtains and blinds closed
 - Take refuge in a small interior room, closet, or hallway on the lowest level

FLOODING

A Flood/flash flood WATCH means a flood or flash flood is possible.

A Flood/flash flood WARNING means flooding or flash flooding is already occurring or will occur soon.

TAKE IMMEDIATE PRECAUTIONS as outlined below:

- Listen to local area radio stations and/or weather apps on your phone
- Be prepared to evacuate quickly, know the best route to do so
- Don't walk, swim, or drive through flooded water
- Fill water bottles with clean water for drinking if you have time to do so, and avoid contact with flood water as it may be contaminated
- Unplug appliances/computers to reduce potential damage from power surges. Don't use gas or electrical appliances that have been flooded
- Return to AUNE building only when authorities tell you it's safe to do so

TORNADO

A Tornado Watch Is issued when weather conditions favor the formation of tornadoes, for example, during a severe thunderstorm. Stay tuned to local radio and TV stations or weather app on your phone. Watch the weather and be prepared to take shelter if conditions worsen.

A Tornado Warning Is issued when a tornado funnel is sighted or indicated by weather radar.

Steps to take during a Tornado Warning:

- Take shelter immediately in a tornado warning!
- Move away from windows and glass doorways
- Go to the innermost part of the building on the lowest floor possible. Hallway outside of IT offices.
- Do not use the elevator because the power may fail and you'd be trapped
- Protect your head and make yourself as small a target as possible (crouch)
- If you are outside and a tornado is approaching, seek a ditch or gully. If possible, lie flat and cover your head with your arms

Steps to take After the Tornado

- Keep your group together and wait for emergency personnel to arrive. Remain calm and alert, and listen for instructions from officials.
- Carefully give first aid to those in need
- Stay away from power lines and puddles with wires in them
- Watch your step to avoid broken glass, nails, and other sharp objects
- Stay out of any heavily damaged buildings as they can easily collapse
- Do not use matches or lighters, in case of leaking natural gas sources

EARTHQUAKE

If inside:

- STAY THERE! Do not run outside and do not attempt to use the elevator
- Stay clear of all windows, bookcases, file cabinets, & objects that can fall.
- Crouch low against an inside wall (away from windows), cover your head and neck with your arms
- Electricity may go out and sprinkler systems and fire alarms may activate
- Stay inside until the shaking stops and it is safe to go outside

If Outside:

- Stay in the open away from trees, buildings, walls, and power lines
- Drop to your knees and get into a fetal position, cross your arms over the back of your neck
- Watch for falling glass, electrical wires, or other falling debris

Steps to take After Shaking Stops:

- Do not use regular or cell phones EXCEPT to report serious injuries
- Assist in the building evacuation of persons with special needs, provide first aid and assistance as long as it is safe to do so
- Be prepared to evacuate if instructed or if there is a reason to do so based on the severity of the earthquake and damage to the building
- Expect aftershocks. These are usually less violent but can still do damage
- Wait for further instructions from emergency personnel.

PERSONAL SAFETY

ACTIVE SHOOTER

In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Quickly determine the best way to protect your life.

EVACUATE

RUN!-----Have an escape route and plan in mind!

Evacuate regardless of whether others agree to follow, leave your belongings behind.
Help others escape, if possible.

HIDE

If you are unable to evacuate:

Set your phone to "silent" and remain quiet.
Be out of the active shooter's view.
Hide behind a closed and locked door and/or something solid – such as a desk/file cabinet

**REMAIN
ALERT**

Prevent individuals from entering an area where the active shooter may be.
Keep your hands visible and follow instructions of any police officers.
DO NOT attempt to move wounded people.
Call 9-911 (from AUNE phone) or 911 (from cell phone) when you are safe to alert police to the active shooter's location.
If you cannot speak, leave the line open to allow the dispatcher to listen.

THREATENING INDIVIDUALS

AVOID DISTURBANCE & STAY IN PLACE

- Avoid confrontation, and avoid aggravating the situation or person
- Avoid area of disturbance
- Shelter in place unless instructed otherwise from campus officials

SECURE YOUR AREA AND ALERT OTHERS

- If possible, alert other employees/students that an emergency/dangerous situation is present
- Secure your area (lock doors, turn out lights etc.)
- Take cover. Get down on the floor and take your phone with you

CALL 911

- Call 9-911 (from an AUNE phone) or 911 (from a cell phone) to report the incident.
- give detailed information as to the specific situation and your exact location within the building (floor/room etc.)

BOMB THREAT

Bombs can be constructed to look like almost anything and the only common denominator that exists among bombs is that they are designed or intended to explode. Bombs are delivered in a variety of ways. The majority of threats are called into the target.

In case of a bomb threat called in on the telephone: Ask:

DO NOT HANG UP --- REMAIN CALM

- Keep the caller on the line as long as possible
- Ask questions using the checklist to the right as a guide
- Record every word spoken by the person
- Have another person nearby call 911 (AUNE phone) or 911 (cell phone)
- Report exact location (address/floor/department etc.)
- Give complete details of the situation to 911

When is the bomb going to explode? _____

Where is the bomb right now? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____ WHY?

What is your name? _____

What is your address? _____

Where are you calling from? _____

Exact wording of the threats: _____

Immediately after the caller hangs up call 911 to report the threat. Include the following information:

Number call was received from: _____ **Time of Day:** _____ **Date:** _____

Information about the Caller's voice including if it was:
Calm or Excited, Nasal, Slow or rapid, Angry, Lisp, Crying,
High or low-pitched, Soft or loud, Clearing Throat, Deep
breathing, Disguised, Accent, Slurred, Cracked, Familiar,
Male/Female/unclear

Any background noises during the call such as : Street
noises, Factory machinery, Animal noises Other voices,
PA System, Static, Music, Long distance, House, Motor
running, Office machinery, Other: _____

SUSPICIOUS PACKAGE

DO NOT TOUCH IT, TAMPER WITH IT, OR MOVE IT!

- Contact recipient on the package to see if it is expected.
- If not, and it seems suspicious:
- Call 9-911 (from AUNE Phone) or 911 (cell) to notify police of the package.

Things to look for include

- Excessive postage
- Handwritten or poorly typed address
- Incorrect titles, Misspellings of common words
- Oily stains or discolorations on package
- Excessive weight
- Rigid, lopsided or uneven envelopes
- Protruding wires or tinfoil, excessive tape or string
- No return address
- Poorly or sloppily packaged

HAZARDOUS MATERIALS

ONLY TRAINED AND AUTHORIZED PERSONNEL ARE PERMITTED TO RESPOND TO HAZARDOUS MATERIALS INCIDENTS!!

IN CASE OF A HAZARDOUS SPILL OR LEAK DIAL 9-911 IMMEDIATELY and then Contact Tony Malloy, MFS, 603-209-3829.

Provide Front Desk with spill information such as injuries, type of chemicals, flammability, amount, etc.

Refer to steps on the next page for responding to a major/hazardous and minor/non-hazardous spill or leak.

MAJOR/HAZARDOUS SPILL OR LEAK

Steps to take:

- Activate the nearest fire alarm
- Do NOT attempt to clean up the spill yourself!
- Immediately evacuate the area, closing doors behind you
- Call 9-911 (from AUNE phone) or 911 (from cell)
- Provide clean-up/rescue personnel with pertinent information

MINOR/NON-HAZARDOUS SPILL OR LEAK

Attempt to contain the spill-**Don't allow anything to leak into drains**

Wear proper personal protective equipment while cleaning up

Contact Tony Malloy at MFS 603-209-3829

CIVIL DISTURBANCES

Civil disturbances include riots, demonstrations, threatening individuals, crime in progress or assemblies that have become significantly disruptive. Generally these disturbances are not interrupted, obstructed, or provoked. Efforts should be made to conduct business as normally as possible. Refer to the following steps for your safety:

- Avoid provoking or obstructing demonstrators
- Avoid area of disturbance, If the disturbance is outside, stay away from doors/windows (stay inside)
- Continue with normal routines as much as possible (non-violent disturbances only)
- Secure your area (lock doors, safes, files, vital records, expensive equipment)
- In the case of violent, disruptive demonstration, summon university and MFS leadership to the scene and photograph the demonstration.

COMMUNICATION AND DOCUMENTATION

No matter what type of emergency has occurred it is useful to have complete information *after the emergency* so we can ensure those impacted by the emergency receive the care they may need, building repairs are managed, and internal and external communications about the emergency are managed with the careful consideration of AUNE community members' privacy.

Steps to take: After the immediate crisis has been resolved the form on the next page should be completed by the person who first attended to the emergency. Once completed it should be given to a member on the Emergency Contact List and the main reception desk to be kept on file. You can also complete this form here:

[Emergency Response Form](#)

Emergency Response Information

Time and Date Completed: _____

Completed by: _____

Type of Crisis (fire/medical/natural disaster/personal safety)		Injuries, deaths, notification, arrests made if applicable:	Injuries/deaths: _____ Notification to external contacts(police/fire/other): _____ Arrests: _____
What occurred and when?		Chief Spokesperson who will answer questions for AUNE about this emergency	
What are the facts as we know now?		Key Audiences to notify (or have been already and by who):	
Time and location, reported by whom and to whom?	Time: _____ Location: _____ Reported by: _____ Reported to: _____	Who was notified (Emergency contact list from manual)?	1. _____ 2. _____ 3. _____