

EMERGENCY ACTION PLAN

**12. NOTIFICATION PROCEDURES**

Effective communications are probably the most important elements in the success of security and emergency response programs. In recent years Three Rivers has made a concerted effort to improve all types of communications at the College; and, has made dramatic improvements in all of our communication systems. Everyone at the College should be aware of all possible means of communication available and should use any and all of them to the fullest extent possible to meet emergency response needs or to share information which may improve any of our security, safety or emergency response programs.

• **Internal College Notification Systems And Procedures**

- Telephone, Voice Mail and the Public Address System: These systems have been dramatically updated to improve and expand their capabilities. Our transition to a Voice Over Internet Protocol (VOIP) telephone system allows for system wide announcements and paging in offices and classrooms. The designated authority and procedures to implement system wide emergency announcements are addressed in Appendix H. Although voice mail should not be used to report an actual emergency, it is an extremely effective tool for sharing important information; particularly with multiple addressees who may need to know. The Public Address System provides the capability to make announcements in the public areas of the College.
- E-Mail: Every employee at the College has an e-mail account and access to computers at numerous locations throughout the College as well as from other locations where their e-mail can be checked using the College web e-mail portal. Since e-mail is probably one of the quickest, most secure and most efficient means of communications in a large organization such as ours; everyone is encouraged to use this means when reporting any type of security, safety, or emergency procedure information or question; however, this means should not be used for emergency reports which require “immediate” response. Our copy machines provide a quick and easy mechanism for creating .PDF documents for easy e-mail transmittal.
- Fax: This is a very quick and easy means of passing information, particularly copies of documents. Fax machines are located throughout the campus and identified by name or operational entity in the College phone directory.
- Messenger: This may seem like an unusual means of communication, but in fact, this is one of the most reliable ways to pass information in an emergency. If you are faced with a problem, do not hesitate to send a student or anyone available for assistance or to make a call reporting the situation.

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- Radio: Senior College Administrators, Security Officers, Maintenance personnel, Fire Wardens and the Evening Services Assistants are in communication by radio while on campus for routine and emergency operations.
- **Emergency Communication Procedures**
  - Knowing who to contact in any emergency situation and how to reach them is clearly the most critical element in successful emergency response. For this purpose a comprehensive listing of numbers to call in both day and evening situations is provided as Appendix A to this guide. It is suggested that everyone make an extra copy of this listing and post it in a convenient location for ready reference. Appendix A will be updated and posted to the web page whenever necessary.
- **External Notifications**
  - External notification of a campus emergency will follow procedures detailed in Appendix H.
- **Temporary Closings**
  - The President will confer with the Dean of Administration and other appropriate personnel on all closings due to emergencies or inclement weather.
  - Communications regarding closings, cancellations, and delays: In the event a decision is made to cancel or delay classes or to close school completely, this decision will be communicated in the following ways:
    - **Radio and Television Announcements** will be made on the following stations:
      - TV Channel 3 – WFSB
      - TV Channel 30 – WVIT NBC Connecticut News 30
      - TV Channel 8 – WTNH/MYTV9
      - TV Channel FOX CT/CT NOW
      - WTIC/WRCH/WZMX Radio – Hartford
      - WICH/WCTY/WNLC/WKNL Radio – Norwich/New London
      - WSUB/Q105 Radio – Groton/New London
      - WINY Radio – Putnam
      - WILI Radio – Willimantic
    - **The College’s main phone number and website** will also have announcements regarding any delays, cancellations or closings. This information may be obtained by calling the main campus phone number, (860) 215-9000 and pressing 1 for college closing announcements; or by checking the college website at [www.threerivers.edu](http://www.threerivers.edu).

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- **Timing of announcements:** Except under rapidly changing conditions, information on the status of day classes will be available and published by 6:30 AM and by 3:00 PM for evening classes starting at 5:00 PM and later.
- Additional information concerning instructor cancellation of classes, cancellation of off-campus classes and activities, and cancellation of Nursing Clinicals can be obtained from the link on the College webpage by following the Site Index link to General Information and Weather Procedures.