

Dartmouth College

Clery Act Compliance Summary – Annual Test of Emergency Plans Calendar Year 2024

In coordination with other emergency agencies as applicable, Dartmouth conducts annual emergency management and response drills and exercises to test emergency procedures such as tabletop exercises, field exercises, and tests of the emergency notification systems on campus. The scenarios for these exercises change from year-to-year and include many departments from across the campus. Past exercises have included campus health crises, active shooter situations, bomb threats and weather emergencies. These tests, which may be announced or unannounced, are designed to assess and evaluate the emergency plans and capabilities of the institution. Each test is documented and includes a description of the exercise, the date and time of the exercise, and whether it was announced or unannounced. Over the last year, emergency responses, activities, and exercises have included the following:

- On April 10, 2024 the Office of Emergency Management facilitated a tabletop exercise simulating that students on an educational adventure trip out of the area were involved in a tragedy. The exercise covered the objectives of interoffice communication, emergency response and rescue, case notifications and documentation, and psychological aftercare options for those affected.
- On April 24, 2024, a functional Emergency Operations Center (EOC) Exercise was conducted by the Office of Emergency Management, simulating collaboration between the College EOC and the command post of the Outdoor Programs Office. A similar adventure trip tragedy scenario from the April 10 tabletop exercise was used, requiring accurate communications and accountability efforts between mock on scene leaders in a Simulation Cell, OPO incident command in Hanover, and the institutional EOC. See Attachment 1 after-action report summary below, which led to a comprehensive Improvement Plan.
- On November 4, 2024, we conducted a full-scale test of DartAlert, our multimodal emergency notification system, and tested mass messaging via email, text message (SMS), website crawler, workstation computer screen pop-up, and phone calls. The OMNS sirens were also tested after receiving an Outdoor Activity Permit from the Town of Hanover. This test was announced to the Dartmouth and Hanover communities, and was completed without incident.
- In March and November 2024, the Office of Emergency Management facilitated an evacuation drill of DoSS Dispatch, requiring that their basic functions be set up and tested at a business continuity site in another building.
- Every academic term there was a test of the ability of 12 DoSS leaders to access the DartAlert system and send a mock alert.
- Every residence hall engaged in at least one evacuation drill per quarter term (4 evacuation drills each year), carried out in conjunction with Residential Operations and the Hanover Fire Department. These drills were both announced and unannounced.
- Outdoor Mass Notification System (OMNS) conducts a daily silent test of its operability, and any issues are immediately addressed.

When conducting campus-wide emergency tests, drills, and exercises, the Department of Safety and Security and the Office of Communications roll out a communication plan that includes communication to

Town of Hanover Officers, to the Upper Valley community via the local newspaper (the Valley News), to the Dartmouth community via the VOX Daily emails, prior and the day of test, as well as via the student-run newspaper, The Dartmouth. Some tests, like silent tests, or DartAlert announcements which are clearly labeled as a test, do not require announcement in advance.

Attachment 1- 4/24/24 Functional Exercise After-action Report Summary:

Objective 1: Support a Crisis Response based on OPO Field Protocol

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

Capability 1: Stand Up Emergency Operations Center

Strengths

The capability level can be attributed to the following strengths:

Strength 1: check-in Form 211, Position Checklists and Resource List were readily available.

Strength 2: hardware (VoIP phones, Slack channel, Zoom link) was active as designed.

Strength 3: scribe fulfilled Situation Unit & Documentation roles.

Strength 4: clear, written EOC objectives supplied by Exercise Team:

- Maintain situational awareness of all aspects of incident ‘response’
- Test the applicability of the Slack workspace for interoffice communication
- Assure accountability of all personnel within the EOC in person and online
- Test the concept of shift change/transfer of command.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: visual displays limited to one screen.

Analysis: Cannot simultaneously display Zoom participants, Zoom screen share, Slack messaging, and SitRep document(s). Flip chart paper was used to display Objectives list.

Area for Improvement 2: No call center in place; all phone calls to DoSS about the emergency were routed to EOC or notionally referred to the Dartmouth website/social media.

Analysis: Information about student status could have been referred to Dean On-call but would not have been appropriate to post for public consumption online.

Area for Improvement 3: Some personnel were unsure of their roles, and others were not assigned roles

Analysis: Staff available on Zoom could not answer the 4 telephones in the EOC room, as there was no way to transfer calls to those published numbers. Staff onsite will always therefore be designated for the primary roles of Operations, Planning, Logistics, Finance, and Public Information sections.

Capability 2: Maintain Common Operating Picture

Strengths

The capability level can be attributed to the following strengths:

Strength 1: Multi-media access from phone, Zoom and Slack users allowed inputs from more participants than ever before.

Strength 2 Speakerphone feature added to instant full-room situational awareness whenever it was possible.

Strength 3 Efficient scribe role captured an accurate chronology of events.

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: Projecting the situation chronology onto a wall, monitor or flip chart would enhance the ability for staff to give a speedy briefing to leadership or relief personnel

Area for Improvement 2: Consolidating command posts into one site would streamline communication. This scenario realistically simulated Unified Command between the scene, the department operations center in Robinson Hall, and a Dartmouth Incident Commander in the campus EOC.

Area for Improvement 3: Accountability information for a checklist with student status was changing regularly.

Capability 3: Manage Simulated Field Response- Out of Town Crisis

Strengths

The capability level can be attributed to the following strengths:

Strength 1: Robust team of experienced subject matter experts in outdoor activities and field protocols are resident at OPO and DOC. Many have basic training in the Incident Command System, including Emergency Operations Center concepts

Strength 2: OPO “Get Started” document sharing protocol greatly assisted internal communications

Strength 3: Outdoor Programs possesses redundancies for maintaining accurate information to and from the field, in terms of Garmin InReach, listings of cell phone numbers, and the ability to borrow a satellite telephone from DoSS for emergency responses

Areas for Improvement

The following areas require improvement to achieve the full capability level:

Area for Improvement 1: Confusion exists regarding who does a death notification.

Area for Improvement 2: Collaborate with Unified Command partners early to establish incident objectives

Area for Improvement 3: Protocol needed to handle information needs of concerned family members