

## Section I: I. Safety and Security

### 1. Code of Conduct

The Foundation for Seacoast Health and the Community Campus exist for the sole purpose of promoting the health and well being of our community. It is therefore, of primary importance to us that we model this commitment in everything we do at the Community Campus. At the Campus we strive to ensure that every interaction we have with staff, clients and visitors is characterized by mutual respect. Specifically, we:

- Listen to one another;
- Encourage one another;
- Respect the uniqueness of each program and individual;
- Seek solutions to problems that meet the needs of both parties;
- Model behavior that promotes physical and emotional health;
- Work together as a team to strengthen the health and well being of our community.

### 2. Disruptive Behavior

#### a) Overview

- **What is disruptive behavior?** Disruptive behavior is any behavior on the part of a client, staff member or visitor to the Campus that you fear might become violent. Disruptive behavior also refers to inappropriate or obscene behavior such as indecent exposure.
- **When in doubt, err on the side of safety:** If you are concerned that a situation is or may become violent, err on the side of safety and call the police.
- **Stay Calm:** One of the best ways to keep an incident from escalating is to stay calm.
- **Call 911:** always call 911 before you call for help within the building.

#### b) Procedures

- **Stay Calm.**
- **Ask The Individual To Leave The Building.**
- **Call 911.** Tell the dispatcher your name, agency and that you are at the Community Campus. Tell the dispatcher that you have an individual in your agency who is refusing to leave. Note, it is sometimes helpful to tell the individual that you plan to call the police. This statement may be enough to resolve the immediate situation. However, there are times when telling the individual you plan to call the police will only escalate the problem. In these situations, it is wiser to call the police without notifying the disruptive individual. Thus whether or not to tell the individual that you plan to call the police is ultimately a judgement call.

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- **File Incident Report.** Once the incident has been resolved, immediately complete an incident report and submit it to the Foundation President/CEO. If the incident has also resulted in an injury, you must also complete the accident report on side two of the incident report. An incident report should be filed any time there is violence, a threat of violence, vandalism, or other disruptive behavior such as indecent exposure. If two or more agencies witness the incident, just one of the agencies must file the incident report. Incident and accident report forms are due by the end of the day on which the incident occurred.
- **Prepare A “Barment Letter.”** The Foundation for Seacoast Health has the right to bar individuals from the Community Campus. If you are concerned that an individual may be a threat to the safety of anyone at the Campus, call the President/CEO of the Foundation for Seacoast Health, explain the situation and ask him/her to initiate a barment letter. A barment letter is a written document signed by the President/CEO of the Foundation for Seacoast Health and served by the police that advises an individual that s/he is no longer welcome at the Community Campus. If the individual comes on site after having been served with a barment letter, this constitutes cause for immediate arrest by the police. The barment letter is issued at the discretion of the Foundation for Seacoast Health. In order to rescind a barment letter, the Foundation must send written notice to the individual.

### 3. Building Security

- a) **Keys** The building uses an electronic key card system for all external doors. The electronic keys are individually programmed. Requests for electronic keys must be submitted by the agency/organization director to the Foundation for Seacoast Health Campus Administrative Coordinator. The request must state the name of the staff person, the areas to which that person may have access to in the building.
  - Requests to change the hours, areas of access, etc. must be directed to the Foundation for Seacoast Health Campus Administrative Coordinator.
  - The building uses manual keys for all internal doors. The agency/organization director must make a request for additional keys to the Foundation for Seacoast Health Campus Administrative Coordinator.
  - Lost keys must be reported by the agency/organization to the Foundation for Seacoast Health Campus Administrative Coordinator.
  - The agency will be responsible for the replacement cost of lost key cards and manual keys. The replacement cost for lost key cards is \$10.00. The replacement cost for lost manual keys is \$5.00.
  - The agency/organization director is responsible for retrieving keys and notifying the Foundation for Seacoast Health Campus Administrative Coordinator when a staff member leaves employment.
  - The agency/organization director is responsible for notifying the Foundation for Seacoast Health Campus Administrative Coordinator when an employee’s access areas/times need to be changed.

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## **b) Security Systems**

- The building is secured with both manual and electronic locks and an alarm system. In addition, the building uses strategically placed security cameras to assist us in ensuring the safety of clients, visitors and staff.
- The building is divided into three security zones. A description of the zones and procedures for “disarming” and “re-arming” the system after hours can be found in the “Security Zones and Procedures” memo in this manual.
- Video camera tapes may be viewed only for security purposes and only with the authorization of the Facility Manager. Tapes are recycled on a regular basis.

## **c) Weapons Policy**

The Foundation for Seacoast Health prohibits entry on/in its property/buildings of any person who is carrying a firearm, knife, or other weapon, including a licensed concealed handgun, except authorized security personnel and law enforcement officials.

## **d) Security Zone System and Procedures Memo**

In an effort to increase the ease of use and its flexibility, we have made some changes to the alarm system in the building, effective today. We now have three zones in the building:

**Zone 1.** New Heights, main entry lobby, and the entire first floor.

**Zone 2.** The entire lower level, minus Families First.

**Zone 3.** Families First Health Center only.

In the past, the system became armed automatically at midnight, turning itself off at 6:00 am, Monday-Friday. It remained on all during the weekend, unless de-activated by the use of a key card. This approach will stay the same. The changes involve the new zones.

When the system is on (armed) after hours and on weekends, using a key card disarms the related zone **only**. If you enter via the main upper entry, only Zone 1 will be disarmed, and if you walk down the stairs or use the elevator to enter the lower level (Zone 2), the alarm will be triggered, and the police WILL respond. If you enter via either lower level entry with a key card, only Zone 2 will be de-activated, and the alarms triggered if you go upstairs. Since Zone 3 (Families First Health Center) is isolated, a key card must be used to enter it, eliminating the chance of tripping the alarm by mistake. A caution rope and sign will be installed across the upper and lower ends of the stairways to remind people, as well as signs in the elevators.

After a person who has come in after hours or on the weekend is ready to leave, we are asking that they re-arm the system by keying in a simple code number on the keypad located at either the upper main entry vestibule, or the lower main entry vestibule. The number and procedure will be posted at each keypad. That way, we will not have to wait until midnight for it to re-arm itself automatically. When you are ready to leave, please be sure no one else is in your zone, otherwise they will trigger the alarm when they walk in a corridor, not aware that the system has been re-armed. After you arm the alarm at the keypad, you must exit via the adjacent door. Do not re-enter the building. Please make sure that all exterior doors are closed at all times.

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**These signs will be placed at the top and bottom of all stairs and elevators on the weekends**

**STOP! STOP! STOP!**

PLEASE READ THIS BEFORE MOVING BEYOND THIS POINT!

HAVE YOU ENTERED THE BUILDING AFTER REGULAR HOURS OR ON THE WEEKEND? BY USING A KEYCARD TO ENTER, YOU HAVE DISARMED THE SECURITY SYSTEM ON THE FLOOR ON WHICH YOU ENTERED **ONLY**. DO NOT USE THE STAIRS OR ELEVATOR TO ENTER ANOTHER LEVEL WITHOUT FIRST USING YOUR KEYCARD TO DISARM THE SECURITY SYSTEM ON THAT LEVEL. TO DO THIS, PRESENT YOUR CARD TO A READER AT THE VESTIBULE OF THAT LEVEL, JUST AS YOU DID TO FIRST ENTER THE BUILDING.

THIS SIGN IS LOCATED AT THE KEYPAD FOR THE LOWER LEVEL MAIN ENTRANCE

Use this keypad to re-arm the security system for the lower level, zones 2 and 3.  
Enter the number 3579 if you are arming only the lower level, excluding Families First Health Center.  
Enter the number 2468 if you are arming only the **Families** First Health Center. Once you arm the Health Center, you will need to arm the lower level as well with the other code number.  
Then press the 'Enter' button. The screen should read 'Masterarm?'.  
Press "Enter" again.  
You may then leave. Do not re-enter the building without first using your keycard at the reader.

THIS SIGN IS LOCATED AT THE KEYPAD FOR THE UPPER MAIN ENTRANCE

Use this keypad to re-arm the security system for the upper level and New Heights, zone 1.  
Enter the number 1234.  
Press the 'Enter' button. The screen should read 'Masterarm?'.  
Press 'Enter' again.  
You may now leave. Do not re-enter the building without first using your keycard at the reader.

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#### 4. Vandalism

a) **What is Vandalism?:** Vandalism is any intentional damage to the Campus facility, furniture, equipment or grounds that results in a need for repairs, re-painting, or professional cleaning.

b) **Procedures:**

- **Complete an Incident Report:** Upon discovery of the problem, complete an incident report and submit it to the Foundation President/CEO. An incident report must be submitted for any vandalism that occurs (see definition above). Incident reports are due by the end of the day on which the incident occurs.
- **Take Appropriate Action To Resolve Problem:** The Foundation for Seacoast Health will review the problem with the reporting agency. The Foundation will then determine what action should be taken to resolve the problem and to prevent further vandalism.

#### 5. Bomb Threats

##### a) BOMB THREAT PROCEDURES

- **LISTEN:** Bomb threats are most likely to be called in over the phone. If you are the one receiving the call, stay calm, listen to the caller's information. As you listen to the caller try to pay attention to other factors such as background noises, the caller's accent, special demands or instructions, special knowledge about employees or locations within the building
- **CALL 911:** Once the bomb threat has been made, call 911 and inform the dispatcher. Tell the dispatcher your name and agency and that you are calling from the Community Campus. Inform the dispatcher of the threat that has been made.
- **CONTACT the FOUNDATION FOR SEACOAST HEALTH:** Contact the Foundation for Seacoast Health (422-8200) and explain the situation.
- **ANNOUNCE EVACUATION:** If the Foundation President/CEO decides to evacuate the building, a Foundation for Seacoast Health Managerial Staff Member will use the Public Announcement System to initiate the evacuation. S/he will state:

**“This is an emergency. Evacuate the building. Do NOT use walkie-talkies, computers, or cell-phones, until further notice.”**

- **EVACUATE YOUR OWN AGENCY:** As soon as a P.A. System evacuation announcement is made, evacuate staff, clients and guests from your agency to your established outside meeting spot. All agencies will meet at one of the two designated evacuation sites outside of the building: either the Front Meeting Place (located on the sidewalk to the left of the building as you face the main entrance –see attached map) or to the Lower Level Meeting Place (located at the entry to the walking paths across from the entrance to the lower level of the building – see attached map).

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- **CLEAR PUBLIC AREAS:** The Foundation staff will clear all public areas of the building using the attached “Emergency Evacuation Plan.”
  - ❑ The InfoLink staff will be responsible for evacuating visitors from the lower lobby, lower lobby bathrooms, cafeteria, kitchen and library. (alternate = FSH Admin. Asst)
  - ❑ The New Heights Administration will be responsible for evacuating visitors from the main lobby, New Heights lobby, gym and the locker rooms.
  - ❑ The Families First Site Coordinator will be responsible for visitors from the Families First lobby and public bathrooms. (alternate = FF Prgm. Dir.)
- **TAKE PRECAUTIONS:**

DO NOT: pull the fire alarm or use any electronic instruments such as: two-way radios, cell phones, or computers as these could trigger an explosive device.

DO NOT: move or disturb any items you see in the building. This includes items that you recognize such as brief cases, etc. It is important to leave everything behind.

  - **WAIT:** Once you have evacuated the building, wait for further instructions from the Foundation for Seacoast Health Managerial Staff Member. S/he will talk to the emergency personnel and issue instructions to each meeting site regarding what to do next.

#### b) Bomb Threat Flow Chart

#### c) Emergency Evacuation Sites: Maps

### 6. Emergencies Requiring Building Lock-Down

#### a) What Is A Lock-Down?:

- A lock-down is a temporary procedure designed to isolate a violent or potentially violent situation until the situation is resolved or until a controlled evacuation of the building is possible. A lock-down serves to protect people by minimizing confusion and panic and by isolating the violence so that it impacts the fewest number of people.

#### b) When To Use A Lock-Down:

- Any time there is a person in the building who is threatening another person with physical violence it is appropriate to institute a lock-down.
- It is also appropriate to use a lock-down if a child is lost and there is a need to secure exits.
- Examples of possible lock-down situations include: an intruder with a gun or other weapon; a hostage situation, lost child, etc.

#### c) Who May Initiate A Lock-Down?

Foundation for Seacoast Health Managerial Staff Member.

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## LOCK-DOWN PROCEDURES

1. **Call 911:** Alert the police and fire department of a high risk situation.
2. **Notify the Foundation for Seacoast Health (422-8200):** Explain the situation. A member of the Foundation for Seacoast Health managerial staff will determine whether or not to initiate a lock-down. If the Foundation for Seacoast Health determines that a lock-down is needed, the following Public Announcement will be made over the intercom. It will state:

**“This is an emergency. Begin a lock-down. Stay away from place in which incident is occurring.”**

3. **Lock-Down Classrooms and Offices:** When a lock down is announced:
  - Lock the door to the classroom/office.
  - Move staff and children away from the door and any windows.
  - Remain calm.
  - Do not allow anyone to enter or leave the room.
  - Await further instructions.
4. **Clear Public Areas:**
  - The InfoLink staff will be responsible for moving staff, clients and visitors from the lower lobby, lower lobby bathrooms, cafeteria, kitchen and library into Classrooms 1,2, and the Board Room. (alternate = FSH Admin. Asst)
  - The New Heights Administrative Staff will be responsible for moving staff, clients, and visitors from the main lobby, New Heights lobby, and gym to the locker rooms.
  - The Families First will be responsible for moving staff, clients, and visitors from the Families First lobby and public bathrooms to the Families First administrative office area.
5. **Clear Exposed Areas:** Staff who are in exposed areas will be responsible for moving people from:
  - The Indoor Play Area to through the bathroom to the PEEP OT/PT Room.
  - The New Heights upper level to the New Heights’ Movie Room.
  - The New Heights lower level to the gym.
  - Clear Outdoor Play Grounds: Staff who are outside on the playgrounds will be responsible for moving people from:
    - The big outdoor playground to the nearest classroom.
    - The CCCC infant-toddler playground to the CCCC classrooms.
    - The Families First outdoor play area to the Families First children’s room.
6. **Evacuation Following Lock-Down**
  - If emergency personnel, in consultation with a Foundation for Seacoast Health Managerial Staff Member determines that the building must be evacuated, emergency personnel (police and fire) will implement the evacuation.
7. **All Clear**
  - Once the danger has passed or the lock-down drill has been completed, the Foundation for Seacoast Health managerial Staff Member will use the Public Announcement System to state “All Clear”

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e) **Lock-Down Flow Chart**

**7. Evacuation to Off-Campus Site**

- a) **When Would This Occur?:** All staff, clients, and visitors will be evacuated to an off-site “staging area” if it becomes unsafe to remain in the Campus building and it appears that it will not be safe to return to the building for the remainder of the day. Some examples of situations in which this might occur include: the presence of toxic fumes, fire or smoke, a hostage situation, etc.
- b) **Who Will Decide If We Need To Evacuate To An Off-Campus Site?** The Foundation for Seacoast Health and emergency personnel such as the fire department, police, etc.
- c) **Where Is The Off-Campus Evacuation Site?** National Wrecker has agreed to serve as our Off-Campus Evacuation Site. Should we need to evacuate to National Wrecker, a Foundation for Seacoast health Managerial Staff Member will call Ralph Cresta, Owner of National Wrecker at 436-3200 and all agencies will evacuate to National Wrecker.

If for any reason, National Wrecker is not available, a Foundation for Seacoast Health Managerial Staff Member will call the Operations Manager of Northern Utilities (Sharon Eon) at 1-800-552-3047 ext. 5386 and all agencies will evacuate to Northern Utilities.

National Wrecker and Northern Utilities are located next door to one another and are both within easy walking distance of the Campus.

- d) **How Will We Get There?** Bruce Transportation (964-2322) and McCrillis (207-439-1941) have both agreed to provide transportation to the Off-Campus Evacuation Site for us in the case of emergency. In the case of an emergency, a Foundation for Seacoast Health Managerial Staff Member will call the bus companies and make arrangements for everyone at the Campus.
- e) **How Will Our Clients Get Home?** Each agency will be responsible for setting up their own plan for getting clients from the off-campus evacuation site to their homes. The Facility Manager will ask the local radio stations WOKQ (749-9750) and WERZ (436-7300) to announce these plans.

**8. Accident or Injury**

a) **General**

- Every staff person who works at the Community Campus, shall work to ensure the safety of the staff, clients, and guests at the Campus.

b) **Accidents or Injuries Within Designated Spaces**

- Every Campus agency/organization is responsible for establishing and implementing policies and procedures for the agency for responding to accidents or that take place within their designated space and/or during one of their programs, activities or events.

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c) **Accidents or Injuries In Public or Shared Spaces at the Campus**

i. Responsibility To Support and Assist:

- If someone is injured or involved in an accident in any of the common/public/shared areas of the Community Campus, the staff person(s) closest to the victim will respond immediately to offer support and assistance.

ii. In Case Of Life Threatening Accidents or Injuries

- **Call 911:** If the staff person or anyone else present, has any concern that the injury may be life threatening, the staff person shall call 911 and request an ambulance immediately.
- **Stay with the injured person:** The staff person will then remain with the injured party until the ambulance arrives.
- **Call Families First:** The staff person shall also call the Families First Health Center (Tel: 8208 ext. 110) and request their assistance until the ambulance arrives.
- **Comfort and Assist:** While awaiting the ambulance, the staff shall do all s/he can to comfort and assist the victim.
- **Call in Support Persons:** If the injured person is connected to one of the organizations in the building call that organization and request that a staff person from the organization come to stay with the injured person until an ambulance arrives. If the injured person is not connected to one of the organizations in the building call the Foundation for Seacoast Health (422-8200) so that one of their staff can remain with the injured person until help arrives.

iii In The Case of Minor Injuries

- **Bring the Injured Person To Families First:** If the injuries are clearly not life-threatening and the injured person can walk easily, walk him/her to the Families First Health Center. If the injured person cannot easily walk to Families First, call the Families First Health Center (Tel: 8208 ext. 110) and request assistance.
- **Call in Support Persons:** If the injured person is connected to one of the organizations in the building call that organization and request that a staff person from the organization come to stay with the injured person until an ambulance arrives. If the injured person is not connected to one of the organizations in the building call the Foundation for Seacoast Health so that one of their staff can remain with the injured person until he lp arrives.

d) **Role of Families First Health Center:** Families First is not an emergency room. However, they do want to help.

i. The Families First Health Center CAN:

- Triage injured persons and help them decide whether to go to the emergency room, call an ambulance, or see their own primary care provider for follow-up.
- Provide assistance in the case of a life-threatening injury while waiting for the ambulance to arrive.
- Provide basic first aid.

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- ii. The Families First Health Center CANNOT:
  - Provide urgent care services such as stitches, x-rays, etc.

**e) Reporting Requirements**

- Agency/organization staff shall complete a Foundation for Seacoast Health Accident report for any incident or accident that occurs on-site that results in injuries of any kind. Accident reports shall be submitted to the Foundation for Seacoast Health by the end of the day on which the incident/accident occurs.
- If the accident or injury occurs in an agency/organization's designated space or during one of the agency/organization's programs, activities, or events, the agency/organization shall also complete the accident/injury report required by their own organization and attach this report to the Foundation for Seacoast Health Accident/Injury Report.

**f) Accident Prevention**

- If a staff person is told that the Campus roadways, parking lots or outdoor walkways are icy or slick, s/he will check the area personally, and then call the Foundation for Seacoast Health at 422-8200 to report the problem.

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## Section I: I. Safety and Security

### 9. Fire Safety

#### a. Fire Alarms and Extinguishers

- Fire extinguishers are located near all of the building exits. The Facility Manager is responsible for having the extinguishers certified once a year.
- Agencies are encouraged to also purchase fire extinguishers for their offices.
- Fire alarm pull stations are also located throughout the building. The pull stations will trigger a response from the Portsmouth Fire Department.

#### b. Fire Drills

- The Foundation for Seacoast Health will conduct one announced fire drill per month. All staff persons of agencies/organizations located at the Community Campus and their clients and guests present at the time of the announced fire drill are encouraged to vacate the building.

If the fire alarm is activated without prior notice, all persons within the Community Campus facility are expected to vacate the premises immediately and go to previously designated safe locations outside of the facility.

- If a medical procedure is in progress or an individual is not able to easily vacate the building for medical reasons, during an announced fire drill, the individual may be “sheltered in place.” A contact person from that agency must immediately inform the Facility Manager or his designee via walkie-talkie who has remained in the facility and where they are located. The Facility Manager or his designee will immediately inform the fire personnel of the same.
- Tenants will be notified if work is being done on the fire alarm system. If the alarm should inadvertently sound, tenants, clients and guests will be notified of same and will be advised that they may remain in the facility.
- Every agency/organization is responsible for establishing their own evacuation routes and internal policies (i.e. attendance plan, etc.) for use during fire drills. Agencies/organizations are required to keep a copy of their evacuation route on file with the Foundation for Seacoast Health.
- All agencies will meet at one of the two designated evacuation sites outside of the building: either the Front Meeting Place (located on the sidewalk to the left of the building as you face the main entrance) or to the Lower Level Meeting Place (located at the entry to the walking paths across from the entrance to the lower level of the building). See attached “Emergency Evacuation Sites: Map” for more details.
- Every participating agency/organization is responsible for “sweeping” their own designated areas during fire drills.

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- The InfoLink staff will be responsible for evacuating visitors from the lower lobby, lower lobby bathrooms, cafeteria, kitchen and library. (alternate = FSH Admin Coord)
- The New Heights Office Administrator will be responsible for evacuating visitors from the main lobby, New Heights lobby, gym and the locker rooms.
- The Families First Site Coordinator will be responsible for visitors from the Families First lobby and public bathrooms. (alternate = FF Prgm. Dir.)

**c) Emergency Evacuation Sites: Maps**

**d) Individual Agency Evacuation Plans**

**10. Alcohol**

No alcoholic beverages may be brought into or served on the premises of the Community Campus without prior written approval for the Foundation for Seacoast Health.

**11. Smoking**

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**12. Hazardous Weather**

- The Community Campus will remain open Monday through Friday regardless of weather conditions. However, in case of extreme weather that presents a safety threat (i.e. hurricane, severe blizzard), the Facility Manager, in consultation with the Foundation President/CEO, will make the decision to close the building to ensure the safety of Campus staff and visitors.
- If the Community Campus does need to close, the Foundation for Seacoast Health will announce the closure on radio stations WOKQ (749-9750) and WERZ (436-7300).
- If an agency/organization decides to cancel or delay programming due to hazardous weather, the agency/organization must notify the Foundation for Seacoast Health (422-8200).

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