

*Navigate
Forward*

Emergency Management Handbook for Students & Visitors

2016

Rowan-Cabarrus Community College

1333 Jake Alexander Boulevard, South
Salisbury, NC 28144

EMERGENCY CALL 9-1-1
Campus Urgent Phone: 704-216-7600 (Ext. 7600)

This handbook is provided for College students and visitors as a guideline for emergency responses on campus. Rowan-Cabarrus Community College is committed to protecting the welfare of its community members, safeguarding campus property and vital interests, and protecting the campus environment. For these reasons, the College has established comprehensive guidance for emergency incident prevention, planning, response, mitigation, and recovery. The handbook is a component of the overarching College Emergency Operation Response Plan (EORP). As a student or visitor, you play an important role in the implementation and effectiveness of this guidance in your classroom, laboratory and workplace. Remember that during any emergency incident on campus, you will be expected to follow all college-issued directions in an emergency. It is very important to follow any directions given by faculty and staff. However, if you are not in the classroom when an emergency occurs, this handbook provides valuable resources to assist you in a time of crisis. Please take the time to review this material **before** a crisis occurs.

The Rowan-Cabarrus Community College Emergency Operations Response Plan (EORP) provides procedures for the safe and orderly evacuation of affected areas in case of fire or other emergencies. Students and others may be directed to shelter-in-place or evacuate depending on the emergency type or circumstances. Always be aware during emergencies that conditions are in a state of transition and may evolve at a rapid pace. It is important to follow instructions given to you by faculty, staff and public first responders.

Preparing for an Emergency: Things you can do to prepare for an emergency before it happens:

- ❖ At the start of each semester, scout the locations of emergency exits, automatic external defibrillators, fire extinguishers, emergency phones and emergency response flip booklets.
- ❖ Know how to report life-threatening emergencies to **9-1-1** by knowing in advance how to report your exact location (building number, room number, etc.), type of emergency, continuing threats, number of victims, and location and description of threatening participants, if any. **You do not need permission from anyone to make this call.** Call even if there are trained emergency responders on campus. However, calling for emergency services when there is no emergency is a crime.
- ❖ In the event of an evacuation, do not reenter the building until instructed to do so by Building Safety Coordinators or Campus Security Officers.

- ❖ In the event of a shelter-in-place, remain in the classroom until instructed to leave by your instructor, a Building Safety Coordinator, Campus Security or a public safety first responder.
- ❖ Look for the “Emergency Instructions” flipbook in your classroom and review it for possible future emergencies (see example below).
- ❖ Be prepared to follow the instructions of faculty, staff and emergency first responders.
- ❖ Follow the guidance of any campus emergency alerts that you receive by text, telephone, email or other medium. However, be mindful that any message you receive may not reflect rapidly changing conditions.
- ❖ Sign up for, or update your emergency contact information in WebAdvisor by going to <https://advisor.rccc.edu/WebAdvisor>

Campus Emergency Coordination: The College has in place a campus emergency First Response Team (FRT) consisting of a campus Emergency Operations Administrator (EOA) for each campus, Building Safety Coordinators (BSCs) for each building on each campus, and Campus Security Officers (CSOs). This team, coordinated by the Director of Public Safety and Security, will activate anytime there is an emergency on campus, for the purpose of rapid emergency response and coordination. The team also functions to coordinate campus emergency drills. Building Safety Coordinators are prepared to work with Campus Security, faculty and staff, students and visitors to facilitate the expeditious and safe execution of evacuation or shelter-in-place procedures during an emergency. During evacuations, BSEs will guide faculty, students and staff to designated safe zones away from campus buildings. This FRT is part of a larger emergency group mentioned elsewhere in this handbook.

Campus Security: The Department of Public Safety and Security consists of a director, part-time administrative staff, and more than 50 officers. The College uses sworn, armed local law enforcement officers on all campuses. These officers have full powers of arrest under the general statutes of the State of North Carolina. North Campus is staffed by deputies of the Rowan County Sheriff's Office; South Campus, NCRC Campus and West Avenue Center are staffed by officers of the Kannapolis Police Department; and, the Cabarrus Business and Technology Center is staffed by officers of the Concord Police Department. Security is supplemented on special occasions by P&G Security Services, Inc., a private contract security agency. Campus security provides patrol services, traffic control, personal escorts, crime prevention, crime reporting, safety checks, and certain campus policy enforcement (tobacco use, solicitation, conduct, etc). For urgent contact please call 704-216-7600 or extension 7600 on any campus telephone.

Emergency Alarm Codes: Students should familiarize themselves with the below code system. Codes are used to rapidly communicate an emergency response, categorize an emergency response, and establish an emergency status until the emergency is resolved. When a code is declared, expect to receive additional information regarding the type of emergency incident and specific actions you should take to protect life and property. Communications methods are described elsewhere in this handbook.

First Aid Supplies:

Basic first aid supplies may be acquired by calling the College urgent phone number at 704-216-7600, or by contacting any Building Safety Coordinator or Campus Security Officer.

Standing Emergency Protocols:

Request for Emergency Assistance “9-1-1” Protocol:

It is the policy of the College for any person, upon observation of an apparent life-threatening emergency, to call **9-1-1** and request emergency assistance, ***without prior permissions or notifications from a faculty or staff member.***

- ❖ A lay person’s conclusion that a life-threatening condition exists is sufficient to warrant calling **9-1-1**.
- ❖ A call for **9-1-1** emergency assistance should not be delayed for any reason, regardless of whether there are other emergency professionals on campus, or in the case of medical emergencies, the victim refuses treatment. Even if the victim refuses an EMS response, and you feel his/her conditions is life threatening, you should call 9-1-1 anyway. If the victim wishes to refuse treatment after EMS responder arrive, he/she may refuse treatment then to EMS.

Emergency Drill Protocol:

- ❖ It is the policy of the College to conduct mandatory fire drills each semester (weather conditions permitting), for both day and evening classes, for every campus location, for every building. Other mandatory drills will be conducted in accordance with prescribing legal requirements. All emergency drills will be unannounced and ***all***

persons are required to respond to and participate in drills. Failure to participate will result in a report to the faculty of the student and the Department of Student Services.

Emergency Contact List:

- ❖ Life-threatening Emergency: **9-1-1**
- ❖ Urgent Non-life-threatening: 704-216-7600
- ❖ Director of Public Safety & Security: 704-216-7230; 704-202-7773; 704-637-7547
- ❖ Director of Communications: 704-216-3467
- ❖ Campus Emergency Operations Administrators
 - o North Campus: 704-216-3622
 - o South Campus: 704-216-3694
 - o NCRC and West Avenue: 704-216-7105
 - o Cabarrus Business and Technology Center: 704-216-3668
- ❖ Director of Counseling Services: 704-216-3622
- ❖ Director of Facilities: 704-216-7134; 704-682-0814
- ❖ Associate Vice President of Student Services: 704-216-3601
- ❖ Director of Human Resources: 704-216-3778
- ❖ Director of Event Planning: 704-216-7105
- ❖ Director of Navigation Station: 704-216-3458

Emergency Communications Methods: The College will use multiple media methods.

- ❖ Instant Messaging
- ❖ Telephone Messages
- ❖ Email Blast
- ❖ Mass Notification Intercom
- ❖ Social Media
- ❖ College Web Site
- ❖ Word of Mouth & Runners

Electronic Access Control:

The College is currently building-out a college-wide electronic access control program. Much of the build-out is following new construction and renovations. It is expected that this project will be completed by the end of 2017. Access control will provide:

- ❖ Electronic controls to all campus building exterior doors

- ❖ All exterior doors will have the capability to lock down for emergencies from remote orders by certain College officials who will have activation authority

Surveillance Cameras:

The College is currently building out a college-wide surveillance camera program. Much of the build-out is following new construction and renovations. It is expected that this project will be completed by the end of 2017.

Surveillance cameras will provide:

- ❖ Recorded surveillance of targeted campus public areas to include hallways, parking lots and crime hot spots
- ❖ Ability to retrieve archived recordings of previous criminal activity or suspicious circumstances
- ❖ Monitor operation of campus facilities and weather conditions remotely when the College is closed

Surveillance cameras will not provide:

- ❖ Surveillance of private areas to include restrooms, locker rooms, most classrooms, most faculty offices and most staff offices.

The monitoring and control of the College surveillance camera system falls under the exclusive control of the College Department of Public Safety and Security and will not be used to surveil any activity other than those stated above.

Emergency Drills and Exercises:

Mandatory Drills:

The College currently conducts mandatory fire drills, drills required by the College Emergency Operations Response Plan, and any drills mandated by the federal Clery Act, if any. Other drill types, may from time-to-time, be added or deleted from the mandatory drills required by the College. Many drills are mandated but are only periodically conducted according the schedule outlined in the EORP Training and Exercise Plan (TEP).

Non-Mandatory Drills:

The College may from time-to-time initiate drills to meet specific temporary needs. These drills may become mandatory or be dropped after meeting their specific purpose.

Exercises:

The College will conduct regular and periodic emergency preparedness exercises to include: workshops, seminars, lectures, on-line courses, walk-throughs, table tops and functional

exercise that are subject-matter specific. Most of these exercises are defined in the College Emergency Operations Response Plan.

Evacuation of people with disabilities:

- ❖ Evacuating a disabled or injured person should be a last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.
- ❖ Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Emergency conditions such as a fire, smoke, loss of electricity must be considered in evacuation decisions. If you locate a disabled individual needing assistance contact the campus urgent number at 704-216-7600. If a life-threatening condition exists, call **9-1-1** immediately.
- ❖ Attempt a rescue evacuation **only** when the disabled/injured person is in immediate danger and cannot wait for professional assistance arrive, **and** you believe you can do so safely. Otherwise wait for first responders to conduct the rescue.
- ❖ If moving a disabled/injured person is necessary, ask the disabled/injured person how he or she can best be assisted or moved, and whether they require any special considerations or items that need to come with the person. In most cases, evacuate them using a carry technique. Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the rescuers. Certain lifts may need to be modified depending on the person's disability. Remember that two-person rescues are preferable.
- ❖ Inform your instructor or any College staff of the location of a disabled individual during an emergency.
- ❖ DO NOT use elevators, unless authorized to do so by fire department personnel. Elevators could fail during a fire or other disaster.
- ❖ DO NOT evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.
- ❖ When evacuating Persons with Blindness or Visual Impairment:
 - Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms.
 - Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
 - Give other verbal instructions or information (i.e. elevators cannot be used).

- ❖ When evacuating Persons with Deafness or Hearing Loss:
 - Get the attention of a person with a hearing impairment by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
 - Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

Shelter-In-Place Procedure:

- ❖ Some emergencies require staying within buildings. Examples include: Bomb threats, external gas leaks and armed persons in the neighborhood.
- ❖ Sheltering-in-place may come in different forms. For example:
 - External gas leak: Turning off unnecessary electrical appliances, equipment and air handling units; and, stuffing fabric (curtains, clothing, etc.) into door and window crevices. Also, be prepared to evacuate if necessary.
 - Dangerous person near campus: Locking all exterior and interior doors if this can be done safely. Strongly urging persons to remain inside to prevent security breach by opening doors and becoming exposed to kidnapping or harm by leaving the buildings.
 - Violent weather: Stay inside, or if outside...go to an inside location if can be reached safely. See “tornado.”
 - Bomb threat: Stay inside until an evacuation route can be scouted and established. See “bomb threat.”
 - In some circumstances, indoor campus activities may continue as normal while under a shelter-in-place order.

Evacuation Plan:

The evacuation plan has been established to cope with emergencies that may endanger health, safety, property or the ability of the College to function. The plan defines the procedures to follow when evacuation of a building or an entire campus is necessary.

EMERGENCY RESPONSES

Evacuation Procedures:

Fire:

- ❖ Anyone observing smoke or fire in a building should activate the fire alarm. When an alarm sounds all occupants are required by law to evacuate the building. Hallway pull station alarms may be activated manually by following the instructions on the pull station.
- ❖ If you have been trained in the use of a portable fire extinguisher and are able to safely extinguish the fire, you may do so. Be sure you have a safe exit from the area and leave immediately if one extinguisher does not put out the fire.
- ❖ Occupants should move quickly and quietly to the “safe area” designated for the building they occupy. Safe areas were selected to provide a sufficiently safe distance from the building should an explosion occur.
- ❖ Upon exiting buildings, students and visitors should follow the directions of faculty or staff and go to the safe area where directed. Staff and faculty members have the duty and responsibility for directing students and visitors to the proper safe area. Students have the duty to follow the directions of faculty and staff.
- ❖ Always take the shortest route to an exit except when it is blocked by fire, debris or other hazards.
- ❖ Do not use elevators when evacuating.
- ❖ If the building is consumed by smoke, evacuees should get as close to the floor as possible and crawl to the nearest exit. If available, use a wet cloth or paper towel to cover your nose and mouth.
- ❖ If the door is not hot, brace yourself against it and open slowly.
- ❖ If the door is hot, do not open it. Look for another way out.
- ❖ If you catch fire, do not run. **Stop-Drop-and Roll** to put out the fire.
- ❖ Personal belongings should be taken if time permits. If you forget them...do not return to the building to retrieve them.
- ❖ All doors should be closed upon exiting the room/building. Leave lights on.
- ❖ Do not go to vehicles.
- ❖ All evacuees must remain in the safe area until released.

If You are Trapped in Debris:

- ❖ If available, use a flashlight or any noise-making device (tap on pipe) to signal your location to rescuers.
- ❖ Avoid unnecessary movement so that you don't kick up dust.

Safe Areas: Since designated safe area change from time to time, a list of their most current locations is found as an appendix to this handbook.

Automatic Fire System Activation:

- ❖ Building alarms may activate automatically through fire, smoke or other sensors. Some alarms also automatically call the fire department. The affected building must be evacuated.
- ❖ Fire alarms should never be activated for any purpose other than fire.
- ❖ False Alarms
 - o All alarms must be treated as a real event. Obviously, you will not know at the time of activation whether or not an alarm is false. For this reason, you must regard each alarm as a real event.
 - o It is a violation of local fire code to disregard alarm activation.
 - o Immediately initiate evacuation procedures as soon as you hear the alarm.
 - o The Campus First Response Team (CFRT) will report to the scene and assist with evacuation.
 - o Do not attempt to silence any alarm. Alarms should be allowed to sound until it has been determined that all occupants of the building have been evacuated. Only fire department personnel may silence and reset the alarm once it is confirmed that an emergency does not exist.

Bomb Threat:

Bomb threats are unique and the emergency response will vary depending on the information available at the time of the decision to respond. Perpetrator techniques have rapidly evolved and the earlier assumption to “always” evacuate a building or an entire campus has changed.

- ❖ Do not activate fire alarms.
- ❖ Documents (including envelopes) containing a threat should be turned over to Campus Security. Contact the College Director of Public Safety and Security through the College Call Center.
- ❖ To report the threat, immediately call the College urgent number at 704-216-7600 and provide details. The College Call Center will contact Campus Security and call 9-1-1.

Evacuation or Shelter-In-Place Decisions for Bomb Incidents:

The initial decision to evacuate any or part of the College will depend on the circumstances known at the time of the decision.

Suspicious Object or Potential Bomb:

- ❖ If a suspicious object or potential bomb is found:
 - o DO NOT TOUCH!
 - o Do not use cellular telephones or use other electronic devices.
 - o Do not open drawers, cabinets, or turn lights on or off.
 - o Evacuate the immediate area and call 704-216-7600 from a safe area.
 - o DO NOT pull the fire alarm!
 - o Provide the exact location and description of the object when reporting.

Explosions:

- ❖ If an explosion occurs, seek shelter immediately behind a heavy object.
- ❖ Watch for possible fire development, electrical hazards, falling debris and toxic gas leaks.
- ❖ Move from where you are only as a last resort until first responders arrive.

Lockdown Procedure:

- ❖ For the protection and safety of staff, faculty, students and visitors, an emergency on campus may require the College to implement emergency lockdown of a building or entire campus. Time is critical in such an emergency and the lockdown must be initiated as quickly as possible.
- ❖ The term lockdown is commonly associated with an active shooter or armed person on campus. For that reason, it is treated separately here although it is a form of a shelter-in-place practice.
- ❖ A lockdown does not always mean “remain in place.” In some instances, if it can be done safely, it may be best to **run** from the area of an armed intruder. There have been virtually no documented cases of persons being injured or killed by a shooter while running away. If this cannot be done safely, **hide** from the armed intruder. **Spread out** if there are two or more persons in the same place when an active shooting incident begins. You should spread out in the room to avoid offering the shooter an easy target. If absolutely necessary and you are in imminent danger from an armed intruder and cannot escape, **fight back!** If more than one person is in your room, have all present to attempt to overcome the armed intruder collectively rather than one person acting alone. Use any and all means to incapacitate the armed intruder.
- ❖ Broader notification of a lockdown will be given by emergency alert text messages, etc., as well as verbally. An example of the announcement might be, “Go to lockdown immediately, lock yourself in, turn off lights and phones, remain silent and get out of sight!”

Specific Response to Active Shooter or Armed Threat On Campus:

- ❖ When an announcement is made to go to lockdown, the following steps **must** be followed:
 - If you feel that you can do so safely, **RUN** and get away from the campus immediately. Do not rely on the timeliness of campus issued messages that may indicate the last known location of a shooter or armed person. Offenders can move rapidly to other locations and it may not be known whether there are other offenders and where they are.
 - If you believe a shooter or armed person is in your immediate area, **HIDE** by going to the **nearest lockable room** and secure yourself inside. If you can do so, safely, encourage others in the immediate area to go to lockable rooms. However, if they do not immediately respond, lock yourself in and do not re-open the door.
 - Move to the furthest point in the room away from windows and doors where occupants cannot be seen from outside the room. Position yourself in the room at a right angle to the door light so the offender(s) cannot see you.
 - Turn cell phones to “silent” and remain quiet to avoid attracting attention. During active shooter situations, conditions may become very quiet. It is best to turn cell phones completely off because vibrations may be heard by the offender(s). If you do use a cellphone, it is better to text than speak. Do not use cell phones except to report life or death situations in the room or to report the location of the intruder.
 - Turn off lights.
 - Barricade doors to the room with desks, chairs, and any other heavy objects. This recommendation should be considered an “option.” Noise made by moving furniture may give your position away if the offender is in the immediate area.
 - While in lockdown you should ignore fire alarms unless you see smoke or fire in which case you must assess whether it is safer to remain in the room or expose yourself to possible outside danger. Fire alarms have been used by shooters to lure victims outside.
 - If you are located by the offender(s), or the offender(s) breach your locked room, it is important to **FIGHT**. Active shooters are on a mission to kill. They will not favorably respond to your efforts to “talk them out of it.” If

you are with others, it is very important that all persons attempt to overcome the shooter.

- o **SPREAD OUT** if there are two or more persons in the same place when an active shooting incident begins. You should spread out in the room to avoid offering the shooter an easy target.
- o All College offices and classrooms contain an instructional emergency flipchart.

Medical Emergency Procedure:

- ❖ The College does not have a staff nurse or infirmary. Many campus security officers, fire science staff and Emergency Operations Administrators are trained in CPR, First Aide and the use of automated external defibrillators.
- ❖ Automated external defibrillators (AEDs) are located in each campus building. These devices are designed to give the user instructions for use in real time. One does not need a certification or any specialized training to use the AED devices. Federal and state “Good Samaritan” laws protect amateur users from liability for using these devices. **Anyone, including students, may use AED’s to save a life!**
- ❖ Minor Illness/Injury
 - o For minor injuries, contact your instructor, any College staff member, or a Security Officer to request first aid. These individuals are equipped with first aid supplies sufficient to treat minor medical needs. For assistance call 704-216-7600.
- ❖ Major Illness/Injury
 - o Call **9-1-1** to report the medical emergency. Stay on the phone and answer questions from the **9-1-1** operator. Then call the College urgent number at 704-216-7600.
 - o Security officers will come to your location as well as direct responding Emergency Medical Services to the scene.
 - o Stay with the patient and keep them still and comfortable until security arrives.
 - o Render whatever aid you are trained to perform until relieved by higher trained medical personnel.
 - o Apply direct pressure to a serious bleeding wound.

- ❖ Reporting Illness/Injury: Report any illness by call the campus urgent number at 704-216-7600.

Natural Disasters Procedure:

- ❖ Severe Thunderstorms
 - Severe thunderstorms are the most likely natural occurrence that could affect the College. Lightning causes around 100 deaths in the U.S. annually, more than hurricanes and tornadoes combined. To lessen the possibility of injury the following steps should be followed:
 - Before lightning strikes, one should keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.
 - If you are caught outside in a group with your students, have them to spread out in a larger area at least 50 feet apart. This will minimize the risk of injury or death for most if one is struck by lightning.
 - If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.
 - When a storm approaches find shelter in a building or hard top car (avoid convertibles). Keep car windows closed.
 - Telephone lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliance.
 - Avoid running water for any purpose.
 - Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades/blinds will prevent glass from shattering into the room.
 - If caught outside, go to a low-lying open place away from trees, poles, or metal objects. If necessary, take shelter under the shorter trees. Make sure the place you pick is not subject to flooding.
 - If you feel tingling or your hair is standing on end, make yourself a very small target by squatting low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible.
 - Do not lie flat on the ground – this will make you a larger target.
 - If someone is struck by lightning follow these guidelines:
 - People struck by lightning carry no electrical charge and can be handled safely.

- The injured person has received an electrical shock and may be burned both where they were struck and where the electricity left the body. Check for burns in both places. Being struck by lightning can also cause nervous system damage, broken bones, and loss of hearing or eyesight.
- Give any medical assistance that you have been trained to administer. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, use an AED if the heart is in arrhythmia. If there is no pulse, a trained person should give CPR. Do not cease CPR before being relieved by higher trained emergency medical personnel. If the person has a pulse and is breathing, look and care for other possible injuries.

❖ Tornado

○ Tornado preparation:

- If tornado weather alerts have been issued by the National Weather Service, it is important to remain observant during the alert period.
- It is very important to follow the instructions of faculty and staff!
- Listen and watch for any urgent or emergency messages issued by the College or the National Weather Service.
- If ordered by the College to shelter-in-place, it is imperative that staff and faculty assist by directing students and visitors to safe areas. Safe areas include:
 - *Interior bathrooms and hallways without windows*
 - *Interior rooms with short ceiling spans*
 - *Interior stairwells*
 - *Lowest floor in a building*
 - If there is not sufficient time to move to lower floors, seek hallways, rooms or corridors that are not exposed to the outside through windows, doors or walls of glass
 - Put as many walls as possible between oneself and the tornado
- Be alert to what is happening outside:
 - Anytime there is debris dropping from the sky during a storm
 - When there is an obvious “funnel-shaped” cloud that is rotating or debris such as branches or leaves being pulled upwards
 - Flying debris is the biggest tornado hazard
 - Everyone should crouch as low as possible with head down, protecting the back of the head with the arms

- If in a car, abandon it immediately. Most tornado deaths occur in cars and mobile homes. Leave the vehicle, go to a substantial structure or lie flat in the nearest ditch or depression and use your hands to cover your head.
- After a tornado passes the following steps should be followed:
 - Follow the directions of faculty and staff
 - Assemble in an orderly manner, in a safe area
 - Begin evacuation procedures after the danger has passed
 - Avoid broken glass and other sharp objects
 - Stay away from power lines, puddles containing power lines, and emergency vehicle access areas
 - Render aid you have been trained to give to those who are injured
 - Stay away from damaged parts of buildings; chunks of debris or even whole walls may fall
 - Ensure nobody is using matches or lighters, in case of leaking gas lines or fuel tanks
 - Remain calm at the disaster scene, and reassure those who are shaken
 - Remember that in tornados, electrical power will almost certainly fail

❖ Earthquake

- Earthquakes are a rare occurrence in our area. However, should an earthquake affect the college, remain calm and quickly follow the steps outlined below:
 - Make sure your environment is earthquake safe (do not place heavy objects above where you sit or work).
 - Make sure you are familiar with evacuation routes and alternate evacuation routes in building you use frequently. Be aware that in a serious emergency lights may be out or your vision may be obscured by heavy smoke.
 - Practice DROP, COVER, AND HOLD – Drop under a sturdy desk or table, hold on, and protect your eyes by pressing your face against your arm. If there’s no table or desk nearby, sit on the floor or kneel against an interior wall or in an interior doorway. Move away from windows, shelves, filing cabinets, bookcases, light fixtures and heavy objects that could fall, tip over, or shatter.

- If outdoors, move quickly away from buildings, utility poles and other structures. Find a clear spot and drop to the ground. Always avoid downed power or utility lines as they may be energized.
- If in an automobile, stop in the safest place available, preferably away from the power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is needed call **9-1-1**. Protect yourself at all times and be prepared for aftershocks. Each time you feel one, DROP, COVER, and HOLD ON!
- Initiate evacuation procedures if there is immediate danger to building occupants.

❖ Hurricanes

- There are sufficient advance warnings for hurricanes so that immediate emergency action is not required.

❖ Hazardous Material Releases

- All hazardous material spills must be reported immediately. Call the College urgent number, 704-216-7600 to report the spill. Give specific information about the location (building, room number, etc.), well as the number of persons injured.
- The Campus Incident Commander (CIC) will contact the appropriate emergency personnel for assistance. Security officers will respond to your location and direct responding agencies to the scene.
- For major spills the Campus First Response Team (CFRT) will be activated and take charge of the emergency including evacuation. The affected area will be sealed off to prevent further contamination. Anyone contaminated by a spill should be isolated and decontamination begun as soon as possible.

❖ Major Hazardous Material Emergencies

- A major hazardous material emergency is an accident that releases a large amount of a hazardous material into the environment.

- o An accident involving vehicles transporting a hazardous material on highways or railways in close proximity to campus could result in the College being adversely affected.
- o These accidents sometimes result in fire, explosion, or the release of hazardous gases. Many times you cannot see or smell anything unusual.
- o It is extremely important to follow instructions given by College officials and first responders inasmuch as evacuation may not be the appropriate procedure. Depending on the specific circumstance it may be better in some instances to evacuate while in other circumstances it may be better to shelter-in-place.

❖ Shelter in Place for Hazardous Material

- o One of the instructions you may be given is to “shelter in place”. All building occupants should remain indoors until further advised. This is a precaution aimed at preventing possible exposure to toxic substances.
- o If shelter in place instructions are given, all building occupants should move to above-ground rooms (not the basement) with the fewest windows and doors.
- o Turn off any fans or exhaust systems that are controlled from within the room.
- o Close blinds and drapes to protect against flying glass should there be an explosion.
- o For toxic gases use fabric or paper materials available to you to stuff into cracks and crevices where gases may easily penetrate.
- o Facility Services or emergency first responders may shut down ventilation, air conditioning and fans to prohibit hazardous materials from entering your area.
- o Stay in place until emergency personnel state that it is safe to exit the building.

❖ Hazardous Material Contamination

- o Hazardous Materials can be poisonous and have a harmful effect on health. Some hazardous materials that are safe, and even helpful in small amounts, can be harmful in larger quantities or under certain conditions.
- o You may be exposed to a hazardous material in four ways:

- By inhaling the hazardous material
- Swallowing contaminated food, water, or medication
- Touching the hazardous material, or coming into contact with clothing or things that have touched the hazardous material
- By injection from explosion or compression
- o There are several symptoms of hazardous material poisoning:
 - Difficulty breathing
 - Changes in skin color
 - Headache or blurred vision
 - Dizziness
 - Irritated eyes, skin, throat
 - Unusual behavior
 - Clumsiness or lack of coordination
 - Stomach cramps or diarrhea
- o Remember that you may be exposed to chemicals even though you may not be able to see or smell anything unusual.
- o Chemical poisoning can be a life-threatening emergency.
- o If can be done safely, send someone to call for help immediately.
- o Call **9-1-1** and the College urgent number at 704-216-7600. Give your exact location, a description of what happened, the number of people affected and the hazardous material(s) involved, if known.
- o Stay on the phone until advised that you can hang up.

- ❖ Emergency Aid for Contaminated Persons
 - o Administer any medical aid that you have been trained to give. Any ill or injured person must not be allowed to ingest anything, including water. Perform the following steps:
 - o While waiting for the arrival of Emergency Medical Services those contaminated must be isolated, remain in the vicinity and provide their names to first responders.
 - o Remove contaminated clothing or jewelry from the injury, but only if you have latex gloves or other protective clothing to protect yourself from exposure.
 - o Avoid contact with others as much as possible.
 - o Use lots of cool running water to flush the hazardous material from the skin. Running water will dilute the material fast enough to prevent the injury from getting worse.

- o Use the same treatment for eye burns and remove any contact lens. Be careful to flush the eye from the nose outward.
 - o If no large amount of clean water is available, use a clean dry cloth and gently brush the hazardous material off the skin and away from the victim and you. Do not use your bare hands.
 - o If the hazardous material is on the face, neck, or shoulders, ask the victim to close his or her eyes before brushing off the material.
 - o Cover the wound very loosely with a dry, sterile or clean cloth so that the cloth will not stick to the wound.
 - o Do not put any medication on the wound.
- ❖ Hazardous Material Cleanup
- o Do not attempt to clean up any hazardous material spill.
 - o Clean-up of hazardous material spills will be accomplished as soon as possible by the College Maintenance Department, or for a large or extremely hazardous material, by local first responders.

Domestic Disturbances and Criminal Acts

If you are a victim or a witness to any on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, etc. seek safety and call the campus urgent number at 704-216-7600. If you or others are injured or in imminent harm, call **9-1-1**. Be prepared to provide the following information when reporting:

- Nature of the incident
- Location of the incident
- Description of person(s) and property involved
- Security will direct responding law enforcement agencies to the scene
- o Armed Intruder Within Campus Building
 - If an armed intruder is observed in a campus building, call the College urgent number at 704-216-7600. Provide the following information and do not hang up until told to do so:
 - Description of the intruder
 - Exact location
 - Type of weapon, i.e. handgun, shotgun, rifle
 - Actions of the intruder
 - Do not approach the person. Allow law enforcement officers to handle the situation.

- Should gunfire or discharge of an explosive occur, seek cover (protection from projectiles) and/or concealment (a place to hide) immediately.
- Call **9-1-1** and request Emergency Medical Services should an injury occur.
- o Armed Intruder on Campus Grounds
 - If an armed intruder is observed outside campus buildings but on campus grounds, contact the College Call Center immediately at 704-216-7600.
- o Domestic Issues/Restraining Orders
 - Any employee or student of the College who has obtained a restraining protective order should provide a copy to the Director of Public Safety and Security. Should the order be violated, security will be prepared to present the copy to law enforcement officer upon their arrival.
 - All staff and faculty member should be observant of actions and situations in the workplace, which indicate a domestic issue. Domestic issues must be reported to Security at the College urgent number at 704-216-7600.
 - The Director of Security Services will determine if the situation should be referred to the College Student Support Team.
- o Hostage Situations
 - Anyone observing a situation where a person is being held against their will should call **9-1-1** immediately as well as the College urgent number at 704-216-7600. Do not hang up until told to do so. Provide detail information as follows:
 - Location of incident
 - Identification of person(s) involved
 - Description of events
 - Do not attempt to intercede in a hostage situation. It is extremely important not to jeopardize your safety or that of the hostage.
 - If taken hostage the following steps should be taken:
 - Be patient. Time is on your side. Avoid drastic action.
 - The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay calm.
 - The captor is emotionally unbalanced.
 - Don't make mistakes that could present a hazard to your well-being.
 - Don't speak unless spoken to and the only when necessary.
 - Don't talk down to the captor who may be in an agitated state.

- Avoid appearing hostile.
- Maintain eye contact with the captor at all times if possible, but do not stare.
- Attempt to establish rapport with the captor.
- Avoid speculating. Comply with instructions as best you can and expect the unexpected.
- Tell the captor if you or anyone else need medications, first aid, or restroom privileges.
- Remember that the captors in all probability do not want to harm persons being held hostage.
- Be observant. You may be released or escape. The information that you are able to provide law enforcement officers may prevent danger to others.
- Emergency lockdown may be implemented for hostage situations. Evacuation may be initiated as circumstances dictate.

Psychological Crisis

- A psychological crisis exists when an individual is threatening harm to himself/herself or to others.
- If a psychological crisis occurs:
 - i. Never try to handle the situation yourself.
 - ii. Call the College urgent number at 704-216-7600. Advise that you need immediate assistance, give your location and the nature of the situation. Call **9-1-1** if weapons are involved.
 - iii. The College Call Center (CCC) will contact the appropriate agency to handle the crisis and will direct them to the scene.
 - iv. Call **9-1-1** for situations that post immediate danger to your or others.

Terrorist Threat

- Any information concerning a terrorist threat should be referred to Campus Security. Campus Security will contact the appropriate law enforcement agency to answer the follow questions:
 - How the threat was received, i.e. verbally, email, telephone, etc.?
 - What were the details of the threat conveyed?
 - Who made the threat, if known?

- What time was the threat made?
- Where and when the threat is to be carried out?
- Why the threat was made?

Facility Failures

- Should a power outage occur on any Rowan-Cabarrus campus, call the College urgent number at 704-216-7600 and report the location and the extent of the outage. **Do not report to 9-1-1.**
- Your instructor or college staff will give further instructions.

Elevator Failure

- If trapped in an elevator, do not panic; use the emergency telephone to call for assistance. All elevators have emergency telephones with backup power in the event of electrical failures.
- The emergency telephones located in elevators on all campuses call the college emergency number, 704-216-7600. Security responds to these calls. Security officers should reassure trapped persons that help is on the way and inform them of actions being taken.
- Security will contact Facilities Manager and/or maintenance personnel. Maintenance personnel will try to determine if anybody is trapped inside the elevator. Facilities Services will contact the elevator service contractor for repairs if necessary.
- If the elevator cannot be restored in a reasonable time, call **9-1-1** and request the fire department. Persons trapped in elevators should be extracted by fire department personnel only.
- Facilities Manager will notify and update appropriate personnel of the situation, and expected time of repair.