

Randolph Community College
Emergency Action Plan
Multi Hazard Response Manual

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TABLE OF CONTENTS	Page
Section A – Organizational Structure and Responsibilities	
Letter of Intent and Purpose	4
Organizational Structure	5
Role of Incident Command Team Members	6
Section B – Responding to an Emergency	
Multi-Hazard Plan	8
Notification Guidelines	10
Incident Command Agencies	13
Emergency Action Instructions for Faculty and Staff	
<i>Alarms</i>	15
<i>Evacuation Chairs</i>	16
<i>Bomb Threat</i>	17
<i>Building Evacuation</i>	18
<i>Fire</i>	19
<i>Haz – Mat / Chemical Spill</i>	20
<i>Medical Emergency</i>	21
<i>Person with a Gun / Violent Act / Hostage/Barricade Incident</i>	23
<i>Rail Incident (Asheboro Campus)</i>	24
<i>Weather Emergency</i>	25
Section C – Communications	
Communications – Emergency Operations	28
Incoming Emergency Calls – Information Center	29
Emergency Call Information Sheet	31
Appendix 1 – Emergency Resources	
Internal Resources	33
External Resources	34
Appendix 2 – Student Information	
Emergency Information for Students (inclusion in syllabi)	37
Appendix 3 – Template for Emergency Instructions Card	
Alarms	40
Weather Emergencies	41
Medical Emergencies	42
Building Evacuations	43
Fire	44
Haz-Mat / Chemical Spill	45
Rail Incident (Asheboro Campus)	46
Bomb Threat	47
Person with a gun / Violent Act / Hostage / Barricade Situation	48
Appendix 4 – Incident Command System Documentation Forms	
ICS Staff Worksheet	45
ICS Unit Log (pg1)	46
ICS Unit Log (pg2)	47
ICS Organization Assignment Sheet	48

SECTION A

Organizational Structure and Responsibilities

Letter of Intent and Purpose

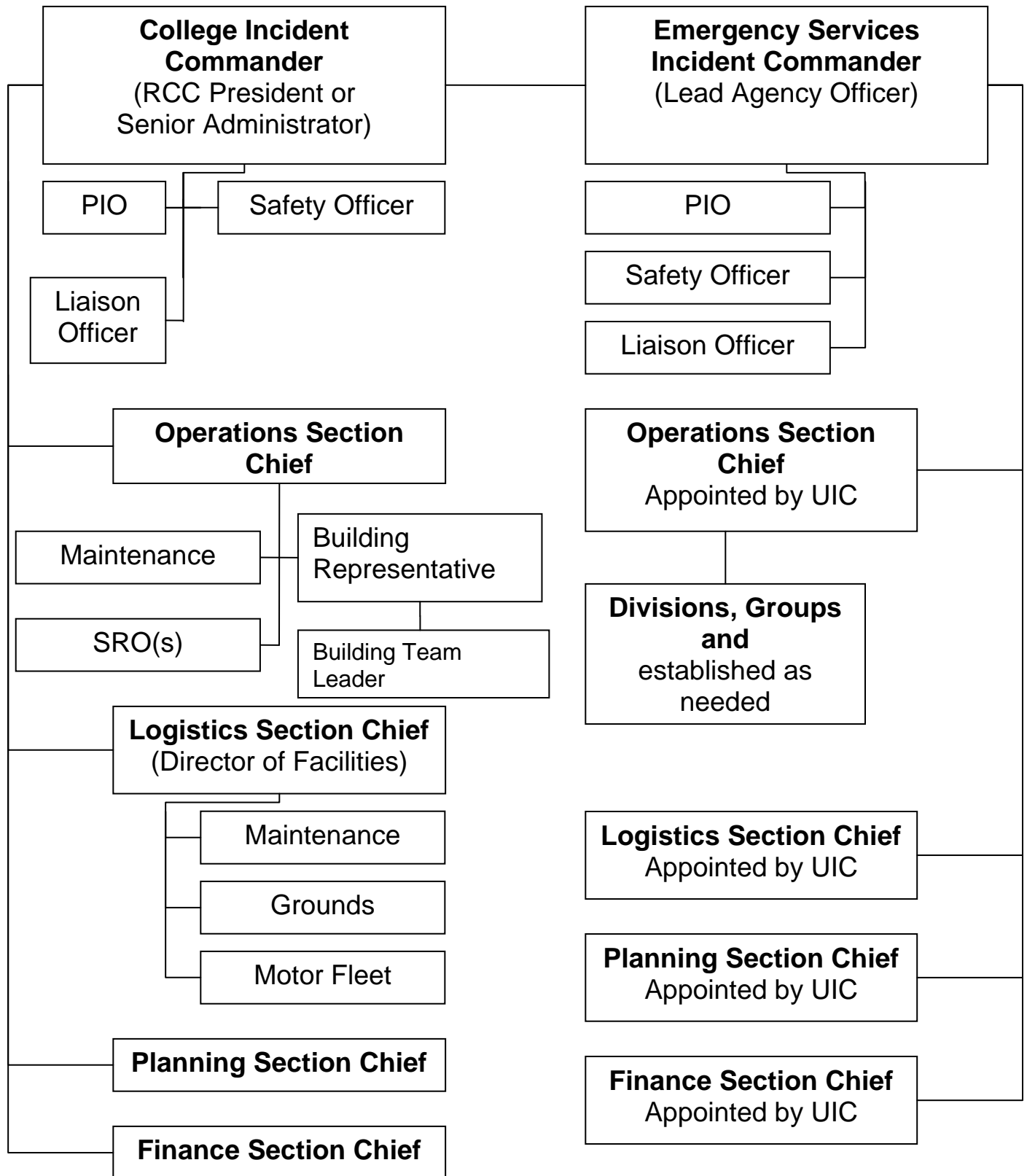
The purpose of this plan is to assist faculty and staff with the direction, guidance, and support in handling emergencies on campus. While no two emergencies will be the same, there is no conceivable way to write a plan that will guide you through every emergency. However, these guidelines should provide a framework to cope with and handle most campus emergencies.

The scope of these procedures shall be based on best practices used and developed by emergency responders and shall cover natural disasters, man-made disasters, medical emergencies and other emergency situations occurring on or within the boundaries of Randolph Community College. All faculty and staff are encouraged to contact the Director of Safety & Emergency Preparedness with questions or suggestions for the enhancement of this manual.

Randolph Community College and Randolph County Emergency Services have a Memorandum of Understanding for emergency response. Subject to their availability, personnel, equipment and added support from assisting agencies will be provided at the request of the Campus Incident Commander or, in his or her absence, the Director of Safety & Emergency Preparedness.

Randolph Community College personnel are required to follow the direction of the Emergency Services Incident Commander or the College Incident Commander during an emergency.

Organizational Structure for Unified Command during an Emergency



Based on the recommendations of the Department of Homeland Security National Incident Management System ICS-100, "Introduction to the Incident Command System" and G-362, "Multi-Hazard Emergency Planning for Schools."

Role & Descriptions of Command Positions/Functions

Incident Commander (College or Emergency Services): Sets the incident objectives, strategies, and priorities and has overall responsibility for the incident or event.

Depending on the size and extent of the incident, the Incident Commander may designate personnel to assume the general sector staff positions “Operations,” “Planning,” “Logistics,” and “Finance.”

The “Unified Incident Command System” should be used once additional agencies and resources arrive to handle the incident.

Operations Chief: Conducts tactical operations to carry out the Incident Action Plan established by the Incident Commander. Develops the tactical objectives and directs all tactical resources associated with Operations at the site of the incident. *If all three college sites are affected, a College Operations Chief will need to be assigned to each incident site.* Once Emergency Services arrives on scene the College Operations will merge as one Operations Section.

Planning: Prepares and documents the Incident Action Plan to accomplish the objectives, collects and evaluates information, maintains resource status information, and maintains documentation for incident records.

Logistics: Provides support, resources, and other services needed to meet the operational objectives of the Incident Action Plan. *If all three college sites are affected, a College Logistics Manager will need to be assigned to each incident site.*

Finance: Monitors costs related to the incident. This General Staff position provides accounting, procurement, time recording and cost analyses. College Finance provides accounts payable and payroll.

Depending on the size or extent of the incident, it may be desirable or necessary for the Incident Commander to designate a command staff.

Public Information Officer: serves as a conduit for information to internal and external stakeholders, including the media and other organizations seeking information directly from the incident.

Safety Officer: monitors safety conditions and develops measures for assuring the safety of assigned personnel.

Liaison Officer: serves as the primary contact for supporting agencies that may be assisting the Incident Commander.

College Incident Command Team: See pg. 5, diagram of the Unified Command organizational structure.

Based on the Department of Homeland Security National Incident Management System ICS-100, “Introduction to the Incident Command System.”

SECTION B

Responding to an Emergency

EMERGENCY OPERATIONS MULTI-HAZARD PLAN

The following roles and actions have been identified as being necessary for the immediate management of an emergency incident on campus. These roles and actions can be used for any type of emergency, large or small and form the basis for a multi-hazard plan.

SENIOR ADMINISTRATOR (“COLLEGE INCIDENT COMMANDER”)

- The “Senior Administrator” role should be assumed by the senior-most administrator on campus (or readily available to respond) at the time of need (ordinarily, the college president or a vice-president). In the event that no administrators are available then the Director of Safety & Emergency Preparedness may assume this role. In the event of his/her absence the Director of Facilities may assume this role.
- The Senior Administrator is the senior command and decision-making position of the College Incident Command Team (whether or not the Emergency Command Post is activated).
- The Senior Administrator has the authority to alter or suspend college operations.

When notified of an emergency incident, Senior Administrator will:

- Assume the role of “College Incident Commander” and will coordinate activities with the Emergency Services Incident Commander.
- Determine if and when to activate the campus Incident Command Post (ICP).
- Determine which additional notifications will be made.
- Contact regarding campus-wide and public notifications, campus closings, etc.
- Make all decisions regarding communication with media outlets and appoint a Public Information Officer to maintain media contacts on behalf of the CP.
- Communicate with appropriate state and local agencies in regard to operational continuity.

(“COLLEGE OPERATIONS”)

When notified of an emergency, the appointed staff member will:

- Assume the role of “College Operations” and will assume tactical control of operations *at the incident site*.
- Establish and maintain a communications link with the College Incident Commander and keep the CP updated.
- Communicate with local public safety agencies concerning the management of emergency incidents.

When notified of an emergency, the facilities staff and the School Resource Officer will:

- Make an initial on-site assessment.
- Obtain as much detailed information about the incident as is practical.
- Make initial notifications and assessment reports to appropriate administrators/offices.
- Take initial actions to control/direct traffic (including pedestrian traffic).
- Direct emergency vehicles to the scene of the incident.

Note: The above does not apply to facilities staff in the event of a lockdown or hostile incident.

DIRECTOR OF FACILITIES (“LOGISTICS”)

- The “**Director of Facilities**” is a formal role designated within the “Administrative Services” Division. In the event he or she is not available during an emergency situation then the Assistant Director of Facilities should be assigned this role.
- The Assistant Director of Facilities ordinarily supervises Building and Grounds Maintenance, Housekeeping and Custodial Services, and motor fleet.

When notified of an emergency incident, the Director of Facility Services will:

- **Assume the role of “College Logistics”** and will report directly to the College Incident Commander.
- Direct needed support efforts of maintenance and grounds personnel.
- In the event of a **Haz-Mat** event, the Director of Safety & Emergency Preparedness will be responsible for communicating safety information (MSDS information for involved buildings, on-going construction information that may affect emergency operations, etc.) to the College Incident Commander and/or the Emergency Services Incident Commander.

BUILDING REPRESENTATIVE and the BUILDING TEAM

- The “**Building Representative**” role is a pre-designated position. This person is responsible for assisting other college officials with building information and assistance during incidents.
- The “**Building Team**” is an ad hoc team that consists of any faculty and staff who are asked to assist the Building Team Leader during a specific emergency.
- Building Team members not appointed to specific tasks in a building are expected to assist in ensuring that evacuation tasks or “shelter in place” tasks are carried out. Building Team members should assist the Building Representative in ensuring that no one enters an evacuated building until an “all clear” is issued.

When notified of an emergency, the Building Representative will:

- Ensure that 911 and the Information Center have been contacted.
- Make an initial assessment of the incident and communicate findings with College Command or Operations.
- **Report directly to College Operations.**
- To the extent possible, communicate the nature and extent of the emergency with faculty and staff.
- Obtain a copy of the Emergency Instructions checklist for managing specific incidents.
- When appropriate, supervise the orderly evacuation of the building.
- Ensure that special attention is given to persons requiring assistance.
- Appoint Building Team members to monitor exits to prevent re-entry into the building.
- Ensure that evacuees group at pre-determined points and are alert for emergency vehicles responding to the scene. (If no pre-determined point is evident, evacuees should be directed to an area at least 300 feet from the building.)

Note: The above does not apply to facilities staff in the event of a lockdown or hostile incident.

NOTIFICATION GUIDELINES

Not every emergency incident requires the presence of all College Incident Command Team members. Randolph County Emergency Management uses NIMS to categorize “Types” of incident severity to facilitate appropriate notification and action. Similarly, emergency incidents on RCC campuses may be assessed using a similar classification for purposes of notification of College Incident Command team members.

Emergency Level Classification

The All Hazards Emergency Response Plan addresses emergencies using the typing. The definition of each is listed with examples.

Type 5 - A minor incident where College Security or Safety & Emergency Preparedness performs an assessment and confirms that there is no potential hazard to persons and/or property. Example: Minor injury, minor traffic accident, power outage for short period of time.

Type 4 - An incident that has the potential to pose a minimal hazard to persons and/or property. Example: Tornado Watch, extended HVAC malfunctions during extreme weather conditions where building temperatures could not be maintained.

Type 3 - An incident that has potential to have widespread impact to the public safety and/or property and requires assistance from an outside agency. Example: Bomb threat, power outage disrupting network and voice communications for an extended period of time, major fire or structural failure in unoccupied building.

Type 2 - An incident or series of events that poses significant risk to persons and property requiring substantial assistance from resources outside the College. Example: Major Fire, explosion affecting many individuals/property, building structural failure when occupied, Terrorist Act in close vicinity to the campus.

In the event of a Type 4 or Type 5 incident, the appropriate *Building Representative, the Director of Safety & Emergency Preparedness, School Resource Officer and the Director of Facilities* should be notified. Notification to the Vice President for Administrative Services will be made once an assessment has been made of the incident.

In the event of a Type 3 or Type 2 incident, the appropriate *Building Representative, the Director of Safety & Emergency Preparedness, the School Resource Officer, the Director of Facilities, and the Senior Leadership Team* should be notified. Other notifications will be based on the assessment of the incident by these individuals.

Type 1: Some exceptional major incidents, such as extreme weather events, will seriously impair or halt the function of an entire campus or multiple campuses. Even though the definition of a “disaster” is an extraordinary incident that requires outside assistance, in actuality, a disaster situation may prevent outside emergency services agencies from responding in a timely manner. In the event of a disaster, the College Incident Command team members should be prepared to operate *without outside assistance* for a period of several hours. There is a great likelihood that not only would we need local resources but would probably need regional and federal resources also.

In the event of a Type 1 incident, all College Incident Command roles should be assigned. The Senior Leadership Team, The Director of Safety & Emergency Preparedness, the Director of Facilities, the SRO’s, and appropriate staff members should be notified.

The notification of College Incident Command team members should be based on the type and extent of the emergency and ultimately determined by the Senior Administrator. However, a general guideline for notification is:

IMT Call out Notification (need to *go*): notifying the Senior Leadership Team in order that they can respond immediately to the event area/site and assume responsibility of a general sector staff role (“Logistics,” “Planning,” etc.) or command staff role (“Liaison,” “PIO,” etc.).

IMT Alert Notification (need to *know*): awareness only; notifying the Senior Leadership Team in order that they are aware of the event in case they are needed at some future point in the management of the incident.

Incident Command Post (ICP)

The primary incident command post location for the Asheboro Campus will be the board room of the Administration Education Building. Depending on the nature and or location of the event, it may be necessary to set up an alternate or mobile incident command post. If this location is not accessible then HSC 102.

The primary location for the Archdale Center is the conference room located at the main entrance. The alternate location is Guil-Rand Fire Department Headquarters station.

The primary location for the Emergency Services Training Center will be in the east classroom. The alternate location will be Ash-Rand Rescue & EMS Mobile Command Post staged at the Old Jockey International Plant or at Blue Mist Restaurant west parking lot.

The Critical Incident Response Kit should be retrieved and taken to the ICP.

Incident command post locations should have available, if possible:

- Desks and chairs
- Phone and Data lines
- Portable computers
- Telecommunications equipment (cell phones, portable radios and batteries, am/fm radio, television)
- Auxiliary power supply
- Operational display board
- Campus maps and floor plans
- Office supplies
- Facilities to accommodate PIO and media, family next of kin, etc.
- Convenient parking
- Access to insurance information

INCIDENT COMMAND AGENCIES

(per Randolph County Emergency Management's "Emergency Operations Plan")

For the following types of events, the senior officer of the listed agency who responds to the scene will be designated the "Emergency Services Incident Commander" of the event and will be in charge of all responding emergency services personnel and their activities on-site.

Fire

Asheboro Campus: City of Asheboro Fire Department

Archdale Center: Guil-Rand Fire and Rescue Department

Emergency Services Training Center: Franklinville Fire Department

Hazardous Material Incident / Chemical Spill

Asheboro Campus: City of Asheboro Fire Department

Archdale Center: Guil-Rand Fire and Rescue Department

Emergency Services Training Center: Franklinville Fire Department

All locations: Randolph County Emergency Management

Rail Incident

Asheboro Campus: City of Asheboro Fire Department

Archdale Center: Guil-Rand Fire and Rescue Department

Medical Emergency

All campuses: Randolph County Emergency Medical Services

Multi-Casualty Patient Event / Pandemic Event

All campuses: Randolph County Emergency Medical Services (initial response)

All campuses: Randolph County Health Department (long-term mitigation and recovery)

Bomb Threat

Asheboro Campus: Asheboro Police Department / Randolph County Sheriff's Office

Archdale Center: Archdale Police Department / Randolph county Sheriff's Office

Emergency Services Training Center: Randolph county Sheriff's Office

All locations: NC SBI Bomb Squad Response Team

Hostage / Barricade Incident

Asheboro Campus: Asheboro Police Department / Randolph County Sheriff's Office

Archdale Center: Archdale Police Department / Randolph County Sheriff's Office

Emergency Services Training Center: Randolph County Sheriff's Office

Person with a Gun / Violent Act

Asheboro Campus: Asheboro Police Department / Randolph County Sheriff's Office

Archdale Center: Archdale Police Department / Randolph County Sheriff's Office

Emergency Services Training Center: Randolph County Sheriff's Office

Technical Rescue

Asheboro Campus: Ash-Rand Rescue & EMS, Inc.

Archdale Campus: Guil-Rand Fire Department / Ash-Rand Rescue & EMS, Inc.

Emergency Services Training Center: Ash-Rand Rescue & EMS, Inc.

Weather Emergency

Asheboro Campus: City of Asheboro Fire Department

Archdale Center: Guil-Rand Fire and Rescue Department

Emergency Services Training Center: Franklinville Fire Department

All campuses: Randolph County Emergency Management (long-term recovery)

EMERGENCY INSTRUCTIONS

Report all emergencies to 911

**Campus Notification
(Asheboro Campus): 200
(Archdale Center): 7980**

ALARMS

Fire Alarm – Alarm with clear strobes - Evacuate the building.

Mass Notification – Alarm with amber strobes, followed by Voice – Follow voice command.

Note – The new modular building has a voice with the fire alarm.

Fire Alarm Systems:

All of the major college buildings have an operational fire alarm system. These systems were designed to the current Life Safety Code at the time they were installed. These are activated automatically when smoke is sensed or manually by pulling one of the marked fire alarm pull stations. There are emergency evacuation maps and instructions posted in the buildings for your information. Study these maps so you will be prepared.

When you hear the alarm, exit the building. Do not use elevators. Move away from the building and any fire lanes. Fire alarms must not be turned off unless instructed by RCC Maintenance Staff or local fire officials. Any problems or use of any fire equipment must be reported to the Safety Officer, Director of Facilities, and the Vice President for Administrative Services as soon as possible.

If you hear the Mass Notification Alarm:

1. Stop what you are doing and listen to the message.
2. Follow the instructions given over the Mass Notification System.
3. Remain calm and follow the additional instructions found in your emergency manual located in the classroom.

EVACUATION CHAIRS (EVAC-CHAIRS)

Evac-Chairs are used to assist those with impaired mobility down stairs and out of buildings during emergencies when elevators are not safe to use.

Instructions for Evac-Chair use are printed on the chair or cover.

Evac-Chairs are located in the Learning Resources Center and the Vocational Trades building beside the elevators. Evac-Chairs are not available in single-story buildings.

BOMB THREAT

Upon notification of a bomb threat:

The Information Center should notify the Senior Leadership Team, the SRO and the Safety Officer.

If a threatening call is received, please try to get help. You can email a Senior Level Administrator and/or the Information Center while you keep the caller on the phone. Administration and law enforcement will decide about evacuation measures.

The person receiving the call should keep the caller on the phone as long as possible and record the following information:

- Time of call
- Estimated age and gender of the caller
- Any noticeable speech patterns, accents, possible nationality, etc.
- Emotional state of the caller
- Background noises

Ask the caller the following questions:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does the bomb look like?
- Why did you place the bomb here?
- Record any responses the caller gives you.

After the call is completed:

If you feel that an emergency exists contact the Senior Leadership Team to get the Mass Notification System activated. Follow the emergency evacuation plan for the building you are in and report to your designated area.

DO NOT MOVE ANYTHING TO SEARCH FOR THE BOMB.

DO NOT OPEN DRAWERS, DOORS, OR WINDOWS.

DO NOT TURN ON/OFF ANY ELECTRICAL EQUIPMENT INCLUDING LIGHTSWITCHES.

DO NOT USE 2-WAY RADIOS or CELL PHONES.

BUILDING EVACUATION REQUIRED

If evacuation of the building is required because of structural damage, flooding, suspicious odors, etc.:

- 1. Ensure that personnel on the notification list have been called.
- 2. Facilitate the orderly evacuation of the building or area.
- 3. Ensure special attention is given to those requiring assistance during the evacuation (children, persons with disabilities, etc.).
- 4. If possible, secure doors to sensitive areas, offices, etc.
- 5. If possible without endangering yourself, ensure the building is vacant and station faculty or staff members at key locations to prevent re-entry into the building.
- 6. Ensure that evacuees group at designated assembly points.
- 7. Help ensure that lanes of travel used by emergency vehicles are kept clear.
- 8. Communicate what information you have about the incident with the Director of Campus Safety & Emergency Preparedness, SRO, College Administration or the Emergency Services Incident Commander.
- 9. No one will be allowed to re-enter the building or area until an “all clear” has been given by Campus Administration.

FIRE

Upon detection of a fire or the activation of the fire alarm:

If a fire is discovered:

- Pull the nearest pull station alarm (usually located near an exit) and exit the building.**
- Call 911!**
- Never attempt to fight a fire larger than wastebasket size. Even a small fire can generate enough smoke to cause serious injury. Never attempt to fight a fire by yourself. Call for help. Always stay between the fire and an exit.**
- Fire extinguishers should never be tampered with or moved from their location until needed.**
- Never block an extinguisher from view or block the access to it.**

When you hear the alarm, exit the building. Do not use elevators. Move away from the building and any fire lanes. Fire alarms must not be turned off unless instructed by RCC Maintenance Staff or local fire officials. Any problems or use of any fire equipment must be reported to the Director of Safety, Director of Facilities, and the Vice President for Administrative Services as soon as possible.

FIRE EXTINGUISHER INSTRUCTIONS

P = PULL safety pin from the handle

A = AIM at the base of the fire

S = SQUEEZE the trigger handle

S = SWEEP from side-to-side

**Special consideration will be given for evacuation of the Compensatory Education Class. If possible, move all persons from the Compensatory Education Class to the lower level of the Learning Resource Center or Café area (unless those buildings are also affected).*

HAZ-MAT INCIDENT/CHEMICAL SPILL

In Your Building

- 1. Ensure that personnel on the notification list have been called.
- 2. Retrieve the MSDS sheets for the building. Advise the building occupants of the situation and potential dangers.
- 3. Facilitate the orderly evacuation of the building or area. Ensure special consideration is given to those persons requiring assistance (children, elderly, disabled, etc.).
- 4. If possible, secure doors to sensitive areas, offices, etc.
- 5. If possible without endangering yourself, ensure the building is vacant and station faculty and staff members at key locations to prevent re-entry into the building.
- 6. Ensure that evacuees group at designated assembly points.
- 7. Help ensure that emergency lanes of travel are kept clear.
- 8. Communicate what information you have about the incident with the Director of Safety & Emergency Preparedness, Director of Facilities or the Emergency Services Incident Commander.
- 9. Allow no one to re-enter the building or area until an “all clear” has been given by Campus Administration.

Outside Your Building

- 1. Ensure that personnel on the notification list have been called.
- 2. Ensure all windows and doors or sources of ventilation are closed.
- 3. Listen for instructions of where occupants should go in case an evacuation is recommended.

MEDICAL EMERGENCY

Upon notification of a Medical Emergency:

Follow this procedure in every case of a medical emergency. It is always better to ensure the best care of a victim by having EMS present to handle anything that may arise.

- From any RCC office phone dial 911 (or just 911 from a cell phone) and then call the RCC switchboard at ext. 200 from a college phone or 633-0200 from any other phone for on-campus assistance.
- Tell the operator "This is a medical emergency".
- Give your name, location, and telephone number.
- Stay on the line until you are told by the operator to hang up, or unless there is an immediate threat to your safety.
- If possible have someone stay with the victim. Direct emergency personnel to the site.
- Attempt to keep the victim warm.
- Check for a medical alert ID bracelet or tag.

There are first aid kits and AEDs (automatic electronic defibrillators for heart attack victims) located in all areas of the campus and locations should be marked on the evacuation maps posted in each building. **MAKE IT A POINT TO BE FAMILIAR WITH THESE MAPS AND INSTRUCTIONS BEFORE AN EMERGENCY OCCURS.**

Every medical incident must be recorded in a medical incident report and then turned in to the Assistant to the Vice President for Administrative Services. If the medical incident is also an employee accident then the employee should immediately notify the Human Resource Department. If after hours or off-site (clinical), please notify within 24 hours.

Definition of a medical emergency: is an injury or illness that is acute and poses an immediate risk to a person's life or long term health effects. These emergencies may require assistance from another person, who should ideally be suitably qualified to do so, although some of these emergencies can be dealt with by the victim themselves.

PERSON WITH A GUN / VIOLENT ACT HOSTAGE / BARRICADE INCIDENT

When you have been made aware of a person with a gun, a person threatening violence or a hostage / barricade incident:

- 1. **Alert** those around you.
- 2. **Call 911**. Provide your name and the location of the incident. If you know, provide a description of the assailant and the type of weapon involved. *DO NOT endanger yourself to gather this information.*
- 3. Call Ext 200 and provide as much information as you can so that it can be relayed to the SRO.
- 4. **LOCKDOWN**. Lock and shut your door. Turn off all the lights and stay quiet.
- 5. Once your room is secure do not open the door unless directed to by police or an “all clear” has been given.
- 6. Complete the lockdown form and forward the information when requested.
- 7. **If the assailant gains entry into your room and is actively attacking with a gun or other weapon, flee the area if possible.**

If you are outside when the incident occurs.

- 1. Safely proceed inside and lockdown.
- 2. If you cannot safely make it to a campus building, proceed to a nearby structure and contact someone at the college and let them know where you are and if others are with you.
- 3. Do not return to the college until an “all clear” has been given.

RAIL INCIDENT (Asheboro Campus)

In the event of a train incident or derailment:

- 1. Ensure that personnel on the notification list have been called.
- 2. Unless the SRO or the Director of Safety & Emergency Preparedness confirms that the rail incident does not involve hazardous materials, assume that it DOES. Follow the “Haz-Mat Incident/Chemical Spill *Outside Your Building*” instructions.
- 3. Station faculty and staff members at exits to ensure that all persons know not to approach the train or attempt to leave the campus by traveling east on McDowell Rd. or Industrial Park Ave.
- 4. If Emergency Responders issue an “okay” to enter the parking areas and asks that they be evacuated, ensure that staff and faculty members communicate this information to all occupants of the building.
- 5. Help ensure that lanes of travel used by emergency vehicles are kept clear.

SEVERE WEATHER EMERGENCY (Tornado Warning)

If you hear a weather alert:

In the event of a tornado the Mass Notification System will be activated to warn staff, faculty, students and visitors. The building representatives, instructors, supervisor and facilities personnel will direct their charges to a shelter area in the building on the ground floor. Tornado shelter areas and evacuation routes are marked on the building maps that are posted in each building. All personnel should make sure that they are familiar with these maps.

Ensure that all persons are in the shelter area and all persons will take a sitting position on the floor with backs to the wall if possible, knees pulled up and arms covering their faces with hands on top of the head. They will remain in this position until the all-clear signal.

Warning Plan: Once a warning has been received by phone or by weather radio, the Mass Notification System will be activated to notify the campus.

Objective: Warn everyone on campus as quickly as possible, be sure that all areas are covered, have a person with a radio in every area possible, and be sure that everyone is in the safest areas.

- All individuals in campus buildings should immediately move to the center hallways of the buildings. Close the windows in all rooms and close the doors as you leave the room. Also, if the windows have blinds or curtains close them.

- If time permits, disconnect all computer equipment before leaving the work area.

- Do not leave the center hallway areas until told to do so by authorized personnel. You will be notified when it is safe to return to your work area or classroom.

- It is very likely that phone service and electricity will be cut off during the storm. Do not rely on the phones for receipt of information. Follow the verbal directions of designated Randolph Community College personnel.

Procedure: During any period of tornado type weather the person at the Information Center monitors the weather radio and informs all available personnel with portable 2-way radios if there is a tornado warning for the area. An alert will be sent out using the Mass Notification System, RCCUSERS and Cruiser Alert. Members of the facilities staff with radios will report to their assigned individual buildings (if possible without risking personal safety, if tornado is imminent then report to the closest building) and assist in getting everyone into the shelter area's. The Information Center person will notify the Senior Leadership Team to inform them. The Director of Safety or designee in his absence will inform everyone when the warning is lifted.

SECTION C
Communications

Communications – Emergency Operations

Emergency Phone System

- The Emergency Phone System is a means of giving someone that does not have access to an office phone or cell phone a way to call the campus switchboard or call 911. The phones will only allow those two numbers to be called.

Phone locations are as follows:

Administration Education Building Hallway near room 103
Administration Education Building Hallway near room 113
Administration Education Building Hallway near room 127
Administration Education Building Hallway near room 132
Foundation Conference Center Lobby
Health Science Center - East hallway
Health Science Center - West hallway
Learning Resources Center Lobby
Student Services Center at entrance closest to the Bookstore
Student Services Café
Vocational Tech Building 113
Vocational Tech Building Hallway near room 104
Vocational Tech Building Hallway near room 208
Computer Technology Building
Business Education Center
Photo AV
Photo Processing
Design Center Front hallway near the restrooms
Design Center
Payphone located in Student Services Center Lobby
Payphone located in Lower AE Hallway near Machine Shop
Each elevator has an emergency phone.

Two Way Radio

The college has multiple portable two radio radios and a base station operating on a UHF band at the Asheboro Campus.

****Note - should the campus loose power the base station will be lost. All portable units should switch to Channel 2 to be able to communicate.****

Archdale has a base station and 1 portable.

The ESTC has a base station and 6 portables as well as the ambulance, fire truck and each BLET car have mobile radios in them.

Each campus has its own frequency that operates independently of the other. The Director of Safety & Emergency Preparedness radio has most local EMS and Law Enforcement frequencies programmed in it for major emergencies.

INFORMATION CENTER INSTRUCTIONS

INCOMING EMERGENCY CALL

Upon notification of any EMERGENCY ON CAMPUS:

- 1. Obtain the exact location of the emergency situation.
- 2. Obtain the name and call back phone number of the person reporting the incident.
- 3. Ensure that personnel on the notification list have been called.
- 4. Call 911 and notify them of the situation, including campus and building.
- 5. Do not evacuate unless directed to do so.
- 6. Follow the additional procedures below for specific emergency events.

BOMB THREAT

- Attempt to complete the Emergency Information Sheet (a copy is included in this document). Submit the Emergency Information Sheet to the SRO or the Director of Safety & Emergency Preparedness. Notify the Senior Leadership Team.
- DO NOT inform any other individual that a threat has been received.

TORNADO WATCH / WARNING

- Notify the Director of Safety & Emergency Preparedness, the Director of Facilities and the on-duty SRO and provide pertinent details.

HAZARDOUS MATERIALS INCIDENT / CHEMICAL SPILL

- Ensure that personnel on the notification list have been called.

MEDICAL EMERGENCY / MEDICAL ASSISTANCE NEEDED

- Determine the type of assistance needed.
- If the caller indicates EMS is needed, call 911 immediately.
- Ensure that personnel on the notification list have been called.

AUTO ACCIDENT

- Determine from the caller if there are persons with injuries (is EMS needed?). Notify the SRO and Director of Safety & Emergency Preparedness.

HOSTAGE / BARRICADE INCIDENT / CIVIL DISTURBANCE

- Secure your area (at a minimum, lock doors). If needed, follow emergency instructions for sheltering in place. Ensure that personnel on the notification list have been called.

VIOLENCE ON CAMPUS / PERSON WITH A GUN

- Provide as much essential information to the School Resource Officer as you have obtained, such as the type of incident, the location, a description of the attacker(s) and the type of weapon involved, and if the attacker(s) seem to be on the move. Also ensure that personnel on the notification list have been called.
- Secure your area. LOCKDOWN. Follow the Emergency Instructions for Person with a Gun.

EMERGENCY CALL INFORMATION SHEET

If you receive a call related to an emergency situation on campus:

- **Do not delay contacting 911 and the SRO on duty.** If you need to stay on the phone, signal to a co-worker to call 911.
- If the emergency situation involves your building or area, follow your Emergency Action Instructions. (Do not delay evacuation or lockdown.)

Time of Call: _____ **Time Caller Hung Up:** _____

Campus: Asheboro Chevy Center
 Archdale ESTC

Building: _____

Type Of Emergency
 Crime / Assault
 Person with a Gun
 Bomb Threat
 Suspicious Package
 Traffic Accident
 Injury / Illness
 Fire
 Alarm Activated
 Other _____

Threat Communicated?
 Where is it happening? _____
 Are you there now? _____
 When will it happen? _____
 What does it look like? _____
 Other information? _____

Information about Caller
 Young Old
 Male Female
 Accent: _____
 Familiar? Who?

Tone:
 Angry Crying Laughing
Other: _____

Caller Identified himself/herself as:

Exact Words of Caller:

Background Noise
 Other People
 Music / Television
 Video Game Sounds
 Traffic Noise
 Construction Noise
 Machines
 Other: _____

Comments:

Person Receiving Call: _____

Contact Number: _____

Appendix 1
Resources / Services

Internal Resources / Services

Randolph Community College has the following resources and services, which can be utilized in emergency situations:

Risk Management and Insurance: access to claims personnel for damage assessment, recovery costs, legal liability, and workers' compensation issues.

Facilities and Grounds: utilities, vehicles, repair, clean-up, and damage assessment.

Health Sciences (HSC and AE buildings): potential access to first aid supplies and other medical assistance.

Counseling Services: victim assistance, support, and counseling expertise to deal with post-traumatic stress incidents.

Student Government: communication with students, victim assistance and support.

Registrar's Office: Emergency notification for students.

Human Resources: Emergency notification for faculty and staff.

Emergency Services Training Center: Hydraulic rescue tools, pneumatic lifting bags, various rescue equipment.

External Resources

Emergency Services

Law Enforcement	911
Fire / Haz-Mat	911
EMS	911
Rescue Services	911
Office of Emergency Management	336-318-6943 or 318-6945
Disaster Information Hotline	

Randolph County Dept. of Public Health

Ira L. McDowell Center Office	336-318-6200
Animal Control	336-683-8235

Hospitals

Moses Cone Memorial Health System	336-832-7000 or 336-391-2734
White Oak Urgent Care	336-625-2560
High Point Regional Health System	336-878-6888
Randolph Hospital Inc.	336-625-5151

Poison Emergency Help

Carolinas Poison Control Center	1-800-222-1222 http://www.ncpoisoncenter.org
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Governmental Regulatory Agencies

Department of Homeland Security	336-668-7272
Environmental Protection Agency	404-562-9900
FEMA	1-800-621-FEMA http://www.fema.gov/
NC Department of Insurance	1-800-546-5664
NC EPA	919-733-4984
NC OSHA (NC Dept. of Labor)	1-800-NC-LABOR

Victims Assistance Groups

National Institute of Mental Health	1-866-615-6464 http://www.nimh.nih.gov/index.shtml
State Healthcare Plan for Post-Traumatic Stress Disorder	1-800-662-7030 (DHHS) http://www.ncdhhs.gov/sitemap/topicindex.htm
NC Division of Social Services	336-641-3000

Churches, Mosques, Synagogues

See local phone book

Volunteer Groups / Agencies

American Red Cross	336-629-2399
Randolph Service Center	http://gso.redcross.org/
Salvation Army	336-625-0551

Public / Private Transportation Services

RCATS Transportation	336- 629-7433
Piedmont Authority for Regional Transportation	336- 883-7278, after 5pm 336-813-2287

College Insurance

Robins and Weill Inc

336-629-1145

336-273-0851

336-905-1934

Local Media

WKXR (Local Radio)

336-625-2187

WZOO (Local Radio)

336-672-0944

WFMY (CBS)

336-379-9769

WGHP (FOX)

336-841-8888

WXII (NBC)

336-721-9944

WXLV (ABC)

336-722-4545

News 14 Carolina

919-882-4000

Manufacturers / Suppliers

See Purchasing and Facilities

Surrounding County Community Colleges

Alamance Community College

<http://www.ncccs.cc.nc.us/>
336-578-2002

Central Carolina Community College

919-542-6495

Davidson County Community College

336-249-8186

Guilford Technical Community College

336-334-4822

Montgomery Community Co

910-576-2176

Sandhills Community College

910-692-6185

Appendix 2

Emergency Instructions for Students

This information may be distributed electronically and/or attached to course syllabi in order to facilitate communicating the information to all students.

The following information is provided to help maximize your safety on campus.

EMERGENCY CALLS: Call 911 for help and then notify the appropriate Information Center.

To notify the Information Center on the Asheboro Campus from any campus phone on the Asheboro Campus call ext. 200, for the Archdale Center Information Center from Archdale call 7980, for the ESTC call 633-4165 to report an emergency or to request emergency assistance. When you call, be prepared to give your name, your exact location, the location of the emergency incident, and what type of assistance is required.

Medical Emergency

1. If someone has a medical emergency, call 911 immediately. Red Emergency Phones are located in the hallways if you do not have access to a cell phone.
2. Notify the Information Center (336-633-0200) or 200 from a Red Phone.
3. Send someone to the front entrance of the building to direct emergency personnel to your location.

Severe Weather

1. Move to an area in the interior of the building, away from windows and exterior doors.
2. In the event of a tornado or other extreme weather event, sit on the floor against a wall, with your face down and your arms covering your head.
3. Do not leave the building until you are told it is safe or the situation demands that you evacuate.

Hazardous Materials Accident / Chemical Spill

1. Get out of the immediate area of the spill. Close doors or other sources of ventilation as you go, if you can do so safely.
2. If required to evacuate the building, go in the direction indicated by campus personnel.

Structure Fire / Evacuation

1. Walk quickly and quietly to the nearest appropriate exit. DO NOT attempt to use elevators.
2. Attempt to assist those who have impaired mobility or otherwise need help evacuating the building. If you are unable to assist them, advise a faculty or staff member that there are those needing assistance.
3. Group in the designated assembly area for your building. If no assembly area is designated, move to a safe area at least 300 feet from the building. Do not immediately leave the campus—it will cause a traffic problem that may impede the movement of emergency vehicles and will put you at an increased risk. You also may be able to provide helpful information to emergency responders about the incident.
5. Be cautious of responding emergency vehicles. Do not block lanes of travel.
6. Do not re-enter the building until told by college administration that an “all clear” has been issued.

Hostage / Barricaded Situation / Similar Incident / Violence on Campus / Person with a Gun

1. Alert others of the situation. Remain calm
2. Hide in the nearest safe room. Lock the doors and barricade them, if you can do so safely and quietly. Close the windows and the blinds. Turn off the lights in the room. Be very quiet. Sit behind furniture across the room from the hallway or space you think the assailant may be using. If you can do so quietly, use a cell phone to notify 911. Do not open doors until law enforcement gives an “all clear” signal or comes to escort you to safety.

3. If the situation occurred near you and a lockdown has not been initiated then Call 911 and the campus Information Center. Be prepared to provide any information you have about the assailant, such as the number of persons involved, a description of them, their location, the types of weapons involved.
4. If you are outside of the building, walk directly to police or in the direction they indicate. Identify yourself and keep your hands raised or on top of your head. Follow instructions immediately. If no police are visible, take cover. Hide in a place that totally blocks you from the assailant's view.
5. **If the assailant gains entry into your room and is actively attacking with a gun or other weapon, flee the area if possible. Confronting the assailant is not recommended but may be your only option.**

If you have registered with Cruiser Alert, check your cell phone for a text message alert.

To register for this free service, go to the RCC web page and under "Quick Links" click on the Campus Cruiser link. Once in Campus Cruiser, look under "News and Announcements" and click on "Get Emergency Alerts Via Text Messages!"

Reporting Threats, Suspicious Activities and Unsafe Situations

The College is very concerned about the safety and security of our students, employees, and visitors at all college locations. You can help the College protect everyone by reporting any threats you receive or hear about, any suspicious activities or unsafe situations you see to your instructor, School Resource Officer or other college official. The College will correct unsafe situations under our control as well as take steps to protect anyone who believes he or she is in danger while on campus. Also, remember to keep your belongings in a secure place and report any suspicious activities including vandalism or defacing of college property to college officials. With your help, we can keep our campus a safe place.

Emergency Phones are located in the hallways of the buildings. You can call Ext 200 (Information Center) or 911 to report an emergency or other situation.

Emergency notifications to students can also be made by signing up for Cruiser Alert which is a system that will text your cell phone as well as send an email in the event of a major emergency. Please go to http://prod.campuscruiser.com/q?pg=home_welcome&cp=246 and look under News and Announcements to sign up for this free notification.

Campus Watch if you wish to report information about criminal activity already committed or other suspicious activity on campus you may do so by calling 336-633-1630

Appendix 3
Emergency Instructions Checklist

EMERGENCY INSTRUCTIONS

IF YOU HAVE AN EMERGENCY, CALL 911

Information Center – Asheboro – 336-633-0200

Information Desk – Archdale – 336-862-7980

ESTC Office – 336-633- 4165

School Resource Officer Emergency Number: 200

School Resource Officer Non - Emergency Number: 220

FIRE ALARM / WEATHER ALERT

FIRE ALARM—Evacuate the building.

HAZARDOUS WEATHER ALERT—Take cover within the building.

If you hear the Fire Alarm :

- 1. There are no unannounced fire drills! Assume the alarm is the real thing!
- 2. Evacuate the building. Go to designated areas. Give special attention to those needing assistance.
- 3. Stay at least 300 feet away from the building.
- 4. Do not re-enter the building for any reason until an “all clear” has been given.

If you hear the Mass Notification Alarm announce a tornado warning :

- 1. Move away from exterior doors and windows.
- 2. Take cover. Give special assistance to children, the elderly, and the disabled.
- 3. Move to designated area for your building.
- 4. Protect your eyes and head.

If you have registered with Cruiser Alert, check your cell phone for a text message alert.

WEATHER EMERGENCY

If you hear a WEATHER ALARM:

- 1. **Take cover.** Walk quickly and quietly toward the center area of the building. DO NOT open exterior doors or leave the building.
- 2. Communicate the warning with others in the building.
- 3. Seek narrow hallways and windowless rooms toward the center of the building. Seek the lowest level of the building, if you can do so without exposing yourself to danger.
- 4. Sit on the floor against an interior wall or get under heavy furniture.
- 5. DO NOT leave the building until an “all clear” is given.

If a tornado is sighted:

- 1. There may not be time for an alert to sound. If you see a tornado, **take cover.**
- 2. Go immediately to the interior of the building.
- 3. Try to go as far as possible from the direction of the tornado.
- 4. Do not leave the building until an “all clear” is given.

MEDICAL EMERGENCY

If a MEDICAL EMERGENCY occurs:

- 1. If an ambulance is needed, **call 911**. (Campus phone: 9-9-1-1)
- 2. Call the Information Center at ext. 200 to report the event.
- 3. Send someone to front entrance of the building to direct EMS personnel to the victim.
- 4. If the victim is conscious keep them calm. If they are unconscious, protect the victim from further injury. Remove furniture and other items from around the victim.
- 5. If the victim is unconscious and still breathing, turn him or her on one side. **Do not put anything in the victim's mouth.**
- 6. If the victim is not breathing, begin CPR and send someone for an AED.

All other medical incidents:

- 1. Contact Information Center at ext. 200 to report the incident.
Archdale Center contact 862-7980
ESTC Contact 633-4165
- 2. The Information Center will contact the Director of Safety & Emergency Preparedness and/or a School Resource Officer to come to your location.
- 3. Complete a Medical Incident Report. Available on line at (http://www.randolph.edu/administration/publications/210_MEDICAL_INCIDENT_REPORT.pdf).
- 4. All personal or motor vehicle accidents on campus should be reported immediately to the Information Center to be relayed to the School Resource Officer.

BUILDING EVACUATION REQUIRED

If evacuation of the building is required because of structural damage, flooding, suspicious odors, etc.:

- 1. Evacuate the immediate area.
- 2. Notify the nearest faculty or staff member of the situation.
- 3. Walk quickly and quietly to the nearest safe, accessible exit. DO NOT use the elevator.
- 4. Assist any children, elderly or disabled in reaching the exits, if possible.
- 5. Leave the building. Go to a designated assembly area OR a safe area at least 300 feet away.
- 6. If you do not see someone from Facilities or Safety/Security, call the Information Center and request them to respond to your location.
- 7. Do not return to the building until an “all clear” has been issued by College Officials.

FIRE

If you detect a fire in or near a building:

- 1. Pull the fire alarm nearest you.
- 2. Call 911.
- 3. Call the Information Center ext (200) and report the location of the fire.

If you hear the fire alarm in your building or area:

- 1. Quickly read these instructions to those in the room. Take no more than 30 seconds to do so.
- 2. Walk quickly and quietly to the nearest accessible exit.
DO NOT use the elevator.
- 3. Assist any children, elderly, or disabled in reaching the exits, if possible.
- 4. Leave the building. Go to the designated assembly area OR a safe area at least 300 feet away from the building.
- 5. Do not obstruct lanes of travel used by emergency vehicles.
- 6. If you do not see Facilities Personnel, Campus Safety/Security, contact the Information Center with an available cellular phone at 336-633-0200 and ask that they notify facilities, safety and security.
- 7. Do not return to the building for any reason until an "all clear" has been given by College Officials.

HAZARDOUS MATERIALS INCIDENT / CHEMICAL SPILL

Upon detection or notification of a hazardous materials incident:

In Your Building

- 1. Immediately evacuate the room or area. If possible, secure the windows, door and other sources of ventilation as you leave. Assist any children, elderly, or disabled in reaching the exits, if possible.
- 2. Notify the nearest instructor or staff member.
- 3. Notify the Information Center at ext. 200.
- 4. Notify the Information Center of the nature of the spill and the materials involved, if known.
- 5. If appropriate, follow the Medical Emergency Guideline.

Outside Your Building

- 1. Ensure all windows and doors are closed.
- 2. Advise all occupants to remain inside until told to evacuate.
- 3. If appropriate, follow the "Medical Emergency" Guideline in this booklet.

RAIL INCIDENT
(Asheboro Campus)

In any event of a train incident or derailment:

- 1. If you witness the incident, call 911 and the Information Center (ext. 200) to report it.
- 2. DO NOT attempt to approach the train. Assume that any freight train is carrying hazardous cargo. Follow the Hazardous Materials Incident “Outside Your Building” instructions.
- 3. DO NOT attempt to enter/exit to Fayetteville St using Industrial Park Ave or the Ira McDowell Center.
- 4. If you are instructed to remove your vehicle from affected parking areas, look for Law Enforcement or Emergency Services traffic controls. Use extreme caution. Watch for pedestrians.

BOMB THREAT

If you receive a direct threat:

- 1. **Call 911.** Give your name and the location of the reported device.
- 2. Call Information Center at ext. 200.
- 3. If the threat is in your building or area, activate a fire alarm and evacuate the area immediately. Assist any children, elderly, or disabled in reaching the exits, if possible.

When notified of a bomb threat or suspicious package in your building or area:

- 1. Walk to the nearest accessible exit. Assist those needing help in reaching the exits, if possible.
- 2. Go immediately to the designated assembly area. Keep clear of emergency traffic lanes.
- 3. Do not return to the building until an “all clear” has been given by Campus Police.

PERSON WITH A GUN / VIOLENT ACT HOSTAGE / BARRICADE SITUATION

When you have been made aware of a person with a gun, a person threatening violence or a hostage / barricade incident:

- 1. **Alert** those around you.
- 2. **Call 911**. Provide your name and the location of the incident. If you know, provide a description of the assailant and the type of weapon involved. **DO NOT** endanger yourself to gather this information.
- 3. Call Ext 200 and provide as much information you can so that it can be relayed to the SRO.
- 4. **LOCKDOWN**. Lock and shut your door. Turn off all the lights and stay quiet.
- 5. Once your room is secure do not open the door unless directed to by police or an “all clear” has been given.
- 6. Complete the lockdown form and forward the information when requested.
- 7. If the assailant gains entry into you room and is actively attacking with a gun or other weapon, flee the area if possible.

If you are outside when the incident occurs.

- 1. Safely proceed inside and lockdown.
- 2. If you cannot safely make it to a campus building, proceed to a nearby structure and contact someone at the college and let them know where you are and if other are with you.
- 3. Do not return to the college until an “all clear” has been given.

Appendix 4

Incident Command System Documentation Forms

The following forms are those distributed by the Federal Emergency Management Agency (FEMA) for use during emergency incidents. The College Incident Commander or College Liaison Officer should maintain this log.

Incident General Staff / Command Staff Worksheet: This form is to be used as a quick reference of who is assigned to each leadership position, with room on the worksheet for notes, cell numbers, etc.

Organization Assignment List: The Organization Assignment List is the detailed worksheet of leadership assignments for the incident. It is the general worksheet for all types of incidents and all types of lead agencies; it has, therefore, headings that are not needed by RCC. The Organization Assignment List worksheet is expected to be completed by the College incident Command Staff, as it will become part of the permanent documentation of the incident.

Unit Log: ICS 214 is the activity log for the incident. The information in this log should be as detailed and accurate as possible, as it will ordinarily become part of the permanent documentation of the incident. The Unit Log is expected to be kept by the ICS staff and is, typically, the first documentation to be reviewed by incoming Incident Command or Operations managers. The Unit Log is expected to be used when delivering an incident briefing.

CAMPUS EMERGENCY ASSIGNMENT WORKSHEET

Position	Staff Assigned	Backup Personnel
Incident Commander		1. 2.
Safety Officer		1. 2.
Public Information Officer		1. 2.
Liaison Officer		1. 2.
Operations Section Chief		1. 2.
Planning Section Chief		1. 2.
Logistics Section Chief		1. 2.
Finance/Administration Section Chief		1. 2.

Notes:

ORGANIZATION ASSIGNMENT LIST		9. Operations Section	
1. Incident Name		Chief	
		Deputy	
2. Date	3. Time	a. Branch I – Division/Groups	
		Branch Director	
4. Operational Period		Deputy	
		Division/Group	
Position	Name	Division/Group	
5. Incident Commander and Staff		Division/Group	
Incident Commander		Division/Group	
Deputy		Division/Group	
Safety Officer		b. Branch II – Division/Groups	
Information Officer		Branch Director	
Liaison Officer		Deputy	
6. Agency Representative		Division/Group	
Agency	Name	Division/Group	
		Division/Group	
		Division/Group	
		Division/Group	
		c. Branch III – Division/Groups	
		Branch Director	
7. Planning Section		Deputy	
Chief		Division/Group	
Deputy		Division/Group	
Resources Unit		Division/Group	
Situation Unit		Division/Group	
Documentation Unit		Division/Group	
Demobilization Unit		d. Air Operations Branch	
Technical Specialist		Air Ops Branch Director	
Human Resources		Air Attack Supervisor	
Training		Air Support Supervisor	
		Helicopter Coordinator	
		Air Tanker Coordinator	
		10. Finance Section	
		Chief	
8. Logistics Section		Deputy	
Chief		Time Unit	
Deputy		Procurement Unit	
Supply Unit		Compensation/Claims Unit	
Facilities Unit		Cost Unit	
Ground Support Unit		Prepared by (Resource Unit Leader)	
Communications Unit			
Medical Unit			
Security Unit			
Food Unit			

Notification List Campus Emergencies

Bomb Threat

1. On Duty SRO
2. Director of Safety & Emergency Preparedness
3. Senior Leadership Team

Tornado Watch

1. Director of Safety & Emergency Preparedness
2. On Duty SRO
3. Director of Facilities
4. Senior Administrator notified by Director of Safety or Facilities

Tornado Warning

1. Director of Safety & Emergency Preparedness
2. On Duty SRO
3. Director of Facilities
4. Senior Administrator

Fire Alarm

1. Director of Safety & Emergency Preparedness
2. Director of Facilities
3. On Duty SRO
4. Senior Administrator notified by Director of Safety or Facilities if an actual fire.

Medical Emergency

1. Director of Safety & Emergency Preparedness
2. On Duty SRO
3. DSEP will request someone from facilities assist
4. DSEP will have the Information Center contact a Senior Administrator if it is a critical incident.

Railway Incident

1. Director of Safety & Emergency Preparedness
2. On Duty SRO
3. Director of Facilities
4. Senior Administrator if advised by Director of Safety or Facilities

Haz Mat / Chemical Spill

1. Director of Safety & Emergency Preparedness
2. Director of Facilities
3. On Duty SRO
4. Senior Administrator if advised by Director of Safety or Facilities

Building Evacuation

1. Director of Safety & Emergency Preparedness
2. Director of Facilities
3. On Duty SRO
4. Senior Administrator if advised by Director of Safety or Facilities

Person with a gun , Violent Act, Hostage Situation, Barricade Incident, or Civil Disturbance

1. On Duty SRO
2. Director of Safety & Emergency Preparedness
3. Senior Leadership Team
4. Director of Facilities