



Central Carolina Community College

Emergency Procedures Manual

Lee County Campuses

March 2019

Table of Contents

Emergency Levels	1
Declaration of Campus Emergency	2
Campus State of Emergency	3
Reporting Emergencies	4
Designated Meeting Areas	5
Campus Map	6
Building Coordinators	7
Responsibilities of Building Coordinators	7
Responsibilities of Instructors	7
Evacuation Procedures	8
Building Evacuations	8
Campus Evacuations	8
Bomb Threat or Suspicious Packages	9
Bomb Threat Checklist	10
Recommended Response to an Active Shooter	11
Lockdown Procedures	12
Chemical, Biological, and Radioactive Accidents	13
Fire	14
Additional Resource People for Fires and Safety	14
Medical Emergency	15
Recommended Steps in a Major Medical Emergency	15
Death on Campus	16
Utility Failure	17
Additional Resource People for Utility Failure	17
Severe Weather	18
Additional Resource People for Severe Weather	18
Index	19

EMERGENCY LEVELS

The following information is provided for use by knowledgeable individuals in dealing with emergencies. Additional resource people are provided with each individual section of this manual.

Emergency Levels		
<u>MINOR</u> No major damage to buildings or property No significant quantity of hazardous materials involved	<u>MAJOR</u> Injuries possible Hazardous materials involved Damage to buildings and property possible	<u>CATASTROPHIC</u> Injuries probable Large amount of hazardous materials involved Damage to buildings or property likely
<i>NOTIFY</i>	<i>NOTIFY</i>	<i>NOTIFY</i>
Immediate Supervisor Security 919/770-4178 VP for Student Services 919/718-7436 Coordinator for Evening Programs 919/718-7249	Fire Dept. 9-911 Administrative Services 919/718-7214 Campus Security 919/718-7512	Lee County Emergency Services Coordinator 9-911 President 919/718-7246 VP Administrative Services 919/718-7214 VP Student Services 919/718-7436 Also notify all individuals listed under major emergency.
<i>EVACUATE</i>	<i>EVACUATE</i>	<i>EVACUATE</i>
Immediate area	Building	Campus

Declaration of Campus Emergency

Only the president or his designee may declare a state of emergency on the Central Carolina Community College campus. In the event that the president is unavailable, he has designated the following individuals as authorized to declare a state of emergency. Contact the individuals in the order listed.

Campus Emergency Contacts

1. President	Dr. Lisa Chapman	919/718-7246
2. VP Administrative Services	Dr. Phillip Price	919/718-7214
3. VP Student Services	Ken Hoyle	919/718-7436
4. VP Instruction	Dr. Brian Merritt	919/718-7426
5. Dean of Student Support Services	Heather Willett	919/718-7235
6. Harnett Provost (Harnett Locations Only)	Dr. Jon Matthews	919/718-8801
7. Chatham Provost (Chatham Locations Only)	Dr. Mark Hall	919/545-8043

Campus State of Emergency

Once a campus state of emergency is declared, the following procedures will be in effect until and/or unless Lee County Emergency Services supersedes them.

1. Only authorized CCCC staff and faculty will be permitted on campus.
2. One designated command center will be established based on the location and nature of the emergency. The primary command center will be the front office of the Science Building unless that area is the site of the emergency. In the event that the primary command center location cannot be used, the secondary command center will be in Hockaday Hall, VP of Student Services Office.
3. The individual declaring the state of emergency will designate one individual to be in charge of coordinating and directing all emergency responses.
4. All telephone calls on CCCC phones will be limited to emergency calls.
5. If you are knowledgeable about basic first aid and life support, you may provide assistance to any injured individuals until emergency responders arrive. After their arrival, follow the directions of emergency responders.
6. All news media contacts are to be made through the Marketing and Public Affairs. Refer all media personnel to Marketing and Public Affairs or the senior administrator on campus.
7. Follow all directions given by emergency responders.

Reporting Emergencies

1. In a fire or rescue emergency on the Central Carolina Community College campus, dial 911 from the nearest phone.
2. When reporting an emergency, stay calm. You will need to give the individual answering your call the following information.
 - a. Your location, location of the emergency, and your name and phone number.
 - b. The specific nature of the emergency in as much detail as you can provide
 - c. What help you need.
3. Stay on the phone until the dispatcher tells you to hang up.
4. After you have reported the emergency situation to the 911 number, notify Campus Security and the appropriate CCCC Emergency Contacts as soon as possible.
5. Do not discuss the emergency with anyone other than Central Carolina Community College personnel or emergency services personnel. Refer all other inquiries to Marketing and Public Affairs or the most senior administrator on campus.

Lee County Contacts

Day Contacts		Evening Contacts	
	Office		Office
Security	919/718-7512	Switchboard Operator	919/775-5401
Student Services	919/718-7300		Also notify any
VP Administrative	919/718-7214		appropriate
Services			individuals from the
VP Student	919/718-7426		Day Contacts List.
Learning		Security	919/718-7512
VP Student	919/718-7436	Coordinator for	919/718-7435
Services		Evening Programs	

Additional Resource People

CCCC Human Resources.....919/718-7493

Designated Meeting Areas

<u>Building Number</u>	<u>Building Name</u>	<u>Meeting area</u>	<u>Building Coordinator</u>
01	Wilkinson Hall/Main	Lot at northeast corner of the building	Richard Love 919/718-7258
02	Guided Studies	Clearing behind building (grass)	Lisa Key Brown 919/718-7362
05	Vet Med	Parking lot northeast of the building	Dr. Kim Browning 919/718-7393
06	Library	Staff parking area north of the building	Tara Lucas 919/718-7245
08	Bell Hall	Student parking area north of the building	Adam Wade 919/718-7526
09	Hockaday Hall	Bud court northwest of the building	Dr. Phillip Price 919/718-7214
09	Hockaday Hall/Student Services	Flag pole north of the building	Ken Hoyle 919/718-7436
09	Hockaday Hall/Student Center	Flag pole north of the building	Ken Hoyle 919/718-7436
10	Vet Lab	Parking lot northeast of the building	Dr. Kim Browning 919/718-7393
11	Budd Hall	Parking lot to the north of the building	Felicia Crittenden 919/718-7360
12	Joyner Hall/Vocational	Lower parking lot south of the building	Chuck Mann & Stan Thompson 919/718-7303 & 919/718-7354
13	Lett Hall/Health	Parking lot northeast of the building	Barbara Campbell 919/718-7390
14	Science Building	Parking lot to the north of the building	Dr. Brian Merritt 919/718-7426
17	CFC Building	Lower parking lot south of the building	Ty Stumpf 919/718-7376
	Civic Center	Flagpole on Nash St. side	David Foster 919/718-7545

LEE CAMPUS



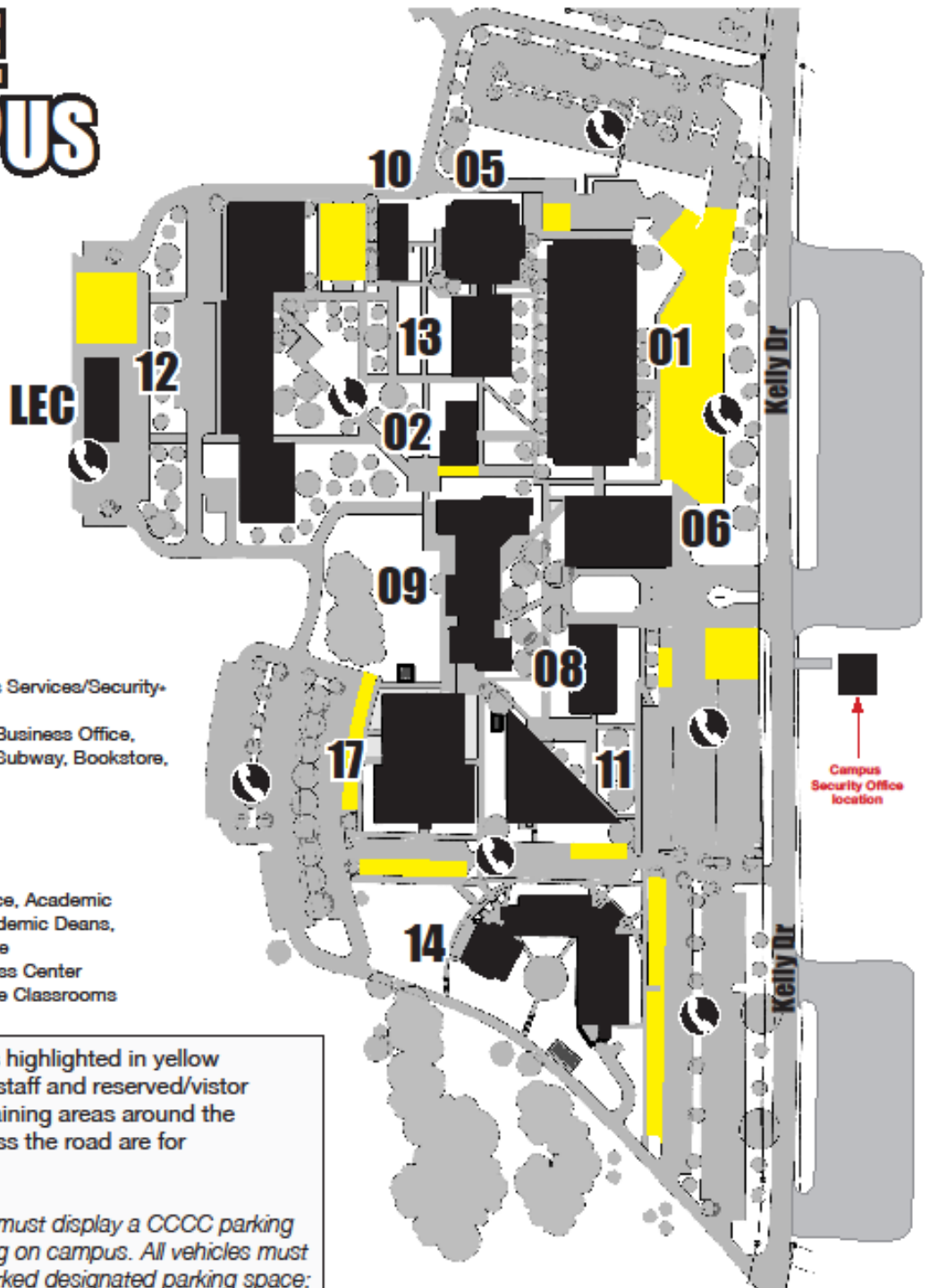
Emergency
Call Box

- 01 Wilkinson Hall
- 02 Guided Studies
- 05 Vet Med
- 06 Library/Business Services/Security-
Bell Hall
- 09 Hockaday Hall, Business Office,
Student Center Subway, Bookstore,
Career Center
- 10 Vet Med Lab
- 11 Budd Hal
- 12 Joyner Hall
- 13 Lett Hall
- 14 Math and Science, Academic
Assistance, Academic Deans,
President's Office
- 17 Classroom Fitness Center
- LEC Lee Early College Classrooms

The parking areas highlighted in yellow represent faculty/staff and reserved/vistor parking. The remaining areas around the campus and across the road are for student parking.

Note: All vehicles must display a CCCC parking decal when parking on campus. All vehicles must be parked in a marked designated parking space; overflow parking is available across from the main campus in the gravel lot. Student parking is allowed in the reserve spaces by Budd Hall on Mondays only!

Contact Campus security if you have any questions at ext. (919) 718-7512



Building Coordinators

Responsibilities of Building Coordinators

1. When a building is evacuated, Building Coordinators will report to the designated meeting place and determine that all individuals have safely exited the building.
2. The Building Coordinator will maintain schedules for all classrooms and instructors who have offices in their assigned buildings.
3. The Building Coordinator will assist emergency personnel with information about individuals who may be trapped in the building.
4. Know the location of all handicapped individuals in their assigned area.

Responsibilities of Instructors

1. All instructors, including evening instructors, are responsible for the welfare of students in their classes.
2. They are responsible for seeing that students are properly evacuated during an emergency and for following all emergency directives.
3. Instructors are responsible for informing the Building Coordinator of any students who may still be located in the building.

Evacuation Procedures

Building Evacuation

1. Upon notification from appropriate personnel, a building should be immediately evacuated.
2. When notified to evacuate the building, walk quickly to the nearest marked exit. Unless you smell gas or there is a bomb threat, close all windows, unplug electrical equipment, turn off gas-burning equipment and turn off the lights when leaving a room. If you smell gas, leave the room immediately without turning off any equipment or turning off the lights since this may cause a spark that could ignite the gas. Evacuation routes from all rooms are posted in each building.
3. Once outside the building, go to your designated meeting area and report to the building coordinator.

Campus Evacuation

When a campus state of emergency is declared, all non-essential personnel and students should evacuate to their designated meeting location and wait for further instructions from the building coordinator, administrators, or first responders. **DO NOT** use elevators, unless authorized to do so by police or fire personnel.

Bomb Threat or Suspicious Packages

If you receive a suspicious package or bomb threat, dial 911 from a land line phone and contact security from a land line phone at 919/718-7512. DO NOT use a cell phone or mobile device as it may trigger a bomb. If you receive a bomb threat, please use the Bomb Threat Procedures and Checklist on the next page.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lip		
<input type="checkbox"/> Loud	Other Information:	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Regged	_____	
<input type="checkbox"/> Rapid	_____	
<input type="checkbox"/> Raspy	_____	
<input type="checkbox"/> Slow	_____	
<input type="checkbox"/> Slurred	_____	
<input type="checkbox"/> Soft	_____	
<input type="checkbox"/> Stutter	_____	

Recommended Responses to an Active Shooter

Evacuate

- Attempt to run away from the sound of gunfire putting as much distance between you and the shooter as possible.
- Evacuate the location even if others are not willing to leave, find a safe route and get out!
- Leave your belongings behind and keep your hands clear and visible so responding emergency personnel will know that you are not a threat.

Hide out

- If you cannot safely evacuate you need to find a place to hide where the active shooter is less likely to find you.
- If you are not already in a room with a door, lock the door and blockade it with heavy furniture, office equipment or other large items.
- If you are in an open space, find the nearest open room and secure it using the methods previously described. Stay behind cover, it will help protect you in case of gunfire.

Remain quiet and silence your cell phone. Other sources of noise such as radios, televisions should be turned off.

Disrupt/Incapacitate the Active Shooter

When hiding from an active shooter is not possible, as a last resort, and only if your life is in imminent danger, you should attempt to disrupt and/or incapacitate the shooter by any means possible. Use whatever is available as a weapon and be as aggressive as you can.

Lockdown Procedures

Notification

Campus security will use the following resources to alert you in the event of a campus lockdown:

- Cougar Alert notification system
- Alertus desktop notification system
- Call boxes

Notifications may also originate from Emergency Responders should there be a threat in the neighborhood directly adjacent to your location.

Cell phones should be placed in silent mode. No phone calls/texting should be made that are not essential!

Lockdown Steps

Once a lockdown has been declared, Campus Security/Administrators and selected staff members will proceed to lock all exterior doors of each building. Campus Security/Administrators will contact 911 and advise them of the emergency situation and of the lockdown.

Faculty/staff are responsible for their students/visitors and should follow the Run, Hide, Fight response. Students without faculty/staff must be directed to the nearest occupied classroom/office.

Occupants not already in a classroom must move immediately to the nearest open room that you feel safe in and secure the door.

How to Secure a Room

- Once the doors are locked, **do not open the door for anyone!**
- Lock and barricade the room you are in.
- Turn off the lights, close the blinds where possible.
- Stay away from windows and doors.
- Stay low to the ground and instruct everyone to remain calm and quiet.
- Do not let anyone leave the secured room until notified by Campus Security/Emergency Responder.
- **DO NOT** open the door unless you are sure that Campus Security/Emergency Responder are at the door.

If a fire alarm is activated during a lockdown, remain where you are and await further instructions from Campus Security/Emergency Responder.

Emergency Responders must initially consider everyone as potential threats. It is very important that everyone follows the instructions given by the responding law enforcement officers at all times to avoid harm to themselves. Once the "All Clear" has been given, law enforcement officers may require individuals to remain available for questioning following the lockdown.

Chemical, Biological, and Radioactive Accidents

All chemical or other major spills must be reported immediately to Safety Coordinator, Ben Rankin, 919/718-7402. Do not attempt to deal with the spill unless you have received special HazMat training in dealing with chemical spills. Do not enter an area of contamination, immediately leave the area. If there is immediate danger to persons, call 911 from a land line phone and evacuate the building. Campus Security (919/718-7512) and the building coordinator should also be contacted to assist with the evacuation.

Fire

Fires Should Be Reported To 911 or 9-911

Anyone observing smoke or fire in a building should activate the nearest alarm device. When an alarm sounds all occupants are required by law to evacuate the building. Alarms must be activated manually at pull stations. Orders to evacuate may also be given verbally for emergencies such as bomb threats or gas leaks whereby electrical arcing might cause an explosion.

YOU MUST CALL 911 OR 9-911 any time you activate a fire alarm since the fire alarms are not tied into the Emergency Notification System. Also notify Campus Security at 919/770-4178 any time that you activate the fire alarm system.

1. All personnel should know the location of fire extinguishers, fire exits, and fire alarms in their work area and how to use them.
2. If a small fire appears controllable, immediately direct the charge of the fire extinguisher toward the base of the fire. Also direct someone to call 911/9-911 to report the fire.
3. For fires that do not appear controllable, immediately call 9-911 from a CCCC office phone or 911 from a cell phone and report the emergency. Also activate the building fire alarm and evacuate the building. If circumstances permit, close all doors and windows, turn off all electrical appliances and gas burning equipment, and remove personal items.

TURN OFF THE LIGHT SWITCHES AND CLOSE BUT DO NOT LOCK THE DOORS. If you smell gas, do not turn off the electricity.

4. Staff and faculty have a duty and responsibility for directing students and visitors to the proper safe area. Follow the Emergency Evacuation Plan for your building. Do not use elevators when evacuating.
5. Report to your Evacuation Area and remain there until released by Emergency Responders. It is important that all individuals from the building be accounted for so that Emergency Responders do not re-enter the building to search for you.
6. If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue personnel. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency personnel of your location. Stay low to avoid smoke and toxic fumes. Always check doors to determine if they are hot before you open them. Do not open a door that feels hot to your hand.

Additional Resource People for Fires and Fire Safety

Lee County Fire Marshall

919/775-8310

Medical Emergency

Unless you are trained to deal with medical emergencies, call **9-911 from a CCCC office phone** and Campus Security at 919/770-4178 for help immediately. Stay with the victim until help arrives. Under no circumstances should you give your opinion about what might be wrong with the individual or recommend a specific health care provider. If the patient is too sick or injured to leave on his or her own, help arrange transportation. Under no circumstances should staff or faculty transport ill or injured persons.

Recommended Steps in a Major Medical Emergency

1. Do not move the victim unless leaving them where they are will result in more injuries. If you must move the victim, try to stabilize the head and neck. Avoid doing any further harm to the victim.

2. If possible, one person should stay with the victim while someone else reports the emergency.

Dial 9-911 from a CCCC office phone

Dial 911 from any cell phone

Also contact Campus Security

3. Take measures to protect yourself against direct contact with the victim's body fluids including blood, urine, saliva, and other body secretions. Hepatitis, AIDS, meningitis, tuberculosis, colds, and flu can be spread by contact with body fluids.

4. Evaluate the victim's condition and level of consciousness. Look for medical identification bracelets, tags, or cards indicating that the victim may have a health problem. If the victim is conscious, ask the victim what is wrong.

5. Perform the ABC's of emergency care if you are trained to do this.

6. Reassure the victim that help is on the way. Keep the victim warm and dry until help arrives.

7. Ask the victim if there is anyone he or she wants notified about the emergency. Obtain the name and phone number of the individuals to be notified and ask someone to make the calls.

8. Unless you are specifically trained to do so, do not give medical advice or recommend treatment or specific physicians. You could be liable for any subsequent damages resulting from this information.

Death on Campus

In the event of a death on campus or if you discover a deceased individual, please do the following:

- Immediately clear the area of all individuals.
- Call 911, and then notify senior administration and campus security
- Secure the area until Campus Security arrive.
- Be prepared to provide as much information as possible about the deceased individual.
- Remain in the area until released by Emergency Responders.
- Do not speak with the media about the incident until cleared to do so by the Director of Marketing and Communication or the president.
- At a later date/time if you feel it is appropriate, contact Student Services about counseling for those involved in the incident.

Utility Failure

In the event of an emergency, call 911.

Campus utilities include electricity, water, sewerage, natural gas, heating oil, heating and air-conditioning. During the day all problems with utilities should be reported to Physical Plant Manager, 919/718-7409. Report problems after 5:00 p.m. Monday thru Thursday to the Coordinator of Evening Programs, 919/718-7249. When the College is closed on weekends and holidays, report the utility failure to the Physical Plant Manager, 919/770-9335.

Additional Resource People For Utility Failure

Electricity/Natural Gas

Duke Energy	800-452-2777
Public Service Co of NC	877-776-2427
City of Sanford Water	919/775-8215

Severe Weather

Severe weather may include snow, sleet, freezing rain, severe thunderstorms, flooding, tornadoes, and hurricanes. In the event that severe weather requires closing Central Carolina Community College, you will receive a Cougar Alert and a campus wide alert will be displayed on all computer screens.

In the event that severe weather presents an immediate threat to individuals on the campus, the following plan will be activated.

- All individuals in campus buildings should immediately move to the Storm Shelter Locations of the buildings. Close the windows in all rooms and close the doors as you leave the room. If the windows have blinds or curtains, close those also.
- If time permits, disconnect all computer equipment before leaving the work area.
- Do not leave the Storm Shelter areas until told to do so by emergency personnel. You will be notified as soon as 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 Central Carolina Community College personnel.

Additional Resource People for Severe Weather

CCCC Campus Security..... 919/718-7512
CCCC Administrative Services/ITS.....919/718-7214, 919/718-7367
Lee County Emergency Services Coordinator.....919/775-8278
Lee County Sheriff's Office.....919/718-4560
National Weather Service Emergency Weather Radio
Evening Coordinator's Office.....919/718-7435

Index

Bomb Threat Checklist	10
Bomb Threat or Suspicious Packages	9
Building Coordinators	7
Building Evacuations	8
Campus Evacuations	8
Campus Map	6
Campus State of Emergency	3
Chemical, Biological, and Radioactive Accidents	13
Death on Campus	16
Declaration of Campus Emergency	2
Designated Meeting Areas	5
Emergency Levels	1
Evacuation Procedures	8
Fire	14
Additional Resource People for Fires and Fire Safety	14
Lockdown Procedures	12
Medical Emergency	15
Recommended Response to an Active Shooter	11
Recommended Steps in a Major Medical Emergency	15
Reporting Emergencies	4
Responsibilities of Building Coordinators	7
Responsibilities of Instructors	7
Severe Weather	18
Additional Resource People for Severe Weather	18
Utility Failure	17
Additional Resource People for Utility Failure	17