

Caldwell Community College
And
Technical Institute



Emergency Preparedness Guidelines

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Introduction

The administration, faculty and staff of Caldwell Community College and Technical Institute are committed to providing a safe learning and working environment on our campuses. We have made a conscious effort to prepare for emergencies and believe that the community served should be confident that the college is prepared to address adverse situations.

The College Emergency Preparedness Plan has been established to cope with major incidents that may endanger the safety and well being of our students, staff, faculty, and visitors. The procedures contained therein are intended only as a guide for our college and cannot address every conceivable situation. However, it does provide the basic administrative guidelines necessary to identify and ensure continuous leadership to cope with most campus emergencies throughout their duration. It should be noted that these guidelines are only a quick reference. For complete building-specific plans, see the emergency preparedness procedures found in the College Health and Safety Plan.

Recipients of these guidelines should become familiar with its contents and all new employees should be made familiar with these procedures during orientation.

Keep this reference next to your telephone.

Emergency Phone Number

- Report ALL Campus Emergencies to **911**.
- When reporting an emergency, remain calm and carefully explain the problem and location.
- Do not hang up until you are instructed to do so.

Dial 911 on any campus phone to report any emergency.

Once **911** has been called, if possible, notify the college switchboard operator and give location and type of emergency:

- Caldwell Campus at 828-726-2200
- Watauga Campus at 828-297-3811.

Note: Notifying the switchboard is intended to allow operator to contact appropriate college administrative personnel.

Emergency Warning Notifications

The intercom system, fire alarm system, email system, phone system, walkie talkies, air horns, mega horns and runners are the primary means of emergency alerts and warning notification on campus. These forms of communication will be used for the immediate transmission of information regarding an emergency to all affected areas of the campus and for the purpose of building and campus evacuation.

For further detailed information, consult the College Health and Safety Plan.

General Evacuation

General Evacuation Procedures

It is not always necessary to evacuate a building during an emergency. A power outage, for instance, does not necessarily call for evacuation of a building. The overall safety of the building must first be evaluated: lighting, hazardous materials, ventilation systems, and other hazardous operations. If the building can be safely occupied, evacuation is not necessary.

If evacuation is ordered, follow these procedures:

- Stay calm, do not rush, and do not panic.
- Safely stop your work.
- Gather your personal belongings if it is safe to do so. (Reminder: take prescription medications out with you if at all possible; it may be hours before you are allowed back in the building.)
- If safe, close your office door and window, but do not lock them.
- Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator.
- Proceed to the designated gathering point or safe area and report to your Emergency Response Team Leader. Try to account for persons in your areas and or classrooms.
- Wait for any instructions from emergency responders.
- Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

Evacuations of Person with Disabilities

Persons with disabilities must study and remember the features of each building they are in, including stairways, exits, phone locations, and elevator procedures. At times, assistance from others may be needed. Individuals with disabilities may seek assistance (escorts) from others in their classes or offices if emergency evacuation becomes necessary. **Faculty members who have students with disabilities in their classes should discuss emergency evacuation procedures with these persons ahead of time.**

Individuals with Mobility Limitations

Evacuation of persons with mobility limitations during an emergency is of concern, as most elevators will not operate (should not be used) during a fire emergency. If there is no immediate danger (obvious smoke or fire), these persons should either stay in place with their escorts or be moved to a fire-rated stairwell until emergency personnel determine the nature of the situation. Officials may decide that no evacuation is necessary, they may remove the person using the elevator with an override key, or they may carry the person out of the building.

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Escorts should remain with the student while the faculty member meets with emergency personnel and tells them the student's location.

It is extremely important that the individual not be moved unnecessarily and improperly, possibly causing further physical injury.

If there is imminent danger and evacuation cannot be delayed, persons with disabilities should be carried or helped from the building in the best and fastest manner. The individual is the best authority as to how to be moved out of the building. A person may be carried using a two-person locked-arm position or may sit in a sturdy chair, preferably one with arms. Professional emergency personnel should assist in the evacuation if time permits.

Individuals with Vision Impairments

Most persons with vision limitations will be familiar with the immediate area they are in. In the event of an emergency, tell the individual how and where to exit. Have the person take your elbow and escort him or her (this is the preferred method when acting as a "sighted guide"). As you walk, tell the person where you are and advise him or her of any obstacles. When you reach safety, orient the person to where he or she is and ask if any further assistance is needed.

Individuals with Hearing Impairments

Since persons with impaired hearing may not perceive audio emergency alarms, an alternative warning technique is required. Two methods of warning are:

1. Write a note telling what the emergency is and the nearest evacuation route (Example: "FIRE! Go out rear door to right and down the stairs. Now!").
2. Turn the light switch on and off to gain attention, and then indicate through gestures or in writing what is happening and what to do.

It may be prudent to escort the person with a hearing impairment as you leave the building.

Fire Procedures

1. Upon discovering a fire, explosion or smoke in the building, **activate the fire alarm system and call 911.**

2. After sounding the alarm, call Switchboard on the Caldwell Campus or the Watauga Campus providing the following:

- Building name
- Floor
- Room number
- Type of incident

3. **When the fire alarm sounds, complete evacuation is required.** Walk, do not run, to the nearest stairway exit and proceed to ground level. Close doors and windows as you leave. The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops.

4. DO NOT USE ELEVATORS DURING A FIRE EMERGENCY.

5. Leave the building and move away from it, leaving walks and drives open for arriving firefighters. Do not return to the building until directed to do so by the Police or Fire Department.

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6. Someone familiar with the situation and who knows the area involved should meet the Fire Department.
7. Everyone must follow the orders of the Police and Fire Department when they arrive.
8. Notify firefighters on the scene if you suspect someone may be trapped inside the building.

Medical Emergencies

1. **Call 911.** Be prepared to give the following information:

- Where is the emergency?
- What happened?
- As much information about the victim as you can provide?
- How many people need help?
- What is being done?
- Do not hang up until instructed to do so by the dispatcher.
- Notify the college switchboard operator as soon as possible.

2. Do not move the seriously injured person unless they are in a threatening situation. If the victim must be moved, move as a unit, always supporting the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless they are clearly away from hazard.

3. Stay with the victim until help arrives.

Blood and Body Fluid Exposure

Do these things:

- Use appropriate personal protective equipment (PPE) when working with blood or infectious materials.
- Remove PPE carefully to avoid self-contamination.
- Dispose of contaminated PPE correctly in leak proof containers for disposal or for decontamination.
- Make sure you have been trained in the use of PPE and it is documented!
- Use good personal hygiene.
- Wash exposed skin immediately with soap and water. After removing PPE wash thoroughly with soap and water.
- Flush exposed eyes, nose or mouth quickly and thoroughly with water.
- Cover open cuts.
- Use good work practices.
- Minimize splashing of infectious materials. Clean up spills immediately.
- Clean and decontaminate all equipment and surfaces in contact with blood or other infectious material.
- Dispose of sharps in a puncture-proof, labeled container.
- Know the proper response for accidental exposures.

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- Know the Bloodborne Pathogens Standard so you can respond without fear.
- Report on-the-job exposures promptly to your supervisor and seek immediate medical attention.

Weather Emergencies

Hurricanes

Hurricane Watch

Hurricane conditions (74 – 150 MPH sustained wind speed) are possible within 36 hours.

Hurricane Warning

A hurricane is expected within 24 hours.

Tropical Storm Watch

A tropical storm watch means that a tropical storm (34 – 73 MPH sustained wind speed) exists and may strike the area within 36 hours or less.

Tropical Storm Warning

A tropical storm warning means that a tropical storm may strike the area within 24 hours or less.

Tornadoes and Thunderstorms

Tornado Watch

A tornado watch means that a tornado is possible.

Tornado Warning

A tornado warning means that a tornado has been spotted or is highly indicated on weather radar.

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Severe Thunderstorm Watch

A severe thunderstorm watch indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail, and heavy rain.

Severe Thunderstorm Warning

A severe thunderstorm warning means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Everyone should pay attention to weather conditions, listen to the radio and television for weather alert information, and seek shelter before severe weather arrives.

Occasionally, tornadoes develop so rapidly that advance warning is not possible.

If warnings are issued, or if threatening weather approaches, seek shelter immediately.

If you are outdoors:

Seek inside shelter immediately;

Do not try to outrun tornadoes in vehicles, but leave them and seek indoor shelter or low spots off the side of roads;

Once you get to, or if you are already in, buildings:

Move to safer areas, such as basements;

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If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture; and stay away from windows.

Winter Storms

A winter weather advisory means cold, ice, and snow are expected to cause significant inconvenience and may be hazardous, but probably not life threatening.

A winter storm watch means at least four inches of snow in 12 hours, or six inches in 24 hours, or significant ice accumulations are possible with 24-48 hours.

A winter storm warning means severe winter weather is imminent or very likely within 12 hours.

Earthquake Preparedness

During the Quake

1. If you are **indoors**, stay there. Get under a desk or table, or stand in a doorway or corner. Stay clear of windows, bookcases, mirrors and fireplaces. If possible, extinguish any open flames or sources of ignition immediately.
2. If you are **outside**, get into an open area away from trees, buildings, walls and power lines.
3. If in a **high-rise building**, stay there. Stay away from windows and outside walls. Get under a desk or table. Do not use elevators!
4. If in a **crowded public place**, do not rush for the doors. Move away from display shelves containing objects that could fall.
5. If **driving**, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside the vehicle until the shaking has ceased.

Hazardous Material Spill

In the event of a hazardous chemical, biological, and/or radioactive release that is out of control:

1. Evacuate the immediate area and call 911.

2. Anyone who has had bodily contact with the hazardous material should remove any contaminated clothing immediately and flush all areas of bodily contact with copious amounts of water for 15 minutes (use emergency facilities available--safety showers, eyewashes, etc.).

3. Report the incident to the College Switchboard Operator and provide the following information:

- Building
- Floor
- Room number
- Description of incident
- Type of hazardous materials involved
- Await further instructions

4. If needed, evacuate the building to a safe distance and leave clear access for arriving emergency personnel. Do not return to the building until instructed to do so by the Police or Fire Department.

Lockdown Procedures

1. If anyone hears or sees a situation that requires lockdown, immediately begin procedure by **calling 911**, then contact the switchboard operator to report emergency and begin lockdown alert and notification.
2. Follow procedures as outlined in the Critical Incident Response Guide Checklist.
3. Get students out of hallways and into classrooms.
4. Lock/secure classroom door(s) and turn off lights.
5. Make sure all windows are locked and blinds are closed.
6. Keep students quiet and out of view. If necessary, cover door window.
7. Take roll to account for all students.
8. Keep students and other occupants silent and follow instructions given by campus administrator.
9. Do not let any student or other individuals leave premise without proper authorization.

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10. Phones (including cell phones) are not to be used unless communicating critical information.
11. Remain in locked classrooms until campus administrator and or law enforcement official announces lockdown is over.
12. If confronted by a suspicious person, be courteous and confident. Keep a distance between yourself and the individual and avoid confrontation. Provide law enforcement with as much detail as possible about incident. Quickly and specifically, follow law enforcement instructions.

(Note: If students or other individuals are outside the building, supervising staff should move them to the nearest room within the building. If students or other individuals cannot be moved safely into a secure area, they should be evacuated to a safe distance off campus and the police and/or president or his designee notified of their whereabouts as soon as possible.)

13. It is important to alert the emergency response teams to special problems. Use colored cards to indicate the room status. These may be slipped under the door into the hallway.
 - **Green Card:** Everyone is accounted for and safe. No immediate assistance is needed.
 - **Red Card:** EMERGENCY! Someone is unaccounted for or has serious injuries. We need help now!

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- **No Card:** Emergency responders will assume the intruder is in the room.

Note: If the room is unoccupied, law enforcement will still need to clear the room.

Special Note: Each campus should contact their local law enforcement agency to determine whether or not to implement this card system.

Criminal Activity

If you observe a crime in progress or behavior which you suspect is criminal, immediately **call 911**. Report as much information as possible including:

- Activity:
- Person's description:
 - Height
 - Weight
 - Sex
 - Clothing
 - Weapons
 - Ethnic Origin
- Location:
- Direction of travel:
- Vehicle:
 - Color
 - Year
 - Make
 - Model
 - License number

DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.

Stay on the telephone with the police dispatcher and provide additional information as changes in the situation occur, until the first police officer arrives at your location.

Aggressive Intruder

If you are the victim or witness any crime or act of violence on campus:

- **Call 911 immediately.** If needed, begin lockdown procedures.
- Be prepared to give the dispatcher as much information as possible, including:
 1. Nature of incident.
 2. Location of incident.
 3. Description of person(s) involved.
 4. Location or direction of travel of person(s) and/or vehicles involved.
 5. Any obvious injuries to the victim or object.
 6. Type of weapon (knife, pistol, rifle, shotgun, club, chain), if used.
 7. Your name, location, department and callback number.

Additional Information/Follow-up Activities

- Do not take unnecessary chances or put yourself at risk.
- Never argue with or attack a person committing a crime.
- Try to get a good description of the suspect if you can do so without putting yourself at risk, and write it down, including:
- Heights, weight, sex, physical appearance, approximate age, clothing, method and direction of travel, perpetrator's name, if known to you or others at the scene.
- Note anything that was touched or held by the criminal.

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- If the suspect leaves the area in a vehicle, note the type: make and model, license number (if possible), color, decals or stickers, or any outstanding characteristics.
- If safe to do so, remain where you are until a law enforcement officer arrives.

Suspicious Mail or Packages

Suspicious Letters and Packages

Anyone receiving mail and packages should regularly, reasonably, and prudently examine those materials before opening them.

Characteristics that may cause letters and packages to be treated as suspect are:

- Letters and packages delivered by someone other than regular carriers;
- Packages wrapped in string because modern packaging materials have eliminated the need for twine and string;
- Excess use of securing material, i.e., tape;
- Packages that are lopsided, heavy sided, or have lumps, bulges, or protrusions;
- No postage, non-cancelled postage, or excessive postage;
- Handwritten notes such as: “To Be Opened in the Privacy Of ...”, “Confidential”, “This is Your Lucky Day”;
- Packages or letters that have no return addresses or nonsensical return addresses;
- Letters or packages arriving before or after phone calls asking if the items were received;
- Improper spelling of common names, places, or titles; or

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- Leaks, stains, or protruding wires, foil, string, tape, etc.

If you discover a suspicious letter or package:

- **Call 911;**
- Stop immediately. Do not open items any further. Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets;
- Do not shake or empty the contents of any suspicious envelope or package;
- Place the envelope or package in a plastic bag or some type of container to prevent leakage of contents;
- If you do not have a container, then cover the envelope or package with something, i.e., clothing, paper, etc;
- Notify the Switchboard Operator;
- Isolate the mailing and get people out of the immediate area;
- Wash your hands with soap and water;
- Notify your supervisor;
- If possible, list all people who were in the room or area, especially those who had actual contact with the package or its contents. Give this list to the responding emergency personnel;
- Meet and cooperate with responding Police Officers.

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If the letter or package has been opened, **call 911** and:

- Do not try to clean up any powder or substance, but rather cover the spilled contents immediately with anything;
- Leave the room and close the door, or section off the area to prevent others from entering;
- Wash your hands with soap and water to prevent spreading any powder or other substance to your face;
- Notify your supervisor;
- Remove heavily contaminated clothing as soon as possible and place them in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.
- Meet and cooperate with responding emergency personnel.

Bomb Threat

- The person receiving the telephone call should remain calm and obtain as much information as possible by using the checklist on the next page. Once checklist is complete, submit to law enforcement.
- If a suspicious item is found, immediately notify the police.
- Do not touch or handle the suspicious item.
- Follow instructions given by emergency personnel.
- Do not enter any evacuated area until authorized to do so.
- Do not use two-way radios or cell phones.

- **When the caller hangs up, use another phone to call 911.**
- **Once 911 is called, notify the college switchboard operator on the Caldwell Campus at 828-726-2200 or on the Watauga Campus at 828-297-3811.**

Bomb Threat Checklist

Date: _____ Time: _____

Exact wording of caller:

Ask the caller the following questions:

When will the bomb explode? _____

Where is the bomb now? _____

What does the bomb look like? _____

What will detonate the bomb? _____

Did you place the bomb? Why? _____

What is your name? _____

Callers Identity: Male Female Adult
Juvenile

Voice and Manner:

Deep Soft Whisper Muffled
Crackling Calm Angry Excited Slow
Stutter Rapid Loud Profane Laughing
Incoherent Sobbing Distinct Slurred
Nasal Disguised

Background Noise:

Street Noises Machinery Animals Voices
Static Office Noises Music PA System

Origin of Call: Off-campus (#) _____
On-campus Ext. _____

Utility (Infrastructure) Failure

Infrastructure failure can involve:

- Utilities;
- Elevators;
- Fire detection and suppression systems;
- Heating, ventilation, and air conditioning; or
- Steam lines.

Contact Facility Services or Switchboard Operator immediately to report major utility failures (broken water main, gas leaks, etc.

Electrical Failures

- Turn off equipment to reduce the potential for damage caused by power surges.
- Evacuate laboratories because of the inability to operate fume hoods.

Plumbing Failures / Pipe Ruptures

- Buildings will need to be evacuated if water or sewage systems cannot be restored within a reasonable time.
- Turn off electrical equipment to minimize the potential for electrocutions and equipment damage.

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Natural Gas Leaks

- Open windows, if possible, to increase ventilation and let gas escape.
- Turn off all possible ignition sources.
- Do not turn on lights or any electrical equipment.
- Do not use the phone.
- After area is evacuated, contact the switchboard from a phone in an area removed from gas leaks.
- Activate building alarms if you believe there is potential danger to building occupants.
- Do not start vehicles within areas of gas leaks.

Elevator Failures

- Persons trapped in elevators should use emergency telephones.
- Do not attempt to crawl through escape hatches or force elevator doors open. Only trained mechanics, elevator technicians, and fire/rescue personnel are permitted to conduct elevator rescues.

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Fire Detection and Suppression System Impairments

- Report all impairments of fire detection and suppression systems to the Switchboard Operator.

Heating, Ventilation, & Air Condition (HVAC) System Problems

- Strange odors or minor smoke odors coming from HVAC systems should be reported to Facility Services for initial investigations.

Emergency Preparedness

Public Information

Contact initiated with the media on behalf of the college must come from the Office of Marketing and Communications, the Office of the Executive Vice-President or the Office of the President only.

DISCLAIMER

The College Health and Safety Plan will take precedence over these guidelines and must be referred to when questions of legal interpretation arise. Information contained in these guidelines is subject to change at any time. These guidelines cannot cover every eventuality that may arise. Their purpose is to summarize or highlight current policies and practices for faculty and staff members in regards to emergency preparedness. If you have questions or would like more information, your supervisor is your most immediate source.

College Health and Safety Committee

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