



CENTRAL PIEDMONT COMMUNITY COLLEGE



All Hazards Emergency Response Plan

Revised May 2009

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Terms and Definitions

Building Lockdown: The procedure by which individuals move into or stay inside a nearby campus building until further direction given. This procedure may also be referred to as “shelter in place”.

Community Relations and Marketing Services (CRMS): CPCC Community Relations and Marketing Services Department.

CMC: Carolinas Medical Center

Core Emergency Support Team (CEST): The CPCC group that provide support to the CPCC Emergency Management Team in a Level 3 or Level 4 incident.

Critical Alert Emergency Notification: An emergency only text messaging and direct phone call system that alerts CPCC students, faculty, and staff of emergency situations in a Level 3 or Level 4 incident.

Critical Bag: An emergency bag located in the Security Office at every Campus and the EOC containing copies of building diagrams, important phone numbers, chemical inventory and the All Hazards Emergency Response Plan.

Crisis Assistance Team (CAT): Crisis Assistance Team is part of CPCC’s insurance provider response team and has the responsibility to coordinate relief efforts with CPCC personnel if needed in a Level 4 emergency.

Designated Assembly Areas: Areas designated for building occupants to go in a building evacuation as part to the CPCC Emergency Evacuation Plan.

Designated Area of Rescue Assistance: Areas equipped with two-way communication located in some campus buildings.

EAP: CPCC Employee Assistance Program.

Emergency Classification Levels: The All Hazards Emergency Response Plan addresses emergencies on four levels based on the severity of the incident with Level 1 being the lowest.

Emergency Management Team (EMT): The CPCC decision making body in a Level 3 or Level 4 emergency consisting of the Cabinet and Associate VP’s of Facilities Services and ITS.

Emergency Support Team (EST): CPCC support teams perform tasks required in an emergency using the resources of the College. The teams are named for the departments responsible for performing particular tasks and are usually tasks that these departments perform on a routine basis during normal college operations.

Emergency Operations Center (EOC): the CPCC Emergency Operations Center where the Emergency Management Team meets in a Level 3 or Level 4 incident. The primary location is the Facilities Services building Room 218.

Incident Commander (IC): The first responder responsible for all incident activities. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. The CPCC EMT will provide support and take direction from the IC.

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Shelter in Place: The procedure by which individuals move into or stay inside a nearby campus building until further direction given. This procedure may also be referred to as a building lockdown.

Tornado Shelter Areas: Areas in campus buildings considered as structurally sound, such as lower levels, interior areas and away from glass areas, where building occupants are directed to go in the case of a tornado.

ALL HAZARDS EMERGENCY RESPONSE PLAN
CONCEPT OF OPERATIONS

Introduction

Purpose

Central Piedmont Community College has established an All Hazards Emergency Response Plan to minimize the impact of an emergency on students, faculty, staff, visitors and facilities. The plan is designed to provide policies, procedures and assign roles and responsibilities necessary to effectively respond to an emergency. The All Hazard Emergency Response Plan is a college wide plan that guides the emergency response of personnel and resources on all campuses and is based on the following assumptions:

- An emergency may occur at any time of the day or night, weekend or holiday, with little or no warning.
- Emergencies occurring at CPCC will be assessed by College Security and when determined to require the services of emergency response agencies (Charlotte-Mecklenburg Police, Charlotte Fire Department, Huntersville Police, Matthews Police, and/or Matthews Fire Department, Mecklenburg County Health Department, Medic), the appointed Incident Commander for the agencies will be in charge of the incident. The College will provide support to those agencies.
- An emergency may go beyond the college, affecting the surrounding community. This may delay the response time of off-site emergency response agencies.
- All employees and students have a personal responsibility to be familiar with what to do in an emergency to protect their safety.

Priorities

The mission of Central Piedmont Community College shall be to respond to an emergency in a safe and timely manner by providing support to responding agencies, all students, visitors and personnel affected and effectively communicating the status of events. The order of priorities is:

1. To protect the lives, safety and health of all students, faculty, staff and visitors at every Central Piedmont Community College campus.
2. To protect all CPCC facilities, equipment and services from loss due to an emergency.
3. To effectively communicate with all involved parties throughout an emergency.
4. To provide for the continuation of college operations and services damaged or interrupted by an emergency.

Authority

The CPCC All Hazards Emergency Response Plan is authorized by the President of the College. The plan is designed to work in conjunction with area first responders and shall be subordinate to local, state and federal plans during a disaster declared by these authorities. A copy of the plan will be provided to the Charlotte Mecklenburg Emergency Management Office, Charlotte-Mecklenburg Police and Fire Departments, Matthews Police and Fire Departments and Huntersville Police Department.

The All Hazards Emergency Response Plan will be maintained by the Safety and Emergency Preparedness Coordinator. Proposed changes to the plan shall be submitted to the Safe College Team for approval.

Emergency Level Classification

The All Hazards Emergency Response Plan addresses emergencies on four levels. The definition of each is listed with examples.

- Level 1** A minor incident where College Security 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.
- Level 2** An incident that has the potential to pose a minimal hazard to persons and/or property. Example: Confirmed fire alarm, tornado watch, extended HVAC malfunctions during extreme weather conditions where building temperatures could not be maintained.
- Level 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.
- Level 4** 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, parking deck collapse or building structural failure when occupied, Terrorist Act in CenterCity.

Emergency Operation Center

The Emergency Operations Center (EOC) is located at the Facilities Services Center Room 218. The EOC serves as centralized location where the Emergency Management Team and the Core Emergency Support Team will assemble and where all emergency response activities will be planned and delegated. If the primary site is not available, an alternate site has been established and is located on the third floor of the Disher Building. If the Central Campus area has to be evacuated, The Emergency Management Team will meet at the Harris Campus.

Following the notification of a Level 3 or Level 4 by College Security, the President will determine the need to activate the EOC. When the President activates the EOC, a message will be sent from the Executive Assistant to the President to the Emergency Management Team and the Core Emergency Support Team by telephone, email or other means alerting personnel to report directly to the EOC.

Roles and Responsibilities

Roles and responsibilities are defined in the plan for students, faculty and staff. An Emergency Management Team, Core Emergency Support Team and Emergency Support Teams have been established to lead the response and recovery in the event of a Level 3 or Level 4 emergency. A Building Emergency Captain Program has also been established to

work with College Security in assisting students, faculty, staff and visitors with evacuation and shelter in place procedures.

Emergency Management Structure

The emergency management structure is divided into three main components and is designed to use the resources of the College to effectively respond to an incident. The three components are 1) the Emergency Management Team, 2) the Core Emergency Support Team, and 3) the Emergency Support Teams. See Figure 1. A list of emergency management personnel and back-ups with contact information will be kept in the EOC and in a Critical Bag located in the College Security Office at every campus.

1) Emergency Management Team

The Emergency Management Team consists of the members of the Cabinet along with the Associate Vice President of Facilities and the Associate Vice President of Information Technology. All decisions concerning the College during an emergency will be made by the Emergency Management Team, including developing a plan of action to respond to the incident, with the President or his designee having the overall responsibility for managing the incident. During a Level 3 or Level 4 incident, the President will make the decision to activate the EOC.

2) Core Emergency Support Team

The function of the Core Emergency Support Team will be to provide support to the Emergency Management Team. Under the direction of the Emergency Management Team, the Core Team will be responsible for contacting the appropriate Emergency Support Teams needed, based on specific incidents. The Core Team will report with the Emergency Management Team to the EOC or the incident site where indicated when activated during a Level 3 or Level 4 incident. The Core Emergency Support Team members are as follows:

Director of Security-Communications
Director of Security-Field Operations**
Executive Director of Facilities Management
Campus Dean of the Affected Campus*
Associate Vice President of Instruction
Information Security Officer
Director of Health and Safety
Director of Emergency Management
CPCC TV Broadcast General Manager**
Communications Specialist

* Depending on the incident, may not initially report to the EOC.

**Report to the site of the incident.

3) Emergency Support Teams

The function of the Emergency Support Teams will be to perform tasks required in an emergency using the resources of the College. Each Emergency Support Team will be lead by the department with the personnel and resources most likely needed for the tasks to be performed in a particular incident. The support teams are named

accordingly. The Emergency Management Team with assistance from the Core Emergency Support Team will assess the situation and determine which Emergency Support Teams should be activated. The Core Emergency Team will direct the response activities of the Emergency Support Teams and keep the Emergency Management Team updated. All flow of information from the Emergency Support Teams, both to internal and external audiences will be first approved by the Communication Support Team under the direction of the Assistant to the President for Communication and Public Affairs. The Emergency Support Teams and their responsibilities are as follows:

Facilities Emergency Support Team

- Provide equipment and personnel using college assets to prepare for building shutdowns, emergency repairs, debris removal, or other business continuity actions in accordance with the Facilities Services Response and Continuity Plan.
- Provide detailed diagrams and specifications for all campuses for emergency responders.
- Maintain a means of contact of Facilities personnel to respond to emergencies involving HVAC malfunctions, floods, utilities outages, damage to buildings and/ or grounds.
- Provide backup support to College Security when needed.
- Coordinate the activities of Parking Staff.

College Security Emergency Support Team

- Provide assistance during building evacuations, campus evacuations, and/or shelter in place.
- Provide communication with and direction to the Building Emergency Captains.
- Provide assistance to and point of contact between first responders and the Emergency Management Team.
- Provide incident updates from first responders to the Emergency Management Team and maintain contact with the EOC.
- Provide assistance to first responders with traffic control and securing buildings.

Information Technology Services Emergency Support Team

- Provide support to the Emergency Management Team when the Crisis Communication Plan is activated by maintaining all voice telecommunications, mass emails, Internet related services, CPCC TV broadcasts, and voicemail updates.
- Prepare for the continuation of College information technology processes in accordance with the Information Technology Services Disaster Recovery Program.
- Provide guidance and technical expertise for incidents involving identity theft.

ESS Emergency Support Team

- Provide student information to Emergency Management Team as directed.

- Provide resources for crisis debriefing or psychological counseling for student victims.
- Coordinate the designation of an area for volunteers and donated items.
- Coordinate the direction of activities involving volunteers and distribution of donated items.

Finance/Procurement/Insurance Emergency Support Team

- Provide guidance and assistance in collecting and maintaining documentation for insurance, or other purposes.
- Provide purchasing information, records and/or other financial information requested by the Emergency Management Team.
- Provide coordination between the college and the insurance carrier's Crisis Assistance Team (CAT).
- Secure emergency access funds in the form of a P-Card with increased limits and blocks removed.
- Implement payroll emergency procedures and other financial emergency procedures if necessary.
- Coordinate the crisis counseling related activities for employees involving the College Insurance Policy Crisis Assistance Team as specified in the Post Incident Counseling and Support Response Plan section of this plan.

Human Resources Emergency Support Team

- Provide employee information to the Emergency Management Team as directed.
- Provide resources for crisis debriefing or psychological counseling to employee victims as specified in the Post Incident Counseling and Support Response Plan section of this plan.
- Provide information/support on employee benefits to the Emergency Management Team.

Health and Safety Emergency Support Team

- Provide guidance and technical assistance in hazardous materials incident.
- Maintain and provide all chemical inventory records for all campuses to first responders.
- Provide guidance and technical assistance with all OSHA related incidents.
- Provide guidance and assistance in determining safety conditions for buildings, grounds or other affected areas.

Communications Emergency Support Team

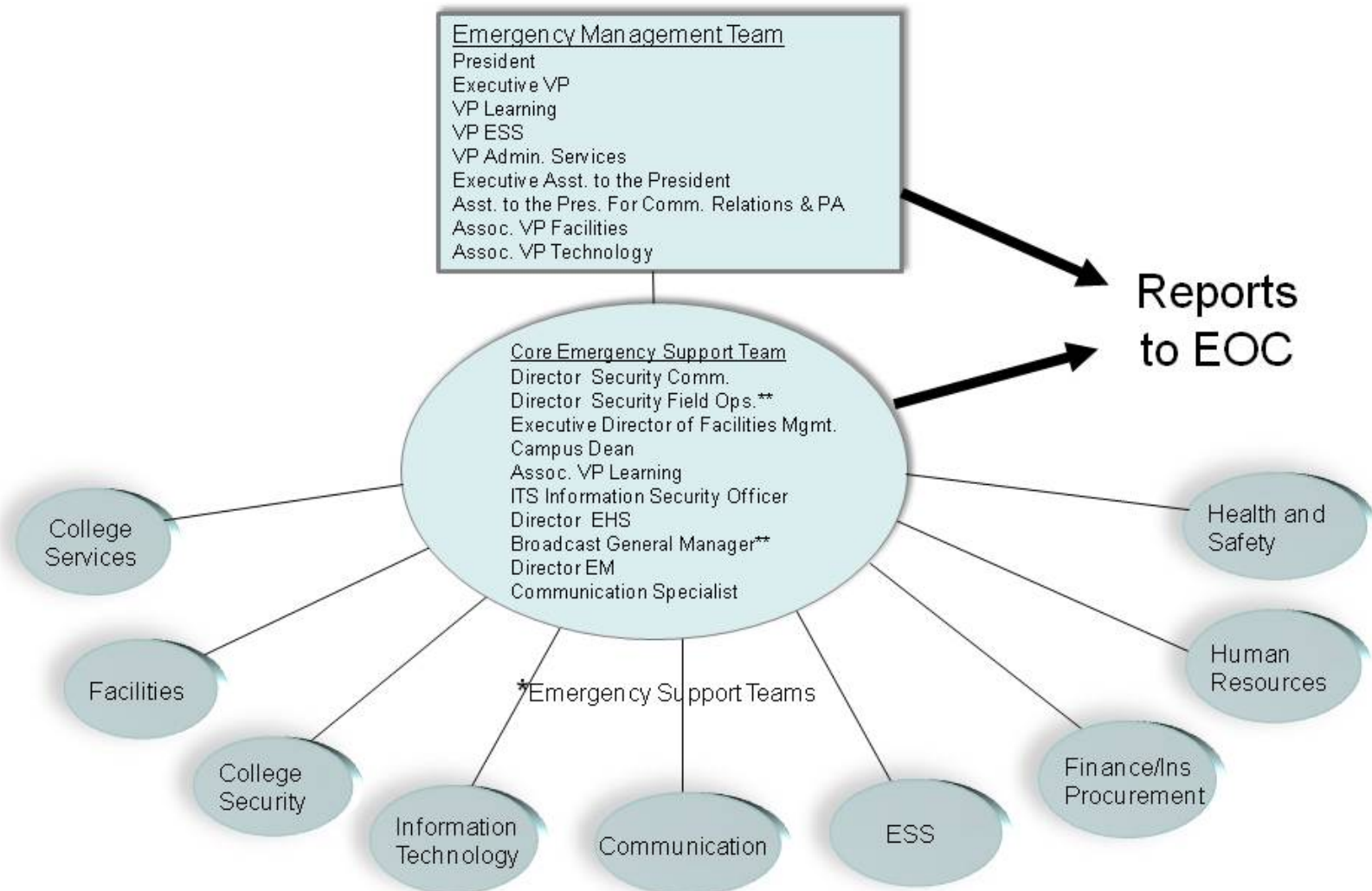
- Oversee the development of key messages to share internally and externally. These messages will be developed in conjunction with Emergency Management Team and Core Emergency Support Team.
- Deploy a representative from the Community Relations and Marketing Services department to the incident site to represent the College at the Joint Information Center (JIC).
- Coordinate the generation and dissemination of the fact sheet to internal and external audiences as directed in the Crisis Communication Plan.
- Provide updated information throughout the crisis situation to faculty, staff, students, parents and the media.

- Monitor external media reports of the emergency operations at the College and update the Emergency Management Team on the reports and correct misinformation.
- Coordinate media briefings and provide direction of the dissemination of visual information to the external media.
- **Draft and send Critical Alert Emergency Notification Messages.**

College Services Emergency Support Team

- Serve as liaison to outside food service vendors.
- Provide direction for supplying any necessary food supplies.
- Coordinate alternative parking arrangements.
- Assist Student Life with the coordination of volunteers and donated items.

Legal Counsel will be consulted by the Emergency Management Team, under the President when deemed necessary.



*Emergency Support Teams will be called into action when directed by the Core Emergency Support Team.

**Report to the incident site.

Building Emergency Captain Program

The Building Emergency Captain Program has been established to help minimize the impact of an emergency on students, faculty, staff, visitors and facilities. Building Emergency Captains will partner with personnel from the College Security Department of each campus to assist students, faculty, staff and visitors in the safe evacuation or “shelter in place” procedures during an emergency. The Building Emergency Captain program is an important part of the CPCC All Hazards Emergency Response Plan.

Program Structure

Each Campus at CPCC will have an assigned number of Building Emergency Captains based on the size and location of the building. Alternates will be appointed for each Building Emergency Captain position. The Building Emergency Captain Coordinator will be the Assistant Director of College Security for each Campus with assistance from the Safety and Emergency Preparedness Coordinator. Building Emergency Captains will be provided training and equipment.

Building Captain Responsibilities:

- Direct occupants in your area during an emergency evacuation.
- Introduce yourself to individuals in your area and identify yourself as a Building Captain.
- Report any suspected hazards or suspicious activities to College Security.
- Keep a current roster of personnel working in you area.
- Be familiar with the evacuation routes and shelter in place procedures in your area.

Student Responsibilities

The CPCC All Hazards Plans provides procedures for the safe and orderly evacuation of affected areas in case of fire or other emergencies. In some incidents, students may be directed to “Shelter in Place” such as in the case of a hazardous material spill or weather related emergency.

Students should:

- Become familiar with “What to do in an Emergency” Student Emergency Card before an emergency occurs. This information is posted on the CPCC website or you may request a copy from the CPCC Health and Safety Office.
- Become familiar with the evacuation route/fire exit plan posted in your area.
- In the event of an evacuation, do not reenter the building until instructed to do so by Security, the Building Emergency Captain or other emergency personnel.
- In the event of a need to “Shelter in Place”, remain in your classroom until instructed to leave by Security, your instructor, the Building Emergency Captain or other emergency personnel.

Faculty Responsibilities

The CPCC All Hazards Emergency Response Plan provides procedures for the safe and orderly evacuation of affected areas in case of fire or other emergencies. In some incidents, personnel may need to “Shelter in Place” such as a hazardous material spill or weather related emergency. The role of faculty members during evacuation or “Shelter in Place” situations is crucial to the safety of students.

Faculty Members should:

- Become familiar with the “What to Do in an Emergency” Emergency Card before an emergency occurs. This information is posted on the CPCC Website or you may request a copy from the CPCC Health and Safety Office.
- Review the evacuation route/fire exit plan posted in your area with the students in your class.
- In the event of an evacuation, lead your students to the designated assembly point for your building.
- If you know of any students absent during the evacuation, it would be helpful to report this information to emergency responders to possibly prevent an unnecessary personnel search.
- In the event of a need to “Shelter in Place”, remain in your classroom with your students until instructed to move by Security, the Building Emergency Captain or other emergency personnel.
- If you are instructed to shelter in place, close all windows and stay away from windows. You may be instructed to move to a safer location, i.e., an interior room or a lower floor.
- Try to maintain order with your students until clarification of the situation has been given by Security, the Building Emergency Captain or other emergency personnel.
- If you have a student with a disability in your class, become familiar with how to assist him/her during an emergency. Review the procedure for Assisting Persons with Disabilities in the Emergency Evacuation Plan.
- Review any safety related information with your students upon request.

Staff Responsibilities

The CPCC All Hazards Emergency Response Plan provides procedures for the safe and orderly evacuation of affected areas in case of fire or other emergencies. In some incidents, personnel may need to “Shelter in Place” such as a hazardous material spill or weather related emergency. The role of staff members during evacuation or “Shelter in Place” is important in the safety of students, visitors and other personnel.

Staff members should:

- Become familiar with the “What to Do in an Emergency” Emergency Card before an emergency occurs. This information is posted on the CPCC Website or you may request a copy from the CPCC Health and Safety Office.
- Become familiar with the evacuation route/fire exit plan posted in your area.
- In the event of an evacuation, assist in directing visitors and students to the designated assembly point for your building.
- Review the procedure for Assisting Persons with Disabilities in the Emergency Evacuation Plan.
- In the event of a need to “Shelter in Place”, remain in your work area until instructed to move by Security, the Building Emergency Captain or other emergency personnel. If students are in your area at the time, instruct them to do the same.
- If you are instructed to shelter in place, close all windows and stay away from windows. You may be instructed to move to a safer location, i.e., an interior room or a lower floor.

***ALL HAZARDS EMERGENCY RESPONSE AND COMMUNICATION
ACTIONS AND PROCEDURES***

Crisis Communication Plan

This Crisis Communication Plan is designed to work in concert with CPCC's All Hazards Emergency Response Plan and includes the Inclement Weather Communication Plan.

CRISIS COMMUNICATION PROCEDURES

Assessment: The individual who encounters a crisis or potential crisis situation should notify Security. Security will immediately assess the situation and gather as much accurate information from the scene as possible. Security will assess the threat and determine the response according to the emergency level.

Emergency Level Classification

- Level 1** A minor incident where College Security performs an assessment and confirms that there is no potential hazard to persons and/or property.
Example: Minor injury, minor traffic accident.
- Level 2** An incident that has the potential to pose a minimal hazard to persons and/or property. Example: Confirmed fire alarm, tornado watch.
- Level 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.
- Level 4** 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, Terrorist Act in CenterCity.

Notification

- **Level 1 or 2** - In the event of a Level 1 or Level 2 incident, College Security will notify the administrator (dean, director, Associate Vice President of Facilities, etc.) in charge of the area or department in which the incident occurs. College Security and the administrator will handle the incident at that supervisory level. College Security will also notify the Office of Community Relations and Marketing Services in the event media inquires about the incident.
- **Level 3 or 4** – If College Security determines that the crisis, or potential crisis, is a level 3 or 4 incident, they will immediately contact the Associate Vice President for Facilities, who in turn will contact the Executive Assistant to the President, the Assistant to the President for Community Relations and Marketing Services, and the Campus Dean. When a Level 4 incident occurs, College Security will notify the Associate Vice President for Facilities who in turn will contact the following individuals:
 - President's Office
 - Executive Vice President
 - Executive Assistant to the President (who will notify other cabinet members)
 - Assistant to the President for Community Relations and Marketing Services

The President or his designee will make the decision to activate the EOC and members of the Emergency Management Team will be notified by the President's Office via email, telephone or other means to report to the EOC. The Emergency Management Team with assistance from the Core Emergency Support Team will manage and activate procedures for Level 3 and/or Level 4 incidents as stipulated in the CPCC All Hazards Emergency Response Plan. Communication to faculty, staff, students, parents, media and the general public will be followed as outlined in this crisis communications plan. The Communication Emergency Support Team will be notified to assist with information management under the direction of the Assistant to the President of Community Relations and Marketing Services.

RESPONSE – COMMUNICATIONS PLAN

The Emergency Management Team, after assessing the nature and scope of the situation, will develop a plan of action and activate the Crisis Communication Plan to implement the plan. The Emergency Management Team and the Core Emergency Support Team may convene at the Emergency Operations Center (EOC) to assess the situation and make decisions (based on the threat level of the situation). **The crisis communications plan might include some or all of the following:**

- Establish media/command center: This may be an employee's office or a larger area, depending on the situation.
- **Designate a spokesperson:** The Assistant to the President for Community Relations and Marketing Services will serve as coordinator of media contacts and spokesperson for the College. In some instances (i.e., some Level Four incidents), it may be more appropriate for the College President to serve as the spokesperson. The EMT will make that decision on a case by case basis. Security as well as others involved in the situation will feed accurate, up-to-date information to the Assistant to the President for Community Relations and Marketing Services throughout the incident. The Communications Team or designee of the CRMS department will verify all information for accuracy before releasing internally or externally. Other individuals possessing the most direct knowledge of the crisis (for example: the Director of Security in the event of a campus crime) may also respond to media requests and questions in coordination with the Assistant to the President for Community Relations and Marketing Services.

The Assistant to the President for Community Relations and Marketing Services will coordinate with other Public Information Officers of various emergency response providers (for example: Fire Department, Police Department, Health Department, Medic) in releasing information to the media. Security will make the initial call to emergency response providers needed for the situation (fire, police, medic, FBI, SBI, Hazardous Materials Unit, Health Department, etc.)

Decisions regarding response and messages to be communicated - In the event of a significant crisis, the President and members of the cabinet will make decisions regarding response to the situation. The Assistant to the President for Community Relations and Marketing Services, or the most appropriate member of the Cabinet in the event that the Assistant to the President for Community Relations and Marketing Services is out of the office, will take the lead in conveying the College's response to the crisis. This response will show that the College has control of the situation, will calm public concern, and will set an example for the entire campus. Without a prompt, strong voice of leadership, confusion may result. The priority will be to get news out honestly/accurately/fast; the College will respond to all media inquiries quickly and accurately.

Draft Key Messages: The Assistant to the President for Community Relations and Marketing Services will draft the key messages that will be used to communicate all known and confirmed facts to faculty, staff, students and the media. These messages will be developed in conjunction with the appropriate personnel involved in the incident (security, facility services, etc.) The Communications Team or a designee of the CRMS department will check and verify all messages before seeking approval by the President's Office (or key cabinet member in charge). After approval, CRMS will release the key messages/fact sheet will be released internally and externally. The fact sheet should contain a summary statement of this situation including all known and confirmed details to be released to faculty, staff, students and the media. The fact sheet should be analyzed with respect to the Buckley Amendment, public right to know, and concerns for privacy and security. Consultation with College legal counsel is recommended as necessary. *(templates will be drafted for various emergencies such as weather related emergencies, power outage, gas leaks, gun on campus, death of student, etc in advance and can be updated when a situation occurs)*

Notify Key Constituencies: Key constituencies should be informed promptly of the crisis and important information regarding response. It is important to first keep administration, faculty, staff, and students informed of appropriate details and actions taken by the College during an emergency situation. Effective communications will help reduce rumors, maintain morale, and ensure continued, orderly operations.

Internal audiences should receive communication first regarding the crisis situation. The Assistant to the President for Community Relations and Marketing Services will work with the Vice President for Learning's Office and the Vice President for Enrollment and Student Services' Office to communicate these messages internally.

Take appropriate remedial action: If appropriate, correct the problem or take steps to do so.

Keep log for evaluation: Each team member of all crisis teams should keep thorough records throughout the incident.

Level Four Response: Once the EMT is notified:

1. **Deploy staff to cover critical areas.** CPCC needs to immediately mobilize staff to affected areas.
2. **Alert students, faculty and staff.** EMT will prepare a statement regarding the event and communicate it to all students, faculty and staff via the following outlets:
 - a. Broadcast email to students, faculty and staff
 - b. CPCC intranet/website
 - c. CPCC TV
 - d. Message on dedicated phone lines (6888 and 2722) and college on hold messages
 - e. Phone system activated to call all CPCC office numbers with emergency message
 - f. In the event that all phone systems and computer systems are down; the building captain program will be activated to contact faculty and staff by verbal communication throughout all buildings.
 - g. If appropriate, announcements posted in Student Life Area, Student Success Center, and key buildings at various locations
 - h. Updates will be provided to the CPCC Call Center (704.330.CPCC) about the emergency in order to answer questions from callers.
3. **Schedule a press conference/media briefings.** The media will begin calling immediately on a Level Four crisis, sometimes before the team is assembled or is even aware of the crisis. A press conference or briefing should be held within two hours of the crisis notification. Briefings will be hourly during the first 12-24 hours, then twice a day for the life of the crisis.
4. **Disseminate a statement to all receptionists, operators and CRMS staff that they can read to the media if they get a call.** The statement should read, “We are aware of the [recent incident], and we are gathering details as quickly as we can. A press conference has been scheduled for [2 p.m.] at [the Overcash Building on CPCC’s Central Campus].
5. **Prepare spokesperson.** The Assistant to the President for Community Relations & Marketing Services, in conjunction with the EMT, must develop a statement to share with the media at the briefing. A list of the worst possible questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.
6. **Develop Q&A and distribute to all employees and other relevant audiences via email and the intranet.** Q&A for employees, faculty, students, vendors, parents and others should be prepared and distributed. The documents should be updated and redistributed daily as new information and developments arise. See Appendix A for additional audiences.
7. **Bring in Help.** EMT shouldn’t hesitate to bring in outside resources. CRMS may need assistance in handling the volume of media inquiries. The crisis may require counselors for students and/or employees.

8. **Record everything.** All team members should keep detailed notes of their role in the crisis. Although all team members will need to keep notes regarding their role, one team member will be designated as the official record keeper, and will ultimately keep everyone's records filed and in order. **WE SHOULD IDENTIFY THIS ROLE.**
9. **Conduct a Post-Crisis Analysis.** EMT should conduct a thorough review after the crisis has subsided to identify what worked well and what did not. The analysis should include information from all departments, campuses, faculty, students and employees. The output of the review will be an action-oriented plan that includes recommendations and enhanced preparedness.
10. **Form a recover team and plan.** As the crisis subsides, CPCC will move into recovery mode. EMT will create a team that will strategically address those issues.

Level Three Response: Once the EMT is notified:

1. **Alert students, faculty and staff.** EMT will prepare a statement regarding the event and communicate it to all students, faculty and staff via the following outlets:
 - a. Broadcast email to students, faculty and staff
 - b. CPCC intranet/website
 - c. CPCC TV
 - d. Message on dedicated phone lines (6888 and 2722) and college on hold messages
 - e. Phone system activated to call all CPCC office numbers with emergency message
 - f. In the event that all phone systems and computer systems are down; the building captain program will be activated to contact faculty and staff by verbal communication throughout all buildings.
 - g. If appropriate, announcements posted in Student Life Area, Student Success Center, and key buildings at various locations
 - h. Updates will be provided to the CPCC Call Center (704.330.CPCC) about the emergency in order to answer questions from callers.
2. **Disseminate a statement to all receptionists, operators and CRMS staff that they can read to the media if they get a call.** The statement should read, "We are aware of the [recent incident], and we are gathering details as quickly as we can. We will issue a statement to the media by [2 p.m.] today."
3. **Prepare spokesperson.** The Assistant to the President for Community Relations & Marketing Services, in conjunction with the EMT, must develop a statement to share with the media. A list of the worst possible questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.
4. **Develop Q&A and distribute to all employees and other relevant audiences via email and the intranet.** Q&A for employees, faculty, students, vendors, parents and others should be prepared and distributed. The documents should be updated and redistributed daily as new information and developments arise. See Appendix A for additional audiences.

5. **Record everything.** All team members should keep detailed notes of their role in the crisis. Although all team members will need to keep notes regarding their role, one team member will be designated as the official record keeper, and will ultimately keep everyone's records filed and in order. **WE SHOULD IDENTIFY THIS ROLE.**
6. **Conduct a Post-Crisis Analysis.** EMT should conduct a thorough review after the crisis has subsided to identify what worked well and what did not. The analysis should include information from all departments, campuses, faculty, students and employees. The output of the review will be an action-oriented plan that includes recommendations and enhanced preparedness.

Level Two Response: Once CRMS is notified:

1. **Alert students, faculty and staff as appropriate.** CRMS will prepare a statement regarding the event and communicate it to all students, faculty and staff as appropriate.
2. **Prepare spokesperson.** CRMS must develop a statement to share with the media in response to inquiries. A list of the worst possible questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.
3. **Develop Q&A and distribute to all employees and other relevant audiences via email and the intranet.** Q&A for employees, faculty, students, vendors, parents and others should be prepared and distributed as appropriate. The documents should be updated and redistributed daily as new information and developments arise. See Appendix A for additional audiences, if appropriate.
4. **Record everything.** All team members should keep detailed notes of their role in the crisis. Although all team members will need to keep notes regarding their role, one team member will be designated as the official record keeper, and will ultimately keep everyone's records filed and in order.
5. **Conduct a Post-Crisis Analysis.** CRMS should conduct a thorough review after the crisis has subsided to identify what worked well and what did not. The analysis should include information from all departments, campuses, faculty, students and employees. The output of the review will be an action-oriented plan that includes recommendations and enhanced preparedness.

Level One Response: Once CRMS is notified:

1. **Prepare spokesperson.** CRMS must develop a statement to share with the media in response to inquiries. A list of the worst possible questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.
2. **Develop a statement and/or Q&A and distribute to all employees and other relevant audiences via email and the intranet.** Q&A for employees, faculty, students, vendors, parents and others should be prepared and distributed as appropriate. The documents should be updated and redistributed daily as new

information and developments arise. See Appendix A for additional audiences, if appropriate.

3. **Record everything.** CRMS should keep detailed notes of their role in the crisis. Although all team members will need to keep notes regarding their role, one team member will be designated as the official record keeper, and will ultimately keep everyone's records filed and in order.

MOVE TO APPENDIX A: ADDITIONAL AUDIENCES

Parents of Students: The emergency information 704.330.6888 line can be used by students, parents and other audiences. Parents will also be encouraged to access the College website, CPCC TV 17, and local media for updated information.

Trustees/Foundation Directors and Presidents Council: These persons may be reached via telephone, facsimile or email. Lists are maintained by the Administrative Assistant to the President who will implement any correspondence with these individuals. The Executive Assistant to the President will coordinate this communication effort.

Businesses on Impacted Campus: Any businesses located on the impacted campus will be notified of the crisis situation (for example: Bojangles, Folletts Bookstore, and other businesses). The College Services Support Team in cooperation with the Communication Support Team will make the initial contact and share necessary information.

Other internal groups that should be considered for communication in a crisis are:

- Faculty College Senate
- Classified Staff
- Learning Council
- Leadership Council
- Facilities Partners
- Student Government Association
- Phi Theta Kappa
- North Carolina Department of Community College System Office
- Alumni

Government Agencies: The President or his designee will inform local and state government entities (Mayor, Governor, North Carolina Community College System, Chair of County Commission, others) when necessary.

Emergency Response Agencies: The Director of Security will notify

emergency response units. Emergency response agencies that may be contacted are:

- Charlotte-Mecklenburg Police Department
- Mecklenburg County Sheriff's Department
- Charlotte-Mecklenburg Fire Department
- County Fire Marshal's Office
- Huntersville Fire Department
- Huntersville Police Department
- Matthews Fire Department
- Matthews Police Department
- Mecklenburg County Emergency Management
- Federal Bureau of Investigation
- State Bureau of Investigation
- Medic

Local Community: If the situation has an impact on local residents, information should be carried on the CPCC website homepage and CPCC TV 17. Fliers can be distributed if other communication vehicles are not available.

If appropriate, meetings should be arranged with leaders of the neighborhood associations near all College campuses. This outreach should be coordinated by the Assistant to the President for Community Relations and Public Affairs.

CPCC INCLEMENT WEATHER PLAN

The College may be closed or operations curtailed when severe weather or other emergencies warrant such actions. In the event of inclement weather (Level 1 and 2 incidents) or other emergency situations (Level 3 and 4 incidents), all members of the College community should call 704.330.6888, go online to the CPCC or local media website(s), watch CPCC TV, or listen to area radio and television stations for announcements regarding the operation of the College. Employees should assume the College is open unless they hear an announcement that the College is closed or the opening is delayed.

In the case of cancellation, delay, or early dismissal of classes, it is the responsibility of the President or a designated representative to determine closing status. The decision regarding the cancellation or delay of classes will be made and announced as quickly after the situation develops. All classes and offices will be notified when the decision is made to dismiss classes early.

These decisions will be made and announced as quickly as possible through the following media:

WBTB (Includes WBT-AM)
NEWS 14
WSOC TV

WFAE-FM (NPR)
WCCB TV
WCNC TV (Includes TCO, WRFX, LYTE, MAGIC, KAT Country, &
WEND)
CPCC-TV
CPCC.EDU

Examples of inclement weather include severe thunderstorms, tornadoes, hurricanes, flooding, snowstorms and ice storms.

When the College closes due to inclement weather, all classes at all locations are canceled. If Charlotte-Mecklenburg Schools are closed, CPCC classes at those locations are canceled.

The announcement given to the media will be **“CPCC is closed.”** This means the classes are canceled, and all college facilities are closed to students, visitors, faculty and staff. However, designated Security and Facilities Management personnel should report to work in accordance with their departments’ operating procedures.

Decisions to close the College will be based on reports from on-site security officers who will report on the conditions of roads, parking lots, sidewalks and steps, electrical power and building integrity.

Emergency Evacuation Plan

WHEN AN ALARM SOUNDS:

1. Evacuate the building when required to do so by Security, Facilities Service or Building Emergency Captain personnel or upon hearing an alarm - even if no one advises you to leave. Close all interior doors and turn off lights behind you.
2. Move to the closest EXIT and proceed down the EXIT stairwell in a safe and orderly manner, single file, keeping to the right. Do not use the elevators.
3. All CPCC faculty and staff must assist students and visitors in a prompt and orderly evacuation to designated assembly areas.
4. Remain at least three hundred (300) feet outside of the building in the *designated assembly area and await further instructions from emergency personnel.
5. Do not go back into the building for any reason! If you have a problem or concern, please inform Security personnel.

***Designated Assembly Areas**

Central Campus designated assembly areas include all CPCC parking lots and the Quad, which is the area bordered by Van Every, Terrell, Learning Resource Center, (LRC), Giles, Science, Kratt Hall, Citizens, and Belk Buildings.

Cato, Harper, Harris, Levine and North designated assembly areas are the parking lots.

Central Campus Designated Areas of Rescue Assistance*	
Hall PD Building	First Floor loading dock, First Floor Entrance Lobby, First Floor Back Stairwell.
Information Technology Building	First Floor Entrance Lobby, First Floor Back Loading Dock
Sloan Morgan Building	First Floor Front Stairwell
Overcash	First Floor Theater Lobby, First Floor Outside Stairway

*Designated Areas of Rescue at these locations are equipped with two way communication.

Additional Instructions for Persons with Disabilities

Persons using wheelchairs:

If you are on a ground floor, you may not need assistance exiting the building. Proceed to the designated assembly area to wait for instructions on when the building may safely be reentered.

If you are located in a multi-level building, exit to the nearest fire safe stairwell or elevator lobby with fire safe doors separating the lobby from the incident. Ask for assistance. Contact Security at (704) 330-6911 or have someone let Security know where you are located in the building.

Persons with mobility impairments:

These individuals may use crutches, canes or walkers. Ask for assistance. If you are unable to use stairs, follow the procedure for persons using wheelchairs (see above).

Persons who are deaf or hard of hearing:

Most buildings are equipped with visual fire alarm systems.

Be familiar with the evacuation route in your building before an incident occurs.

Ask for assistance by writing a note or using hand gestures.

Persons who are blind or visually impaired:

Most buildings are equipped with audio fire alarm systems.

Ask for assistance evacuating and let the person know how to assist you.

If you have a guide dog, instruct the person on how to assist you.

Shelter in Place/Building Lockdown

Some emergencies may require that CPCC students, faculty, staff and visitors take shelter inside the building. Incidents such as violent intruders or a hazardous material release are examples where it may be safer to shelter in place. Information concerning the event will be distributed through security, building captains, broadcast emails, CPCC TV, the CPCC website and the Critical Alert Emergency Notification System.

Law enforcement agencies may use the term “lockdown” when directing occupants to shelter in place.

When direction to shelter in place or lockdown is given, the following actions should be taken:

- All students, faculty, staff and visitors should move into or stay inside a nearby campus building.
- Close and move away from all windows and doors. Lock doors if possible.
- Remain in place until notified by emergency personnel, security or building captains.
- Security personnel will begin the process of securing exterior doors.

Severe Weather Response – Tornado Shelter Areas

In severe weather incidents, such as a tornado, occupants will be notified to move to a more structurally sound location in the building. CPCC employees and students will receive information by email, through the Critical Alert Emergency Notification System, and on the CPCC website when tornado warning announcements are made by the National Weather Service. A tornado warning means that a tornado has been spotted or indicated by weather radar in the area.

If classes are in session and a tornado warning is in effect (a tornado has been spotted in the area), CPCC employees and students should follow these guidelines:

- If a tornado threatens, seek shelter immediately.
- Move to the lowest level of the building, basements are safest.
- Move to the interior area of the building (inner hallways, inner rooms).
- Stay away from windows, skylights and other glass areas.
- Stay out of areas with a large roof expanse (auditoriums, gymnasiums).

Tornado shelter areas have been identified in every building at all campuses. Locations for tornado shelter areas for each building can be found on the CPCC emergency website.

Post Incident Counseling and Support Response Plan

Introduction

When a traumatic incident occurs, many people are affected including students, as well as faculty and staff, who are victims, witnesses or bystanders. To avoid long-term difficulties, CPCC will coordinate the available counseling resources for our students, faculty and staff. CPCC will partner with Mecklenburg County Area Mental Health Authority, counselors from CPCC Employee Assistance Program and representatives provided by CPCC Insurance providers Crisis Assistance Team (CAT) to respond in a timely manner to the post incident counseling and support needs of students, faculty and staff.

Purpose: The purpose of this plan is to monitor, coordinate and provide short term counseling services, support and resources following a **Level 3** or a **Level 4** crisis incident at the College.

- **Level 3**

An incident that has potential to have widespread impact to the public safety and/or property and requires assistance from an outside agency.

- **Level 4**

An incident or series of events that poses significant risk to persons and property requiring substantial assistance from resources outside the College.

Counseling Support Resources

Responding Departments and Agencies

- **Students**

1. As directed by the CPCC Emergency Management Team, CPCC Counseling Department staff will provide support to Mecklenburg County Area Mental Health Authority and coordinate all activities related to students.
2. Mecklenburg County Area Mental Health Authority will work with licensed counselors from Carolinas Medical Center (CMC) to provide counseling and support to CPCC students.
3. Additional support and services may be offered through the CPCC Insurance providers CAT. Efforts with CAT will be coordinated by the Director of Administrative Services-Procurement/Insurance.

- **Fulltime Faculty and Staff**

1. As directed by the CPCC Emergency Management Team, the Human Resources Office will serve as the primary contact to coordinate counseling services for faculty and staff. The services provider will receive instructions and provide feedback through the Human Resource Office.
2. For full-time employees, counseling services will be available through our Employee Assistance Program (EAP) provider, and Mecklenburg County Area Mental Health Authority.
3. Additional support and services may be offered through the CPCC Insurance providers Crisis Assistance Team.

- **Part-Time Faculty and Staff**

1. As directed by the CPCC Emergency Management Team, the Human Resources Office will serve as the primary contact to coordinate counseling services for part-time employees. Counseling services will be available through Mecklenburg Area Mental Health agency.

2. Additional support and services may be offered through the CPCC Insurance providers CAT and efforts will be coordinated by the Director of Administrative Services-Procurement/Insurance.

Post Incident Counseling and Support Services Locations

Based on the incident and direction from the CPCC Emergency Management Team, representatives from the coordinating departments (CPCC Counseling Department and Human Resources) will work with the Dean at each campus to designate areas for counseling and support functions. In addition, the representatives for the coordinating department will keep the responding agencies informed on the designated locations.

Communication

Upon the direction by the CPCC Emergency Management Team to implement the plan to post incident counseling and support response, the coordinating department representatives will contact the Dean at the designated Campus (es) and the respective responding agencies.

- **Contact Information for CPCC Coordinating Departments and Responding Agencies**

1. CPCC Human Resources – Director of Human Resources-Compensation/Benefits: Phone: 704-330-6631
2. CPCC Counseling Department - Director of Counseling: Phone :704-330-6433
3. Mecklenburg County Area Mental Health Authority – James Cochran: Phone: (704) 336-5734
4. CPCC Insurance Provider CAT – Director of Administrative Services-Procurement/Insurance: Phone: 704-330-4414

- **Processing Procedure for Incoming Calls, Outreach and Notification**

Under the direction of the CPCC Emergency Management Team, the Office of Community Relations and Marketing Services, as specified in the CPCC Crisis Communication Plan, will send information regarding incident counseling and support resources to the appropriate call center representatives, post information on the website, email, fliers, CPCC-TV and other venues as written in the Crisis Communication Plan.

Security

There may be a need for additional security at the counseling and service designated location. The Assistant Director of Security and the Campus Dean will assess the situation and may request additional protection from local law enforcement.

Training

Training will be provided to all fulltime employees to prepare for an emergency in the following forms:

- Overview of the All Hazards Plan during new employee orientation.
- “What to Do in an Emergency” training for all fulltime employees.
- Tabletop drills will be conducted for the Emergency Management Team, Core Emergency Support Team and Emergency Support Team leaders.
- Evacuation Drills
- Shelter in Place Drills
- Full Scale Mock Crisis Drills

Incident Specific Procedures

Fire

If there is a fire in your area, follow these guidelines:

1. If you discover a fire or smoke, leave the area and pull the fire alarm. From a safe location, call College Security at 6911 or (704)330-6911 from non campus phone) and report the fire.
2. If you are able to safely extinguish the fire, do so only if you have been properly trained. Make sure that you have a safe exit from the fire area. .
3. Evacuate the building as soon as the alarm sounds and proceed to the designated area of assembly. *Take personal belongings with you.*
4. On your way out, warn others nearby.
5. Move away from fire and smoke. Close doors and windows if time permits.
6. Touch closed doors. Do not open them if they are hot.
7. Use stairs only; do not use elevators.
8. Move at least 300 feet from the building and go to your building's designated area of assembly.
9. Do not re-enter the building or work area until you have been instructed to do so by the emergency responders, College Security or Building Emergency Captain.

If there is a fire in your building: Evacuate immediately following the fire exit signs in your area.

Bomb Threat

What should you do if you receive a bomb threat by phone?

1. **If you receive a bomb threat by telephone** – When you hang up, immediately dial 9*57 from campus phones (*57 from non-campus phones) to electronically flag the call. If a telephone number is displayed on your phone, record that number.
2. Then immediately call Campus Security at 6911 (704.330.6911 from non-campus phones) using a land-line telephone, not a cellular or radio device. Provide information to Security and **proceed as directed.**
3. Do not activate the fire alarm. Turn off cell phones, walkie-talkies, or other radio devices; do not use this type of equipment until you are at least 300 feet from the potential bomb site.
4. This information concerning the call will be helpful to law enforcement officials:

- Time of call and number from which call is made
- Location of the bomb or time of possible detonation
- Background noises that give clues to the location of the caller
- Apparent gender and age range of the caller, voice quality (calm, excited, slurred), accents, speech impediments, or other clues to the possible identity of the caller

Here are suggested tips for anyone who receives a bomb threat by phone.

1. Keep caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person.
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ask him/her for this information.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
4. Pay particular attention to background noises, such as motors running, music playing and any other noise which may give a clue as to the location of the caller.
5. Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments. Immediately after the caller hangs up, report the threat to Campus Security at 6911 (704.330.6911). Campus Security will notify law enforcement personnel and other emergency responders.
6. Remain available, as law enforcement personnel will want to interview you.

What should you do if you receive a bomb threat by other means?

If you receive a bomb threat by any other means, immediately call Campus Security at 6911 (704.330.6911 from non-campus phones) using a land-line telephone, not a cellular or radio device. Provide information to Security and proceed as directed. Do not activate the fire alarm. Turn off cell phones, walkie-talkies, or other radio devices; do not use this type of equipment until you are at least 300 feet from the potential bomb site.

In the event an evacuation occurs—either by sounding an alarm, making an announcement, or sending individuals recognized as reliable authority figures (e.g., uniformed law enforcement, Campus Security personnel, uniformed Facilities Services staff, and key administrators)—follow these steps. In situations involving evacuations, it is imperative that everyone cooperate.

1. Gather personal belongings within arms reach and take them with you. (This makes it easier for the room to be swept as there should be no unusual items remaining in the classroom.) Do not try to run back to your offices or other rooms to grab personal items (these areas may not have been swept yet). Do not unnecessarily delay your exit by trying to collect personal items.
2. Proceed immediately and calmly to the nearest exit. Do not use elevators. Individuals with physical conditions that prevent them from using the stairs should assemble in designated areas *(see below), if there is no ground level exit available for use.
3. Faculty should ensure that students exit their classrooms and should turn off the lights and close the classroom door. Staff working with students in their offices should ensure that the students exit and then turn off lights and close the office door. Designated personnel will ensure that common areas of the buildings have been evacuated.

4. Do not trigger the fire alarm. Turn off cell phones or other radio devices and do not use these devices until you are at least 300 feet from the building. Some explosive devices may be triggered by the frequencies of this equipment.
5. Assemble the designated distance from the building, which is a minimum of 300 feet. Longer distances may be designated at the site to minimize danger from flying debris if an explosion should occur.
6. Remain assembled until word is given to return to the building or leave the premises. Follow all instruction given by Campus Security or the Campus Dean.
7. Please remember that the President of the College determines whether to close the campus. If the President decides the campus should be closed, this information will be communicated to Campus Security and the Campus Dean for notification to those assembled outside.

Tornado/Severe Weather

Tornadoes can occur with little or no warning. The National Weather Service (NWS) continuously broadcasts updated weather warnings and forecasts that can be received by NOAA Weather Radios. A weather radio is monitored in the CPCC Communication Center and in severe weather incidents, such as a tornado, occupants may be notified to move to a more structurally sound location in the building. CPCC employees and students will receive information by email, through the Critical Alert Emergency Notification System, and on the CPCC website when tornado warning announcements are made by the National Weather Service. The following terms are used by the NWS.

TORNADO WATCH: Tornadoes are possible in your area. Remain alert for approaching storms.

TORNADO WARNING: A tornado has been sighted or indicated by weather radar. If a tornado warning is issued for your area and the sky becomes threatening, move to your pre-designated place of safety.

SEVERE THUNDERSTORM WATCH: Severe thunderstorms are possible in your area.

SEVERE THUNDERSTORM WARNING: Severe thunderstorms are occurring.

If classes are in session and a tornado warning is in effect (a tornado has been spotted in the area), CPCC employees and students should follow these guidelines:

- If a tornado threatens, seek shelter immediately.
- Move to the lowest level of the building, basements are safest.
- Move to the interior area of the building (inner hallways, inner rooms).
- Stay away from windows, skylights and other glass areas.
- Stay out of areas with a large roof expanse (auditoriums, gymnasiums).

Tornado shelter areas have been identified in every building at all campuses. Locations for tornado shelter areas for each building can be found on the CPCC emergency website.

Utility Disruptions

Power Outage

All campus buildings are equipped with emergency exit lights to allow for a safe evacuation. In the event of a major power outage, please take the following steps:

- Contact Security immediately at 6911 and give your location.
- Evacuate the building.
- Do not reenter the building until directed by Security personnel, emergency responders or building captains.

Gas Leak

Natural gas has no odor of its own, so gas companies add an odorant as a safety precaution. The distinctive odor intentionally smells bad to immediately signal a possible gas leak.

- If you smell gas, evacuate the area immediately and alert others as you are leaving.
- Contact Security at 6911 from a landline phone.
- Do NOT pull the fire alarm.
- Do not use cellular phone, two-way radio, or other electronic devices in the area.
- Do not reenter the building until directed by Security personnel, emergency responders or building captains.

Technology Systems Disruption

Identity Theft

Hazardous Material Incident

Criminal Activity/Violent Behavior

CPCC seeks to promote a teaching and learning environment that is safe for all students, faculty, staff and visitors. The following information is intended to serve as a guide and is based on best practices from law enforcement experts. There is no one best response for every possible situation that could arise. Individuals faced with deciding what to do in the face of a violent attack should take the following responses into consideration and then use the information available to make a personal decision concerning which response to choose. Being prepared for emergency situations and understanding your personal skills and limitations will help you to respond in the best possible manner.

If you see or know that a person has a firearm on campus; or if you hear shots fired on campus; or if you witness an armed person shooting people (active shooter), the following actions are recommended:

1. Exit the area immediately if it is safe to do so.
2. Notify anyone you may encounter to exit immediately.
3. Evacuate to a safe indoor location away from danger. If possible, go to another campus building. It may be necessary to leave the campus.
4. Contact Security at 6911 or (704) 330-6911 and provide the following information:
 - Your name.
 - Location of the incident (be as specific as possible).

- Number of shooters (if known)
- Identification or description of shooter.
- Number of persons involved.
- Your location.

If you are directly involved in an incident and exiting the area is not possible, the following actions are recommended:

1. All students, faculty, staff and visitors should move into or stay inside a nearby campus building.
2. Close and move away from all windows and doors. Lock doors if possible.
3. If you cannot lock the door, use desks, chairs, door stops or other items to barricade the door.
4. Try to cover the door windows or block the view inside the room.
5. Remain **quiet** and act as if no one is in the room.
6. **Do not** answer the door.
7. Contact Security at 6911 or (704) 330-6911 and provide the following information:
 - Your name.
 - Location of the incident (be as specific as possible).
 - Number of shooters (if known)
 - Identification or description of shooter.
 - Number of persons involved.
 - Your location.
8. Wait for police or security to assist you out of the building.

Be mindful that violent attacks can involve any type of weapon, not only a gun. Knives, blunt objects, physical force or explosives can be just as deadly as a handgun; the suggestions listed here would be applicable in any violent encounter.

Medical Emergency

Medical Assistance/First Aid

1. Call Security at 6911 (704-330-6911 from non-campus phone).
2. Security will administer first aid

Blood/Bodily Fluid Spill

1. Call Security at 6911 (704-330-6911 from non-campus phone).
2. Security will notify Housekeeping for clean up.
3. Do not attempt to clean a blood/bodily fluid spill unless properly trained.

Special Events

Infectious Disease

Flood

Appendix 1- Decision Outline for Closing Campuses or Similar Actions

1. Action: **CLOSE** **CANCEL CLASSES** **DELAYED OPENING**
 OTHER: _____

2. Where: **COLLEGE** **CAMPUS:_____** **BUILDING:_____**
 OTHER: _____

3. When: **IMMEDIATELY** **AT SPECIFIED TIME:_____**
 OTHER: _____

4. If closing or canceling classes: Premises vacated: **IMMEDIATELY** **BY SPECIFIED TIME:_____**
5. If delaying opening: Premises & parking opened: **IMMEDIATELY** **AT SPECIFIED TIME:_____**
 (Generally, opening should occur one hour before the first class to be accommodated. Only essential personnel outlined in inclement weather policy are allowed on campus when a campus is closed.)

6. Does this action affect: **ENTIRE DAY** **DAY ONLY (7a-4:30p)** **EVENINGS ONLY (5p-10p)**

7. Expected reopening: **NOT YET KNOWN** **SPECIFIED DAY & TIME _____**
 (Buildings & parking will unlock approximately one hour before the announced reopening time.)

8. If events are scheduled for the performance venues (Halton Theater, Tate Hall and Pease Auditorium) or Harris Conference Center or if other special activities are occurring, will they:
FOLLOW THIS ACTION **CONTINUE AS SCHEDULED**
 OTHER: _____
 (Reminder: If college is closed due to snow, ice, downed power lines, or other threatening physical issues, events should be canceled due to potential for injury and associated liability.)

9. Will third party tenants be given exceptions: **NO**
YES _____

10. What directions will be given to faculty and other staff about reporting/remaining at work:
REPORT/REMAIN **BE DISMISSED** **WORK FROM/AT:_____**
 OTHER: _____

11. Where will students, faculty and other staff wait extended periods for transportation: **BUILDING/ROOM:_____** **OTHER ARRANGEMENTS:_____**

12. If inclement weather or dangerous outdoor conditions exist, where will evacuating students, faculty and other staff wait indoors while decisions are being made or until it is safe to leave:
SHELTER IN PLACE **MOVE TO BUILDING/ROOM:_____**
 OTHER: _____

13. What other directions or information should be provided to students or faculty and staff:

CONSULT TV17/6888/WEB SITE/CRITICAL ALERT
OTHER: _____

14. Are there communications limitations to consider in disseminating information re:

CAMPUS PHONE SERVICE CAMPUS NETWORK/EMAIL/WEB
ACCESS CAMPUS ELECTRICAL POWER COMMUNITY
POWER/PHONE/CABLE

Ensure the information above and any updates are promptly reported to these individuals or their designees per the College's All Hazards Emergency Response Plan:

- Assistant to the President for Community Relations and Marketing Services (for preparing communications, initiating the Critical Alert System, and notifying the CPCC Call Center, TV-17, website administrator, and other communications outlets)
- Associate VP for Facilities (for notification to Executive VP, Security and Emergency Management, Facilities Management, Environmental Health and Safety, ITS, other related safety and facilities contacts, and third party tenants)
- Associate VP for Learning (for notification to the Executive Assistant to the President and Deans' Offices at all campuses)

Executive Assistant to the President (for notifying other members of Cabinet)

Appendix 2 - Designated Media Locations by Campus