



## EMERGENCY RESPONSE GUIDEBOOK

October 2013

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## **EMERGENCY RESPONSE GUIDEBOOK**

## R.A.I.N. : A Response For Emergencies

If you find yourself in an **emergency or hazardous situation**, the acronym **R.A.I.N.** has been developed as a way to guide you towards a safe response.

**The following guidelines should be followed to the best of your ability:**

- R. RECOGNIZE** your surroundings. Be aware of any situation that potentially could be hazardous to your health or can be considered an emergency requiring notification to College Security.
- A. AVOID** any direct involvement in any type of hazardous or emergency situation.
- I. ISOLATE** yourself and go to the nearest safe area away from the emergency situation.
- N. NOTIFY** Call College Security as soon as SAFELY possible at ext. **6911** (campus phone) or **704-330-6911** (non-campus phone). **REMAIN CALM.** Talk slowly and provide as many details as possible to College Security.

**Note:** When SAFE, refer to the “event specific” safety protocols provided in this guidebook.

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## **AHERP: Our Purpose and Priorities**

### **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 All Hazard Emergency Response Plan is a college-wide plan that guides the emergency response of personnel and resources on all campuses.

### **PRIORITIES:**

The mission of CPCC 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 while 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 CPCC campus.
2. To protect all CPCC facilities and property from loss.
3. To effectively communicate with all stakeholders.
4. To provide for the continuity of College operations and services.

**INTRODUCTION**

## Emergency Contact Information

College Security is the primary contact for all campus emergencies. The Security Dispatch Center will route calls for service to appropriate College officials and/or local emergency responders as required by the emergency.

### College Security Contacts:

Emergency . . . . . Extension **6911** (non-campus 704-330-6911)

Non-emergency . . . . . Extension **6632** (non-campus 704-330-6632)

Text message . . . . . Mobile text your suggestions to **67283**. Start your message with “**CPCCTIP**” then include your tip. For immediate assistance call 704-330-6911

Emergency Call Box . . . . . Push the button to talk to a Security Dispatcher



College Security



TEXT2TIP  
Scan for Video

**EMERGENCY CONTACT  
INFORMATION**

## Emergency Evacuation Plan

### WHEN AN ALARM SOUNDS:

1. **Evacuate the building.** 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 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 College Security, Building Captain or emergency response personnel.
5. **Do not go back into the building for any reason; until directed by College Security, Building Captain, or Public Safety officials!** If you have a problem or concern, please inform College Security personnel.

### Designated Assembly Areas:

- a. **Central Campus** designated assembly areas include:
  1. All CPCC parking facilities.
  2. The Quad.
  3. The Overcash Building lawn.
- b. **Cato, City View, Harper, Harris, Levine, Merancas and WTVI PBS Charlotte:** Designated assembly areas are the parking lots.

EVACUATION

## 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 a non-campus phone to 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 assembly area. 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. **DO NOT USE ELEVATORS.** Only use stairs.
8. Move at least 300 feet from the building and go to your building's designated assembly area.
9. **DO NOT** re-enter the building or work area until you have been instructed to do so by College Security, Building Captain or emergency response personnel.

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**FIRE**

### **If there is a fire in your building:**

- Evacuate immediately following the fire exit plan posted in your area.

### **Designated Assembly Areas:**

- a. **Central Campus** designated assembly areas include:
    1. All CPCC parking facilities.
    2. The Quad.
    3. The Overcash Building lawn.
  - b. **Cato, City View, Harper, Harris, Levine, Merancas and WTVI PBS Charlotte:** Designated assembly areas are the parking lots.
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## Shelter In Place

**When directed to shelter in place, the following actions should be taken:**

- All students, faculty, staff and visitors should move into or stay inside the closest permanent campus building.
- Close and move away from all windows and doors.
- Lock or barricade doors if possible.
- Approved Shelter in Place areas are marked on the Fire Exit Plans posted on each floor.
- Remain in place until notified by College Security, Building Captain, or emergency response personnel that the incident has been cleared.
- Information concerning the event will be distributed through College Security, Building Captains, and other emergency communication methods such as the Critical Alert Emergency Notification System.

**Note:** Security personnel will secure exterior doors.

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

**SHELTER IN  
PLACE**

## Severe Weather Response -Tornado Shelter Areas

**During a severe weather event, the following actions should be taken:**

- Seek shelter immediately.
- If time permits, move to the lowest level of the building. Basements are the safest.
- Move to the interior area of the building (interior hallways and rooms).
- Stay away from windows, skylights and other areas containing glass.
- Approved tornado shelter areas are marked on Fire Exit Plans posted on each floor.

CPCPC employees and students will receive information through emergency communication methods, such as the Critical Alert Emergency Notification System, when a tornado warning is issued by the National Weather Service.

**Note:** A tornado warning means that a tornado has been spotted or indicated by weather radar in the area.



**TORNADO/  
SEVERE WEATHER**

## Active Shooter / Violent Behavior

**If you hear shots fired on campus, or if you witness an armed person shooting people (active shooter), the following actions are recommended:**

1. **Gunfire may sound artificial.** Assume that any popping sound is gunfire.
2. **FIGURE OUT your course of action immediately.** In the initial moments, decide what is occurring and which option listed below will provide the greatest degree of security.
3. **GET OUT:** If there is considerable distance between you and the gunfire, quickly move away from the sound of the gunfire and find a secure place to hide or at least a place that will provide protection from gunfire such as a brick wall, large trees, or buildings.
4. **DIAL OUT for assistance:** When you reach a safe location call the College Security Emergency telephone number, **6911** from a campus telephone, or 704.330.6911 from a non-campus telephone. **DO NOT** assume that someone else has reported the emergency. The information that you are able to provide law enforcement officers may be critical, e.g. number of shooters, physical description and identification, number and type(s) of weapons, and location of the shooter.

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**ACTIVE SHOOTER/  
VIOLENT BEHAVIOR**

## Active Shooter / Violent Behavior *Continued*

5. **HIDE OUT:** If the shooter is in close proximity to your location, use the Shelter in Place procedures and hide within the room.
6. **KEEP OUT:** Barricade doors with any heavy objects available.
7. **SPREAD OUT:** If there are two or more persons in the same place when an active shooting incident begins, you should spread out in the room to avoid offering the shooter an easy target.
8. Wait for police or College Security to assist you out of the building.

**Note:** 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.

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## Hostage Situations

Anyone observing a situation where a person is being held against his/ her will should immediately call the College Security Emergency telephone number, extension **6911** from any campus phone or 704.330.6911 from non-campus phones.

**Be prepared to provide as much information as possible including:**

1. Location of the incident.
  2. Identification/description of person(s) involved (hostage taker and hostages).
  3. Description of events.
  4. Whether or not the hostage takers are armed.
  5. Number and types of weapons.
- a. You may be directed to implement Shelter in Place procedures in a hostage situation. **DO NOT** attempt to intercede in a hostage situation. You may jeopardize your safety or that of the hostage.
  - b. If taken hostage, remember that the captor may be emotionally unstable. In general, however, a captor does not want to harm persons being held hostage, so patience will be your greatest asset. Eventually, law enforcement officers will intercede and negotiate with the captor.

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**HOSTAGE  
SITUATIONS**

## Hostage Situations *Continued*

**When in a hostage situation, following the guidelines listed below will ensure the greatest amount of safety to all involved:**

1. **Remain Alert** and be observant—upon your release, the information you are able to provide law enforcement officers may be critical.
  2. Follow the instructions of the captor.
  3. Avoid drastic or sudden actions as well as any behavior that could further endanger you.
  4. **DO NOT** speak to the captor unless spoken to; however, tell the captor if you or anyone else needs medication, first aid, or restroom privileges.
  5. **DO NOT** talk down to the captor.
  6. Avoid appearing hostile.
  7. **DO NOT** stare at the captor.
  8. Avoid speculating.
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## Behaviors of Concern

Behaviors of concern exist when an individual is threatening to harm themselves, others, or if you are concerned for their well being.

**If behaviors of concern occur, the following steps are recommended:**

- a. Never try to handle the situation without assistance.
- b. Call the College Security Emergency telephone number, extension **6911** from a campus telephone or 704.330.6911 from a non-campus telephone, and report that you need immediate assistance; give your location and the nature of the situation.

**BEHAVIORS  
OF CONCERN**

## Terrorist Threat

Any information concerning a terrorist threat should be immediately referred to College Security. College Security will contact the appropriate law enforcement officials to handle the situation.

**When reporting a threat, be prepared to answer as many of the questions below as possible:**

- a. How was the threat received, e.g., verbally, e-mail, telephone, etc.?
- b. What were the details of the threat?
- c. Who made the threat, if known?
- d. What time was the threat made?
- e. Where and when will the threat be carried out?
- f. Why the threat was made?

**TERRORIST  
THREAT**

## Emergency Medical Assistance

**When in need of medical assistance, call either of the following numbers:**

College Security from a campus phone: . . . . . extension **6911**

College Security from a non-campus phone: . . . . . (704) 330.6911

**Be prepared to provide the following information:**

- a. Location of the incident (be as specific as possible).
- b. The nature of the illness or injury (if known).
- c. The number of victims.
- d. Your name and phone number.

**Note:** Once EMS providers arrive they will assess the situation and transport the patient to the most appropriate medical facility based on their condition.

**MEDICAL  
EMERGENCY**

## Blood / Bodily Fluid Spill

**In the event you notice blood or bodily fluids, the following actions should be taken:**

1. Call College Security at extension **6911** (704.330.6911 from a non-campus phone).
2. Security will notify Housekeeping for cleanup.
3. **DO NOT** attempt to clean up a blood/bodily-fluid spill unless you are properly trained and equipped.

**BLOOD/BODILY  
FLUID SPILL**

## Hazardous Material Spill

**In the event there is a release of a hazardous chemical or material, the following actions should be taken:**

- **DO NOT** attempt to clean up the spill.
- Evacuate the area immediately.
- Call College Security at extension **6911** or 704.330.6911 from a non-campus phone.
- Let authorities know if the spill is still active.

**If you are INDOORS:**

- If it is **SAFE** to do so, activate emergency shut-off valves.
- Close all the doors behind you when exiting to prevent further contamination.

**If you are OUTDOORS:**

- When outdoors, proceed immediately upwind from the spill location.

**HAZARDOUS MATERIAL  
SPILL**

## Bomb Threat

1. **If you receive a bomb threat by telephone**—Immediately record any telephone number that is displayed on your phone, then immediately call College Security at extension **6911** (704.330.6911 from a non-campus phone) using a land-line telephone, not a cellular or radio device.
2. **If you receive a bomb threat by other means**—Immediately call College Security at extension **6911** (704.330.6911 from a non-campus phone) using a land-line telephone, not a cellular or radio device.
3. Provide information to College Security and **proceed as directed**.
4. **DO NOT** activate the fire alarm.
5. **TURN OFF** all 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.

**The following 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 and 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.

**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. 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.
3. Remain available, as law enforcement personnel will want to interview you.

**BOMB  
THREAT**

## Gas Leak

**If a gas odor is detected cease all operations immediately and follow the procedures listed below:**

- a. **DO NOT** switch lights on or off or use electrical equipment. Electrical arcing could cause an explosion.
- b. **Evacuate** the affected area and go to a safe location to call College Security at **6911** from a campus telephone or 704.330.6911 (non-campus telephone), and report the leak.
- c. **DO NOT** use cell phones or radios until outside of the affected area.
- d. **DO NOT** activate fire alarms.
- e. College Security will respond to the scene to assist with evacuation of the building.
- f. **DO NOT** re-enter the building until cleared to do so by College Security, Building Captain and/or fire department personnel.
- g. College Security will contact on-duty Facilities Services staff that will assist in investigating the leak.

**GAS  
LEAK**

## Elevator Failure

**If trapped in an elevator, the following actions should be taken;**

1. **DO NOT** panic; use the emergency telephone to call for assistance. All elevators are equipped with emergency telephones.
2. **DO NOT** ever attempt to force open the door
3. College Security will contact the local fire department to rescue persons trapped in an elevator if needed.
4. Provide the following information;
  - Your name.
  - Total number of people in the elevator.
  - Report any injuries, medical conditions and/or disabilities.
5. College Security will contact on-duty maintenance personnel for repairs.
6. The Director of Facilities Maintenance will notify and update appropriate personnel (to include the Director of College Security Field Operations) of the situation, and expected time of repair.

**ELEVATOR  
FAILURE**

## Power Outage

**In the event of a power outage, the following actions should be taken:**

- Contact College Security immediately at **6911** from a campus telephone or 704.330.6911 (non-campus telephone) and give your name, location and description of the problem.
- Follow the directions of College Security staff and Building Captains.
- College Security will contact on-duty Facility Services staff.
- College Security will evaluate building status and determine if evacuation is indicated.

**Note:** All campus buildings are equipped with emergency exit lights to allow for a safe evacuation.

All buildings with power outages will be evacuated as determined by College Security or Environmental Health and Safety.



**POWER  
OUTAGE**

## Unattended/Suspicious Items

**If you become aware of an unattended or suspicious item, the following actions should be taken:**

- Call College Security at extension **6911** or 704.330.6911 from a non-Campus telephone.
- Proceed as instructed by emergency personnel.
- DO NOT use cellular phones, two-way radios, or other electronic devices.
- DO NOT handle the suspicious package or other items; call College Security.

### SUSPICIOUS MAIL

**If you become suspicious of any mail items:**

- STOP! ... Put the item down quickly and gently.
- DON'T OPEN ANY PACKAGE THAT HAS MADE YOU SUSPICIOUS!
- Notify everyone in the area.
- EVACUATE the room ... Put two or more walls between you and the item.
- Call College Security at extension **6911** or 704.330.6911 from a non-Campus telephone.

**SUSPICIOUS  
ITEMS/MAIL**

## What To Do If You Receive A Media Call

The Public Information Officer (PIO) serves as the point of contact for the media, regulatory agencies, and any other municipality seeking information directly from an incident or emergency event. This is especially important during an emergency situation.

### When receiving any calls from a media representative, the following procedures should be followed;

- Direct all communications, calls, emails and other types of questions from media representatives to:

**Jeff Lowrance, PIO:** . . . . . **x6660** from a campus phone  
jeff.lowrance@cpcc.edu

**Kathy Rummage, Asst. PIO:** . . . . . **x6962** from a campus phone  
kathy.rummage@cpcc.edu

- To assist the PIO and his team with responding to media representatives as quickly as possible, feel free to capture the following information and forward to the PIO, if time allows:
  - The reporter's name and phone number;
  - The media organization he/she represents;
  - The information he/she wishes to gain – what does the reporter want to ask about; and
  - The reporter's deadline.
- Regardless of the situation or what the media questions might be, never say: "No comment." A better response will be: "Thanks for calling. Allow me to refer you to our public information officer, who handles media questions and they will be able to assist you."
- Never fall into the trap of "talking off the record." This term means different things to different media. We always should assume that whatever we say to the media will be used in their reports.



## Nuclear Emergency

### McGuire Nuclear Station Emergency Information Summary:

- Our Merancas Campus is located within the 10 mile emergency planning zone for the McGuire Nuclear Station located in Huntersville, NC.
- The Merancas Campus is located in Zone F.
- Should an evacuation of Zone F be required the designated reception center is the University of North Carolina at Charlotte.
- Parents with children attending school (public, private, or child care) or those with interests within a ten mile radius of the McGuire Nuclear Station should identify the Zone and designated reception center for the school or location of interest prior to an emergency.
- Parents should pick up students at a reception center only. **DO NOT GO TO THE SCHOOL.**
- The designated Emergency Alert Stations (EAS) that carry emergency alert messages when sirens are activated include:
  - FM 107.9 WLNK Charlotte
  - FM 106.5 WEND Salisbury
  - NOAA Weather Radio
- Security shall direct staff, students and visitors to evacuate or shelter in place based on the emergency alert message broadcasted.



**NUCLEAR  
EMERGENCIES**

## Evacuation of People with Disabilities

**Prior to assisting in any evacuation procedure below, review the following information:**

1. Attempt a rescue evacuation only when the disabled person is in immediate danger and cannot wait for professional assistance.
2. In some buildings the disabled person may be moved to the “Area of Rescue Assistance” located in the stairwells to await rescue by emergency personnel. The Area of Rescue Assistance has an intercom system for communication with emergency personnel. For buildings that do not have an “Area of Rescue Assistance” the disabled person must be moved to the nearest stairwell to await rescue.
3. Notify College Security or fire personnel immediately about any people waiting to be rescued.
4. Two physically capable occupants should be invited to volunteer to assist the disabled to evacuate. If a volunteer is not available, designate two people to assist who are willing to accept the responsibility. Ask the disabled person how he or she can best be assisted or moved, and whether they require any special considerations or items that need to come with the person.
5. **DO NOT** use elevators, unless authorized to do so by fire department personnel.
6. If disabled people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using a carry technique. Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the rescuers. Certain lifts may need to be modified depending on the person's disability. Two-person rescues are preferable.

*Continued on next page*

## Evacuation of People with Disabilities *Continued*

### Persons with MOBILITY IMPAIRMENTS:

- a. These individuals may use assistive devices such as crutches, canes, wheelchairs or walkers.
- b. 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.
- c. 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.
- d. Ask for assistance. Contact College Security at **6911** or (704) 330-6911 (non-campus telephone), or have someone notify College Security of your location in the building.

### Persons with VISUAL IMPAIRMENTS:

- a. Give verbal instructions to advise about the safest exit route, direction and distance using words such as “right, left, forward, backwards and turn around.” Allow the visually impaired individual to use their cane as you talk them through evacuation. Provide other verbal instructions or information such as “elevators cannot be used.”
- b. DO NOT grasp a visually impaired person’s arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.

### Persons with HEARING DISABILITIES:

- a. Get the attention of a person with a hearing impairment by touch and eye contact. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
  - b. **Use FLASH CARDS on the following pages.**
  - c. Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.
-

**EVACUATE**

**EVACUAR**

**EVACUATE**  
**EVACUAR**

**SHELTER  
IN  
PLACE**

**REFUGIARSE  
EN EL LUGAR  
DONDE SE  
ENCUENTRE**

**MOVE**

**TO**

**TORNADO**

**SHELTER**

**VAYA AL**

**REFUGIO**

**DE**

**TORNADO**

# What To Do In An Emergency

For emergencies call 6911 (704.330.6911)

## MEDICAL ASSISTANCE/FIRST AID/BLOOD SPILL

- Call College Security at 6911.
- Security will administer first aid and contact Housekeeping for clean up.
- Do not attempt to clean up a blood/bodily fluid spill unless properly trained.

## CRIMINAL BEHAVIOR/SUSPICIOUS PERSON(S)

- Do not attempt to detain the person(s).
- Call College Security at 6911 and provide as much information as possible, their location and a description.

## FIRE/SMOKE

- Activate nearest fire alarm.
- Immediately evacuate the building using quickest exit.
- Assist persons with disabilities.
- Do not use elevators.
- Take personal belongings with you (keys, purse, coat, etc.) and close door behind you.
- Do not attempt to use fire extinguisher unless properly trained.
- Call College Security at 6911 from a safe location.

## TORNADO/SEVERE WEATHER

- Move away from windows and doors, and move to an interior room on the lowest level of the building.
- Call College Security at 6911 to report injuries and damage to College buildings/property.

## BOMB THREAT OR SUSPICIOUS PACKAGE

- If a telephone number is displayed on the campus phone, record the number.
- Call College Security at 6911 from a landline phone.
- Proceed as instructed by emergency personnel.
- Do not use cellular phones, two-way radios or other electronic devices.
- Do not handle the suspicious package or other items. Call College Security.

## HAZARDOUS MATERIAL SPILL

- Evacuate the area immediately.
- Call College Security at 6911 and Environmental Health and Safety at 5492.

## GAS LEAK

- If you smell gas, evacuate the area immediately.
- Call College Security at 6911 from a landline phone.
- Do NOT pull the fire alarm.
- Do not use cellular phones, two-way radios, or other electronic devices.

In an emergency, information will be communicated by **email**, on the **CPCG website**, **CPCG TV 17** and **WTVI TV**.

**Emergency Information Line: 704.330.6888** (Campus closings, inclement weather information)

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800-268-3682

