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Letter of Promulgation

Central Piedmont Community College Faculty, Staff, and Students:

Central Piedmont Community College (CPCC) is committed to protecting the welfare of its students, employees, and visitors as well as its assets and facilities. For this reason, the Cabinet has charged the College’s Emergency Management Division to develop an All Hazards Emergency Response Plan.

As you will see outlined in the plan, emergency response is a team effort. Therefore, CPCC has specific work teams to organize, coordinate, and direct available resources toward emergency preparedness, response, operational continuity, and recovery. With this plan, CPCC strives to minimize the impact of emergencies and maximize the effectiveness of the College’s response to and recovery from unforeseen events and service disruptions.

On behalf of CPCC and the Cabinet, I hereby approve the All Hazards Emergency Response Plan and the corresponding appendices.

Sincerely,

Kandi W. Deitemeyer, Ed. D.
President
Central Piedmont Community College
INTRODUCTION

Purpose

Central Piedmont Community College (CPCC) has established an All Hazards Emergency Response Plan (AHERP) to minimize the impact of an emergency on students, faculty, staff, visitors, and facilities. The All Hazard Emergency Response Plan is an intercollegiate plan, which guides the emergency response of personnel and resources on all campuses. The plan provides policies and procedures and assigns roles and responsibilities necessary to respond effectively to an emergency. The Central Piedmont Community College AHERP utilizes the National Incident Management System (NIMS) as the basis for its approach.

The AHERP is based on the following assumptions:

- An emergency may occur at any time with little or no warning.
- Emergencies are variable and dynamic; therefore, response efforts should utilize this plan as a guide while also adapting as the incident evolves.
- An emergency may not be confined to CPCC and may affect the surrounding community, which may delay the response time of off-site emergency response agencies. The College should be prepared to be self-sufficient during the initial stages of an event.
- Central Piedmont Community College will utilize its Emergency Management Structure in order to activate and deploy the appropriate College resources to respond to the emergency.
- If external agencies are required, those agencies will assume Incident Command. Central Piedmont Community College will provide support to those external agencies.
- All faculty, staff, and students are familiar with CPCC emergency procedures and are aware of their roles under such conditions.

Priorities

The All Hazards Emergency Response Plan (AHERP) of CPCC shall be used for responding to any emergency in a safe and timely manner. The plan will help CPCC provide support to responding agencies, students, visitors, and personnel affected while clearly 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 efficiently and effectively respond to emergencies to protect all CPCC facilities and property from loss;
3. To effectively communicate with all stakeholders;
4. To provide recovery measures for the continuity of College operations and services.
Guiding Principle

The authority to activate the Crisis Management Group rests with the President, or the President’s designee. All students, staff, faculty, and visitors of CPCC are expected to comply with the provisions of this plan. Familiarization with the contents of this plan is essential to the orderly administration of the institution during emergencies.

During an emergency, College faculty and staff have a duty and responsibility to guide students and visitors through the proper response as described in the plan during any emergency, including evacuations or Shelter-in-Place scenarios.

Incident Types

The CPCC All Hazards Emergency Response Plan classifies incidents by type. Definitions and examples of each incident type are provided below.

Table 1: Incident Types

<table>
<thead>
<tr>
<th>Color Code</th>
<th>Level</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Low - Incident | Low - Incident | A small isolated incident that is quickly contained and easily controlled by onsite personnel, which has limited impacts. Incident does not exceed one operational period*. | • Small building fire  
• Isolated hazardous materials incident |
| Medium - Emergency | Medium - Emergency | A range of incidents that may threaten life, health/safety, and/or operations, and that requires immediate response and medium to long term management to address and contain incident(s). Incident could exceed one operational period. | • Inclement weather that closes the campus for a period of time  
• Larger scale on campus |
| High - Crisis | High - Crisis | Any incident or series of incidents that has the potential to, or significantly affects/harms CPCC, its students, staff, faculty, operations, buildings, assets, finances, and/or reputation. Incident would exceed one operational period. | • Tornado hits campus, causing serious injury and/or death  
• Fire destroying a number of buildings and campus facilities  
• Active shooter on campus |

For more information, please refer to Appendix L - Table L1.

*Operational Period (OP) – The period of time scheduled for execution of a given set of operation actions. Operational Periods can be 12 hours to 24 hours long. The standard OP is 12 hours or shorter.
**Authority**

The President of CPCC authorizes the CPCC All Hazards Emergency Response Plan (AHERP). The plan works 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 is provided to the Charlotte Mecklenburg Emergency Management Office, Charlotte-Mecklenburg Police and Fire Departments, Matthews Police and Fire Departments, and Huntersville Police and Fire Departments. Proposed changes to the plan shall be submitted to the Safe College Team for approval.

**Program Management**

Central Piedmont Community College is committed to building Emergency Management and Business Continuity programs designed to maximize the resiliency of CPCC to disruptive incidents. The College utilizes an approach that facilitates mitigation, preparedness, response, and recovery throughout CPCC that facilitates operational continuity.

This approach includes plans and procedures to address incidents from an all hazards approach as well as staffing, equipment, and systems designed to support emergency response activities.

The CPCC All Hazards Emergency Response Plan shall be reviewed and updated every two years or as needed. An after action review to identify corrective actions will be conducted by College Security Services and Emergency Management following each incident. Corrective actions will be exercised after implementation to ensure their effectiveness.

The President has appointed and authorized the Executive Director of College Security Services to develop, implement, administer, evaluate, and maintain the program.

The Director of Emergency Management shall serve as the Incident Commander (IC) and the National Incident Management System (NIMS) point of contact for CPCC.

**Program Committee**

The Safe College Team shall provide input and assist with the coordination, development, implementation, evaluation, and maintenance of the program. The President appoints the members of the Safe College Team who serve a two-year term. The Executive Director, College Security Services; Executive Director, Environmental Health and Safety; the Public Information Officer; Executive Director, Enterprise Risk Management; and the Director, Emergency Management are permanent members of the Safe College Team. Other departments with permanent representation on the Safe College Team are Faculty Senate President, and Student Government Association President.

External agencies shall be consulted for direction based upon code requirements, or public safety expertise.
Administration

The Emergency Management program is a part of College Security Services and is under the authority of the Executive Director of College Security Services. Emergency Management is a part of Enrollment Management and Student Services under the authority and administration of the office of the Vice President of Enrollment Management and Student Services.

Finance

In the event of an emergency or disruptive incident, the Vice President of Finance and Administrative Services or a designee will process financial requests.

In specific circumstances, emergency purchasing procedures can be authorized to ensure that response, continuity, or recovery-driven purchase requests are processed expeditiously. Procurement and Accounts Payable staff shall capture financial data to assist with documentation, cost recovery, fiscal management of response, continuity, and recovery actions.
Emergency Management Structure

The Emergency Management structure is divided into three main components and is designed to use the resources of CPCC to respond effectively to an incident. The three components are (1) the Crisis Management Group, (2) the Core Emergency Support Group, and (3) the Emergency Support Groups.

Figure 1: *Emergency Management Structure*

*The CMG is responsible for notifying and communicating with the Board of Trustees.*
**Crisis Management Group**

The Crisis Management Group (CMG) consists of the President, and the Cabinet.

In the event of a significant crisis, the President and members of the Cabinet will make decisions regarding the response to the situation. The President or her designee will determine when to activate the Emergency Operations Center (EOC).

Figure 2:  
*CMG Structure*
**Core Emergency Support Group**

The function of the Core Emergency Support Group (CESG) is to provide operational support to the Crisis Management Group. Under the policy direction of the Crisis Management Group, the Core Emergency Support Group is responsible for developing a plan of action to respond to an incident. The Core Emergency Support Group assumes overall responsibility for managing the incident.

The Executive Director of College Security Services/Emergency Management (Co-chair), or the Executive Director, Enterprise Risk Management (Co-chair), activates the Core Emergency Support Group. In the event that the President has activated an EOC, the Core Emergency Support Group reports to that location.

Figure 3:
CESG Structure
Figure 4:
Ad-hoc CESG Structure

Ad-hoc CEG Members

- Campus Dean (Impacted Campus)
- AVP Learning & Workforce Development
- AVP Enrollment and Student Services
- Executive Director Financial Services
- CMS Liaison (Key External Dependency)
- Legal (Key External Dependency)
- Emergency Management
- Business Continuity
**Emergency Response Support Groups**

The Emergency Support Groups perform tasks required in an emergency using the resources of CPCC. The Core Emergency Support Group assesses the situation and determines which Emergency Support Groups should be activated.

Figure 5: *Emergency Response Support Groups Structure*

The Core Emergency Support Group directs the response activities of the Emergency Support Groups and keeps the Crisis Management Group updated. The Communications Emergency Support Group, under the direction of the Public Information Officer (PIO), will approve all information prior to its release to internal or external audiences. No CPCC Faculty, Staff, or Employee should speak to the media unless they have been specifically authorized to do so by the PIO, or College President. All calls, emails and other questions from media representatives will be directed to the PIO, or acting PIO. For more information on Receiving Media calls, please see Appendix E.
Campus Emergency Response Teams

The Campus Emergency Response Team (CERT) Program is a voluntary program that has been established to help minimize the impact of an emergency on students, faculty, staff, visitors, and facilities. CERT members, together with CPCC Security Services, will assist students, faculty, staff, and visitors Evacuate or Shelter-in-Place during an emergency.

CERT Program Structure

The Director of Emergency Management will maintain the CERT Program and provide training and equipment.

The Director of Campus Security and/or Assistant Director of Campus Security at each campus will assist CERT team members as required.

Table 2: CERT Program Security Contacts

<table>
<thead>
<tr>
<th>Campus</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central and WTVI-PBS Charlotte</td>
<td>Director of Campus Security Services, Central</td>
</tr>
<tr>
<td>Cato</td>
<td>Director of Campus Security Services, Cato</td>
</tr>
<tr>
<td>Harper</td>
<td>Assistant Director of Campus Security Services, Harris</td>
</tr>
<tr>
<td>Harris and City View Center for Cosmetology</td>
<td>Assistant Director of Campus Security Services, Harris</td>
</tr>
<tr>
<td>Levine</td>
<td>Director of Campus Security Services, Levine</td>
</tr>
<tr>
<td>Merancas</td>
<td>Assistant Director of Campus Security Services, Merancas</td>
</tr>
</tbody>
</table>

CERT Member Responsibilities

Non-Emergency:

- Introduce yourself to individuals in your area and identify yourself as a CERT member each semester.
- Be familiar with the evacuation routes and Shelter-in-Place procedures in your area.
- Report any and all suspected hazards or suspicious activities to CPCC Security Services.
- Review emergency responsibilities with the campus Director of Campus Security and/or Assistant Director Campus Security at the start of each academic year.
- Attend CERT team training as required.
In an Emergency:

**General**
- Use the safety equipment (vest, whistle, flashlight, and flashcards) to help ensure you can be clearly seen and heard within designated area(s).
- Encourage safe, orderly evacuation or Shelter-in-Place procedures within designated area(s).
- Follow the Emergency Procedures instructions appropriate for the situation as outlined in the Emergency Procedures section of this document.
- Account for all known floor / building occupants during evacuation or Shelter-in-Place procedures.
- Inform CPCC Security Services via radio of any *unaccounted for* person(s) or person(s) needing assistance located in Areas of Rescue.

**Evacuation**
- Direct occupants to remain calm and exit the building in an orderly manner using designated evacuation routes.
- Direct occupants to gather at established Rally Point locations and to wait for further instructions from College Security, or emergency responders (e.g. police or fire).
- Use flashcards to attempt to communicate with individuals who are deaf or hard of hearing.

**Shelter-in-Place – Severe Weather**
- Direct occupants towards designated severe weather Shelter-in-Place locations within building.
- Remind occupants to avoid rooms with windows, or large areas
- Help keep occupants calm and remind them to stay inside and wait for further instructions from College Security, or emergency responders (e.g., police, or fire)

**Shelter-in-Place – Violent Event**
- Direct occupants in your immediate area to follow Run, Hide, Fight® recommendations.
- If safe to do so, direct other nearby occupants to follow Run, Hide, Fight® recommendations.
The Emergency Operations Center (EOC) serves as a centralized location where the Crisis Management and Core Emergency Support Groups assemble in order to coordinate all emergency response activities.

Factors such as the nature, location, and scope of an incident may compromise one or more of the EOC locations. In the event that a site is compromised, EOC activities will be conducted at an alternate site. (See Table 3)

Following the declaration of a Type 1, Type 2, and Type 3 incident by Security Services/Emergency Management, the President will determine the need to activate the EOC. The incident types are defined in Table 1.

When the President activates the EOC, the Executive Assistant to the President will notify the Executive Director, Security Services/Emergency Management. Security Service/Emergency Management will in turn notify the Core Emergency Support Group by telephone or other means alerting personnel to report to the EOC. In the event that the Executive Assistant to the President cannot reach Security Services/Emergency Management, then they will notify the Executive Director, Enterprise Risk Management who will notify the Emergency Support Group to report to the EOC.

Emergency Operations Center Locations

Table 3: Emergency Operations Center Locations

Information removed.
EMERGENCY PROCEDURES

Emergency Evacuation Plan

When An Alarm Sounds:

- **DO NOT** use the elevators.
- Evacuate the building. Close all interior doors and turn off lights behind you.
- Move to the closest EXIT and proceed down the EXIT stairwell in a safe and orderly manner, single file, keeping to the right.
- Remain at the Rally Point. Await further instructions from CPCC Security Services, CERT members or Emergency Response personnel.
- **DO NOT** go back into the building for any reason, unless directed by CPCC Security Services or Public Safety officials. If you have a problem or concern, please inform CPCC Security Services personnel.

All CPCC faculty and staff should assist students and visitors in a prompt and orderly evacuation to Rally Points, see sign example in Figure 6.

Designated Rally Point

Figure 6:
Rally Point Sign

Rally Point Locations
Locations displaying the Rally Point sign (Figure 6).

- All CPCC parking facilities
- All CPCC parking lots
- The Quad (Central Campus)
Shelter-in-Place

Some emergencies may require that CPCC students, faculty, staff, and visitors shelter inside the building. Incidents such as a hazardous material release or a violent intruder are examples when it may be safer to Shelter-in-Place.

Information concerning the event will be distributed through CPCC Security Services and other emergency communication methods such as the Critical Alert Emergency Notification System.

Law enforcement agencies may use the term *Lockdown* when directing occupants to Shelter-in-Place due to a violent event.

When directed to Shelter-in-Place, the following actions should be taken:

**Severe Weather Shelter-in-Place**

- All students, faculty, staff, and visitors should move into or stay inside the closest permanent campus building.
- Move to the lowest level of the building, basements are safest.
- Move to the interior most area of the building (interior hallways and rooms).
- Crouch as low as possible to the floor, facing down; and cover your head with your hands.
- Stay away from exterior walls, windows, skylights, other areas containing glass.
- Stay out of areas with a large roof expanse (auditoriums, gymnasiums).
- Remain in place until notified by CPCC Security Services or emergency response personnel that the incident has been cleared.

**Violent Behavior Shelter-in-Place**

- All students, faculty, staff, and visitors should move into or stay in the building where they are, if they cannot evacuate the area safely.
- Close and move away from all windows and doors.
- Lock and/or barricade doors with heavy objects if possible.
- Silence your cell phone.
- Turn off any source of noise (i.e., radios, televisions).
- Seek cover behind large items (i.e., cabinets, desks).
- Remain in place until notified by CPCC Security Services or emergency response personnel that the incident has been cleared.

*Security personnel will secure exterior doors.*
Evacuation of People with Impairments

- **DO NOT** use elevators, unless authorized to do so by fire department personnel.
- Evacuating a disabled or injured person alone should be a last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency worse.
- Some people may have conditions or injuries that can be aggravated if they are moved incorrectly. Emergency conditions such as fire, smoke, or loss of electricity must be considered in evacuation decisions.
- If people with mobility impairments cannot exit safely, they should be assisted to a safer area, e.g., most enclosed stairwells
- **DO NOT** attempt a rescue evacuation unless the person is in immediate danger and cannot wait for professional assistance, and you can safely attempt the rescue evacuation.
- In some buildings, the 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 should be assisted to the nearest stairwell to await rescue.
- Notify CPCC Security Services or fire personnel immediately about any people waiting to be rescued. Give number of person(s) needing rescue and their location. *Example:* Building name, floor number, and stairwell.

**Persons with Visual Impairment**

- Ask the individual how you can best assist them.
- Give verbal instructions to advise them of the safest exit route (direction and distance) using words such as “right, left, forward, backwards and turn around.” If applicable, allow the individual to use their cane as you talk them through evacuation. Provide other verbal instructions or information such as “elevators cannot be used.”
- **DO NOT** grasp a visually impaired person’s arm. Ask the individual if they would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Most buildings are equipped with audible fire alarm systems. Communicate to Security Services or CERT member to request assistance with evacuating the individual.
- Be observant of surroundings and provide accurate verbal instructions.

---

1 Areas of Rescue Assistance are located: Central Campus in Hall, Overcash, Levine IT, Sloan-Morgan, and Zeiss, and on Cato Campus in Cato III. For more information please see page 24 of this document.
Persons with Hearing Impairment

- All CERT Emergency Procedure binders have bilingual emergency flip cards to be used for notifying persons who are deaf or hard of hearing of an emergency situation.

- When fire alarms are not used (for example, where there is an intruder), use eye contact, written notes, text messages, or flip cards to get the person's attention and explain the situation.

- Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

Persons with Mobility Impairments:

- If you are on a ground floor, the individual may not need assistance exiting the building. The individual should proceed to the designated assembly area and await instructions on when the building may safely be reentered.

- In a multi-level building, the individual should move to the nearest fire-safe stairwell or elevator lobby with fire safe doors separating the lobby from the incident and wait for Emergency Responders to assist them with exiting the building.

- Ask for assistance. Contact CPCC Security Services at 6911 or (704) 330-6911 (non-campus telephone), or have someone notify CPCC Security Services of your location within the building.

- **DO NOT** evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.
Areas of Rescue Assistance

The Area of Rescue Assistance is a location where people who are unable to use stairs may remain temporarily while awaiting further instructions or assistance during emergency evacuation.

The Area of Rescue Assistance is identified by a sign reading "Area of Rescue Assistance." Each area is equipped with two-way communication and utilizes both visible and audible signals.

These areas are present only within certain buildings on Central Campus. They are not required by law, but are additions found in some newer building plans.

Figure 7:
Area of Rescue Signage

Table 4:
Designated Areas of Rescue Assistance Central Campus

<table>
<thead>
<tr>
<th>Campus / Building</th>
<th>Notification Panel</th>
<th>Area of Rescue</th>
</tr>
</thead>
</table>
| Central / Hall Professional Development Building | 1st Floor, Entrance Lobby | 1st Floor, Loading Dock  
|                              |                                     | 1st Floor, Back Stairwell                           |
| Central / Zeiss Classroom Building | 1st Floor, Entrance Lobby | Elevator Lobby, (Floors 1-4)  
|                              |                                     | Service Elevator on Roof and in Basement            |
| Central / Levine Information Technology | 1st Floor, Entrance Lobby | 1st Floor, Back Loading Dock                     |
| Central / Sloan Morgan Building | 1st Floor, Entrance Lobby | 1st Floor, Front Stairwell  
|                              |                                     | 2nd Floor, Front Stairwell                         |
| Central / Overcash           | 1st Floor, Theater Lobby            | 1st Floor, Outside Stairway                        |
| Cato /Cato III               | Calls received by Dispatch         | 2nd Floor Elevator Lobby                           
|                              |                                     | 3rd Floor Elevator Lobby                           |
Faculty, Staff, and Student Responsibilities

The CPCC All Hazards Emergency Response Plan provides procedures for general emergency procedures, including evacuation and Shelter-in-Place. Depending on their respective roles, faculty, staff, and students may have additional considerations under emergency conditions.

Faculty, Staff, and Students should:

- Become familiar with the *WHAT TO DO IN AN EMERGENCY* card, and the *Emergency Procedures* poster before an emergency occurs.
- For an evacuation, lead students, visitors, faculty and staff out the nearest exit and to the Rally Point location.
  - Report missing students, visitors, faculty, or staff to CERT members or emergency responders.
- If instructed to Shelter-in-Place for severe weather, close and move away from all windows and doors. Faculty, staff, and students may be instructed to move to a safer location. You should move to the lowest floor, and to an interior area or room away from windows.
  - Report missing students, visitors, faculty, or staff to CERT members or emergency responders.
- If informed of a violent event, faculty, staff, students and visitors should follow the *Run, Hide, Fight®* protocols as established by the Department of Homeland Security.
- Become familiar with the building evacuation routes and location of exits before an emergency occurs.

*Additional Considerations:*

**Evacuation**

**Students:**

- Follow instructions from faculty, staff, and emergency personnel.
- Remain calm and orderly during the evacuation.
- **DO NOT** remain in the building or classroom unless instructed to stay where you are by CPCC Security Services or other Emergency Response personnel.

**Faculty/Staff:**

- Review the evacuation routes and fire exit plan posted in the area.
- Review the locations for Rally Points for your campus.
- Ensure the safety of our students/visitors, by staying calm and leading them out of the building and to the Rally Point.
- Report to College Security, CERT members, or Emergency Responders the name and location of any students, faculty, staff, or visitors who are not accounted for at the Rally Point.
- Wait for clarification of the situation; follow the instructions of CPCC Security Services or other emergency response personnel.
- Review evacuation procedures with students at the start of each semester and upon request.
Shelter-in-Place

Students:
- Follow instructions from faculty, staff, and emergency personnel.
- Attempt to remain calm and quiet.
- Remain in the classroom, or a severe weather Shelter-in-Place area until instructed to move by CPCC Security Services or other emergency response personnel.

Faculty/Staff:
- Review the evacuation routes and fire exit plan posted in the area.
- Review Shelter-in-Place locations and procedures with students upon request.
- Maintain calm and reassure the students/visitors. Wait for clarification of the situation; follow the instructions of CERT members, CPCC Security staff, or other emergency response personnel.

Severe Weather:
- Lead students and/or visitors to the interior Shelter-in-Place areas that are identified on the emergency maps located throughout the building.
- Remain there until CPCC Security Services or other emergency response personnel signal all clear.

Violent Behavior/Active Shooter: Follow Active Shooter procedures.
Incident Specific Procedures

<table>
<thead>
<tr>
<th>Emergency Medical Assistance/First Aid/Blood Spill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call CPCC Security Services at 6911 or (704) 330-6911 and provide the following information:</td>
</tr>
<tr>
<td>• Location of the incident (be as specific as possible).</td>
</tr>
<tr>
<td>• The nature of the illness or injury (if known).</td>
</tr>
<tr>
<td>• The number of victims.</td>
</tr>
<tr>
<td>• Your name.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fire/Smoke</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you discover fire/smoke:</td>
</tr>
<tr>
<td>• <strong>DO NOT</strong> use elevators. Use stairs only.</td>
</tr>
<tr>
<td>• Pull the fire alarm, close the door and leave the area.</td>
</tr>
<tr>
<td>• <strong>DO NOT attempt to extinguish fire</strong>, unless you are trained and have a safe exit from the fire area.</td>
</tr>
<tr>
<td>• <strong>DO NOT</strong> delay your exit by retrieving personal items, Only gather personal items within arm’s reach as you exit.</td>
</tr>
<tr>
<td>• Evacuate the building as soon as the alarm sounds and proceed to the Rally Point.</td>
</tr>
<tr>
<td>• On your way out, warn others nearby.</td>
</tr>
<tr>
<td>• Move away from fire and smoke. Close doors and windows if time permits.</td>
</tr>
<tr>
<td>• Touch closed doors before opening. <strong>DO NOT</strong> open doors if they are hot.</td>
</tr>
<tr>
<td>• Move away from the building and go to your building’s Rally Point.</td>
</tr>
<tr>
<td>• From a safe location, call CPCC Security Services at 6911 or (704)330-6911</td>
</tr>
<tr>
<td>• <strong>DO NOT</strong> re-enter the building or work area unless you have been instructed to do so by CPCC Security Services or emergency response personnel.</td>
</tr>
</tbody>
</table>
**Gas Leak**

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

- **DO NOT** switch lights on/off or use electrical equipment. Failure to follow these instructions could cause an explosion.
- **DO NOT** use cell phones or radios until outside of the affected area.
- **DO NOT** activate fire alarms, or any device that transmits a signal, or may produce a spark.
- Evacuate the affected area and go to a safe location away from the building.
- Once you are in a safe location, call CPCC Security Services at extension 6911, or (704) 330-6911 and report the leak.
- CPCC Security Services will respond to the scene to assist with evacuation of the building.
- **DO NOT** re-enter the building unless cleared to do so by CPCC Security Services or fire department personnel.
- CPCC Security Services will contact on-duty Facilities Services staff that will assist in investigating the leak.

**Hazardous Materials/Waste**

- **DO NOT** attempt to clean up the spill.
- Evacuate the area.
- Call CPCC Security Services at extension 6911 or (704) 330-6911.

**Tornado/Severe Weather**

During severe weather incidents when the situation warrants, occupants will be notified to move to the Severe Weather Shelter-in-Place location within the building. In the event that the National Weather Service issues a weather-related warning, faculty, employees, and students will receive information from the Critical Alert Emergency Notification System. This system can send emails, voice and text messages, and desktop alerts. If a weather warning is in effect, CPCC faculty, employees, and students should follow these guidelines:

**Severe Weather Shelter-in-Place**

- All students, faculty, staff, and visitors should move into or stay inside the closest permanent campus building.
- Move to the lowest level of the building, basements are safest.
- Move to the interior most area of the building (interior hallways and rooms).
- Crouch as low as possible to the floor, facing down; and cover your head with your hands.
- Stay away from exterior walls, windows, skylights, other areas containing glass.
- Stay out of areas with a large roof expanse (auditoriums, gymnasiums).
- Remain in place until notified by CPCC Security Services or emergency response personnel that the incident has been cleared.
### Bomb Threat or Suspicious Package

- **DO NOT** use cellular phones, two-way radios, or other electronic devices in or near the building.
- **DO NOT** handle the suspicious package or other items; call CPCC Security Services at 6911 or (704) 330-6911.
- **DO NOT** attempt to locate the ‘bomb’. Evacuate the area and, call CPCC Security Services from a desk phone from another building. The Emergency number is 6911 or (704) 330-6911.
- Evacuate the area as instructed by CPCC Security Services or other Emergency Personnel.

### Criminal Behavior/ Suspicious Activity

Security personnel on all CPCC campuses are here to serve and protect faculty, staff, and students. We urge you to report any suspicious persons or anything out of the ordinary on our campuses, ‘**See Something, Say Something**’.

- Immediately report emergencies and suspicious activity by contacting CPCC Security Services at extension 6911 or (704) 330-6911.
- For non-emergency service requests, please call extension 6632 or (704) 330-6632.

### Sexual Misconduct – Title IX

- Call CPCC Security Services at 6911 or (704) 330-6911.
- Call the Title IX Office at (704) 330-2722
- Seek medical attention (if needed)

### Violent Behavior – Active Shooter

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 recommended best practices from law enforcement experts.

**Remember, there is no one best response for every possible situation.** Individuals faced with deciding what to do in the face of a violent attack should consider the following responses and then use the information available to make a personal decision concerning which response to choose. Being prepared for emergencies and understanding your personal skills and limitations will help you to respond in the best possible manner.

*Security personnel will secure exterior doors.*
CPCC Emergency Procedures Poster

**CPCC EMERGENCY PROCEDURES**

**EMERGENCIES:** ext. 6911 or 704.330.6911  
**NON-EMERGENCIES:** ext. 6632 or 704.330.6632  
**EMERGENCY NOTIFICATIONS:** ext. 6888 or 704.330.6888 (24-hour recorded phone line)

**ACTIONS:**

**MEDICAL EMERGENCY**
- Call College Security Services at ext. 6911 or 704.330.6911.  
- Provide the location of incident, nature of illness or injury, the number of victims and your name.

**FIRE**
- Do NOT use elevators. Use stairs only.  
- Leave the area, pull fire alarm and close the door.  
- Evacuate the area and proceed to rally point.

**SEVERE WEATHER**
- Seek shelter immediately.  
- Move to lowest level in building.  
- Move to interior area of building (hallways/rooms).  
- Stay away from windows, skylights and glass.

**SUSPICIOUS BEHAVIOR**
- Immediately report emergencies or suspicious behavior by calling College Security Services at ext. 6911 or 704.330.6911.  
- For non-emergency requests, call ext. 6632 or 704.330.6632.

**SUSPICIOUS PACKAGE**
- Do NOT use cellphones, radios or electronic devices.  
- Do NOT handle suspicious package or other items.  
- From a land line, call College Security Services at ext. 6911 or 704.330.6911.  
- Proceed as instructed by emergency personnel.

**GAS LEAK**
- Do NOT turn lights on or off.  
- Do NOT use cell phones or radios.  
- Do NOT activate fire alarm.  
- Evacuate the area and proceed to rally point.  
- Once safe, call College Security Services at ext. 6911 or 704.330.6911.

**SEXUAL MISCONDUCT**
- Call College Security Services at ext. 6911 or 704.330.6911.  
- Call the Title IX office at ext. 6624 or 704.330.6524.  
- Seek medical attention (if needed).

**HAZARDOUS MATERIAL**
- Do NOT attempt to clean spill.  
- Evacuate the area and proceed to rally point.  
- Call College Security Services at ext. 6911 or 704.330.6911.

**ACTIVE SHOOTER**
- If you see or know that a person has a firearm on campus, call College Security Services at ext. 6911 or 704.330.6911.

**RUN**
- If there is an accessible escape path, try to evacuate the area.

**HIDE**
- If evacuation is not possible, find a place to hide where the shooter is less likely to find you.

**FIGHT**
- As a last resort, and only when your life is in danger, attempt to disrupt and/or incapacitate the active shooter.
# Active Shooter Response: Run, Hide, Fight®

## RUN

If there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Be aware of your surroundings and have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape if possible, but do not delay your exit waiting for other people to decide to leave.
- If safe to do so, try to prevent individuals from entering an area where the active shooter may be.
- When Police arrive, keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- When you are safe, call 6911 or (704) 330-6911.

## HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter’s view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
- Not trap you or restrict your options for movement. To prevent an active shooter from entering your hiding place:
  - Lock and barricade the door with heavy furniture
  - Silence your cell phone
  - Turn off any source of noise (i.e., radios, televisions)
  - Hide behind large items (i.e., cabinets, desks)
  - Remain quiet and calm
  - Don’t cluster with other individuals, spread out
- When possible, alert police to the active shooter’s location, call 6911 or (704) 330-6911.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

## FIGHT

As a last resort, and only when your life is in imminent danger you should fight back.

**Commit to your actions,** attempt to disrupt and/or incapacitate the active shooter.

Act as aggressively as possible against the shooter:

- Look for items you can use as weapons or to distract the shooter (i.e., books, chairs, desks, keyboards).
- Act as aggressively as possible and try to disrupt or incapacitate the shooter.
- If there are other people in the room, avoid bunching up in a small group. (Spreading out allows you to attack the shooter from different directions at the same time. This gives the best chance of stopping the shooter).
- Yelling as loud as possible as you attack to startle or distract the shooter to give you and others a chance of stopping the shooter.
How to Respond When Law Enforcement Arrives

Law enforcement’s first priority is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers may arrive individually or in teams of four (4).
- Officers may wear regular patrol uniforms or body armor.
- Officers will be armed.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and push individuals to the ground (this is for everyone’s safety).

How to React

- Remain calm and follow officers’ instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- DO NOT make any quick movements.
- DO NOT attempt to hold on to officers.
- DO NOT point, scream, or yell at officers.
- Follow the instructions of the officers.
  - If instructed to exit the area:
    - Proceed in the direction from which officers are entering the premises.
    - Keep your hands raised, and fingers spread.
    - Follow the instructions of the officers located outside the building.
  - If instructed to stay where you are:
    - Remain calm and stay quiet.
    - Wait for the officers to return for you and escort you out of the building.

Information Provided to the Emergency Operator

- Location of the active shooter.
- If possible, the number of shooter(s).
- If possible, the physical description of shooter(s).
- If possible, the number and type of weapons held by the shooter(s).
- If possible, the number of known people at the location.
- If possible, the number of victims.

If you see or know that a person has a firearm or weapon on campus: Call College Security at 6911 or (704) 330-6911.
Domestic Violence Issues/Restraining Orders

Any employee or student of CPCC who has a restraining/protective order should provide a copy to the Executive Director of College Security. Should the order be violated, CPCC Security Services will address the incident in cooperation with local law enforcement.

An employee who becomes aware of a restraining order is encouraged to notify CPCC Security Services or the CPCC Care Team immediately. If you have a concern of an immediate threat, please call CPCC Security Services at (704) 330-6911.

The CPCC Care Team uses an online reporting form located at www.cpcc.edu/college-security/report-a-concern, in order to share concerns about events and behaviors that may affect the CPCC community. This reporting form serves as an early intervention effort and helps to facilitate a "See Something, Say Something" culture at CPCC. The reporting system is used by the Care Team to track and manage reports of issues or behaviors that raise safety concerns on campus. Reported information is shared with the CPCC Care Team members who will use the information to develop an appropriate response.

All staff and faculty members should be observant of actions and situations in the workplace, which may suggest a domestic violence issue. We encourage employees to report domestic violence issues by contacting:

- CPCC Security Services is located on all campuses and is available by phone at 704.330.6911 (for EMERGENCIES), or dial 704.330.6632 for non-emergencies. CPCC Security Services officers are available 24/7.
- Student Conduct and Civility is available by phone at (704) 330-2722.
- Central Piedmont Community College’s Title IX Coordinator’s office may be contacted at (704) 330-2722.
- Counseling Services is located on all campuses and is available by phone at (704) 330-2722.

Hostage Situations

DO NOT attempt to intercede in a hostage situation. You may jeopardize your safety or the safety that of the hostage.

Anyone observing a situation in which a person is being held against his/her will should immediately call the CPCC Security Services emergency telephone number by dialing extension 6911 from any campus phone or (704) 330-6911 from any off-campus phone. You may be directed to follow Shelter-in-Place procedures in a hostage situation. Be prepared to provide as much information as possible including:

- Location of the incident.
- Identification/description of person(s) involved (hostage taker and hostages).
- Description of events.
- Whether or not the hostage taker(s) are armed.
- Number and types of weapons.
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 actions:

- Contact CPCC Security Services 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 CPCC Security Services staff and CERT member.
- CPCC Security Services will contact on-duty Facility Services staff.
- Facility Services will evaluate building status and determine if evacuation is necessary.

All buildings with power outages will be evacuated as determined by Facilities Services, CPCC Security Services, and Environmental Health and Safety. If evacuation is necessary, the CERT system will be activated. The CERT member will ensure that their area of responsibility is completely evacuated. CPCC Security Services will be posted at all exterior doors to prevent reentry. The CERT member may direct evacuees to an alternate building on campus.

If the outage affects multiple buildings, the Executive Director of Facilities Services will notify the Executive Director of Security Services, and the Executive Director, Enterprise Risk Management. Facilities Services will determine the extent of the outage and provide an estimated time of restoration.

Utility Shutdown

- **DO NOT** attempt to turn on or off any system that may have failed, utility shutdown procedures are the responsibility of Facility Services.
- Facilities Services coordinates planned utility shutdowns. Shutdowns are scheduled to minimize disruption to school activities.
- Unplanned utility shutdowns will be handled based on the necessity of the shutdown and the impact it will have on school activities. The Executive Director of Facilities Services will notify all affected parties and maintenance personnel.
- If you identify a utility loss, call CPCC Security Services emergency telephone number at extension 6911 or (704) 330-6911. Provide the location, nature of the incident, and a description of the problem. CPCC Security Services will contact on-duty Facilities Services staff for any repair or restoration actions.
Terms and Definitions

a) **Area of Rescue Assistance**: Locations in which people who are unable to use stairs may remain temporarily while awaiting further instructions or assistance during an emergency evacuation.

b) **Business Continuity**: An ongoing process to ensure that the necessary steps are taken for identifying the impact of potential losses and maintain viable recovery strategies, recovery plans, and continuity of services.

c) **Core Emergency Support Group**: Supports the Crisis Management Group by planning response activities. Activates the Emergency Support Groups needed to carry out those response activities. The Core Emergency Support Group assumes overall responsibility for managing the incident.

d) **CPCC Care Team**: The Care Team is a cross-unit group that provides a systematic response to reports of behavior that is concerning or disruptive to the College community. The Care Team consists of College staff from Student Services, CPCC Security Services, Counseling, Human Resources, and the Learning Unit.

e) **Crisis Communications Plan**: Document, which outlines the policies, procedures, roles, and responsibilities, which guides CPCC’s communications to internal and external audiences during emergency conditions.

f) **Crisis Management**: The ability of an entity to manage incidents that have the potential to cause significant security, financial, or reputational impacts.

g) **Crisis Management Group**: The CPCC decision-making body during times of emergency or crises. It is composed of the President and Cabinet.

h) **Critical Alert Emergency Notification**: A text messaging and direct phone call system that alerts CPCC students, faculty, and staff of emergency information.

i) **Disaster**: An event that causes great damage or loss.

j) **Disaster Recovery**: An integral part of the organization’s business continuity plan by which it intends to recover and restore IT, infrastructure, and telecommunications capabilities following an incident, (Hiles, 2007).

k) **Disruptive incident**: Any event that interrupts normal business functions, operations, or processes, whether anticipated or unanticipated.

l) **Emergency**: A sudden, urgent, usually unexpected occurrence or event requiring immediate action.

m) **Emergency Management**: The managerial function charged with creating the framework within which CPCC reduces its vulnerability to hazards through mitigation and preparedness, and respond to and recover from disasters.
o) **Emergency Operations Center (EOC):** The physical location at which the coordination of information and resources to support campus incident management activities normally takes place ([https://training.fema.gov/emiweb/is/icsresource/glossary.pdf](https://training.fema.gov/emiweb/is/icsresource/glossary.pdf)).

p) **Emergency Support Group:** CPCC emergency support Groups that perform tasks required in an emergency using the resources of CPCC.

q) **Enterprise Risk Management (ERM):** Enterprise Risk Management (ERM) is the process of planning, organizing, leading, and controlling the activities of an organization in order to minimize the effects of risk on an overall organization. ERM expands the process to include not just risks associated with accidental losses, but also financial, strategic, operational, legal and other risks.

r) **Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. 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.

s) **Mitigation:** Steps taken to decrease the severity or harshness of a catastrophic event.

t) **National Incident Management System (NIMS):** A systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards—regardless of cause, size, location, or complexity—in order to reduce loss of life, property and harm to the environment ([http://training.fema.gov/emiweb/is/icsresource/assets/icsglossary.pdf](http://training.fema.gov/emiweb/is/icsresource/assets/icsglossary.pdf)).

u) **Operational Period:** The time scheduled for execution of a given set of operation actions. Operational Periods can be of various lengths, although usually not over 24 hours ([http://training.fema.gov/emiweb/is/icsresource/assets/icsglossary.pdf](http://training.fema.gov/emiweb/is/icsresource/assets/icsglossary.pdf)).

v) **Preparedness:** The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents.

w) **Rally Point:** Areas designated for building occupants to reassemble following an evacuation.

x) **Response:** Immediate and ongoing activities, tasks, programs, and systems designed to manage the effects of an incident that threatens life, property, operations, or the environment.

y) **Risk:** The effect of uncertainty on objectives.

z) **Shelter-in-Place:** The procedure by which individuals move into or stay inside a nearby campus building until further direction is given.

aa) **Stakeholder:** A person or group that has an investment, share, or interest in something, as in a business or industry.
References


INTRODUCTION

Major incidents are often stressful and can affect people well after such an occurrence is resolved and the immediate danger has passed. Students, faculty, staff, witnesses, and bystanders can all be affected. In order to provide support during this time, CPCC will coordinate counseling resources for our students, faculty, and staff. CPCC will collaborate with the Mecklenburg County Area Mental Health Authority, counselors from the CPCC Employee Assistance Program and representatives provided by CPCC’s insurance providers to respond in a timely manner to post incident counseling and support needs.

Purpose

The purpose of this plan is to monitor, coordinate and provide short-term counseling services and support following a crisis incident at CPCC.

Counseling Support Resources

a. Students

As directed by the Crisis Management Group, CPCC Counseling Department staff will coordinate all student assistance with Mecklenburg County Area Mental Health Authority. Mecklenburg County Area Mental Health Authority will work with licensed counselors from Carolinas Medical Center (CMC) to provide counseling and support to CPCC students.

b. Full-time Faculty and Staff

As directed by the Crisis Management Group, Human Resources will serve as the primary contact to coordinate faculty and staff counseling. CMC counselors will receive instructions from and provide feedback to CPCC Human Resources.

For full-time employees, counseling services will be available through our Employee Assistance Program (EAP) provider and Mecklenburg County Area Mental Health Authority. Additional support and services may be offered through the CPCC Insurance providers and the Executive Director of Enterprise Risk Management will coordinate efforts.

c. Part-Time Faculty and Staff

As directed by the Crisis Management Group, Human Resources will serve as the primary contact to coordinate counseling services for part-time employees. Counseling services will be available through Mecklenburg County Area Mental Health agency. Additional support and services may be offered through the CPCC
Insurance providers and the Executive Director of Enterprise Risk Management will coordinate efforts.

d. Post Incident Counseling and Support Services Locations
Based on the nature of the incident and direction from the Crisis Management Group, representatives from the coordinating departments (CPCC Counseling Department, Human Resources, and the Executive Director Enterprise Risk Management) 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.

Communication

When the Post Incident Counseling and Support Response is initiated, the coordinating department representatives will contact both the dean of the designated campus(s) as well as the representatives from responding agencies.

Table A1:
Contact Information for CPCC Coordinating Departments and Responding Agencies

<table>
<thead>
<tr>
<th>CPCC Human Resources – Executive Director, Employee Relations, Retention and Recruitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPCC Counseling Department - Director of Counseling Services</td>
</tr>
<tr>
<td>Mecklenburg County Area Mental Health Authority</td>
</tr>
<tr>
<td>CPCC Insurance Provider – Executive Director Enterprise Risk Management</td>
</tr>
</tbody>
</table>

Processing Procedure for Incoming Calls, Outreach and Notification

Under the direction of the Public Information Officer (PIO), information regarding incident counseling and support resources shall be distributed to the appropriate call center representatives, posted on the website, email, social media, CPCC-TV, and other communication channels as written in the Crisis Communication Plan.

CPCC Security Services

There may be a need for additional security at the designated counseling service location. The Director of College Security and/or Assistant Director of College Security at each campus, along with the Campus Dean, will assess the situation and may request additional staffing.

Additional Audiences

Additional audiences to access updated information can use the emergency information line, (704) 330.6888, College website, CPCC TV 17, WTVI-PBS, and local media.
Severe Weather Plan

The purpose of a Severe Weather Plan is to provide a course of action during a severe weather event. Following the recommended course of action can minimize the potential for injury and loss of life. The plan also identifies the best Severe Weather Shelter-in-Place areas in a building. Such areas are not tornado proof; but they are the "best available" areas for locating people during a severe weather event.

Table B1:
Types of National Weather Service Statements

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advisory or Special Weather Statement</td>
<td>An advisory or Special Weather Statement is a type of alert or statement about a storm or weather condition that can be dangerous but the storm or condition does not fall within the parameters to issue a watch or warning.</td>
</tr>
<tr>
<td>Watch</td>
<td>A watch is issued when conditions are favorable for the development of the weather condition (severe thunderstorm, tornado, winter weather, and freeze) but the event is not imminent.</td>
</tr>
<tr>
<td>Warning</td>
<td>A warning is issued when conditions for the event are imminent or are occurring. You should take appropriate action based on the situation.</td>
</tr>
</tbody>
</table>

Shelter-in-Place - Severe Weather

Locations specific to Severe Weather have been identified in every building at all campuses. Locations for Shelter-in-Place for each building can be found on the fire exit plans posted throughout each level of the building.

If severe weather is imminent, CPCC may be closed or operations curtailed when the weather warrants such actions. In the event of inclement weather, all members of CPCC community should call (704) 330-6888, go online to the CPCC or local media website(s), watch CPCC TV and WTVI-PBS, or listen to area radio and television stations for announcements regarding the operation of CPCC.

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 as possible through the following media:

WWW.CPCC.EDU             WBTV (Includes WBT-AM)             WSOC-TV
WFAE-FM (NPR)             CPCC-TV                             704.330.6888
Table B2: National Weather Service Terminology and Definitions

<table>
<thead>
<tr>
<th>TERM</th>
<th>DEFINITION</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Watch</td>
<td>Issued generally when there is the possibility of flash flooding or urban flooding over an area within the next 36 hours.</td>
<td>Be alert and prepared for a flood emergency.</td>
</tr>
<tr>
<td>Flash Flood Warning</td>
<td>Issued when flash flooding is imminent, generally within the next 1 to 3 hours. It is even possible to experience a flash flood in areas not immediately receiving rain</td>
<td>If you are driving and see water over the road, remember Turn Around Don't Drown®. Move to high ground immediately.</td>
</tr>
<tr>
<td>Flood Warning</td>
<td>A Flood Warning is issued when the hazardous weather event is imminent or already happening.</td>
<td>If you are driving and see water over the road, remember Turn Around Don't Drown®. Move to high ground immediately.</td>
</tr>
<tr>
<td>Severe Thunderstorm Watch</td>
<td>Issued when conditions are favorable for the development of severe thunderstorms in and near the watch area. Tornadoes are not expected in such situations, but isolated tornado development cannot be ruled out.</td>
<td>Stay informed of conditions as they develop. Review the locations of the areas identified on the building map as Severe Weather Shelter-in-Place locations.</td>
</tr>
<tr>
<td>Severe Thunderstorm Warning</td>
<td>Issued when severe weather has been reported by spotters or indicated by radar.</td>
<td>Take shelter in a substantial building. Severe Thunderstorms are dangerous and can produce tornados with little or no warning. DO NOT go outside until the storm has passed and it is safe to do so.</td>
</tr>
<tr>
<td>Tornado Watch</td>
<td>Issued when conditions are favorable for the development of severe thunderstorms and tornados in and near the watch area.</td>
<td>Remain alert and be prepared to take shelter if a warning is issued or you suspect a tornado is approaching. Review the locations of the areas identified on the building map as Severe Weather Shelter-in-Place locations.</td>
</tr>
<tr>
<td>Tornado Warning</td>
<td>Issued when there is evidence based on radar or a reliable spotter report that a tornado is imminent or occurring.</td>
<td>DO NOT go outside to watch or film the tornado. DO NOT stand by windows trying to watch or film the tornado. Go to the basement or lowest floor of the building. Move to the interior area of the building (interior hallways and rooms). Stay away from windows, exterior walls, and other glass areas (e.g. restroom, closet, etc.).</td>
</tr>
<tr>
<td>Winter Storm Warning</td>
<td>Issued for a significant winter weather event including snow, ice, sleet or blowing snow, or a combination of these hazards.</td>
<td>Travel will become difficult or impossible in some situations. If possible, delay your travel plans until conditions improve. If you must travel, have a winter survival kit with you. If you get stranded, stay with your vehicle and wait for help to arrive.</td>
</tr>
</tbody>
</table>

APPENDIX C: TRAINING

Emergency Management will provide training for all employees to prepare for emergencies in the following forms:

- Overview of the CPCC All Hazards Emergency Response Plan during new employee orientation
- "WHAT TO DO IN AN EMERGENCY" training for all employees
- Tabletop drills will be conducted for the Crisis Management Group, Core Emergency Support Group, and Campus Deans
- Evacuation Drills (Annually or quarterly as required by local codes)
- Shelter-in-Place Drills
- Campus Emergency Response Team Program
- Periodic drills and exercises to reinforce response capabilities

*For anyone who would like to learn more about Emergency Management, additional training is available from FEMA: [http://www.training.fema.gov/](http://www.training.fema.gov/)
APPENDIX D: CRISIS COMMUNICATION PLAN

This Crisis Communication Plan, which includes the Inclement Weather Communication Plan, is designed to work with CPCC’s All Hazards Emergency Response Plan.

CRISIS COMMUNICATION PROCEDURES

**Assessment:** The individual who encounters a crisis or potential crisis situation should notify College Security Services. College Security Services will immediately assess the situation and gather as much accurate information from the scene as possible. College Security Services will assess the threat and communicate with Emergency Management. Emergency Management and the College Public Information Officer (PIO) and Executive Director of Communications will then notify the appropriate parties based upon incident type.

<table>
<thead>
<tr>
<th>Color Code</th>
<th>Level</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Green      | Low - Incident | A small isolated incident that is quickly contained and easily controlled by onsite personnel, which has limited impacts. Incident does not exceed one operational period. | • Small building fire.  
• Isolated hazardous materials incident. |
| Yellow     | Medium - Emergency | A range of incidents that may threaten life, health/safety, and/or operations, and that requires immediate response and medium to long term management to address and contain incident(s). Incident could exceed one operational period. | • Inclement weather that closes the campus for a period of time.  
• Larger scale on campus. |
| Red        | High - Crisis   | Any incident or series of incidents that has the potential to, or significantly affects/harms CPCC, its students, staff, faculty, operations, buildings, assets, finances, and/or reputation. Incident would exceed one operational period. | • Tornado hits campus, causing serious injury and/or death.  
• Fire destroying a number of buildings and campus facilities.  
• Active shooter on campus. |

The President or a designee will make the decision to activate the EOC, and members of the Crisis Management Group will be notified by the President’s Office or Executive Assistant to the President via email, telephone or others means to report to the EOC. Communication to faculty, staff, students, media and the public will occur as outlined in this crisis communications plan. The Communications Emergency Support Group will be notified to assist with information management under the direction of the PIO.
RESPONSE – COMMUNICATIONS PLAN

The Crisis Management Group, after assessing the nature and scope of the situation, will develop a plan of action and activate the Communications Emergency Support Group to implement the plan. The Crisis Management Group and the Core Emergency Support Group may convene at the Emergency Operations Center (EOC) to assess the situation and make decisions (based on the threat level of the situation).

The designated spokesperson for CPCC is the Public Information Officer (PIO). The PIO will serve as coordinator of media contacts and spokesperson for CPCC. In some instances (i.e., some Type 3, Type 2, or Type 1 incidents), it may be more appropriate for the CPCC President to serve as the spokesperson. The President or the PIO may designate alternate official spokespersons. Emergency Management, as well as others involved in the situation, will provide accurate, up-to-date information to the PIO throughout the incident. The Communications Emergency Support Group or designee of the PIO will verify all information for accuracy before its release. Other individuals possessing the most direct knowledge of the crisis (for example: the Director of Security, Field Operations in the event of a campus crime) may also respond to media requests and questions in coordination with the Public Information Officer and Assistant to the President (PIO).

The Public Information Officer (PIO) will coordinate with other Public Information Officers of various emergency response agencies (for example: Fire Department, Police Department, Health Department, Medic) in releasing information to the media.

Decisions Regarding Response and Messages to be Communicated

In the event of a significant crisis, the President and members of Cabinet will make decisions regarding the response to the situation. The Public Information Officer (PIO) or its designee will take the lead in conveying CPCC’s response to the crisis.

Draft Key Messages

The PIO will draft key messages that will communicate all confirmed information to faculty, staff, students and the media. These messages will be developed in conjunction with the appropriate personnel involved in the incident (Emergency Management, Facility Services, etc.) The Communications Emergency Support Group or a designee of the PIO will verify message accuracy before seeking approval of the President’s Office (or the key cabinet member in charge).

After approval by the President, the PIO and Community Relations Marketing Services (CRMS) will release the key messages/fact sheet internally and externally. The fact sheet will contain a summary statement of the situation, including all confirmed details to be released to faculty, staff, students, and the media. The fact sheet should be analyzed with respect to the Family Educational Rights and Privacy Act (FERPA) and the public right to know. Consultation with College legal counsel is recommended as necessary. Message templates will be drafted for various emergencies reasonably anticipated to occur such as weather related emergencies and power outages.
Social Media

The PIO and CRMS will use available social media channels to keep internal and external stakeholders informed of important information throughout the response phase of the incident.

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 CPCC during an emergency situation. The College President will communicate with the Board of Trustees.

Activity Log

Each Group member of all crisis Groups should keep thorough records of their actions throughout the incident.
**Incident Communication Response Chart**

Table D2: *Incident Communication Response Chart*

<table>
<thead>
<tr>
<th>Incident Communication Response Chart</th>
<th>Type 1</th>
<th>Type 2</th>
<th>Type 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Public Information Officer (PIO)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Deploy Staff</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Email to Employees</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Email to Students</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mass Notification / Critical Alert</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Classroom Paging</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Social Media</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Web Homepage</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>x6888 Recorded Phone Message</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Call Centers Fact Sheet</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>CERT Members Alerted</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>CPCC - TV Channel 17 Crawl, WTVI-PBS</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Digital Signage</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Conduct Media Briefing</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Utilize Additional Staff</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Gather Documentation</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Provide Post-Incident Analysis</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Create a Recovery Group</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>FEI External Call Center</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
**Type 1 Incident Response**

Once CRMS is notified:

1. **Alert students, faculty and staff.** CRMS will prepare a statement regarding the event and communicate it to all students, faculty and staff as indicated by the complexity of the incident. Examples may include email, social media, etc.

2. **Prepare spokesperson.** The PIO shall respond to media inquiries and develop a statement to share with the media if indicated. A list of anticipated questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.

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

**Type 2 Incident Response**

Once the Core Emergency Group is notified:

1. **Deploy staff to cover critical areas as determined by the Public Information Officer (PIO).**

2. **Alert students, faculty and staff.** The PIO, working with the Core Emergency Group, will prepare a statement regarding the event and communicate it to all students, faculty and staff via the following outlets:
   - Broadcast email to students, faculty and staff.
   - CPCC website.
   - CPCC TV and WTVI PBS Charlotte.
   - Message on dedicated information phone line (extension 6888)
   - Critical Alert systems activated to notify faculty, staff, and students with emergency message.
   - The CERT Program will be activated to contact faculty and staff by verbal communication throughout all buildings.
   - Social media channels will be used to provide important information
   - Updates will be provided to CPCC Call Center 704.330.CPCC (2722) about the emergency in order to answer questions from callers. The call centers include the CPCC call center, CCE call center, ITS helpdesk and the Security Dispatch Center.
   - Updates shall be provided to all call centers whenever mass notification systems are activated and at the discretion of the PIO.

3. **Schedule a press conference/media briefing.** The media will begin calling immediately on a Type 1 or Type 2 incident, sometimes before the Crisis Management
Group is assembled or is even aware of the crisis. A press conference or media briefing should be held within two hours of the crisis notification. During the first 12-24 hours of the incident, briefings will be held every four hours or at the discretion of the PIO. After 24 hours briefings will be held twice a day or at the discretion of the PIO for the life of the crisis.

4. **Prepare spokesperson.** The PIO in conjunction with the Crisis Management Group must develop a statement to share with the media at the briefing. A list of anticipated questions should also be prepared, along with the appropriate answers. Language should be kept simple and jargon avoided.

5. **Bring in Help.** The Crisis Management Group shouldn’t hesitate to bring in outside resources. CRMS may need assistance in handling the volume of media inquiries.

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

7. **Conduct a Post-Incident Analysis.** The Crisis Management Group 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 corrective action recommendations to enhance preparedness.

8. **Continuity and Recovery Group.** As the crisis subsides, CPCC will move into a continuity and recovery phase. The Crisis Management Group will create a Group to strategically address these issues.

**Type 3 Incident Response**

Once the Crisis Management Group is notified:

1. **Deploy staff to cover critical areas.** CPCC needs to immediately mobilize staff to affected areas.

2. **Alert students, faculty and staff.** Working with the Core Emergency Group, the PIO will draft key messages that will communicate all confirmed information to faculty, staff, students and the media. These messages will be developed in conjunction with the appropriate personnel involved in the incident (Emergency Management, Facility Services, etc.) The Communications Emergency Support Group or a designee of the PIO will verify message accuracy before seeking approval of the President’s Office (or the key cabinet member in charge).

   - CPCC website
   - CPCC TV and WTVI PBS Charlotte
   - Message on dedicated information phone line (extension 6888)
   - Critical Alert systems activated to notify faculty, staff and students with
emergency message

- The CERT Program will be activated to contact faculty and staff by verbal communication throughout all buildings
- Social media channels will be used to provide important information.
- Updates will be provided to CPCC Call Center (704) 330-CPCC about the emergency in order to answer questions from callers. The call centers include CPCC call center, CCE call center, ITS helpdesk, and the Security Dispatch Center. Updates shall be provided to all call centers whenever mass notification systems are activated and at the discretion of the PIO.

3. **Schedule a press conference/media briefing.** In the event of a Type 4 or Type 5 incident, the media will begin calling immediately. This may occur before the Crisis Management Group is assembled or is even aware of the crisis. A press conference or media briefing should be held within two hours of the crisis notification. During the first 12-24 hours of the incident briefings will be held every four hours or at the discretion of the PIO. After 24 hours, briefings will be held twice a day, or at the discretion of the PIO, throughout the duration of the crisis.

4. **Prepare spokesperson.** The PIO in conjunction with the Crisis Management Group must develop a statement to share with the media at the briefing. A list of anticipated questions should also be prepared, along with the appropriate answers. Language should be kept simple and free of jargon.

5. **Bring in help.** The Crisis Management Group should not hesitate to bring in outside resources. CRMS may need assistance in handling the volume of media inquiries.

6. **Record everything.** All Group members should keep detailed notes of their roles and actions in the crisis. One Group member will then be designated as the official record keeper and will ultimately keep everyone’s records filed and in order.

7. **Conduct a Post-Incident Analysis.** The Crisis Management Group will conduct a thorough review after the crisis has subsided in order to identify strengths and areas of improvement. The analysis should include information from all departments, campuses, faculty, students and employees. This review will produce an action-oriented plan that includes corrective action recommendations.

8. **Continuity and Recovery Group.** As the crisis subsides, CPCC will move into a continuity and recovery phase. The Crisis Management Group will create a Group to strategically address these issues.
CONSTITUENCY NOTIFICATIONS

Trustees/Foundation Directors and President's Council: The Executive Assistant to the President will contact these individuals at the direction of the President or based on the complexity of the incident.

Businesses on Impacted Campus: Management of any businesses located on the impacted campus will be notified of the crisis situation (for example: Subway, Barnes and Noble Bookstore, and other businesses). The Auxiliary Services Emergency Support Group, in cooperation with the Communications Emergency Support Group, 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 - President
- Classified Staff Council - President
- Student Government Association – President and Advisor
- Charlotte Mecklenburg Schools (CMS)

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

Emergency Response Agencies: The Director of Emergency Management will notify emergency response agencies. Emergency response agencies that may be contacted include, but are not limited to:

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

Local Community: If the situation has an impact on local residents, information should be carried on the CPCC website homepage, and CPCC TV 17 and WTVI PBS Charlotte. Social media channels will be used to assist with community outreach.

If appropriate, meetings should be arranged with leaders of the neighborhood associations near all College campuses. This outreach shall be coordinated by the PIO.
CPCC INCLEMENT WEATHER COMMUNICATION PLAN

CPCC may be closed or operations curtailed when severe weather warrants such actions. In the event of inclement weather, all members of CPCC community should confirm their contact information is updated in CPCC’s Critical Alert system to ensure they are notified via text, email or by phone; call 704.330.6888; go online to the CPCC or local media website(s); watch CPCC TV and WTVI PBS Charlotte; or listen to area radio and television stations for announcements regarding the operation of CPCC. Employees should assume CPCC is open unless they hear an announcement that CPCC 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 as possible after the situation develops.

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

- www.cpcc.edu
- Communicator E-Blast
- 704.330.6888
- CPCC TV
- Social Media
- Critical Alert
- Some Charlotte TV and radio stations

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

When CPCC closes due to inclement weather, all classes including CPCC activities at all campus locations are canceled.

The announcement given to the media will be “CPCC IS CLOSED.” This means that classes are canceled, and all CPCC facilities are closed to students, visitors, faculty and staff. However, designated College Security Services, Emergency Management and Facilities Services personnel should report to work as directed. Essential staff includes Emergency Management, Facilities Services, Security and performance facilities staff (i.e. Halton Theater, Harris Conference Center).

Decisions to close CPCC will be made by the Crisis Management Team. Decisions will be based on a number of factors including reports from on-site security officers, weather reports, and conference calls with Charlotte-Mecklenburg Emergency Management Emergency Operations Center.

On-site security officers or facilities staff will report on the conditions of roads, parking lots, sidewalks and steps, electrical power and building integrity.
APPENDIX E: RECEIVING MEDIA CALLS

CPCC Media Interaction Protocol

- All calls, emails and other questions from media representatives will be directed to the Public Information Officer (PIO), at 704.330.6660. This is critical during an emergency situation.

- Attempt to gather the following information to be forwarded to the PIO:
  - The reporter’s name and phone number
  - The media organization he/she represents
  - The information he/she wishes to gain
  - The reporter’s deadline

- When answering questions from the media, NEVER SAY: “No comment.”

- Thank the caller and refer him or her to the PIO.

- Never talk “off the record.” Always assume that any information provided can and will be used by the media in their reporting.

- During an emergency or crisis, CPCC spokespersons will follow these rules when interacting with the media:
  - Never speculate about the cause or severity of an incident.
  - Never speculate about the number of persons involved in the incident;
  - Never identify by name any students or employees involved in an incident until approval is given by Cabinet and/or legal counsel;
  - Never speculate on the severity of any injuries sustained by persons during the incident or damage to college facilities;
  - Never provide media access to a campus area closed to the public – media may try to “go around” the PIO to shoot video or take photos;
  - Never speculate on when CPCC will resume “normal” operations or the steps it will take to achieve standard operations; and
  - Never offer personal opinions. Provide only known facts.

- During extreme and/or prolonged emergency situations, CPCC personnel other than CRMS staff may be asked to interact with the media. If so, Community Relations and Marketing Services (CRMS) will provide coaching and detailed talking points.

- When in doubt, call PIO (ext. 6660) or CRMS (ext. 6666)
## APPENDIX F: DESIGNATED MEDIA LOCATIONS BY CAMPUS

### Table F1: Media Staging Locations

<table>
<thead>
<tr>
<th>Levine Campus</th>
<th>Harper Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Corner of Matthews Indian Trail Rd. and CPCC Lane</td>
<td>1. The corner of Hebron Street and Nations Ford Road (Fire Station)</td>
</tr>
<tr>
<td>2. Shell station on the corner of Independence Boulevard and CPCC Lane</td>
<td>2. The corner of Hebron Street and the entrance to the CPCC Harper Campus</td>
</tr>
<tr>
<td>3. Elevation Church building on Independence Boulevard</td>
<td>3. The entrance to the CPCC Harper Campus’ rear parking lot, off Nation's Ford Road</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Merancas Campus</th>
<th>Harris Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Empty lot on Verhoeff Drive, where the CMC facility was torn down</td>
<td>1. The corner of Morris Field Drive and the service entrance to CPCC</td>
</tr>
<tr>
<td>2. The empty lot at the juvenile detention facility at 11700 Verhoeff Drive</td>
<td>2. The corner of Morris Field Drive and CPCC West Campus Drive</td>
</tr>
<tr>
<td>3. The furthest parking lot to the left when facing the entrance to the campus (access from Verhoeff Drive)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Central Campus</th>
<th>Cato Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The lawn in front of the Overcash Building</td>
<td>1. The corner of WT Harris Boulevard and the main CPCC Cato Campus entrance</td>
</tr>
<tr>
<td>2. The lot on the corner of Kings Drive and E. 7th Street</td>
<td>2. The elementary school on Grier Road</td>
</tr>
<tr>
<td>3. The Boy Scouts building on the corner of E. 7th Street and Independence Boulevard</td>
<td>3. The far parking lot near the Horticulture building</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WTVI-PBS</th>
<th>City View Center for Cosmetology</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the event of a critical incident, CPCC will address the media from Central Campus.</td>
<td>In the event of a critical incident, CPCC will address the media from Central Campus.</td>
</tr>
</tbody>
</table>
## Table G1: Core Call Tree

<table>
<thead>
<tr>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistant to the VP for Enrollment and Student Services</td>
</tr>
<tr>
<td>PIO and Assistant to the President</td>
</tr>
<tr>
<td>Associate Chief Information Officer</td>
</tr>
<tr>
<td>Associate VP, Facilities and Construction</td>
</tr>
<tr>
<td>Associate VP, Human Resources</td>
</tr>
<tr>
<td>Associate VP, Learning and Workforce Development</td>
</tr>
<tr>
<td>Executive Assistant to the President</td>
</tr>
<tr>
<td>Executive Director, College Security and Emergency Management</td>
</tr>
<tr>
<td>Executive Director, Enterprise Risk Management</td>
</tr>
<tr>
<td>Executive Director, Environmental Health and Safety</td>
</tr>
<tr>
<td>Executive Director, Facilities Management</td>
</tr>
<tr>
<td>Executive Director, Financial Services</td>
</tr>
<tr>
<td>Charlotte Mecklenburg Schools (CMS)</td>
</tr>
<tr>
<td>Campus Dean of the Affected Campus</td>
</tr>
</tbody>
</table>
Emergency Classifications

There are four classifications used to describe a nuclear station emergency. Duke Energy would contact federal, state, and local authorities in each of the following situations:

**Unusual Event:**

The least serious of the four classifications; it means there is a minor problem at the station. Because of strict federal regulations, a number of problems are reported as unusual events. Unusual Events pose no danger to the public.

**Alert:**

An event that could reduce the station’s level of safety. There would still be no danger to the public. County and state officials and Duke Energy would get emergency operations centers ready for use, if needed.

**Site Area Emergency:**

An event that could involve major problems with station systems. County officials would sound the sirens and, along with state officials, prepare other means of notification. The public should listen to local radio or television stations in their area for information and instructions.

**General Emergency:**

The most serious of the four classifications. State and local authorities would take action to protect the public. Sirens would be sounded and emergency alert stations would give information and instructions. People in affected areas would be advised to stay indoors or to evacuate.

**McGuire Nuclear Station 2016 - Emergency Planning Information Summary**

There are several ways you could be notified of a problem at McGuire Nuclear Station:

- **To alert people outdoors,** county officials will sound sirens around the station. Sirens will sound repeatedly in an emergency. If you hear a siren, turn on your radio or television immediately. Tune to a local station that will carry an emergency information message. These stations will give you information and tell you what to do. The sirens may be used to warn local residents of any type of emergency, such as a flood or severe storm. **HEARING A SIREN DOES NOT MEAN YOU SHOULD EVACUATE.**

- **To alert people indoors,** radio and television stations will carry emergency information messages. Follow the instructions. Stay tuned.

- **In an emergency,** fire, police and rescue units may also patrol the affected area and sound their sirens, if necessary. Boaters also would be alerted.
Upon hearing a siren or emergency message, we also encourage people living in the 10-mile Emergency Planning Zones (EPZ) to check with their neighbors to ensure they are aware of the situations – especially neighbors who may have special needs.

In case of a problem, you will be provided specific instructions based on your location. Follow the instructions given on the radio or television.

**Emergency Response Plan for Schools**

Schools in the area around McGuire Nuclear Station have emergency plans for schoolchildren.

- In an emergency, school officials would be contacted by emergency management officials.
- If an evacuation were ordered, all children attending school inside the 10-mile Emergency Planning Zone (EPZ) would be moved to the reception center for their school. This may be different from the reception center listed for the student’s home.
- Parents should pick up students at the reception center only. Do not call or go to the schools. This will help avoid delays. All reception centers are more than 10 miles from the station.
- Adults would care for the children until parents arrive at the reception center.
- It is important for parents to know in what zones their children’s schools are located. To find out, locate the correct zone on the map (pdf, 966 KB) for your children’s schools. Parents should familiarize themselves with the reception centers (pdf, 114 KB) for their children’s schools.

If your children are ever left home alone, you should tell them what to do in an emergency. Educate your child about the zones in which they live or attend school.

**Primary Emergency Alert Stations**

In the event of an emergency, tune into Primary Emergency Alert Station officials will provide McGuire neighbors with emergency information and instructions:

- FM 107.9 WLNK Charlotte
- FM 106.5 WEND Salisbury
- NOAA Weather Radio - All Hazards
Catawba Nuclear Station 2015- Emergency Planning Information Summary

There are several ways you could be notified of a problem at Catawba Nuclear Station:

- **To alert people outdoors**, officials will sound sirens around the station. Sirens will sound repeatedly in an emergency. If you hear a siren, turn on your radio or television immediately. Tune to a local station that will carry an emergency information message. These stations will give you information and tell you what to do. The sirens may be used to warn local residents of any type of emergency, such as a flood or severe storm. **HEARING A SIREN DOES NOT MEAN YOU SHOULD EVACUATE.**

- **To alert people indoors**, radio and television stations will carry emergency information messages. Follow the instructions. Stay tuned.

- **In an emergency**, fire, police and rescue units may patrol the affected area and sound their sirens. Boaters also would be alerted.

Upon hearing a siren or emergency message, we also encourage people living in the 10-mile Emergency Planning Zones (EPZ) to check with their neighbors to ensure they are aware of the situations especially neighbors who may have special needs.

In case of a problem, you will be provided specific instructions based on your location. Follow the instructions given on the radio or television.

**Emergency Response Plan for Schools**

Schools in the area around Catawba Nuclear Station have emergency response plans.

- In an emergency, school officials would be contacted by emergency management officials.
- If an evacuation were ordered, all children attending school inside the 10-mile Emergency Planning Zone would be moved to the pick-up point (York County) or reception center (Mecklenburg and Gaston counties) for their school. This may be different from the reception center listed for the student’s home.
- Parents should pick up students at pick-up centers only. Do not call or go to the schools. This will help avoid delays. All pick-up points are more than 10 miles from the station.
- Adults would care for the children until parents arrive at the pick-up center.
- It is important for parents to know in what zones their children’s schools are located. To find out, locate the correct zone on the map (pdf, 681 KB) for your children’s schools. Parents should familiarize themselves with the pick-up centers and reception centers (pdf, 101 KB) for their children’s schools.

If your children are ever left home alone, you should tell them what to do in an emergency. Educate your child about the zones in which they live or attend school.
Primary Emergency Alert Stations

In the event of an emergency, tune to a Primary Emergency Alert Station, these are local primary stations which state and county officials use for providing Catawba neighbors with emergency information and instructions:

**North Carolina**
- FM 107.9 WLNK Charlotte
- FM 103.7 WSOC Charlotte

**South Carolina**
- FM 107.1 WRHM York County
- FM 94.3/AM 1340 WRHI Rock Hill

**Duke Energy Nuclear Emergency Response Resources**

McGuire Nuclear Station – Huntersville, NC

Catawba Nuclear Station – York, SC
For More Information:

Catawba County Emergency Management
828.465.8230 (Day / Work Hours) 828.464.3112 (After hours / weekend)

Gaston County Emergency Management
704.866.3350 (Day / Work Hours) 704.866.3300 (After hours / weekend)

Iredell County Emergency Management
704.878.5353 (Day / Work Hours) 704.878.3039 (After hours / weekend)

Lincoln County Emergency Management
704.736.8660 (Day / Work Hours) 704.735.8202 (After hours / weekend)

Charlotte-Mecklenburg County Emergency Management
704.336.2412 (Day/work Hours) 704.336.2441 (After hours / weekend)

York County Office of Emergency Management
803.326.2300 (24 Hours) 803.818.5212 (Clover, Lake Wylie and Bethel)
www.yorkcountyoem.com

Mecklenburg County Emergency Management
704.336.2412 (Day / Work Hours) 704.336.2441 (After hours / weekend)

<table>
<thead>
<tr>
<th>North Carolina Emergency Management</th>
<th>South Carolina Emergency Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>919.733.3300 800.858.0368</td>
<td>803.737.8500</td>
</tr>
<tr>
<td><a href="http://www.readync.org">www.readync.org</a></td>
<td><a href="http://www.scemd.org">www.scemd.org</a></td>
</tr>
<tr>
<td><a href="http://www.ncdps.gov">www.ncdps.gov</a></td>
<td><a href="http://www.ncdps.gov">www.ncdps.gov</a></td>
</tr>
</tbody>
</table>
### APPENDIX I: CPCC CAMPUS ADDRESSES

Table I1:  
*CPCC Campus Addresses*

<table>
<thead>
<tr>
<th>Campus</th>
<th>Street Address</th>
<th>City/State/Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballantyne Center</td>
<td>11430 N. Community House Rd., Suite 125</td>
<td>Charlotte, NC 28277</td>
</tr>
<tr>
<td>Central (Uptown Charlotte)</td>
<td>1201 Elizabeth Ave.</td>
<td>Charlotte, NC 28204</td>
</tr>
<tr>
<td>Cato (East Charlotte)</td>
<td>8120 Grier Rd.</td>
<td>Charlotte, NC 28215</td>
</tr>
<tr>
<td>Harper (SW Charlotte)</td>
<td>315 West Hebron St.</td>
<td>Charlotte, NC 28273</td>
</tr>
<tr>
<td>Harris (West Charlotte)</td>
<td>3210 CPCC Harris Dr.</td>
<td>Charlotte, NC 28105</td>
</tr>
<tr>
<td>Levine (SE of Charlotte)</td>
<td>2800 Ridge Rd.</td>
<td>Matthews, NC 28105</td>
</tr>
<tr>
<td>Merancas (North of Charlotte)</td>
<td>11930 Verhoeff Dr.</td>
<td>Huntersville, NC 28078</td>
</tr>
<tr>
<td>City View Center &amp; Annex (West Charlotte)</td>
<td>1609 Alleghany St.</td>
<td>Charlotte, NC 28208</td>
</tr>
<tr>
<td>WTVI-PBS-PBS Charlotte (East Charlotte)</td>
<td>3242 Commonwealth Ave.</td>
<td>Charlotte, NC 28205</td>
</tr>
</tbody>
</table>
# APPENDIX J: CPCC PROPERTY ADDRESSES

<table>
<thead>
<tr>
<th>Campus</th>
<th>Building</th>
<th>Street Address</th>
<th>City</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cato</td>
<td>Cato I</td>
<td>8120 Grier Rd.</td>
<td>Charlotte</td>
<td>28215</td>
</tr>
<tr>
<td>Cato</td>
<td>Cato II</td>
<td>8120 Grier Rd.</td>
<td>Charlotte</td>
<td>28215</td>
</tr>
<tr>
<td>Cato</td>
<td>Cato III</td>
<td>8120 Grier Rd.</td>
<td>Charlotte</td>
<td>28215</td>
</tr>
<tr>
<td>Cato</td>
<td>Horticulture Center</td>
<td>3645 E. WT Harris Blvd.</td>
<td>Charlotte</td>
<td>28215</td>
</tr>
<tr>
<td>Cato</td>
<td>Horticulture Storage Building</td>
<td>3645 E. WT Harris Blvd.</td>
<td>Charlotte</td>
<td>28215</td>
</tr>
<tr>
<td>Cato</td>
<td>WTVI Transmitter Building</td>
<td>12541 Caldwell Rd.</td>
<td>Charlotte</td>
<td>28213</td>
</tr>
<tr>
<td>Cato</td>
<td>WTVI Transmitter Warehouse</td>
<td>12541 Caldwell Rd.</td>
<td>Charlotte</td>
<td>28213</td>
</tr>
<tr>
<td>Central</td>
<td>4th Street Office Building</td>
<td>1422 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Pitts, Administration 2</td>
<td>1308 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Norman, Administration 4</td>
<td>1330 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Advanced Technologies Center (ATC)</td>
<td>1241 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Belk Building</td>
<td>1335 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Center for Arts Technology</td>
<td>1315 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Central High</td>
<td>1141 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Ceramics Building</td>
<td>1141-C Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Charlottetowne Office Building</td>
<td>1230 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Citizens Center</td>
<td>1221 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Disher Building</td>
<td>1300 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Education Center</td>
<td>1412 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Zeiss Building</td>
<td>1231 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Facilities Energy Building</td>
<td>1325 East 7th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Drumm Facilities Services Center</td>
<td>1325 East 7th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Faculty Deck/Energy Plant</td>
<td>1225 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Giles Science Building</td>
<td>1300 Sam Ryburn Walk</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Grounds Storage Building</td>
<td>1325 East 7th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Hall Professional Development Building</td>
<td>1112 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Health Careers Building</td>
<td>1335 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Hunter Building</td>
<td>1141-A Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
</tbody>
</table>
### Table J1: CPCC Property Addresses (continued)

<table>
<thead>
<tr>
<th>Campus</th>
<th>Building</th>
<th>Street Address</th>
<th>City</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>Hagemeyer Learning Resource Center (LRC)</td>
<td>1200 Sam Ryburn Walk</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Levine Information Technology Bldg.</td>
<td>1125 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Overcash Center</td>
<td>1206 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>20204</td>
</tr>
<tr>
<td>Central</td>
<td>Pease Auditorium</td>
<td>1200 Sam Ryburn Walk</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Phillip Van Every Culinary Arts Building</td>
<td>425 North Kings Dr.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Sloan-Morgan Building</td>
<td>1220 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Sommers Building</td>
<td>1322 East 4th St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Student Parking Deck 1</td>
<td>1300 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Student Parking Deck 2</td>
<td>1108 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Student Parking Deck 3</td>
<td>1321 Charlottetowne Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Terrell Building</td>
<td>1201 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Visual Arts Building</td>
<td>1141-B Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Central</td>
<td>Worrell Building</td>
<td>1228 Elizabeth Ave.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>City View</td>
<td>City View Cosmetology</td>
<td>1609 Alleghany St.</td>
<td>Charlotte</td>
<td>28204</td>
</tr>
<tr>
<td>Harper</td>
<td>Harper</td>
<td>315 West Hebron St.</td>
<td>Charlotte</td>
<td>28273</td>
</tr>
<tr>
<td>Harper</td>
<td>Trades Storage Building (HP)</td>
<td>315 West Hebron St.</td>
<td>Charlotte</td>
<td>28273</td>
</tr>
<tr>
<td>Harris</td>
<td>Harris 1</td>
<td>3210 CPCC Harris Dr.</td>
<td>Charlotte</td>
<td>28208</td>
</tr>
<tr>
<td>Harris</td>
<td>Harris 2, Conference Center</td>
<td>3216 CPCC Harris Dr.</td>
<td>Charlotte</td>
<td>28208</td>
</tr>
<tr>
<td>Levine</td>
<td>Joe Hendrick Center for Automotive</td>
<td>2820 Campus Ridge Rd.</td>
<td>Matthews</td>
<td>28105</td>
</tr>
<tr>
<td>Levine</td>
<td>Levine I</td>
<td>2800 Campus Ridge Rd.</td>
<td>Matthews</td>
<td>28105</td>
</tr>
<tr>
<td>Levine</td>
<td>Levine II</td>
<td>2800 Campus Ridge Rd.</td>
<td>Matthews</td>
<td>28105</td>
</tr>
<tr>
<td>Merancas</td>
<td>Belk Center for Justice (CJ)</td>
<td>11920 Verhoeff Dr.</td>
<td>Huntersville</td>
<td>28078</td>
</tr>
<tr>
<td>Merancas</td>
<td>Claytor Building</td>
<td>11930 Verhoeff Dr.</td>
<td>Huntersville</td>
<td>28078</td>
</tr>
<tr>
<td>Merancas</td>
<td>Transportation Systems Building (TS)</td>
<td>11940 Verhoeff Dr.</td>
<td>Huntersville</td>
<td>28078</td>
</tr>
<tr>
<td>WTVI Center</td>
<td>WTVI Utility Cable Building</td>
<td>3242 Commonwealth Ave.</td>
<td>Charlotte</td>
<td>28205</td>
</tr>
<tr>
<td>WTVI Center</td>
<td>WTVI-PBS Charlotte</td>
<td>3242 Commonwealth Ave.</td>
<td>Charlotte</td>
<td>28205</td>
</tr>
</tbody>
</table>
# APPENDIX K: EMERGENCY SUPPORT STRUCTURE CHART

## Emergency Management Structure Chart

### Table K1: Crisis Management Group

<table>
<thead>
<tr>
<th>Crisis Management Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
</tr>
<tr>
<td>Vice President Learning and Workforce Development</td>
</tr>
<tr>
<td>Vice President Enrollment Management and Student Services</td>
</tr>
<tr>
<td>Vice President Finance and Administrative Services</td>
</tr>
<tr>
<td>Vice President Technology and Research Services</td>
</tr>
<tr>
<td>Public Information Officer (PIO) and Assistant to the President</td>
</tr>
<tr>
<td>Executive Assistant to the President</td>
</tr>
<tr>
<td>Vice President Institutional Advancement</td>
</tr>
</tbody>
</table>

### Table K2: Core Emergency Support Group

<table>
<thead>
<tr>
<th>Core Emergency Support Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director, College Security and Emergency Management</td>
</tr>
<tr>
<td>Executive Director, Enterprise Risk Management</td>
</tr>
<tr>
<td>Public Information Officer (PIO) and Assistant to the President</td>
</tr>
<tr>
<td>Executive Director, Environmental Health and Safety</td>
</tr>
<tr>
<td>Associate Chief Information Officer (ACIO)</td>
</tr>
<tr>
<td>Associate Vice President, Services Corporation, Resource Development &amp; Sponsorship</td>
</tr>
<tr>
<td>Associate Vice President for Human Resources</td>
</tr>
<tr>
<td>Executive Director of Facilities Services</td>
</tr>
</tbody>
</table>
Emergency Support Structure Chart

Table K3:
Ad-Hoc Emergency Support Groups

<table>
<thead>
<tr>
<th>Emergency Support Groups**</th>
<th>Primary Contact</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Management</td>
<td>Director</td>
<td>Program Coordinator</td>
</tr>
<tr>
<td>Business Continuity</td>
<td>Assistant Director</td>
<td></td>
</tr>
<tr>
<td>Vice President for Enrollment &amp; Student Services (ESS)</td>
<td>Assistant to the VP for ESS</td>
<td></td>
</tr>
<tr>
<td>Facilities Services</td>
<td>Executive Director</td>
<td>Director of Facilities</td>
</tr>
<tr>
<td>Environmental Health &amp; Safety</td>
<td>Executive Director</td>
<td>Specialist/Environmental Safety</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>Associate Chief Information Officer</td>
<td>Director/Client Services</td>
</tr>
<tr>
<td>Learning and Workforce Development</td>
<td>Associate VP for Learning &amp; Workforce Development</td>
<td>Dean/Cato Campus - Professional Careers</td>
</tr>
<tr>
<td>Services Corporation</td>
<td>Associate VP</td>
<td>Director</td>
</tr>
<tr>
<td>Enrollment &amp; Student Services</td>
<td>Assistant to the VP for ESS</td>
<td>Dean, Enrollment Services</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Associate VP</td>
<td>Executive Director, Employee Relations</td>
</tr>
<tr>
<td>Finance (Budgets/Payroll &amp; Accounts)</td>
<td>Executive Director</td>
<td>Director</td>
</tr>
<tr>
<td>Performance Facilities</td>
<td>Executive Director</td>
<td>Director of Operations</td>
</tr>
<tr>
<td>Auxiliary Services</td>
<td>Associate VP/ Administrative Services</td>
<td>Director/Campus Printing</td>
</tr>
<tr>
<td>Charlotte Mecklenburg Schools</td>
<td>Representative</td>
<td></td>
</tr>
<tr>
<td>Campus Dean(s) (Affected Campus)</td>
<td>See Table 5</td>
<td></td>
</tr>
</tbody>
</table>

**Emergency Support Groups will be called into action when directed by the Core Emergency Support Group.

Table K4:
Campus Dean List

<table>
<thead>
<tr>
<th>Location/Program</th>
<th>Primary Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballantyne Center</td>
<td>Associate VP/Corporate &amp; Economic Development</td>
</tr>
<tr>
<td>Cato</td>
<td>Dean</td>
</tr>
<tr>
<td>Central</td>
<td>Dean</td>
</tr>
<tr>
<td>City View</td>
<td>Dean</td>
</tr>
<tr>
<td>Harper</td>
<td>Dean</td>
</tr>
<tr>
<td>Harris</td>
<td>Associate VP/Corporate &amp; Economic Development</td>
</tr>
<tr>
<td>Levine</td>
<td>Dean</td>
</tr>
<tr>
<td>Merancas</td>
<td>Dean</td>
</tr>
<tr>
<td>Science/Technology/Engineering/Mathematics</td>
<td>Dean/STEM</td>
</tr>
<tr>
<td>WTVI-PBS</td>
<td>General Station Manager</td>
</tr>
</tbody>
</table>
APPENDIX L: EMERGENCY SUPPORT GROUPS and FUNCTIONS

The Emergency Support Functions (ESFs) provide the structure for coordinating Federal interagency support for a Federal response to an incident. They are mechanisms for grouping functions most frequently used to provide Federal support to States and Federal-to Federal support, for both declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents.

Table L1: 
ESF Roles and Responsibilities

<table>
<thead>
<tr>
<th>Emergency Support Function</th>
<th>CPCC Emergency Support Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>CPCC Security Services, Parking</td>
</tr>
<tr>
<td>Infrastructure</td>
<td>Information Technology Services (ITS)</td>
</tr>
<tr>
<td>Public Works &amp; Engineering</td>
<td>Facilities Services/Facilities Maintenance/GCA</td>
</tr>
<tr>
<td>Emergency Management</td>
<td>Emergency Management/CPCC Security Services</td>
</tr>
<tr>
<td>Mass Care; Emergency Assistance; Housing; Human Services</td>
<td>Enrollment &amp; Student Services/Human Resources</td>
</tr>
<tr>
<td>Logistics Management and Resource Support</td>
<td>Finance</td>
</tr>
<tr>
<td>Public Health and Medical Services</td>
<td>Environmental Health and Safety</td>
</tr>
<tr>
<td>Oil and Hazardous Materials Response</td>
<td>Environmental Health and Safety</td>
</tr>
<tr>
<td>Energy</td>
<td>Facilities Services</td>
</tr>
<tr>
<td>Public Safety and Security</td>
<td>CPCC Security Services</td>
</tr>
<tr>
<td>Long-Term Community Recovery</td>
<td>Business Continuity/Finance/Risk Management</td>
</tr>
<tr>
<td>Communications</td>
<td>Public Information Officer (PIO)/Enrollment &amp; Student Services</td>
</tr>
<tr>
<td><strong>Emergency Support Groups</strong></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>College Security Services (Co-chair)</strong></td>
<td><strong>Executive Director</strong></td>
</tr>
<tr>
<td>▪ Provide communication with and direction to Emergency Management and CERT Members</td>
<td></td>
</tr>
<tr>
<td>▪ Provide assistance to and serve as the point of contact between first responders and the Core Emergency Support Group</td>
<td></td>
</tr>
<tr>
<td>▪ Provide direction during building evacuations, campus evacuations, and/or Shelter-in-Place actions</td>
<td></td>
</tr>
<tr>
<td>▪ Provide emergency responders with detailed diagrams and specifications for all campuses</td>
<td></td>
</tr>
<tr>
<td>▪ Provide incident updates from first responders to the Core Emergency Support Group and maintain contact with the EOC</td>
<td></td>
</tr>
<tr>
<td>▪ Assist first responders with tasks such as traffic control and building access</td>
<td></td>
</tr>
<tr>
<td>▪ Provide Incident Commander until IC is assumed by City/County Incident Commander</td>
<td></td>
</tr>
<tr>
<td><strong>Enterprise Risk Management (Co-chair)</strong></td>
<td><strong>Executive Director</strong></td>
</tr>
<tr>
<td>▪ Provide guidance and assistance in collecting and maintaining documentation for insurance records or other purposes</td>
<td></td>
</tr>
<tr>
<td>▪ Provide coordination between CPCC and the insurance carrier</td>
<td></td>
</tr>
<tr>
<td>▪ Provide coordination between Core Emergency Support Group and Finance department</td>
<td></td>
</tr>
<tr>
<td>▪ Provide business continuity assistance to affected departments</td>
<td></td>
</tr>
<tr>
<td><strong>Facilities Services</strong></td>
<td><strong>Executive Director</strong></td>
</tr>
<tr>
<td>▪ Provide personnel and equipment to prepare for building shutdowns, emergency repairs, debris removal, or other actions in accordance with the CPCC All Hazards Emergency Response Plan</td>
<td></td>
</tr>
<tr>
<td>▪ Maintain a means of contact with Facilities Services personnel and appropriate contractors to respond to emergencies involving HVAC malfunctions, floods, utilities outages, damage to buildings and/or grounds</td>
<td></td>
</tr>
<tr>
<td>▪ Coordinate alternative parking arrangements and the activities of the parking vendor.</td>
<td></td>
</tr>
<tr>
<td>▪ Locate alternative classroom and parking space as necessary</td>
<td></td>
</tr>
<tr>
<td>▪ Conduct emergency equipment testing annually to include back-up generators, HVAC controls, emergency lighting, and Area of Rescue locations</td>
<td></td>
</tr>
<tr>
<td><strong>Information Technology Services</strong></td>
<td><strong>Associate Chief Information Officer</strong></td>
</tr>
<tr>
<td>▪ Provide support to the Core Emergency Support Group when the Crisis Communication Plan is activated by maintaining all communications, notification, and network-related services</td>
<td></td>
</tr>
<tr>
<td>▪ Prepare for the continuation of College information technology processes in accordance with the Information Technology Services Disaster Recovery Program and Business Continuity Plan</td>
<td></td>
</tr>
<tr>
<td>▪ Provide guidance and technical expertise for incidents involving cyber security and identity theft</td>
<td></td>
</tr>
</tbody>
</table>
### Human Resources

<table>
<thead>
<tr>
<th>Associate Vice President</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide employee information to the Crisis Management Group or a designee as directed</td>
</tr>
<tr>
<td>▪ 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</td>
</tr>
<tr>
<td>▪ Provide information and support regarding employee benefits to the Crisis Management Group</td>
</tr>
<tr>
<td>▪ Provide payroll processing assistance to Finance as needed</td>
</tr>
<tr>
<td>▪ Coordinate crisis counseling related activities for employees involving Employee Assistance Plan</td>
</tr>
</tbody>
</table>

### Environmental Health and Safety

<table>
<thead>
<tr>
<th>Executive Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Provide guidance and technical assistance in hazardous materials incidents</td>
</tr>
<tr>
<td>▪ Maintain and provide chemical inventory and Material Safety Data Sheet records for all campuses to first responders</td>
</tr>
<tr>
<td>▪ Provide guidance and technical assistance with all Safety and Health Administration-related incidents</td>
</tr>
<tr>
<td>▪ Provide guidance and assistance in determining unsafe conditions for buildings, grounds or other affected areas</td>
</tr>
</tbody>
</table>

### Communications

<table>
<thead>
<tr>
<th>Public Information Officer/Assistant to the President</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Oversee the development of key messages to share internally and externally. These messages will be developed in conjunction with the Crisis Management and Core Emergency Support Groups</td>
</tr>
<tr>
<td>▪ Deploy a representative from the CRMS department to the incident site</td>
</tr>
<tr>
<td>▪ Coordinate the generation and dissemination of fact sheets to internal and external audiences in accordance with the Crisis Communications Plan (Appendix D)</td>
</tr>
<tr>
<td>▪ Monitor external media reports, correct misinformation, and update the Crisis Management and Core Emergency Support Groups as indicated</td>
</tr>
<tr>
<td>▪ Coordinate media briefings and the dissemination of visual information to the external media</td>
</tr>
<tr>
<td>▪ Coordinate CPCC TV, WTVI – PBS broadcasts of emergency information.</td>
</tr>
<tr>
<td>▪ Draft and send Critical Alert Emergency Notification Messages</td>
</tr>
</tbody>
</table>

*Guidance for staff that may receive media calls is outlined in Appendix E.*
### Enrollment and Student Services
**Assistant to VP for Enrollment & Student Services**

- Provide resources for crisis debriefing or psychological counseling for student victims
- Assist Student Life with the coordination of volunteers and donated items
- Provide student information to the Core Emergency Support Group as directed

### Auxiliary Services
**Associate Vice President/Administrative Services**

- Serve as liaison to all third party retail vendors
- Coordinate efforts to supply food during extended incidents

### Financial Services
**Executive Director**

- Perform payroll processing
- Provide purchasing information, records, and/or other financial information requested by the Crisis Management Group or a designee
- Secure emergency funds in the form of a P-Card with increased limits and blocks removed
- Implement emergency payroll procedures and other emergency financial procedures if necessary
- Coordinate post-incident recordkeeping and reimbursement reporting to state and federal agencies

### Charlotte Mecklenburg Schools (External Dependency)
**Representative**

- CMS dedicated liaison for emergency planning, which affect the Community College programs

### Performance Facilities
**Executive Director**

- TBD at time of incident
APPENDIX M: INCIDENT AND EOC ACTIVATION LEVELS

Figure M1: Incident Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>Examples of Impacts</th>
<th>High Level Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low - Incident</td>
<td>A small isolated incident that is quickly contained and easily controlled by onsite personnel, which has limited impacts.</td>
<td>▶ Minor interruption to campus operations and/or campus administration services.</td>
<td>▶ Implement Standard Operating Procedures and resiliency processes, as required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Minor first aid treatment of student(s), staff and/or faculty.</td>
<td>▶ Deploy site/department response teams, if applicable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Non-compliance that results in reporting. Gaps in compliance identified and actioned.</td>
<td>▶ Notify the CESG and management, as required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Issues identified and actioned.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Inaccurate reports and allegations corrected.</td>
<td></td>
</tr>
<tr>
<td>Medium -</td>
<td>A range of incidents that may threaten life, health/safety, and/or operations, and that requires immediate response and medium to long term management to address and contain incident(s).</td>
<td>▶ Major interruption to campus operations and/or campus administration services.</td>
<td>▶ Implement resiliency processes (e.g. AHERP, CMP, BCP, DRP), as required.</td>
</tr>
<tr>
<td>Emergency</td>
<td></td>
<td>▶ Medically treated injury/ illness to student(s), staff and/or faculty, such as hospitalization.</td>
<td>▶ Deploy single or multiple site/department response teams.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Protective actions such as campus evacuation, shelter-in-place.</td>
<td>▶ Notify and/or activate the OMC, CESG and/or ERSG, as required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Breach of legislation/ regulation that results in threat of fine and/or penalties.</td>
<td>▶ Activate EOC, if required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Complaints and issues with potential damage to relationship and/or reputation.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Negative localized media and/or social media attention.</td>
<td></td>
</tr>
<tr>
<td>High -</td>
<td>Any incident or series of incidents that has the potential to, or significantly affects/ harms CPCC, its students, staff, faculty, operations, buildings, assets, finances, and/or reputation</td>
<td>▶ Catastrophic interruption to campus operations and/or campus administration services.</td>
<td>▶ Implement resiliency processes (e.g. AHERP, CMP, DRP, BCP), as required.</td>
</tr>
<tr>
<td>Crisis</td>
<td></td>
<td>▶ Long-term illness, injury, disability and/or fatality of student(s), staff, and/or faculty</td>
<td>▶ Deploy single or multiple site/department response teams.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Protective actions such as campus evacuation, shelter-in-place.</td>
<td>▶ Notify and activate the OMC, CESG and ERSG.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Breach of legislation/ regulation that results in severe fines, penalties and/or prosecution.</td>
<td>▶ Activate EOC.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Severe issues resulting in loss of key relationship(s) and reputational damage.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>▶ Adverse state-based and/or national media attention.</td>
<td></td>
</tr>
</tbody>
</table>
INCIDENT AND EOC ACTIVATION LEVELS

Table M1: Incident and EOC Levels (continued)

<table>
<thead>
<tr>
<th>Incident Level</th>
<th>EOC Activation Level</th>
<th>EOC Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low - Incident</td>
<td>Monitor</td>
<td>Emergency Manager / Operational Staff</td>
</tr>
<tr>
<td>Medium - Emergency</td>
<td>Partial</td>
<td>Core Emergency Support Group Ad-hoc members will be added as needed based on the situation</td>
</tr>
<tr>
<td>High - Crisis</td>
<td>Full</td>
<td>Crisis Management Group, Core Emergency Support Group, and AD-Hoc members based on the situation</td>
</tr>
</tbody>
</table>

Table M2: EOC Locations

*Information removed.*
APPENDIX N: WHAT TO DO IN AN EMERGENCY CARD

Figure N1: What to do in an Emergency

WHAT TO DO IN AN EMERGENCY

For emergencies, call ext. 6911 (704.330.6911).

EMERGENCY MEDICAL ASSISTANCE/FIRST AID/ BLOOD SPILL
Call College Security/Police Services at ext. 6911 or 704.330.6911 and provide the following information:
- Location of the incident (be as specific as possible)
- The nature of the illness or injury (if known)
- The number of victims
- Your name

GAS LEAK
If a gas odor is detected, cease all operations immediately and follow the procedures listed below:
- DO NOT switch lights on/off or use electrical equipment.
- DO NOT use cell phones or radios until outside of the affected area.
- DO NOT activate fire alarms.
- Immediately evacuate the affected area.
- Call College Security/Police Services at ext. 6911 or 704.330.6911 once you are in a safe location.

HAZARDOUS MATERIALS
- DO NOT attempt to clean up the spill.
- Evacuate the area.
- Call College Security/Police Services at ext. 6911 or 704.330.6911.

FIRE AND SMOKE
If you discover a fire/smoke:
- DO NOT use elevators. Use stairs only.
- Leave the area, pull the fire alarm and close the door.
- Evacuate the building and proceed to the Rally Point.

BOMB THREAT OR SUSPICIOUS PACKAGE
- DO NOT use cellular phones, two-way radios, or other electronic devices.
- DO NOT handle the suspicious package or other items.
- From a landline, call College Security/Police Services at ext. 6911 or 704.330.6911.
- Proceed as instructed by emergency personnel.

CRIMINAL/SUSPICIOUS BEHAVIOR
- Immediately report emergencies and suspicious activity by calling College Security/Police Services at ext. 6911 or 704.330.6911.
- For non-emergency service requests, please call ext. 6632 or 704.330.6632.

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

Emergency Information Line: 704.330.6888 (Campus closings, inclement weather information)
WHAT TO DO IN AN EMERGENCY CARD

Figure N1: What to do in an Emergency (continued)

WHAT TO DO IN AN EMERGENCY

For emergencies, call ext. 6911 (704.330.6911).

VIOLENT BEHAVIOR - ACTIVE SHOOTER

If you see or know that a person has a firearm on campus, call College Security/Police Services at ext. 6911 or 704.330.6911.

RUN
If there is an accessible escape path, try to evacuate the area. Be sure to:
• have an escape route and plan in mind.
• evacuate regardless of whether others agree to follow.
• leave your belongings behind.
• help others escape, if possible.
• prevent individuals from entering an area where the active shooter may be.
• keep your hands visible.
• follow the instructions of any police officers.
• do not attempt to move wounded people.
• call ext 6911 or 704.330.6911 when you are safe.

HIDE
If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:
• be out of the active shooter’s view.
• provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).
• not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:
• lock the door.
• blockade the door with heavy furniture.

If the active shooter is nearby:
• lock the door.
• silence your cell phone.
• turn off any source of noise (i.e., radios, televisions).
• hide behind large items (i.e., cabinets, desks).
• remain quiet.

FIGHT
• As a last resort, and only when your life is in danger, attempt to disrupt and/or incapacitate the active shooter.
• Act as aggressively as possible against him/her.
• Commit to your actions.
• When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate the shooter.

How to react when law enforcement arrives:
• Remain calm, and follow officers’ instructions.
• Put down any items in your hands (i.e., bags, jackets).
• Immediately raise hands and spread fingers.
• Keep hands visible at all times.
• Avoid making quick movements toward officers such as holding on to them for safety.

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