TO REPORT AN EMERGENCY IMMEDIATELY CALL x6911 (from a campus phone) OR 704-330-6911 (from a non-campus phone).
Table of Contents
Letter of Promulgation ........................................................................................................ iii
Revision History ...................................................................................................................... iv

1.0 OVERVIEW ........................................................................................................................ 1
  1.1 Introduction ......................................................................................................................... 1
  1.2 Purpose and Scope .............................................................................................................. 1
  1.3 Plan Authority .................................................................................................................. 2
  1.4 Planning Assumptions ........................................................................................................ 2
  1.5 Response Priorities .......................................................................................................... 2
  1.6 Program Management and Administration ..................................................................... 3
  1.7 Training and Exercises .................................................................................................. 3

2.0 RESPONSE STRUCTURE AND TEAMS ....................................................................... 4
  2.1 Overall Response Structure ............................................................................................ 4
  2.2 Emergency Response Team (ERT) ................................................................................ 5
  2.3 Core Response Team (CRT) .......................................................................................... 6
  2.4 Crisis Management Group (CMG) ................................................................................ 9

3.0 REPORTING, ALERTING, WARNING .......................................................................... 10
  3.1 Initial Process .................................................................................................................. 10
  3.2 Discover, Assess, and Report ....................................................................................... 11
  3.3 Alert and Warning .......................................................................................................... 12
  3.4 Notify ............................................................................................................................. 12
  3.5 Activate .......................................................................................................................... 15

4.0 PROTECTIVE ACTIONS ................................................................................................. 16
  4.1 Evacuation ...................................................................................................................... 16
  4.2 Shelter in Place .............................................................................................................. 18

5.0 CONCEPT OF OPERATIONS ...................................................................................... 19
  5.1 Direction, Control, and Coordination ............................................................................ 19
  5.2 Incident Command Post (ICP) ...................................................................................... 20
  5.3 Emergency Operations Center (EOC) .......................................................................... 20
  5.4 Tools and Forms ............................................................................................................ 22
  5.5 Crisis Communications ............................................................................................... 22

6.0 POST INCIDENT – RECOVERY ................................................................................... 23
  6.1 Incident ‘All Clear’ ........................................................................................................... 23
  6.2 Deactivate ...................................................................................................................... 23
  6.3 Business Continuity Recovery Activities .................................................................... 23
  6.4 Post Incident Review .................................................................................................... 24
  6.5 Follow-up Actions ......................................................................................................... 24

Appendix C: Protective Actions and Risk Specific Guidance .................................................. 25
Appendix D: Campus-Specific Evacuation Procedures ............................................................. 36
Appendix E: Counseling and Support Services ..................................................................... 40
Appendix F: Terms, Definitions & Acronyms ..................................................................... 42

LIST OF TABLES AND FIGURES
Table 1: Revision History ........................................................................................................ iv
Table 2: Emergency Response Team Roles and Responsibilities .......................................... 5
Table 3: Building Captain’s Campus Point of Contact ............................................................. 6
Table 4: CRT Roles and Responsibilities ................................................................................ 6
Table 5: ESF Roles and Responsibilities ................................................................. 8
Table 6: CMG Meeting Locations ........................................................................ 9
Table 7: Discover, Assess, and Report ................................................................. 11
Table 8: Assessment Criteria ................................................................................ 12
Table 9: Evacuation of Individuals with Impairments ........................................ 18
Table 10: EOC Locations ..................................................................................... 21
Table 11: Post Incident Review Discussion Points .............................................. 24
Table 12: Coordinating Departments and External Agencies .............................. 41

Figure 1: Central Piedmont Overall Response Structure .................................... 4
Figure 2: Emergency Response Team Structure ................................................... 5
Figure 3: Core Response Team Membership and Structure ................................ 7
Figure 4: Emergency Support Functions (ESF) ..................................................... 8
Figure 5: Crisis Management Group Structure .................................................... 9
Figure 6: Initial Response Flow .......................................................................... 10
Figure 7: Types of Protective Actions ................................................................. 16
Figure 8: Rally Point Signage ............................................................................. 17
Figure 9: Area of Rescue Signage ..................................................................... 17
Figure 10: Team Communication and Coordination ......................................... 19
Figure 11: EOC Activation Process .................................................................... 21
Letter of Promulgation

Central Piedmont Community College (Central Piedmont) is committed to protecting the safety and welfare of its campus community as well as its property and physical assets. To this end, the Emergency Management and Enterprise Risk Management Departments have developed an All Hazards Emergency Response Plan (AHERP). When implemented, this plan sets forth the protocols for activation of response systems, including but not limited to emergency declarations, authorities and responsibilities, personnel emergency assignment, and operational procedures.

The Central Piedmont AHERP utilizes the Incident Command System, and is in compliance with the National Incident Management System. The plan acts as the fundamental guidance for operational emergency response for all Central Piedmont events at all locations. The coordination of this plan and subsequent parts within is an ongoing process requiring regular training and exercises. All personnel who are defined and tasked as having an operational emergency response role or are tasked with duties beyond their normal assignments are required to train and/or be certified to minimum levels of competency as required by various local, state, and federal standards.

The Central Piedmont Business Continuity Plan utilizes industry best practices and provides a framework for continuing and recovering the critical business functions of the college. The Business Continuity Plan is implemented after health, life, and safety issues are addressed in the event of a disaster or disruption. The Business Continuity Plan compliments the AHERP and assimilates departmental continuity of operations plans for institutional recovery.

On behalf of Central Piedmont and the Cabinet, I authorize Emergency Management and Enterprise Risk Management to maintain, review annually, revise, and exercise an All Hazards Emergency Operations Plan. Additionally, I approve the team to coordinate with local, state, and federal emergency management agencies in preparation for, response to, and recovery from any incident or disaster that may require the implementation of all or part of these plans.

On behalf of Central Piedmont, I approve the All Hazards Emergency Response Plan and the corresponding appendices.

Sincerely,

Kandi W. Deitemeyer, Ed. D.
President
## Revision History

The version number format indicates the level of change since the previous version: i.e., 2.0.0

<table>
<thead>
<tr>
<th>DATE</th>
<th>REVISION#</th>
<th>DESCRIPTION OF CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2019</td>
<td>1.0.0</td>
<td>Adoption of revised All Hazards Emergency Response Plan</td>
</tr>
</tbody>
</table>

Table 1: Revision History
1.0 OVERVIEW

1.1 Introduction

Proper planning is essential to minimize the impact of any emergency on Central Piedmont’s students, faculty, staff, operations, facilities, and infrastructure. Central Piedmont recognizes its responsibility for managing emergency and disaster situations affecting the College.

This All Hazards Emergency Response Plan (AHERP) is designed to provide Central Piedmont with a management tool to facilitate a timely, effective, efficient, and coordinated emergency response to significant events affecting any of its campuses or populations. This plan is built on a comprehensive all-hazards approach to address possible hazards, utilize leading practice, and comply with laws, regulations, standards, and foster integrating Central Piedmont’s emergency response resources with those of other emergency response agencies.

This plan satisfies portions of the Higher Education Opportunities Act – 2008 and OSHA 29 CFR 1910.38 requiring emergency response procedures and adopts and implements the National Incident Management System (NIMS). Due to its geographic location, high-profile status as a higher education institution, and the breadth and scope of functions it performs, Central Piedmont is vulnerable to a variety of natural and human-made hazards, which could cause complex emergencies. Various hazards and resulting emergencies pose potential threats that could disrupt the mission, and operation of the College, and negatively impact the reputation of the College.

1.2 Purpose and Scope

The AHERP outlines procedures and guidance for responding to various emergencies at any of its campus locations including:

- Cato Campus
- Central Campus
- City View Center
- Harper Campus
- Harris Campus
- Levine Campus
- Merancas Campus
- WTVI-PBS

Note: Campus-specific information is located in Appendix E.

---

1.3 Plan Authority

The President of Central Piedmont authorizes the AHERP. The Emergency Management department creates and distributes the plan. 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. Copies of this plan are provided by Emergency Management to:

- Charlotte-Mecklenburg Emergency Management Office
- Charlotte-Mecklenburg Police Department
- Charlotte Fire Department
- Matthews Police Department
- Matthews Fire Department
- Huntersville Police Department
- Huntersville Fire Department
- Other surrounding first responder agencies, as required

1.4 Planning Assumptions

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.
- Emergencies are managed at the lowest possible jurisdictional level and supported by additional capabilities when needed.
- Central Piedmont will utilize an emergency management structure to activate and deploy the appropriate College resources to respond to any reported emergency.
- If external agencies are required, those agencies will assume incident command when they arrive. The College will provide those external agencies any support assistance requested to the best of its ability.
- All students, faculty, staff should be familiar with Central Piedmont’s emergency procedures and aware of their roles and responsibilities during an emergency.
- An emergency may not start at, or be confined to, Central Piedmont and may affect the surrounding community, which may delay the response time of off-site emergency response agencies.
- Additionally, local government resources may be overtaxed and unable to respond to all requests for assistance in the event of a widespread emergency, such as a hurricane or severe weather.

1.5 Response Priorities

Overall priorities for emergency response include:

1. Protect the lives, safety, and health of all students, faculty, staff, and visitors at all campus locations, facilities, and events.
2. Respond quickly and effectively to emergencies to minimize damage to facilities, infrastructure, and property.
3. Communicate critical and essential information with all stakeholders.
4. Assist with the transition from response efforts to recovery measures for the continuity of campus operations and services.

1.6 Program Management and Administration

Central Piedmont is committed to building emergency management and business continuity programs designed to maximize the resiliency of Central Piedmont to disruptive incidents. Central Piedmont utilizes an approach that recognizes the five phases of emergency management mitigation, protection, preparedness, response, and recovery (PPD-8). The College uses a method that strives to apply these concepts throughout Central Piedmont that protects life safety and facilitates operational continuity.

The President of Central Piedmont has appointed and authorized Emergency Management and Enterprise Risk Management to develop, implement, administer, evaluate, and maintain the program.

The overall AHERP shall be reviewed and updated every two years, or as needed, with any rosters and contact information (Refer to Appendix A) reviewed bi-annually. Following critical incidents, it is recommended that College Security Services and Emergency Management conduct after action reviews to identify possible corrective actions. Corrective actions should be exercised after implementation to ensure their effectiveness.

1.6.1 FINANCE ADMINISTRATION

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.

1.7 Training and Exercises

Ideally, all Central Piedmont faculty and staff should receive general awareness training that covers basic emergency response concepts. This may be provided as part of an initial employee orientation session and ongoing annual awareness in the form of self-paced online presentation, department meetings, 'lunch-n-learns', email campaigns, etc.

Members of the Emergency Response Team (ERT) and Core Response Team (CRT) should receive initial and annual or bi-annual refresher training on the provisions of the AHERP. Training may be based on the duties and functions to be performed by each team member. For example, the ERT members should be trained on protective action roles and how to report information to Security. All newly assigned ERT members should receive training upon assignment. See section 2.2 for detailed information on the ERT, and section 2.3 for detailed information on the CRT.

Drills and exercises are designed to validate AHERP concepts and emergency response capabilities. In addition to standalone training, all ERT members will be asked to participate in exercises and drills. Drills may include, but are not limited to, use of notification/alarm systems, use communication tools, activation, and implementation of the various protective actions as outlined in this plan.

---

2.0 RESPONSE STRUCTURE AND TEAMS

2.1 Overall Response Structure

Central Piedmont has a three-tiered response structure (Figure 1) to support the overall goal of protecting life and property and to minimize the impact and disruption to campus operations in addition to utilizing all applicable resources of Central Piedmont to respond effectively to any situation.

The structure includes the tactical/operations, support, and cabinet response teams. Each campus has an Emergency Response Team (ERT) to support first responder’s efforts. For significant events, the Core Response Team (CRT) and Crisis Management Group (CMG) are available to provide additional support and resources to help manage the broader impacts.

Figure 1: Central Piedmont Overall Response Structure
2.2 Emergency Response Team (ERT)

The Emergency Response Team (ERT) is comprised of an Incident Commander, College Security, Facilities Service members, and Building Captains and may be called upon to respond to an emergency.

<table>
<thead>
<tr>
<th>TACTICAL/OPERATIONAL LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Direct immediate site response to address life safety</td>
</tr>
<tr>
<td>• Implement protective actions</td>
</tr>
<tr>
<td>• Complete and report accountability numbers</td>
</tr>
<tr>
<td>• Provide tenants (if applicable) with timely information</td>
</tr>
<tr>
<td>• Liaise with first responders, and other entities, as required</td>
</tr>
<tr>
<td>• Update Core Response Team with timely information, as necessary</td>
</tr>
<tr>
<td>• Coordinate resource support with Core Response Team</td>
</tr>
<tr>
<td>• If required, support recovery actions</td>
</tr>
</tbody>
</table>

2.2.1 INCIDENT COMMANDER

The designated Incident Commander (IC) has the overall authority and responsibility for conducting an emergency response. This includes the development and management of tactical response strategies and the ordering and the release of resources.

At Central Campus, the Director of Emergency Management or designee shall serve as the Incident Commander (IC) and is the National Incident Management System (NIMS) point of contact for Central Piedmont until a higher authority from the city or county arrives on scene to assume command.

Refer to Appendix A for a list of all designated campus incident commanders.

2.2.2 BUILDING CAPTAINS

The Building Captain Program is a voluntary program established to help minimize the impact of an emergency on students, faculty, staff, visitors, and facilities. Building captains, together with College Security Services, will assist students, faculty, staff, and visitors evacuate or shelter in place (SIP) during an emergency situation.

Note: Rosters and contact information is located in Appendix A.
2.3 Core Response Team (CRT)

The function of the Core Response Team (CRT) is to provide operational support to the Crisis Management Group (CMG). Under the policy direction of the CMG, the CRT is responsible for developing a plan of action to respond to an incident. The CRT assumes overall responsibility for managing and supporting an incident from the EOC, other designated locations, or virtually.

<table>
<thead>
<tr>
<th>SUPPORT LEVEL</th>
<th>CORE RESPONSE TEAM AND ROLES AND RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report to the EOC</td>
<td></td>
</tr>
<tr>
<td>Provide operational support to the Crisis Management Group</td>
<td></td>
</tr>
<tr>
<td>Develop a plan of action to respond to a situation</td>
<td></td>
</tr>
<tr>
<td>Assume overall responsibility for managing response and recovery</td>
<td></td>
</tr>
<tr>
<td>Assess situation and determine which Emergency Support Functions should be activated</td>
<td></td>
</tr>
<tr>
<td>Provide campus community with timely information</td>
<td></td>
</tr>
<tr>
<td>Update Crisis Management Group as required</td>
<td></td>
</tr>
</tbody>
</table>

Table 4: CRT Roles and Responsibilities

Note: Building Captain Point-of-Contact information is located in Appendix A.
The following graphic (Figure 3) depicts CRT membership including ad-hoc members who will be activated on an as needed basis:

![Core Response Team Membership and Structure](image)

**Figure 3: Core Response Team Membership and Structure**

**Note:** Refer to Appendix A for a roster list and contact information.

### 2.3.1 CRT CO-CHAIR

The Executive Director of College Security Services/Emergency Management (Co-chair), or the Executive Director, Enterprise Risk Management (Co-chair), activates the CRT. If the President has activated an Emergency Operations Center (EOC), the CRT reports to that location.

### 2.3.2 EMERGENCY SUPPORT FUNCTIONS (ESF)

The Emergency Support Function (ESF) performs tasks required in an emergency using the resources of Central Piedmont. The CRT will assess the situation and determines which ESFs should be activated.

The ESFs also 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 assistance to States and Federal-to-Federal support, for both declared disasters and emergencies under the Stafford Act and non-Stafford Act incidents.
See graphic below (Figure 4) for ESF function and the corresponding department with responsibility at Central Piedmont.

**Figure 4: Emergency Support Functions (ESF)**

<table>
<thead>
<tr>
<th>EMERGENCY SUPPORT FUNCTIONS ROLES AND RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUPPORT LEVEL</strong></td>
</tr>
<tr>
<td>• Report to the EOC upon activation</td>
</tr>
<tr>
<td>• Perform tasks identified by the Core Response Team utilizing resources of Central Piedmont</td>
</tr>
<tr>
<td>• If required, coordinate local, state, federal interagency support</td>
</tr>
</tbody>
</table>

Table 5: ESF Roles and Responsibilities

*Note: Refer to Appendix B for ESF/function-specific roles and responsibilities.*
2.4 Crisis Management Group (CMG)

The Crisis Management Group (CMG), consisting of the President and Cabinet members, serves to provide executive guidance, support, and oversight to the ERT and CRT, including setting priorities and direction for campus response and recovery operations. The CMG will be advised throughout the event by the ERT Incident Commander or CRT Leader or designee.

Table 6: CMG Meeting Locations

Note: Refer to Appendix A for a CMG roster list and contact information.
3.0 REPORTING, ALERTING, WARNING

3.1 Initial Process

Central Piedmont has established an initial response process. The following graphic, Figure 5, depicts the process and is further described throughout this section of the AHERP. See section 3.4.1.1 for detailed information on incident levels.

![Initial Response Flow Diagram]

Figure 6: Initial Response Flow
3.2 Discover, Assess, and Report

When an emergency occurs, timely and consistent reporting is important. An emergency may be discovered in several ways, including, but not be limited to observations from individuals; monitoring or detection devices; and College Security Services on routine security patrol.

When an emergency occurs or is imminent, College Security Services must be contacted as soon as possible and without unnecessary delay. This single point of contact facilitates all types of response for any types of emergency. Conforming to normal reporting relationships, chains-of-command, or other matters must not delay reporting the emergency as doing so may result in irreparable harm.

Once discovered, a quick assessment or ‘size up’ should occur to determine whether immediate life safety actions are needed.

After a quick assessment is made, call Central Piedmont Security Dispatch at x6911 (from a campus phone) or (704)330-6911 (from a non-campus phone) to report an emergency, suspicious activity, suspicious person, suspicious package, unsafe conditions, someone making threats, or you see or of know someone has a weapon on campus.

WHEN IN DOUBT, CALL COLLEGE SECURITY SERVICES AT X6911 (FROM A CAMPUSS PHONE) OR (704) 330-6911 (FROM A NON-CAMPUS PHONE).

<table>
<thead>
<tr>
<th></th>
<th>ACTION</th>
<th>NOTES</th>
</tr>
</thead>
</table>
| □ | 1. **DISCOVER AND ASSESS**  
  • Is everyone safe?  
  • Are protective actions required – evacuation or shelter-in-place?  
  If yes, implement protective actions (evacuation or shelter-in-place) |       |
| □ | 2. **REPORT**  
  Call:  
  • College Security Services at x6911 (from a campus phone) or  
  (704) 330-6911 (from a non-campus phone)  
  Provide:  
  • Your name and contact number  
  • Type of emergency (fire, medical, etc.), including nature and severity of situation  
  • Campus name, address, and location on campus  
  • Number of injured/employees potentially affected (if available)  
  • Location and description of the perpetrator(s), if applicable  
  • Unless you are in immediate danger, do not hang up – more information may be required |       |

Table 7: Discover, Assess, and Report
3.3 Alert and Warning

Alerting and warning may involve multiple tools used to make students, faculty, and staff aware of the need to take protective action in an emergency. Note: The methods to alert and warn may vary from campus to campus.

Methods for alerting and warning include, but may not be limited to:

- Alarms and sirens/strobe lights
- Outdoor sirens (Note: At Tate Tower on Central Campus ONLY)
- Public address system – Central Campus
- Central Piedmont website
- Mass email and text messages
- Critical Alert (emergency notification system)
- Classroom paging
- Digital signage
- Recorded message on x6888
- Print and broadcast media
- Social media
- ERT

3.4 Notify

Notification is the process of communicating information about the emergency to a target group or response team. Notification may pertain to the ERT, CRT, and/or CMG or any other faculty or staff.

3.4.1 INTERNAL – DURING BUSINESS HOURS

At the first safe opportunity, the Incident Commander or designate is responsible for notifying:

- Executive Director, College Security Services OR
- Executive Director, Enterprise Risk Management

Upon notification, the Executive Director, College Security Services and/or the Executive Director, Enterprise Risk Management will assess the situation, coordinate their response, and declare the incident response level (Refer to Section 3.4.1.1 - Table 6 – Incident Response Levels).

The following assessment criteria may be used when considering level of incident declaration.

<table>
<thead>
<tr>
<th>ASSESSMENT CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is the event a life safety issue?</td>
</tr>
<tr>
<td>Is there significant property damage?</td>
</tr>
<tr>
<td>Is there risk to environment?</td>
</tr>
<tr>
<td>Is there a need for external assistance? (Police, Fire, or EMS)</td>
</tr>
<tr>
<td>Are College programs or services to students interrupted?</td>
</tr>
<tr>
<td>Is there a need for a Critical Alert message to be sent to the campus population?</td>
</tr>
</tbody>
</table>

Table 8: Assessment Criteria
3.4.1.1 Incident Response Levels

Central Piedmont has classified three distinct response levels that assist in quickly gauging the severity of an event. A brief description of each response level along with a listing of potential conditions and response actions particular to that level are captured in the table below. The conditions and potential actions are meant as guidance only and each condition/response is not required in all cases.

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>Examples of Impacts</th>
<th>High Level Actions</th>
</tr>
</thead>
</table>
| 1 Incident | A small isolated incident that is quickly contained and easily controlled by crisis personnel, which has limited impacts. | - Minor interruption to campus operations and/or campus administration services.  
- Minor first aid treatment of student(s), staff and/or faculty. | - Non-compliance that results in reporting.  
- Loss in compliance identified and acted on.  
- Issues identified and acted on.  
- Insurers reports and allegations corrected. |
| 2 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). | - Major interruption to campus operations and/or campus administration services.  
- Medically treated injury threat to student(s), staff and/or faculty, such as hospitalization.  
- Protective actions, such as campus evacuation, shelter-in-place. | - Breach of regulatory/legislation that results in threat of fines and/or penalties.  
- Complaints and issues with potential damage to relationship and/or reputation.  
- Negative local media and social media attention. |
| 3 Crisis | Any incident or series of incidents that has the potential to, or significantly affects, harms Central Piedmont, its students, staff, faculty, operations, buildings, assets, finances, and/or reputation. | - Catastrophic interruption to campus operations and/or campus administration services.  
- Long-term illness, injury, disability and/or death of student(s), staff and/or faculty.  
- Protective actions, such as campus evacuation, shelter-in-place. | - Breach of regulation/legislation that results in severe fines and/or prosecution.  
- Severe issues, including loss of key relationships and reputational damage.  
- Adverse stakeholder and/or national media attention. |

**TABLE 3: INCIDENT RESPONSE LEVELS**

3.4.2 INTERNAL: OFF-HOURS

Should an emergency situation require contacting members of the ERT, CRT, or CMG during off-hours, College Security Services Dispatch will notify:

- Executive Director of College Security Services or
- Executive Director of Enterprise Risk Management

Note: Contact information is located in Appendix A of this plan.

3.4.3 EXTERNAL

Central Piedmont shall fully comply with all reporting notification requirements to federal, state, and local regulatory agencies.

During an emergency, the Incident Commander, Executive Director of College Security Services or Executive Director of Enterprise Risk Management shall coordinate and ensure that all applicable external agencies are notified.
# 3.4.4 Constituency Notifications

## Internal

<table>
<thead>
<tr>
<th>Internal Contact</th>
<th>Notification Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trustees/Foundation Directors and President’s Council</td>
<td>The Executive Assistant to the President will contact these individuals at the direction of the President or based on the complexity of the incident.</td>
</tr>
</tbody>
</table>
| 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 CRT ad hoc team, in cooperation with the Communications CRT ad hoc team, will make the initial contact and share necessary information. Other internal groups that should be considered for communication in a crisis are:  
  - Faculty College Senate - President  
  - Classified Staff Council - President  
  - Student Government Association – President and Advisor  
  - Charlotte Mecklenburg Schools (CMS) |

## External

<table>
<thead>
<tr>
<th>External Contact</th>
<th>Notification Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Agencies</td>
<td>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.</td>
</tr>
</tbody>
</table>
| Emergency Response Agencies | The Director of Emergency Management will notify emergency response agencies including but not be 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 Investigations |
3.5 Activate

The ERT will activate upon:

- Sounding of alarms (if evacuation or shelter in place is required)
- Public address announcement ordering immediate protective actions
- Email, verbal, or text message ordering immediate protective actions
- Email, verbal or text message requesting team activation
- Upon direction from the Executive Director, College Security or Executive Director, Enterprise Risk Management
- Upon direction from the Incident Commander

Note: If any of the above has not occurred, but an emergency warrants immediate response, the ERT may implement protective actions and commence with response.
4.0 PROTECTIVE ACTIONS

It may be necessary to take additional measures to ensure the safety of our faculty, staff, students, and others within any of our campus locations.

The primary life safety/protective actions are evacuation or shelter in place (see Figure 6). These actions may be necessary to protect against external or internal hazards and risks.

The following functions have the authority to implement a protective action.

- College Security Services
- Incident Commander (Central Piedmont)
- Any responding agency whose authority supersedes that of Central Piedmont Security Services (including, but not limited to fire, police, FBI, etc.)

4.1 Evacuation

Evacuation is a temporary strategy to move or relocate faculty, staff, and students from a building to a safe area (e.g., rally point locations) in a controlled and monitored manner.

Central Piedmont may communicate the need to evacuate through:

- Audible and visual alarms
- Public Address announcements
- Verbal commands from College Security Services or ERT members
- Critical Alert Emergency Notification System
- Other methods, as needed (e.g., runners)

Note: Refer to Appendix C for evacuation procedures.
4.1.1 RALLY POINTS

If an evacuation occurs, all individuals should assemble at the pre-designated rally points.

Note: Refer to Appendix C for a list of rally points by campus.

4.1.2 AREAS OF RESCUE ASSISTANCE

The Area of Rescue Assistance is pre-designated locations where individuals who are unable to evacuate using stairs may remain while awaiting further instructions or assistance.

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. "Not all buildings are required to have Areas of Rescue Assistance installed." 

4.1.3 EVACUATION OF PEOPLE WITH IMPAIRMENTS

<table>
<thead>
<tr>
<th>GENERAL GUIDELINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• DO NOT use elevators, unless authorized to do so by fire department personnel.</td>
</tr>
<tr>
<td>• Some people may have medical conditions or injuries that can become worse or become life-threatening if they are moved incorrectly. Emergency conditions such as fire, smoke, or loss of electricity must be considered when making evacuation decisions.</td>
</tr>
<tr>
<td>• If people with mobility impairments cannot exit safely, they should go to a safer area, e.g., most enclosed stairwells and wait for the Fire Department to arrive.</td>
</tr>
<tr>
<td>• DO NOT attempt a rescue evacuation unless the person is in immediate danger. Waiting for professional assistance is not an option, and you can safely attempt the rescue evacuation.</td>
</tr>
<tr>
<td>• In some buildings, the person can move 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.</td>
</tr>
<tr>
<td>• Notify College Security Services or fire personnel immediately about any people waiting for rescue. Give the number of person(s) needing rescue and their location. Example: Building name, floor number, and stairwell.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSONS WITH VISUAL IMPAIRMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Tell the person the nature of the emergency and ask the individual how you can assist them.</td>
</tr>
<tr>
<td>• Offer your arm for guidance; this is the preferred method when acting as a &quot;sighted guide.&quot;</td>
</tr>
<tr>
<td>• Give verbal instructions and advise the person about the safest route/direction.</td>
</tr>
<tr>
<td>• As you walk, tell the person where you are, and the location of obstacles.</td>
</tr>
<tr>
<td>• When you reach safety, orient the person to their surroundings and ask if they need further assistance.</td>
</tr>
</tbody>
</table>

---

Table 9: Evacuation of Individuals with Impairments

4.1.5 ACCOUNTABILITY

During an evacuation, Building Captains should ensure everyone is out of their particular building. This includes identifying persons that may be injured, missing, or in need of additional help. The accountability process should continue until all individuals are accounted for or the ‘all clear’ has been given - whichever occurs first.

Note: Any information pertaining to injured or unaccounted individuals should be forwarded to the Incident Commander.

4.2 Shelter in Place

Shelter in place (SIP) is a temporary strategy designed to be used when it is safer to remain inside rather than evacuate to the outside. In some instances, emergencies may require occupants to shelter in place by moving to a safe area within the facility (e.g., tornadoes, severe lightning, flooding, off-site hazardous material releases, active shooter).

Central Piedmont may communicate evacuation information through:

- Public Address announcements
- Verbal commands from College Security Services or ERT members
- Critical Alert Emergency Notification System
- Other methods, as needed (e.g., ERT, Security, runners)

Note: Refer to Appendix C for shelter in place procedures.
5.0 CONCEPT OF OPERATIONS

5.1 Direction, Control, and Coordination

Central Piedmont’s overall response structure allows for incidents to be managed at the appropriate level of the organization. The response process provides for coordination and communication between all response teams at all response levels (tactical/operations, support, and cabinet). The process also supports prioritization of response actions and information sharing, both internally and externally.

At the tactical/operational level, on-scene command uses the Incident Command System (ICS), a component of NIMS. The Incident Commander (IC) operates on scene at an Incident Command Post to address the direct response to an incident or event. When multiple response agencies respond to an incident, a unified command structure is used. The unified commander will be the ranking individual from the responding agency with primary responsibility for the incident.

At the support level, the EOC convenes the CRT and required ESFs to address the indirect impact of an incident, including continuity of operations, and provide support and guidance to the Incident Commander. The EOC can operate virtually using teleconferencing, or in person at the partial or full activation level (Refer to Section 5.3).

And finally, at the cabinet level, the CMG makes high-level policy decisions related to emergency operations. The CMG remains in close contact with the CRT through multiple channels including teleconferencing and via a CMG liaison in the EOC. The CRT co-chairs communicate with the CMG throughout the incident. The authority to activate the CMG rests with the President or the President’s designee.

![Team Communication and Coordination Diagram]

Figure 10: Team Communication and Coordination
5.1.1 NATIONAL INCIDENT MANAGEMENT SYSTEM

The National Incident Management System (NIMS) is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional discipines. NIMS provides a standard, nationwide approach to enable the whole community to work together to manage all threats and hazards. The NIMS applies to all incidents, regardless of cause, size, location, or complexity. NIMS provides a consistent framework and approach to enable government at all levels (Federal, State, tribal, and local), the private sector, and nongovernmental organizations (NGOs) to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of the incident’s cause, size, location, or complexity.

5.1.2 INCIDENT COMMAND SYSTEM

The Incident Command System (ICS) provides a flexible, yet standardized approach for coordinated and collaborative incident management. ICS will work to handle any type, or size incident. ICS works for incidents where additional resources are required or are provided from different organizations within a single jurisdiction or outside the jurisdiction, or for complex incidents with national implications.

5.2 Incident Command Post (ICP)

The Incident Command Post (ICP) is the location from which the Incident Commander and responding first responders oversee all incident operations. The ICP may or may not be located on the campus depending upon the scope of the emergency. Determination of an ICP location will be made on an incident-per-incident basis. Only those individuals with direct authority and responsibility for managing the response to the emergency should operate from the ICP. The Incident Commander will determine the location of the incident command post at the time of the response.

5.3 Emergency Operations Center (EOC)

The EOC serves as a centralized location where the Core Response Team (CRT) and Emergency Support Functions (ESF) assemble to coordinate emergency response activities. Factors such as the nature, location, and scope of an incident may compromise one or more of the EOC locations. If an EOC location is not useable, EOC activities will move to an alternate site.

Following the declaration of Level 2 or Level 3 incident, the Executive Director of College Security/Emergency Management or Executive Director, Enterprise Risk Management will coordinate their response and advise the President of the need to activate the EOC.

5.3.1 EOC ACTIVATION PROCESS

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 EOC.

The EOC serves as a centralized location where the CRT and ESFs assemble to coordinate all 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. (Refer to 5.3.2 – EOC locations)

---


Following the declaration of a Level 1, Level 2, and Level 3 incident by College Security Services/Emergency Management or Enterprise Risk Management, the President will determine the need to activate the EOC. (Refer to Section 3.4.1.1 for Incident Response Levels)

When the President activates the EOC, the Special Assistant to the President will notify the Executive Director, Security Services/Emergency Management or Executive Director, Enterprise Risk Management.

The Executive Directors of Security Service/Emergency Management and Enterprise Risk Management will in turn notify the CRT by telephone or other means alerting personnel of which EOC to report to, and when.

**5.3.2 EOC LOCATIONS**

<table>
<thead>
<tr>
<th>SITE</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>Central Campus (Drumm Facilities Services Center, Room 218)</td>
</tr>
<tr>
<td>Secondary</td>
<td>WTVI – PBS (Conference Room #101)</td>
</tr>
<tr>
<td>Tertiary</td>
<td>Harris I (Room #1226)</td>
</tr>
<tr>
<td>Virtual</td>
<td>Webex (415) 655–0001 x641 638 108</td>
</tr>
</tbody>
</table>

Table 10: EOC Locations
5.4 Tools and Forms

Central Piedmont uses a variety of tools and forms to aid in the emergency response effort.

- Specific Incident Command System (ICS) forms are located in SharePoint.
- Tools, in the form of functional checklists are located in Appendix B of this plan.
- Protective actions and risk specific guidance is found in Appendix C of this plan.

5.5 Crisis Communications

Crisis communications refers to the sharing of information internally and externally with students, faculty, staff, and others regularly, timely, and accurately. The CRT Co-Chairs or Incident Commander may provide accurate, up-to-date information to the Vice President of Communications, Marketing, and Public Relations or their designee throughout the incident.

Note: For more information about handling calls from the media, refer to the Crisis Communications Plan, via the Central Piedmont intranet, located on the H Drive.

5.5.1 HANDLING MEDIA CALLS

All calls, emails, and other questions from media representatives will be directed to the Vice President of Communications, Marketing, and Public Relations or designate.

Note: Contact information for both the Vice President of Communications, Marketing, and Public Relations and alternate is located in Appendix A.

5.5.2 SPOKESPERSON

The designated spokesperson for Central Piedmont is the Vice President of Communications, Marketing, and Public Relations. In some instances, it may be more appropriate for the President to serve as the spokesperson.

Note: The President or Vice President of Communications, Marketing, and Public Relations may designate alternate official spokesperson(s).
6.0 POST INCIDENT – RECOVERY

6.1 Incident ‘All Clear’

An ‘all clear’ is given when students, faculty, and staff can return onto campus or into a building after:

- An evacuation OR
- The requirement to shelter-in-place is no longer needed.

Note: An ‘all clear’ is only declared once emergency response measures have been completed and threats to life, health and safety no longer exist, and the recovery process can to begin.

The following functions have the authority to declare an ‘all clear’:

- Police/Fire (local jurisdiction first responders)
- Incident Commander
- Central Piedmont Security Services
- Other emergency response personnel

The ‘all clear’ may be communicated via one or multiple methods including:

- Public address announcements
- Via Incident Commander and the ERT, first responders
- Emergency notification system

Once an ‘all clear’ has been declared, information such as returning to classes, work, temporary building closures, reporting for work/class updates, or employee or student assistance information, should be supplied to the students, faculty and staff via normal communication methods.

6.2 Deactivate

The Incident Commander should determine whether to deactivate the ERT after consultation with the CRT and local first responders. Deactivation typically occurs when the response is complete and the emergency is considered stabilized/under control, and the ERT is no longer required to respond. The Incident Commander will oversee:

- Orderly demobilization of response personnel and resources
- Documentation collection
- Decision on date and time for post incident review

6.3 Business Continuity Recovery Activities

Once the threat(s) presented by the emergency has/have ended, recovery begins. The full recovery from an emergency may be accomplished in a relatively short period of time or it may extend for months or years.

Restoring the operations to a functional level means that Central Piedmont departments can once again deliver the services according to their respective mandates. The Incident Commander, in conjunction with the CRT, should oversee recovery activities to ensure that campus operations return to normal, both quickly and safely. Immediately after an emergency, it is important to take the steps necessary to resume campus operations. Considerations should include:

- Continue to ensure the safety of students, faculty, and staff and others on campus
6.4 Post Incident Review

Following any ERT deactivation, a Post Incident Review (PIR) should be conducted. The PIR should occur within two weeks of the incident, thus ensuring that information to be shared is not forgotten. Each PIR is an opportunity to identify best practices used, lessons learned, potential corrective actions, and discusses plans for procedural improvements. Ideally, all team members who responded to an incident should take part in the PIR process.

<table>
<thead>
<tr>
<th>POST INCIDENT REVIEW DISCUSSION POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Was the notification process effective? Was there enough time to take action?</td>
</tr>
<tr>
<td>2. Were the activation of personnel and the mobilization of resources timely and effective?</td>
</tr>
<tr>
<td>3. Were we able to implement existing plans and procedures?</td>
</tr>
<tr>
<td>a) Were they effective?</td>
</tr>
<tr>
<td>b) Are adjustments needed?</td>
</tr>
<tr>
<td>4. Did we coordinate effectively?</td>
</tr>
<tr>
<td>a) Internally?</td>
</tr>
<tr>
<td>b) Externally with first responders, local officials, regulatory authorities?</td>
</tr>
<tr>
<td>5. During the incident, did we define any new best practices?</td>
</tr>
<tr>
<td>6. How has the perception of Central Piedmont changed? Internally and externally?</td>
</tr>
<tr>
<td>7. What were the lessons learned?</td>
</tr>
<tr>
<td>8. How can they be incorporated into the plan? The exercising program? Shared with other campuses?</td>
</tr>
<tr>
<td>9. What improvements were identified? Implementation timeframe for improvements?</td>
</tr>
</tbody>
</table>

Table 11: Post Incident Review Discussion Points

6.5 Follow-up Actions

Outcomes of any PIR for an actual event, exercise, or drill should be documented and include a recap of the incident/exercise, response/exercise actions, names of employees involved, lessons learned, identified corrective actions, and a timeline for implementation.
Appendix C: Protective Actions and Risk Specific Guidance

**CENTRAL PIEDMONT EMERGENCY PROCEDURES**

**EMERGENCIES:** ext. 6911 or 704.330.6911  
**NON-EMERGENCIES:** ext. 6632 or 704.330.6632  
If you call 911, provide the location information at right.

---

**ACTIONS:**

**EVACUATE**

**SHELTER IN PLACE**

**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 the alarm and close the door.
- Discuss the area and proceed to rally point.

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

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

**SUSPICIOUS PACKAGE**
- DO NOT use telephones, radios or electronic devices.
- DO NOT handle suspicious package or other items.
- For staff, 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 the alarm.
- Evacuate the area and proceed to rally point.
- Once safe, call College Security Services at ext. 6911 or 704.330.6911.

**SEXUAL MISCONDUCT**
- Title IX  
- Call College Security Services at ext. 6911 or 704.330.6911.  
- Call the Title IX office at ext. 6524 or 704.330.6524.  
- Seek medical attention if needed.

**HAZARDOUS MATERIAL**
- DO NOT attempt to clean spill.
- Dispose 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 an 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.
C.1 PROTECTIVE ACTIONS

C.1.1 Evacuation

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 College Security Services and Emergency Response Team members.
- **DO NOT** go back into the building for any reason, unless directed by College Security Services, Emergency Response Team, or Public Safety officials. If you have a problem or concern, please inform College Security Services personnel.

All CENTRAL PIEDMONT faculty and staff should assist students and visitors in a prompt and orderly evacuation to Rally Points.

Rally Point Sign:

![Rally Point Sign](image)

*Rally Point locations are found in all Central Piedmont parking facilities, Central Piedmont parking lots, and the Quad on Central Campus*

C.1.2 Shelter in Place

- Some emergencies may require that Central Piedmont students, faculty, staff, and visitors shelter inside the building.
- Information concerning the event will be distributed through College 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:

C.1.2.1 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 College Security Services or emergency response personnel that the incident has been cleared.

C.1.2.2 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 College Security Services or emergency response personnel that the incident has been cleared.

Security personnel will secure exterior doors.
C.2 RISK SPECIFIC

C.2.1 Active Shooter/Hostile Event

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 options and then use the information available to make a personal decision concerning which option to choose. Being prepared for emergencies and understanding your skills and limitations will help you to respond in the best possible manner.

INFORMATION PROVIDED TO THE DISPATCHER

- The location of the active shooter.
- If possible, the number of shooters.
- If possible, the physical description of the 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.

RUN

- Have an escape route and plan in mind.
- Leave your belongings, and do not leave by vehicle.
- Keep your hands visible.

HIDE/BARRICADE

- If you can’t safely get out of the building, lock and barricade the door with heavy furniture (i.e., desks, chairs, tables), and stay out of shooter’s view.
- Remain calm and quiet, and silence all sources of noise, (phones, computers, T.V.)
• Be prepared to shelter in place for several hours. It could take the police time before they can get to you and escort you out of the building.

**FIGHT BACK**
• Be prepared to use extreme violence and cause severe injury to the attacker to save your life and the lives of those around you.
• Distract the Shooter and try to control the weapon
• Use anything you can as a weapon and fight back

**WHEN LAW ENFORCEMENT ARRIVES**
Law enforcement’s priority is to stop the active shooter as soon as possible. Officers will proceed directly to the area where the suspected shots were reported.
• Officers may arrive individually or in teams.
• Officers may wear street clothes, 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 YOU SHOULD ACT**
• Remain calm and follow officers’ instructions.
• Put down any items in your hands (i.e., bags, jackets, phones, books).
• Immediately raise hands and spread fingers.
• Keep hands visible at all times.
• DO NOT make any quick movements.
• DO NOT attempt to grab on to officers.
• DO NOT point, scream, or yell at officers.
• Follow the instructions of the officers.

C.2.2 Medical Emergency
Call CP Security Services at 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.

C.2.3 Fire/Smoke
If you discover fire/smoke:
• Move away from fire and smoke. Close doors and windows if time permits.
• Pull the nearest fire alarm, close the door, and leave the area.
• DO NOT attempt to extinguish the fire, unless you are trained and have a safe exit from the fire area.
• DO NOT use elevators. Use stairs only.
• DO NOT delay your exit by retrieving personal items; only gather personal items within arm’s reach as you exit.
• From a safe location, call Central Piedmont Security Services at 6911 or (704)330-6911

If you hear or see a fire alarm:
• Evacuate the building as soon as the alarm sounds.
• DO NOT use elevators. Use stairs only.
• Touch closed doors with back of hand before opening. DO NOT open doors if they are hot.
• Move away from the building and go to the Rally Point.
• DO NOT re-enter the building or work area unless you have been instructed to do so by CP Security Services or emergency response personnel.
C.2.4 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 Central Piedmont Security Services at 6911 or (704) 330-6911 and report the leak.
- CP Security Services will respond to the scene to assist with the evacuation of the building.
- DO NOT re-enter the building unless cleared to do so by Central Piedmont Security Services or fire department personnel.
- Central Piedmont Security Services will contact on-duty Facilities Services staff that will assist in investigating the leak.

C.2.5 Hazardous Material/Infectious Material Spill

- DO NOT attempt to clean up the spill.
- If hazardous material comes in contact with skin, flush immediately with water for at least 15 minutes, and then seek medical attention.
- Evacuate the area.
- Call Central Piedmont Security Services at extension 6911 or (704) 330-6911.
- If possible, make yourself available to responding emergency personnel to supply information that may aid in containment and cleanup.

C.2.6 Tornado/Severe Weather

- All students, faculty, staff, and visitors should move into or stay inside the closest permanent 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 vast roof expanse (auditoriums, gymnasiums).
- Remain in place until notified by Central Piedmont Security Services or emergency response personnel that it is safe to leave.

C.2.7 Bomb Threat/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 Central Piedmont Security Services at 6911 or (704) 330-6911.
- DO NOT attempt to locate the ‘bomb’: Evacuate the area and, call Central Piedmont Security Services from a desk phone from another building. Call 6911 or (704) 330-6911.
- Evacuate the area as instructed by Central Piedmont Security Services or other emergency responders.

C.2.8 Criminal Behavior/Suspicious Activity

- Immediately report emergencies and suspicious activity by contacting Central Piedmont Security Services at extension 6911 or (704) 330-6911.
- ‘See Something, Say Something’.
- For non-emergency service requests, please call extension 6632 or (704) 330-6632.

C.2.9 Sexual Misconduct – Title IX

- Call Central Piedmont Security Services at 6911 or (704) 330-6911.
- Call the Title IX Office 6524 or (704) 330-6524.
• Seek medical attention (if needed).

C.2.10 Domestic Violence Issues/Restraining Orders

Any employee or student of Central Piedmont who has a restraining/protective order should provide a copy to the Executive Director of College Security. Should the order be violated, Central Piedmont 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 Central Piedmont Security Services or the Central Piedmont Care Team immediately. If you have a concern of an immediate threat, please call Central Piedmont Security Services at (704) 330-6911.

C.2.11 Utility Disruptions

POWER OUTAGE

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

• Contact Central Piedmont Security Services immediately at 6911 from a campus telephone or (704) 330-6911 (non-campus phone) and give your name, location, and description of the problem.
• Follow the directions of Central Piedmont Security Services staff and Building Captains.
• Central Piedmont Security Services will contact the 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 if an evacuation is determined to be necessary for safety reasons. Campus Deans working with Cabinet might decide to close a campus. If evacuation is needed, Building Captains will be activated. Building Captains will assist others in evacuating to a safe location. Central Piedmont Security Services will lock exterior doors, or place a guard to prevent reentry. During Inclement weather, the Building Captain may direct evacuees to a different location on campus.

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 Central Piedmont 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. Central Piedmont Security Services will contact on-duty Facilities Services staff for any repair or restoration actions.

C.2.12 Nuclear Power Station Emergencies

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 with 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 with specific instructions based on your location. Follow the instructions given on the radio or television.

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

North Carolina Emergency Management
919.733.3300 800.858.0368
www.readync.org www.ncdps.gov

South Carolina Emergency Management
803.737.8500
www.scemd.org
C.2.13 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 locations are not tornado proof, but they are the "best available" areas for locating people during a severe weather event.

<table>
<thead>
<tr>
<th>TYPES OF NATIONAL WEATHER SERVICE STATEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVISORY OR SPECIAL WEATHER STATEMENT: 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 conditions do not fall within the parameters to issue a watch or warning.</td>
</tr>
<tr>
<td>WATCH – A watch is issued when conditions are favorable for the development of the weather condition, but the event is not imminent.</td>
</tr>
<tr>
<td>WARNING – A warning is issued when conditions for the event are imminent or are occurring. You should take appropriate action based on the situation. <strong>Warnings indicate imminent danger to life and property. Seek shelter immediately!</strong></td>
</tr>
</tbody>
</table>

College Closings

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

In the case of cancellation, delay, or early dismissal of classes, the decision regarding the cancellation or delay of classes will be made and announced as quickly as possible through the following media:

<table>
<thead>
<tr>
<th>CENTRAL PIEDMONT CRITICAL ALERTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://WWW.CPCC.EDU">WWW.CPCC.EDU</a></td>
</tr>
<tr>
<td>WFAE-FM (NPR)</td>
</tr>
</tbody>
</table>

Monitoring

Working with the National Weather Service, emergency management and college security actively monitor all potential weather-related hazards. Emergency Management works with Communications, Marketing & Public Relations (CMPR), and College Security to alert students, faculty, and staff about dangerous weather conditions and what actions to take to stay safe. Emergency management and college security use multiple weather monitoring and forecasting technology systems to ensure that they keep the College safe.
Appendix D: Campus-Specific Evacuation Procedures

D.1 Overview ...........................................................................................................................................................................37
D.2 Notification of A CAMPUS evacuation ...........................................................................................................................37
D.3 when TO EVACUATE ............................................................................................................................................................37
D.4 NO ROAD CLOSURES ..........................................................................................................................................................37
D.5 ROAD CLOSURES THAT PREVENT YOU FROM DRIVING OFF CAMPUS .................................................................37
D.6 Campus-specific evacuation Routes ......................................................................................................................................38
   D.6.1: Cato ..................................................................................................................................................................................38
   D.6.2: Central Campus ...............................................................................................................................................................38
   D.6.3: Harper ................................................................................................................................................................................38
   D.6.4: Harris ..................................................................................................................................................................................38
   D.6.5: Levine ................................................................................................................................................................................39
   D.6.6: Merancas ..............................................................................................................................................................................39
   D.6.7: WTVI – PBS ........................................................................................................................................................................39
   D.6.8: City View Center ..............................................................................................................................................................39
D.1 OVERVIEW

Campus evacuation plans were developed to supplement the All Hazards Emergency Response Plan (AHERP) and help create an orderly evacuation process. Dependent on the situation, the President, Crisis Management Group, or Campus Dean will make decisions to close a campus. If the President, or her designee, a member of Cabinet, or the Campus Dean are not available to make a decision, the Executive Director of College Security/Emergency Management with the Executive Director of Facility Services will make a decision based on life safety factors. Decisions will be based on factors, which can include reports from on-site security officers, maintenance persons, and possible conference calls with the Charlotte-Mecklenburg Emergency Management or other first responder agencies. The reasons for a campus evacuation could include chemical spill, gas leak, civil unrest, active shooter/violent event or another hazardous situation.

If an evacuation is needed, the President, Executive Director of College Security/Emergency Management, or their designee will initiate the Campus Evacuation Plan. When an evacuation is necessary, faculty, staff, and students should evacuate the campus in a calm and orderly manner.

D.2 NOTIFICATION OF A CAMPUS EVACUATION

When an evacuation is necessary, Central Piedmont’s Critical Alert system will be used to communicate relevant information via phone, text, and email. The information will communicate confirmed information and instructions regarding the actions faculty, staff, and students should take to stay safe.

The goal is to get out of harm’s way.

Please remember that if there is a campus emergency, your goal should be to get out of harm’s way. In some cases, it may be faster or safer for you to walk or bike to a nearby off-campus location to wait for further instructions.

Safety comes first; don’t take any chances when it comes to taking the fastest and safest route off of campus.

For example, if the college is being evacuated, don’t walk through campus to get to retrieve vehicle or bicycle if it’s faster to walk off campus in another direction. One can always get your car or bike later, once the area is deemed safe.

D.3 WHEN TO EVACUATE

In the event that the campus is required to evacuate, you may be directed by the fire department, police, or security, in a route that is different from your usual path, or leads you away from your desired destination. Follow the directions from campus and then identify an alternate route to desired destination.

Depending on the reason and location of the incident causing the evacuation, you may be directed by Fire, police, or security to use only one exit. Emergency Alert information will be communicated by Central Piedmont’s Critical Alerts providing you information on what to do should you need to evacuate.

D.4 NO ROAD CLOSURES

If an event happens that requires closure and evacuation of the campus, and no roads are closed, you would exit campus taking your usual route to your desired destination.

D.5 ROAD CLOSURES THAT PREVENT YOU FROM DRIVING OFF CAMPUS

Leave the area on foot taking the fastest and safest route off of campus; seek alternate transportation to desired location.
### D.6 CAMPUS-SPECIFIC EVACUATION ROUTES

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>DESCRIPTION OF ROUTES</th>
</tr>
</thead>
</table>
| **D.6.1: Cato** | **W.T. Harris:** If an event closed Grier road and required the evacuation of the Cato campus, traffic should exit onto W.T. Harris and travel North or West out of the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  
**Grier Road:** If an event closes W.T. Harris and requires the evacuation of the campus, traffic should exit the Cato campus onto Grier road, turning right and travel east out of the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely. |
| **D.6.2: Central Campus** | **Closure at King/Fourth St. or 277:** **Deck 2, and lots 12, and 13:** Traffic should use Charlottetowne Avenue to leave the immediate area before seeking an alternate route to your desired destination.  
**Deck 3, Deck 4, and lots 14 and 15:** Traffic should use Kings Avenue to leave the immediate area before seeking an alternate route to your desired destination. If Kings Drive is not accessible, please leave the area on foot taking the fastest and safest route off of campus, and seek alternate transportation to your desired destination.  
**Deck 1 and all other lots:** Traffic should exit the campus using other streets to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  
**Closure at Charlottetowne Ave./Seventh Street:**  
**Deck 1 and Lots 7, 8, and 9:** Traffic should use Seventh Street heading towards Kings avenue to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  
**All other parking areas:** Please plan to use an alternate route that avoids the closure. Exit the campus normally, taking care to avoid the area that is closed. |
| **D.6.3: Harper** | **W. Hebron St.:** If an event closed Nations Ford Road and required the evacuation of the Harper campus, traffic should turn left onto W. Hebron St. and proceed to Arrowood Road. Use Arrowood road to leave the immediate area, and if necessary use an alternate route to reach your desired destination safely.  
**Nations Ford Rd:** If an event closed W. Hebron Street and requires the evacuation of the Harper campus, you should use Nations Ford Rd to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely. |
| **D.6.4: Harris** | **Morris Field Drive:** If an event closed Billy Graham Parkway and required the evacuation of the Harris campus, Traffic should use Morris Field Drive and proceed to Wilkinson Blvd. to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  
**Billy Graham Parkway:** If an event closed Morris Field Drive and required the evacuation of the Harris campus, traffic should use Morris Field Drive, and proceed to Billy Graham Parkway to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely. |
## Campus Specific Evacuation Routes

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>DESCRIPTION OF ROUTES</th>
</tr>
</thead>
</table>
| **D.6.5: Levine**             | **Campus Ridge Rd.**  
If an event closed Matthews-Indian Trail Road or Independence Blvd and required the evacuation of the Levine campus, traffic should use Old Monroe Road to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  

**Matthews-Indian Trail Rd.**  
If an event closed Campus Ridge Road, or Loop 485 and required the evacuation of the Levine campus, traffic should use Matthews-Indian Trail Road, and proceed to Independence Blvd. to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely. |
| **D.6.6: Merancas**           | **Statesville Rd.**  
If an event closed Verhoeff Dr., or Old Statesville Rd., and required the evacuation of the Merancas campus. Traffic should proceed to Statesville Road to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely.  

**Old Statesville Rd.**  
If an event closed Verhoeff Dr., or Statesville Rd. and required the evacuation of the Merancas campus. Traffic should proceed to Old Statesville Road to leave the immediate area. If necessary, plan to use an alternate route to reach your desired destination safely. |
| **D.6.7: WTVI - PBS**         | **Commonwealth Ave.**  
If an event closed Waterman Ave. or Independence Ave near Coliseum Dr. and required the evacuation of the WTVI-PBS campus, traffic should turn left onto Commonwealth Ave to leave the immediate area before seeking an alternate route to your desired destination.  

**Independence Ave.**  
If an event closed Coliseum Dr. or Commonwealth Ave and required the evacuation of the WTVI-PBS campus, traffic should use the back gate on Coliseum Dr. and proceed to Independence Ave. You would use Independence Ave. to leave the immediate area before seeking an alternate route to your desired destination. |
| **D.6.8: City View Center**  | **Alleghany St.**  
If an event closed Ashley Road, or Alleghany Street west of City View, traffic should use Alleghany Street to leave the immediate area. Proceed to Freedom Drive before seeking an alternate route to your desired destination. |
Appendix F: Counseling and Support Services

F.1 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. To provide support during this time, CP will coordinate counseling resources for our students, faculty, and staff. CP will collaborate with the Mecklenburg County Area Mental Health Authority, counselors from the CP Employee Assistance Program and representatives provided by CP’s insurance providers to respond promptly to post-incident counseling and support needs.

F.2 PURPOSE

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

F.3 COUNSELING SUPPORT RESOURCES

a) Students
As directed by the Crisis Management Group, CP 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 CP students.

b) Full-time Faculty and Staff
Human Resources will serve as the primary contact to coordinate faculty and staff counseling. CMC counselors will receive instructions from and provide feedback to CP 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 CP Insurance providers, and the Executive Director of Enterprise Risk Management will coordinate efforts.

c) Part-Time Faculty and Staff
Human Resources will serve as the primary contact to coordinate counseling services for part-time employees. Counseling services will be available through the Mecklenburg County Area Mental Health agency. Additional support and services may be offered through the CP 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 (CP 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. Also, the representatives for the coordinating department will keep the responding agencies informed.

F.4 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 12: Coordinating Departments and External Agencies

<table>
<thead>
<tr>
<th>INTERNAL OR EXTERNAL</th>
<th>DEPARTMENT/AGENCY AND POINT OF CONTACT</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>HUMAN RESOURCES</td>
<td>Work: 704-330-6878</td>
</tr>
<tr>
<td></td>
<td>Primary: Director of Employee Relations</td>
<td>Mobile: ###-###-####</td>
</tr>
<tr>
<td></td>
<td>Alternate: TBD</td>
<td>Work:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile:</td>
</tr>
<tr>
<td>Internal</td>
<td>COUNSELING DEPARTMENT</td>
<td>Work: 704-330-6878</td>
</tr>
<tr>
<td></td>
<td>Primary: Director of Counseling Services</td>
<td>Mobile: ###-###-####</td>
</tr>
<tr>
<td></td>
<td>Alternate:</td>
<td>Work:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile:</td>
</tr>
<tr>
<td>External</td>
<td>MECKLENBURG COUNTY AREA MENTAL HEALTH AUTHORITY</td>
<td>Work: 704-330-6878</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mobile: ###-###-####</td>
</tr>
</tbody>
</table>

F.5 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, CP-TV, and other communication channels as written in the Crisis Communication Plan.

F.6 ADDITIONAL AUDIENCES

Additional audiences to access updated information can use the emergency information line, (704) 330.6888, College website, CP TV 17, WTVI-PBS, and local media.
Appendix G: Terms, Definitions & Acronyms

Terms and Definitions

All Hazards Emergency Response Plan (AHERP): Campus-wide plan where potential hazards should be identified, vulnerabilities assessed and potential impacts analyzed. The risk assessment identifies threats or hazards and opportunities for hazard prevention, deterrence, and risk mitigation.

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.

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.

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

Central Piedmont 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, College Security Services, Counseling, Human Resources, and the Learning Unit.

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

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

Crisis Management Group: The Central Piedmont decision-making body during times of emergency or crises. It is composed of the President and Cabinet.

Critical Alert Emergency Notification: A text messaging and direct phone call system that alerts Central Piedmont students, faculty, and staff of emergency information.

Disaster: An event that causes great damage or loss.

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).

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

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

Emergency Management: The managerial function charged with creating the framework within which Central Piedmont reduces its vulnerability to hazards through mitigation and preparedness, and respond to and recover from disasters.

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).

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

**Hazard:** A potential source of harm or adverse health effect.

**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.

**Incident Command System (ICS):** A management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.

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

**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).

**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).

**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.

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

**Recovery:** Composed of the core capabilities necessary to assist communities affected by an incident to recover effectively. The recovery core capabilities consist of planning, public information and warning, operational coordination, economic recovery, health and social services, housing, infrastructure systems, and natural and cultural resources.

**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.

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

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

**Stakeholder:** A person or group that has an investment, share, or interest in something, as in a business or industry.
List of Acronyms

- AHERP: All Hazards Emergency Response Plan
- CMG: Crisis Management Group
- CRT: Core Response Team
- EMS: Emergency Medical Services
- EOC: Emergency Operations Center
- ERT: Emergency Response Team
- ESF: Emergency Support Function
- IC: Incident Commander
- ICS: Incident Command System
- NIMS: National Incident Management System
- NGOs: Nongovernmental Organizations
- PIR: Post Incident Review
- PPD: Presidential Policy Directive
- SIP: Shelter In Place