FAYETTEVILLE TECHNICAL COMMUNITY COLLEGE

EMERGENCY RESPONSE PLAN

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Forward

This plan is designed to guide FTCC through an emergency situation when routine measures are not sufficient until normal operations can resume. Not every conceivable situation is addressed in this plan, but the basic guidelines are provided to cope with most emergencies. When a situation occurs that fits any description of events described in *Emergency Situation Descriptions*, page 5, or for any special need that cannot be handled through routine measures, the President or his designee may declare a state of emergency and activate this plan.

The Federal Emergency Management Agency (FEMA) defines an emergency as *"an unplanned event that can cause death or serious injuries to employees, customers, or the general public or that can shut down your business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image."*

Numerous events may be considered "emergencies" and appropriate responses to such events may require more than just routine attention. Then again, some serious situations may be resolved through normal operations and special attention may not be needed.

All requests for procedural changes or suggestions for this plan will be submitted in writing to the Director of Campus Security and Safety for evaluation. Recommendations deemed appropriate will then be submitted to the President for approval. FTCC accepts no liability for the use or misuse of the concepts contained therein.

Purpose

The intent of this plan is to protect life and property of the campus, insure the continuity of college operations, sustain survivors, repair essential facilities, and communicate with students, faculty, staff, parents, alumni, community and others on matters relating to the situation at hand.

Applicability

This Emergency Response Plan applies to:

1. Incidents disrupting normal operations on campus requiring special attention to resolve and return the campus to routine operations.

2. Off campus incidents involving students, faculty, and staff participating in a college related activity, to include transportation to and from, when there is serious injury, fatality, or if the incident is expected to receive media attention.

Declaration of Emergency

Supervisors, directors and other managers for the college are faced with challenges on a daily basis. In most instances, routine resolutions are available to respond to a situation. In fact, there may be situations addressed in this plan that can be easily handled using routine resources without having to activate the plan and involve the Emergency Operations Center (EOC). However, there may be times when routine actions are not sufficient, resources are not available, or public attention requires a concerted response by the college and its senior leaders. Supervisors and directors will contact their respective vice president when an event occurs that is listed in *Specific Emergency Situations*, page 6, when an event occurs that the supervisor and/or director does not have the resources to handle, or when media attention necessitates an official college response. That vice president will confer with the President or his designee concerning a decision to activate the plan and the Emergency Operations Center.

Emergency Operations Center and Teams

The Emergency Operations Center (EOC) is the primary location where campus leadership meets to manage an emergency situation. The EOC is the Virtual College Center, Room 101 (Information Highway Room). Alternate locations may include ATC, Room 217 (Training Room), Student Center Multipurpose Room, Neil Currie Multipurpose Room, or other locations as the situation warrants.

Core Team Members:

President or Designee (Emergency Director)
Vice President for Student and Academic Affairs
Vice President for Administrative Services
Vice President for Financial Services
Vice President for Human Resources
Vice President for Institutional Advancement
Director of Public Safety and Security (Emergency Coordinator)
Director of Facility Services (Emergency Coordinator)

Ancillary Team Members (Added based on situation):

Vice President for Legal Services
Associate Vice President for Continuing Education
Associate Vice President for Curriculum Programs
Associate Vice President for Learning Technologies
Associate Vice President for Off-Campus Programs
Associate Vice President for Student Services
Others as determined by core team

Core Team Member Responsibilities

1. Meet at the call of the Emergency Director
2. Receive information relating to the emergency and make decisions to resolve any issues.
3. Determine which, if any, ancillary team members should be called in to participate.
4. Designate emergency responders and direct the security director and plant superintendent to contact those required to respond.
5. Approve purchases, leases, etc. of necessary equipment.
6. Direct the evacuation and/or closing of college facilities.
7. Approve the release of all official information and instructions to the public.
8. When applicable, request governmental assistance through the City of Fayetteville.
9. Determine when the emergency situation is resolved and normal operations can resume.

When the EOC is established, the designated room will be prepared as expeditiously as possible to accommodate the team. In addition to the existing telephone, Campus Security will provide one two-way radio to establish non-secure communication between the EOC and the on-scene directors. Cell phones will round out voice communication assets. As needed, MIS will provide sufficient computer and audio-visual equipment as deemed necessary by the EOC. Immediately upon convening the EOC, a recorder will be appointed and will record all events and decisions related to the emergency.

Specific EOC Member Responsibilities

Emergency Director: President of FTCC or the President's designate

1. Responsible for the overall direction of the college's emergency response.
2. Coordinates with the Directors of Public Safety& Security, Facility Services, and others, as applicable, in assessing the emergency and preparing the college's response.
3. Declares and terminates any state of emergency on campus.
4. Approves the addition of any ancillary members to the EOC.
5. Approves course(s) of action to resolve the emergency.
6. Consults with the Board of Trustees as appropriate.

Vice President for Academic and Student Services

1. Accounts for all students
2. Provides information for parental/next of kin notifications

Vice President for Administration

1. Accounts for all facilities and equipment.
2. Makes facilities available as necessary.
3. Provides equipment, emergency nourishment, and other supplies through the period of emergency.

Vice President for Institutional Advancement

1. Establishes liaison with the news media (newspaper, radio, television) for dissemination of information as directed by the Emergency Director.
2. Identifies an appropriate location for media to receive information.
3. Prepares news releases and public announcements to the media.
4. Arranges for photographic support as necessary.

Associate Vice President for Student Services

1. Assists in establishing student accountability and parental/next of kin notification.

Associate Vice President for Learning Technologies

1. Provides necessary information technology equipment to support emergency response.

Emergency Coordinators: Directors of Public Safety & Security and Facility Services

In situations involving purely mechanical or structural issues with no apparent bodily injuries or threat to same, the Director of Facility Services will be the dominant emergency coordinator and the Director of Public Safety & Security will support as necessary. Examples would be a roof collapse of an unoccupied building, utility failure or flood. For all other emergencies, especially those involving criminal acts or bodily injury, the Director of Public Safety & Security will be the dominant emergency coordinator and Facility Services will support as necessary.

1. Responsible for the overall coordination of the college response at the site of the emergency.
2. Calls in necessary staff to handle the emergency on scene.
3. Initiates immediate action to contain or minimize damage/injury until the college can enact a more permanent response.
4. Insures adequate communications exist between the EOC and the Emergency Site Command Post.
5. Provides timely and accurate information to the EOC and makes requests to the EOC for assets not available from organic assets.
6. Coordinates with the on-scene public safety commanders (fire, rescue, police)
7. Establishes a safety perimeter around the site and staffs accordingly.
8. Makes arrangements to effect shutdown procedures, hazardous area control, damage assessment, debris clearance, emergency repairs, and equipment protection.
9. Initiates action, as necessary, to relocate essential services and functions.
10. Identifies equipment, vehicles and personnel to contain and control the emergency.

Other EOC members and all ancillary team members:

1. Provide information and assistance from their respective areas.
2. Assist in the decision implementation process to insure immediate action and compliance.

Emergency Site Command Post

The Emergency Site Command Post (CP) is a specific location where college representatives are based to resolve an emergency situation. At minimum, it is staffed with Campus Security and Physical Plant representatives. If police, fire, or rescue organizations are responding and have set up their CP, the college CP will base itself inside (recommended) or immediately adjacent to the agencies CP, declaring dominance with the situation. Other college representatives may work out of the CP. The CP feeds information to the EOC.

Initial Response Procedures

Upon observing or being notified of an emergency situation, the security officer on duty or physical plant employee, as applicable, will assess the situation to determine if it can be

resolved through normal procedures. If fire, police or rescue services will be needed, call 911. If it is known or suspected that extraordinary efforts will be required to resolve the situation, either the security director or plant superintendent, as applicable, will be notified. The following events are assumed to be emergencies and must be reported to the applicable emergency coordinator or designated representative immediately:

- ☐ Biological/Chemical Threat
- ☐ Bomb Threat or Bombing
- ☐ Civil Disturbance or Demonstration
- ☐ Criminal act resulting in bodily injury
- ☐ Earthquake with damage and injuries
- ☐ Explosion
- ☐ Fatality or Serious Injury
- ☐ Fire
- ☐ Flood
- ☐ Hazardous Materials (HAZMAT) Incidents
- ☐ Off-Campus Casualty
- ☐ Psychological Situations
- ☐ Severe Weather with damage and injuries
- ☐ Utility Failure

Once off campus emergency officials and an emergency coordinator are notified, the following tasks must be completed:

- ☐ Direct campus switchboard to call in other security officers to assist.
- ☐ Treat injured pending arrival of medical rescue personnel.
- ☐ If evacuation of a building is necessary, assist in task and verify compliance.
- ☐ Establish a perimeter barrier to protect passers-by and evidence.
- ☐ Serve as college liaison to police, fire, and medical rescue until an emergency coordinator or senior college official can take over.
- ☐ Make notes of times, personnel involved and chain of events for a written report.
- ☐ Direct media inquiries to the Institutional Advancement Office.
- ☐ As soon as possible, provide a two-way radio to the EOC.

Emergency Situation Descriptions

The following pages provide information and guidelines to deal with on-campus emergencies and off-campus emergencies where the college has an interest. Checklists follow to assist personnel in insuring comprehensive coverage is taken. This list and checklist is not all inclusive, but does cover most situations that could strike FTCC with little or no warning.

Bomb Threat or Bombing

A bomb threat or bombing is a deliberate criminal act to destroy or threaten to destroy property or cause injury by means of an explosive device. An explosion is the detonation of a bomb by the bomber or by accident. There are three distinct phases for this situation:

1. The bomb threat: A letter or telephone call informing someone that a bomb has been placed on the campus.

2. Bomb location: Finding a bomb either by accident or through search.

3. Bomb detonation: Explosion of a bomb or other explosive device potentially causing injury and damage.

Civil Disturbance or Demonstration

A civil disturbance or demonstration is an unlawful gathering of persons not sanctioned by the college. Events include marches, meetings, picketing, and rallies. Events may be peaceful or violent.

A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. INTERFERENCE—with the normal operations of the college

2. PREVENTION—of access to offices, buildings, or other college facilities

3. THREAT—of physical harm to persons or damage to college facilities

Peaceful, non-obstructive demonstrations should not be interrupted. Demonstrations should not be obstructed or provoked, and efforts should be made to conduct college business as normally as possible. If demonstrators are asked to leave or refuse to leave by regular facility closing time, Security can monitor or the college can deem the violation of regular closing hours as a disruptive demonstration.

Nonviolent, disruptive demonstrations block access to the college facilities or interfere with the operation of the college. Demonstrators should be asked to terminate the disruptive activity by a designated official.

Violent, disruptive demonstrations must be quelled as soon as possible using available college and law enforcement authorities.

Criminal Acts Resulting in Bodily Injury

Violent criminal acts include murder, hostage taking (kidnapping), robbery, sexual assaults, and aggravated assaults committed by persons on or off campus against members of the campus community, generally on campus. Law enforcement and emergency medical assistance are generally required. A violent criminal act could result from an organized gathering that turns violent or a singular unlawful event with violent results (robbery followed by shooting, stabbing, etc.).

Disgruntled employees or students could exacerbate their situation by elevating their condition to a violent and potentially lethal level. Violence in the workplace is any act that results in threatened or actual harm to a person or property in the workplace. Violence in the workplace includes, but is not limited to: threats, direct or implied; physical conduct that results in harm to people or property; possession of deadly weapons on college property; and intimidating conduct or harassment that disrupts the work environment or results in fear for personal safety.

Earthquake

The probability of an earthquake with resulting physical damage in this geographic area is quite low. Consequently, such an event could have catastrophic repercussions to the safety of the college community. Any earthquake with visible physical damage should be treated seriously.

Explosion

An explosion is any action resulting in a violent burst. Natural gas explosions, bombings, aircraft crashes, train derailments with subsequent explosions, and other destructive bursts are all considered explosions.

Fatality or Serious Injury

Any unattended death (accidental, suicide, homicide) or serious life-threatening injury should receive response immediately. In many cases, medical and police response will occur before the Emergency Operations Center can be established. Implementing the Communication Plan may be the only action required. Serious injury incidents include, but are not limited to: loss or severe damage to limbs, fractures, loss of consciousness for other than mere fainting, uncontrolled bleeding, gunshot, electrocution, and major disfiguring lacerations.

Fire

A destructive burning that is:

1. Accidental in nature, or
2. A controlled burning that goes out of control, or
3. An intentional burning (arson).

Flood

A flood is defined as the rising and overflowing of water unto normally dry land and facilities. Standing or flowing water may, or may have the potential to, halt passage, cease utilities, or otherwise create a hazard to health and safety of personnel. Additionally, floods may destroy materials and equipment.

HAZMAT Incidents

A hazardous material (HAZMAT) incident is an occurrence in which hazardous chemical or radioactive materials are accidentally or improperly released from safe containment. Examples include, but are not limited to: hazardous chemical spills, fires involving hazardous chemicals, oil spills, natural gas leaks, flammable liquid leaks, and radioactive material exposures.

Emergency response is a response effort by employees from outside the immediate release area or by other designated responders to an occurrence, which results or is likely to result, in an uncontrolled release of hazardous substance.

Responses to incidental releases of hazardous substances where the substance can be absorbed, neutralized, or otherwise controlled at the time of release by someone in the immediate release area or by maintenance personnel and without danger to the public are not considered to be emergency releases within the scope of this plan.

Responses to releases of hazardous substances where there is no potential safety or health hazard are not considered to be emergency responses.

The following are situations resulting in emergency responses:
◆ The situation cannot be handled internally. Fire, police, and medical authorities are required to contain or resolve the situation.
◆ The situation requires the evacuation of personnel in the area.

◆ The situation poses, or has the potential to pose, conditions that are immediately dangerous to life and health.
◆ The situation poses a serious threat of fire or explosion.
◆ The situation requires immediate attention because of imminent danger.
◆ The situation may cause high levels of exposure to toxic substances.
◆ There is uncertainty that personnel in the work area can handle the severity of the hazard with personal protective equipment that has been provided and the exposure limit could easily be exceeded.
◆ The situation is unclear or data is lacking on important factors.

The Fire Department is considered the first response from an outside agency for situations described above. The Fire Department normally handles situations involving hazardous chemicals and other hazardous materials. Once a HAZMAT situation is recognized, persons knowledgeable of the event will begin evacuation. If not already involved, call Campus Security. Evacuation will be by whatever means is necessary (voice command, fire alarm activation, messenger, etc.). In no case will students be allowed to remain in the danger area, even if they are employed at the time by the college in a work-study situation. In buildings, use the standard exits and clear the building and/or area to a distance that will insure safety based on the situation. As soon as possible, all persons will be accounted for and assurance made that no one is remaining in the affected area. This can be done by professors conducting roll call or Security going door to door, etc. in the safest manner possible. This information will be provided to the EMT as soon as possible.

The college does not maintain a fire emergency response force or similar organization. Other than immediate actions upon recognition of a HAZMAT situation, the college will rely on recognized fire, police and other emergency organizations.

Security will coordinate with persons knowledgeable of the hazard and emergency responders to determine the appropriate safe distance from the hazard area and establish an appropriate boundary area. Students and employees may be required to insure unauthorized persons do not cross into the affected area. In the event decontamination is required, the college will work with the appropriate fire department and medical responders to accomplish this need. In the event members of the college community are required to enter the hazard area, such operations will be performed only with appropriate personal protective equipment and by using the buddy system in groups of two persons or more.

Anyone who exhibits signs or symptoms that may have resulted from exposure during the course of the emergency incident must be provided medical consultation.

HAZMAT events that occur off campus (major fires, accidents involving rail or highway vehicles, aircraft accidents, etc.) but create a dangerous environment on campus will be handled as appropriate by the instructions listed above.

Off-Campus Casualty

Off-campus casualties are accidents or incidents of any catastrophe affecting members of the campus community. Examples would be field trips by bus, aircraft accidents, service trip accidents, and incidents/accidents involving students or faculty in a foreign country. Most of these situations would be handled almost exclusively by activating the Communication Plan.

Psychological Situation

A psychological situation is an occurrence where an individual is threatening harm to him or herself, others, or is out of touch with reality due to severe depression, drug reactions, or psychotic breakdown. Hallucinations or uncontrollable behavior may manifest a psychotic breakdown.

Severe Weather

Severe weather includes any storm that disrupts, or has the potential to disrupt, college activities. Examples include, but are not limited to: tornadoes, blizzards, severe electrical thunderstorms, drought, dust storms, and ice storms. Severe weather has the capability to collapse roofs and entire buildings, break glass, halt or greatly impede mobility, cut communication lines, disrupt electrical service, and injure or kill unprepared people.

Severe Weather Watch: A watch is an indication of where and when the probabilities are highest that severe weather, including tornadoes, could occur. The National Weather Service will issue a watch bulletin to local authorities as well as to the local radio and television stations.

Severe Weather Warning: A warning is an announcement by the National Weather Service that severe weather is approaching.

Continuous sounding of emergency sirens signals a warning.

In case of severe weather or tornado, everyone should be directed to a designated shelter. Appropriate shelter areas are the lowest level or basement of a building. Stay away from windows and exterior doors. Large rooms with wide roofs should be avoided. Everyone should remain in the shelter until authorities determine it is safe to leave. Severe weather warnings and watches are not reasons by themselves to declare a state of emergency and activate the Emergency Operations Center. Only the destructive results of severe weather will be cause for such declaration.

Utility Failure

Utility failure is the cessation of electrical and communications service to the college. The source of the cessation could be on or off campus.

Biological/Chemical Threat Agent (BCTA)

BCTA are becoming increasingly more common as both domestic and international terrorism tactics. Examples range from receiving an envelope in the mail with an unknown powder enclosed, to an explosive device containing toxic chemicals (dirty bomb) that can multiply the degree of damage potential.

Routine Checklist

The following checklist is applicable for most incidents. It is available to assist the Emergency Operations Center in accounting for actions they should address or in tracing events during an emergency situation. Obviously, this list is not all-inclusive. Additional actions may be required and some actions listed below may not be applicable to the situation.

Task/Action Taken

Personnel Accountability

☐ Designate an assembly area to account for everyone.
☐ Begin search for any missing persons.
☐ Send final headcount to EOC.
☐ Any injuries?
☐ Hospital notified?
☐ First-aid supplies, blankets, etc., needed?
☐ People available to assist those injured?

Structure Safety

☐ Is building safe for occupancy?
☐ Alternative locations to move people/classes
☐ Classroom availability
☐ Bed/blanket availability
☐ Water/plumbing
    ☐ Is city water safe?
    ☐ Bottled water inventory?
    ☐ Are plumbing systems intact and operable?
    ☐ Are water conservation measures necessary?
☐ HVAC
    ☐ Furnaces and boilers operable?
    ☐ Air conditioning systems operable?
    ☐ Temporary heaters and fans available?
☐ Electricity
    ☐ If power is off, how long is outage expected?
    ☐ Availability of emergency generators?
☐ Accommodation of Disabled
    ☐ Status of elevators
    ☐ Clearance of hallways, rooms, etc.

Other Considerations

☐ Communications
    ☐ Status of telephone communications
        1. Contact ITS for assistance
        2. Insure critical persons/offices have phone service
    ☐ Status of radio communications
        1. Status of radio repeater

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        2. Distribute radios with channel 2 or 3 capability
        3. Rent or lease additional radios
- ☐ Status of cell phones
- ☐ Status of pay phones
- ☐ Set up Call Center (See Communications Plan, Page 18)
☐ Food Service
- ☐ Capability to operate
- ☐ Will commercial food service vendors be needed?
- ☐ Capability to deliver meals to scene or provide sack meals
☐ Weather
- ☐ What is short term forecast
- ☐ What accommodations are required based on weather?
☐ Transportation
- ☐ Status of college vehicles
- ☐ Rent or lease additional vehicles?
- ☐ Establish special parking areas?
☐ Media (See Communications Plan, Page 18)
- ☐ Spokesperson identified?
- ☐ Physical location for media to work
- ☐ Guidance for media tours to affected site
- ☐ Instruct everyone where and how to direct media
☐ Government assistance required?
- ☐ Begin process by contacting 911
- ☐ Consider request to FAA to declare airspace a no fire zone to keep media and others from flying over.
☐ Cancel or amend classes?
- ☐ Can the college continue operations?
- ☐ Is it safe for students to return home?
- ☐ How to announce closing
☐ Manpower support
- ☐ Extend hours of employees
- ☐ Schedule shifts to work 24 hours a day
- ☐ Hire students for labor
- ☐ Seek volunteers
- ☐ Hire temporary help

Checklists for Specific Situations

In addition to the previous checklist, specific actions may be required to resolve an emergency situation. These checklists assist for those situations.

Bomb Threat

Task/Action Taken

☐ Campus Security contacts first person available from the following list (calls in order):
   1. Director of Public Safety & Security
   2. Vice President for Curriculum Programs
   3. Vice President for Administrative Services
   4. Vice President for Academic & Student Services
   5. Vice President for Institutional Advancement
   6. Director of Facility Services
   7. President

☐ Determine genuineness of threat.

☐ Isolate the recipient of call or protect the message for police investigation.

☐ If threat is considered credible, contact 911 for police response.

☐ If threat is considered credible, determine if evacuation is the next course of action.

☐ If threat is determined to be credible, organize a search:
   ☐ Use people familiar with the building or area.
   ☐ Instruct them not to touch or move any suspicious item
   ☐ Seal cleared areas and protect areas to be searched.

☐ Invite police representation in EOC.

☐ If device is located, refer to <u>Found Explosive Device</u>, Page 12.

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Found Explosive Device

Task/Action Taken

- ☐ When an explosive device is located, Campus Security initiates immediate evacuation of the area. Persons are to take the closest exit from the building that is not in proximity to the device. Persons are to assemble at a common area at least 500 feet away behind a barrier.
- ☐ Call Police (dial 911).
- ☐ Emergency Operations Center is activated.
- ☐ Based upon the situation, the building with the device is searched again to insure everyone has evacuated.
- ☐ The area is cordoned off (barricaded) to insure innocent persons do not accidentally enter danger area.
- ☐ If an explosive device is located, law enforcement will take over.
- ☐ If the device explodes, refer to Explosion, Page 14.
- ☐ If a device is located and/or explodes, insure everyone is aware of the possibility of secondary explosive devices.
- ☐ Determine the need for a press release and draft one for distribution.

Civil Disturbance or Demonstration

Task/Action Taken

- ☐ Determine the purpose of the assembly.
- ☐ Identify demonstrators.
- ☐ If the demonstration is disruptive, direct termination of activity.
- ☐ Contact police if activity turns violent or potential for violence exists.
- ☐ Be prepared for media inquires.
- ☐ Determine need for evacuation of campus or partial evacuation of selected areas.

Directive to Immediately Terminate Demonstration:

I am (*identify yourself and capacity with the college*.). This assembly and your conduct are seriously disrupting the operations of FTCC and are in clear violation of the rules of this college. You have previously been called upon to disperse and terminate this demonstration. You have been given the opportunity to present your grievances in the appropriate manner. In no event will the college accede to demands backed by force.

Accordingly, you are directed to terminate this demonstration. If you have not done so within ___ minutes, I will, under the authority of the board of trustees, take whatever measures are necessary to restore order, including calling for police assistance. Any student who continues to participate in this demonstration is subject to suspension and/or arrest.

Directive to Immediately Terminate Demonstration with Assistance of Law Enforcement Authorities:

I am (*identify yourself and your capacity with the college*.). You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of FTCC, each of you is hereby suspended, subject to later review.

The police will now be called to assist in dispersing this assembly.

Those who fail to leave immediately will be subject to arrest.

Earthquake

Task/Action Taken

- ☐ After the initial shock, evaluate the situation.
- ☐ If damage is substantive, activate the EOC.
- ☐ Be prepared for after-shocks.
- ☐ If damage is evident, contact Physical Plant to evaluate the structures for safety.
- ☐ If there are injuries, call 911 for medical assistance.
- ☐ If evacuation is deemed necessary, have all occupants leave the building and stay at least 500 feet away.
- ☐ Inspect for gas leaks, and electrical problems.
- ☐ If water is cloudy or dirty, contact the city.
- ☐ Arrange for temporary shelter in the event of serious structural damage or utility failures.

Explosion

Task/Action Taken

- ☐ Set up perimeter around the explosion site. Do not allow persons inside the perimeter unless they are emergency response personnel or investigators.
- ☐ Look for injured persons.
- ☐ If damage is substantive, there are injuries, or determined to be criminal in origin, activate the EOC.
- ☐ Set up accountability for all that should work or be in the explosion area.
- ☐ Be prepared for secondary explosions.
- ☐ Determine the source of the explosion.
- ☐ If the potential exists for hazardous materials to be involved, refer to <u>HAZMAT Incidents</u>, Page 15.
- ☐ Coordinate with utilities and communications companies to turn off utilities and provide for temporary services as applicable.

Fatality or Serious Injury

Task/Action Taken

- ☐ Call 911 for police and medical response.
- ☐ Cordon off (barricade) the crime or accident scene pending arrival of investigators.
- ☐ Notify the president, through a vice president, of the incident.
- ☐ Activate EOC if warranted.
- ☐ Identify all witnesses.
- ☐ Take steps to insure others are not put in harm's way.
- ☐ Relocate activities scheduled for the area of the incident.

Fire

Task/Action Taken

- ☐ Verify a fire exists.
- ☐ Call fire department (911) or verify the fire department has been called.
- ☐ Cordon off (barricade) the building from safe areas.
- ☐ Verify accountability of all occupants.
- ☐ Contact a vice president, who, in turn, will notify the president.
- ☐ Determine the extent of damage and injuries.
- ☐ After assessment, determine whether to open EOC.
- ☐ If possible, move adjacent combustible items from the fire scene.
- ☐ Identify alternate shelter for displaced persons.
- ☐ If there is the potential for hazardous materials involvement, refer to <u>HAZMAT Incidents</u>, Page 15.

Flood

Task/Action Taken

- ☐ When flooding is predicted, begin precautionary steps to protect property and people in flood plain and other vulnerable areas.
- ☐ Create watch to monitor rising floodwaters.
- ☐ When flooding occurs, insure everyone is evacuated to higher, dryer ground.
- ☐ Be prepared for utility disruption.
- ☐ Be prepared for sanitary sewer disruption.
- ☐ Barricade flooded areas.
- ☐ Mark safe areas and appropriate detours.
- ☐ Due to higher risk of contaminated water and swift currents, warn everyone to stay out of flooded areas.
- ☐ Conserve potable water in event the water supply becomes contaminated.
- ☐ Monitor weather predictions for sustained flooding or predictions for receding waters.
- ☐ Survey flooded areas to determine loss of property and equipment.

HAZMAT Incidents (Includes Biological/Chemical Threat Agents (BCTA))

Task/Action Taken

- ☐ Secure the area.
- ☐ Call 911 and notify fire department. Inform them hazardous materials are or may be involved.
- ☐ Insure everyone is accounted for.
- ☐ Retrieve applicable material safety data sheets (MSDS).
- ☐ Activate the EOC.
- ☐ As applicable, monitor wind direction and weather. Adjust restricted area accordingly.
- ☐ Take appropriate evacuation measures.
- ☐ For BCTA, identify and immediately isolate those that may have contacted the substance.
- ☐ For BCTA, begin steps to:
  1. Decontaminate exposed persons.
  2. Encourage personal hygiene steps for all.
  3. Decontaminate personal items.
  4. Decontaminate the environment.
- ☐ Be sensitive to HAZMAT incidents off campus.

Psychological Situations

Task/Action Taken

- ☐ Assess the situation. Evacuate all those persons not involved in the situation.
- ☐ Contact campus security.
- ☐ Call 911 for the appropriate police and medical response agencies.
- ☐ Cordon off (barricade) the area.
- ☐ Based on the situation, activate the EOC.
- ☐ Activate the Communications Plan for any media interest.

Severe Weather

Task/Action Taken

- ☐ Monitor weather reports when severe weather watches are issued.
- ☐ Upon notification of severe weather warning or actual event, direct evacuation to appropriate shelters.
- ☐ Appoint person(s) to watch for severe weather.
- ☐ If weather causes severe damage or injuries to campus, activate the EOC.

Utility Failure

Task/Action Taken

- ☐ Determine the extent and duration of failure.
- ☐ If extended utility outage is anticipated, activate the EOC to determine:
    1. If college should close or restrict activity.
    2. Obtain alternate facilities that have sufficient utility support.
    3. Plan to work with existing assets.
- ☐ Contact utility company (PWC) for temporary service.
- ☐ If phone service is interrupted, arrange for designated people to maintain communication by using cell phones. Issue if necessary.
- ☐ Consider consolidating offices, classrooms and residence halls to conserve utilities.
- ☐ If a utility failure results in an unsafe situation, barricade unsafe areas until repairs are made.

Violent Criminal Acts

Task/Action Taken

- ☐ Barricade the affected area immediately.
- ☐ Call 911 for police and medical response.
- ☐ Administer first aid as needed.
- ☐ Begin taking names and addresses of any witnesses.
- ☐ Call in off duty security officers.
- ☐ Activate the EOC.

Off-Campus Casualty

Task/Action Taken

- ☐ Activate the EOC.
- ☐ Alert college counselor to the incident.
- ☐ Alert college pastors.
- ☐ Insure care of survivors.
- ☐ Consider setting up an on-site center to facilitate the process.

College Communication Plan

Introduction

This plan is a supplement to the FTCC Emergency Response Plan (ERP). It provides for communication guidance in response to any serious or emergency situation affecting FTCC. It applies both to situations on campus and those involving members of the FTCC community in college-related off-campus activities. Recognizing that any particular situation may make unique demands and require specific responses, these guidelines serve as a template to assist college officials in handling emergencies.

Purpose

This plan identifies available resources and presents general guidance about how to inform the community, media, and other concerned persons on the status of an emergency affecting FTCC.

General

1. When an occurrence requires activation of the College Emergency Response Plan, the Emergency Operations Center will convene to review the situation.
2. The EOC will assess the situation and direct specific responses.
3. The EOC will develop an initial statement that will be prepared by the Institutional Advancement Office (IAO) and approved by the president or his designated representative. This statement will be distributed in the following manner:

   To the on-campus community and to media outlets by the IAO.

   To the Board of Trustees by the President's Office.

   To affected students and parents by the Vice President of Academic and Student Affairs.

   The statement will describe pertinent, verifiable facts about the situation and the college's response to it. This and subsequent information will be shared, as determined by the EOC and the IAO, through telephone advisories, fliers, e-mail and Web page announcements, press briefings, and telephone calls from the Call Center.
4. The IAO will notify the Information Desk and the campus community that any inquiries from media or concerned persons should be directed to IAO or, when applicable, to another source specified by the EOC.
5. When deemed necessary, the EOC will direct IAO to establish a press center. Campus Security and all college staff will be notified of the press center location and how to direct calls to the center.
6. If a call center is activated, IAO will coordinate use of the room. Based on the situation, the EOC will determine a source of call center personnel.
7. Privacy rights and needs of emergency teams (Law enforcement, fire, rescue, and life saving) must be considered before disseminating information. Volunteers or other college staff helping to disseminate information must be clearly briefed on how to communicate the situation.
8. When an event occurs off campus that has an impact on the college community, the EOC will determine whether to send a representative to the site who would respond to inquiries. If that is not possible, the senior FTCC staff member at the site may serve as a conduit of information to the media, as long as the information is reviewed prior to release by the IAO. Otherwise, all media inquiries must be directed to the IAO for comments.

Protocol for Testing Plan

At least once every 18 months, the college should conduct an exercise to familiarize members of the Emergency Operations Center and other responsible staff with the Emergency Response Plan. The exercise may range from a simple desk exercise to an extensive hands-on exercise involving the campus community and outside resources, such as the police & fire departments, local hospitals, and the Cumberland County Emergency Management Office. It may be scheduled or unscheduled. Unscheduled exercises should be attempted only after the EOC is familiar with its responsibilities and the community is alerted so as not to create panic. Any exercise should focus around a specific emergency. Those types of emergencies most apt to occur should be tested first. Tornadoes, fires, or serious injuries should receive attention over emergencies such as earthquakes.

Initial exercises should be conducted when minimal disruption of campus activity will occur and when participants can focus their prime attention to the exercise. Departmental directors and chairs not serving on the EOC will receive orientation/training by the Director of Public Safety & Security, and/or their appropriate Associate Vice President, concerning possible involvement in training exercises or actual emergency events.

An exercise may last an hour or all day. Due to a strain on resources and time, exercises exceeding a day should be avoided.

Sample plans for two exercises follow:

Exercise scenario # 1

Type: Desk exercise, no physical activity.

Scenario: Tornado strikes campus. ATC, VCC, and the Tony Rand Student Center are leveled. Windows are blown out in other buildings, trees are uprooted and fallen limbs are everywhere. Several injuries and two known fatalities occurred in ATC and the VCC. Communication and utilities are intact in other buildings.

Exercise Action: The Emergency Operations Center (EOC) convenes to receive initial damage report and coordinates and directs specific responses. Ancillary members are called in as applicable. The exercise coordinator feeds status reports into the EOC to allow them to make decisions. Exercise is not conducted in real time. Overall duration should be up to four hours.

Exercise scenario # 2

Type: Potential Participation Exercise

Scenario: Fire with Hazardous Material (HAZMAT) implications. Horace Sisk building is on fire. Security officer discovers fire in Horace Sisk facility when locking the building. After calling 911, he attempts to evacuate the building. He finds three unconscious individuals in a chemistry lab and solicits help from three students remaining in the computer lab to carry the unconscious individual out of the building to safety. They are almost overcome by some noxious fumes. The security officer is not warned ahead of time of the exercise. Student volunteers "play" the parts of casualties and helpers.

Exercise Action: Coordinate participation of Fayetteville Fire and Police Departments, and other emergency services. Streets surrounding Horace Sisk are barricaded. The EOC is fed information and status from these organizations, Security, and Maintenance. This exercise would be in real time and would last between 4 and 8 hours. The timing and

scenario would be adjusted to the availability and concurrence of the outside police, fire department, and other emergency services participants.

Exercise considerations: Depending on the complexity and personnel involvement of the exercise, the following items must be resolved:

1. Any additional costs for materials, overtime, etc.
2. Availability of police, fire, and medical participants.
3. Time available to EOC members.
4. Scheduled events on campus.
5. Availability of students and staff to play casualties and other participants.