



Central Carolina Community College

Emergency Procedures Manual

Harnett County Campus, Lillington

October 2009

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EMERGENCY LEVELS

The following information is provided for use by knowledgeable individuals in dealing with emergencies. Additional resource people are provided with each individual section of this manual.

Emergency Levels		
<u>MINOR</u> Only minor injuries anticipated No major damage to buildings or property No significant quantity of hazardous materials involved	<u>MAJOR</u> Injuries possible Hazardous materials involved Damage to buildings and property possible	<u>CATASTROPHIC</u> Injuries probable Large amount of hazardous materials involved Damage to buildings or property likely
<i>NOTIFY</i>	<i>NOTIFY</i>	<i>NOTIFY</i>
Front Office x8802 Provost x8845	Fire Dept. 9-911 Front Office x8802 Provost x8845 Front office notify: Admin Services 718-7214 Media Services 718-7491	Harnett County Emergency Services Coordinator 9-911 Front Office x8802 Provost x8845 Front office notify: President 718-7246 VP Administrative Services 718-7214 VP Academic Affairs 718-7414 VP Student Development 718-7230 Also notify all individuals listed under major emergency.
<i>EVACUATE</i>	<i>EVACUATE</i>	<i>EVACUATE</i>
Immediate area	Building	Campus

Declaration of Campus Emergency

Only the president or his designee may declare a state of emergency on a Central Carolina Community College campus. In the event that the president is unavailable, at the Chatham Campus he has designated the following individuals as authorized to declare a state of emergency. Contact the individuals in the order listed.

OFFICE

- | | | |
|---|-----------------------|--------------|
| 1. President..... | Dr. T. Eston Marchant | 718-7246 |
| 2. Harnett Provost..... | Bill Tyson | 910-814-8845 |
| 3. VP Admin Services..... | Wayne Robinson | 919-718-7214 |
| 3. VP Student Development Services..... | Ken Hoyle | 718-7436 |
| 4. VP Instruction..... | Dr. Lisa Chapman | 718-7414 |

ADMINISTRATIVE ASSISTANT PERSONNEL

- | | | |
|-----------------------------|----------------------|--------------|
| Admin Asst to Provost | Gloria Oldham..... | 919-814-8801 |
| Assistant to President..... | Gloria Cheatham..... | 919-718-7223 |

Campus State of Emergency

Once a campus state of emergency is declared, the following procedures will be in effect until and/or unless Harnett County Emergency Services supersedes them.

1. Only authorized CCCC staff and faculty will be permitted on campus.
2. One designated command center will be established determined by the location and nature of the emergency. The primary command center will be the front office unless that area is the site of the emergency.
3. The individual declaring the state of emergency will designate one individual to be in charge of coordinating and directing all emergency responses.
4. All telephone calls on CCCC phones will be limited to emergency calls.
5. Designated individuals should provide basic first aid and life support to any injured individuals until emergency services personnel arrive. After their arrival, follow the directions of emergency services personnel in dealing with injured individuals.
6. All news media contacts are to be made through the Media Services Office. Refer all media personnel to Media Services or the senior administrator on campus.
7. Follow all directions given by emergency services personnel.

Reporting Emergencies

General Procedures

1. In a fire or rescue emergency on the Central Carolina Community College campus, dial 911 from the nearest phone.
2. When reporting an emergency, stay calm. You will need to give the individual answering your call the following information.
 - a. Your location, location of the emergency, and your name and phone number.
 - b. The specific nature of the emergency in as much detail as you can provide
 - c. What help you need.
3. Stay on the phone until the dispatcher tells you to hang up.
4. After you have reported the emergency situation to the 911 number, notify the appropriate CCCC contact people as soon as possible.
5. Do not discuss the emergency with anyone other than Central Carolina Community College personnel or emergency services personnel. Refer all other inquiries to Media Services or the most senior administrator on campus.

Day Contacts		Evening Contacts	
	Office		Office
Admin Office	910-893-9101	Admin Office/Security	910-893-9101
Bill Tyson	910-814-8845		
Cell:	919-770-4132		Also notify any
Danny Dean	910-814-8811		appropriate
Cell:	910-624-5505		individuals from the
Len Royals	910-814-8832		Day Contacts List.
Cell:	910-591-8338		
Ken Hoyle	718-7436		
Wayne Robinson	718-7214		
Lisa Chapman	718-7414		

Evacuation Procedures

Building Evacuation

1. Upon notification of evacuation, all persons should leave the building immediately.
2. When notified to evacuate the building, gather all personal items, books, etc. Walk quickly to the nearest marked exit and alert others to do the same. Unless you smell gas or there is a bomb threat, close all windows, unplug electrical equipment, turn off gas-burning equipment and turn off the lights when leaving a room. If you smell gas, leave the room immediately without turning off any equipment or turning off the lights since this may cause a spark that could ignite the gas. Evacuation routes from all rooms are posted near the door.
3. Assist the disabled in exiting the building.
4. Once outside the building, go to your designated meeting area and report to the building coordinator. The designated meeting areas are listed below.

Designated Meeting Areas

<u>Building Number</u>	<u>Building Name</u>	<u>Meeting area</u>
0031	Cont. Ed	Flagpole, West Lot
0032	Etheridge	Gazebo, North Lot
0033	Miriello	East (Front Gazebo)
0039	Bldg. 4	Miriello West Lot

Building Coordinators

Responsibilities of Building Coordinators

1. Maintain schedules for all classrooms and instructors who have offices on their assigned floor.
2. Know the location of all handicapped individuals in their assigned area.
3. When a building is evacuated, building coordinators should report to the designated meeting place and determine that all individuals have safely exited the building.
. The building coordinator will report this to the campus emergency coordinator.
Remain on stand-by to assist emergency personnel in locating individuals who may be trapped in the building.

Responsibilities of Instructors

Instructors should take their class rosters with them during an evacuation. All instructors are responsible for seeing that students are properly evacuated during an emergency and for following all emergency directives.

Building Coordinators

Building

33-Miriello

31-Cont Ed

32-Etheridge

39-Bldg. 4

Coordinator

Cindy Page

Ukie Hallman

Lennie Stephenson

Len Royals

Barbara Wood

Gary Beasley

Edith Cook

John Shull

Campus Evacuation

When a campus state of emergency is declared, all non-essential personnel and students should begin an orderly evacuation of campus. Campus administration will direct traffic to ensure the safest and quickest evacuation of campus.

Before evacuating any person with special needs, be sure you know how that individual will be exiting campus. If the individual needs to call someone to come and get them, he/she should make the call before exiting the building. If he/she rides with someone else on campus, an attempt should be made to contact that individual before exiting the building. If not, a staff or faculty member should stay with the individual until the individual makes contact his/her ride.

If the individual utilizes public transportation, notify the front office (x8802) that there is an individual waiting in the building for public transportation. A staff or faculty member should always remain with the individuals until they are evacuated from campus.

In no case should any individual be left alone in a building to await a ride. Building coordinators should make sure that everyone has evacuated the building and notify campus administration that the building is secure.

The following guidelines are provided to assist in the evacuation of people with disabilities.

1. Evacuating a disabled or injured person alone should be a last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.
2. Some people have conditions that can be aggravated or triggered if they are moved incorrectly. If people with mobility impairments cannot exit, they should be moved to a safer area, i.e. most enclosed stairwells.
3. Attempt a rescue evacuation only when the disabled person is in immediate danger and cannot wait for professional assistance.
4. It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move to a safer area.
5. In some two story buildings the disabled person may be moved to the "Area of Rescue" located in the stairwells to await rescue by emergency personnel.
6. Notify Campus administration or fire personnel immediately about any people waiting to be rescued.

7. Two physically capable occupants should be invited to volunteer to assist the disabled to evacuate. If a volunteer is not available, designate two people to assist who are willing to accept the responsibility. Ask the disabled person how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
8. DO NOT use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire or other disaster.
9. If disabled people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using a carry technique. Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the rescuers. Certain lifts may need to be modified depending on the person's disability. Remember that two-person rescues are preferable.
10. DO NOT evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.

Evacuating Persons with Blindness or Visual Impairment:

1. Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms.
2. DO NOT grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
3. Give other verbal instructions or information (i.e. elevators cannot be used).

Evacuating Persons with Deafness or Hearing Loss:

1. Get the attention of a person with a hearing impairment by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
2. Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

Behavior of An Unusual Nature/Crisis

Crisis on campus can be the result of violent, disruptive or criminal behavior. Everyone is asked to assist in making our college a safe place by being alert to suspicious situations or persons and promptly reporting them by calling the front administration office (x8802). Keep in mind that individuals taking prescription medications and those needing insulin as well as individuals using illegal drugs may appear disoriented or irrational. Also report individuals who appear to have no legitimate reason to be on campus. Approach all such individuals with caution.

Whenever calling the administration office (x8802), be sure to indicate whether or not you need immediate assistance.

If you are a victim or a witness to any on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, etc. seek safety and call the front administration office (x8802). Be prepared to provide the following information when reporting:

- Nature of the incident.
- Location of the incident.
- Description of person(s) and property involved.

Armed Intruder

If an armed intruder is observed on campus, call 911 immediately. Provide the following information and do not hang up until told to do so:

- Description of the intruder.
- Exact location
- Type of weapon, i.e. handgun, shotgun, rifle, etc.
- Actions of the intruder.

Do not approach the person. Should gunfire or discharge of an explosive occur, seek cover immediately using all available concealment.

Contact campus administration immediately thereafter.

Request Emergency Medical Services should an injury occur.

Carefully follow directions of administrative and Emergency Services personnel until you have been told that the crisis has been resolved.

Domestic Issues/Restraining Orders

Any employee or student of the college who has a restraining/protective order should provide a copy to the Campus Provost. Should the order be violated, notify campus administration and/or the police.

All staff and faculty members should be observant of actions and situations in the workplace which indicate a domestic issue. Domestic issues must be reported to campus administration so that the situation may be addressed.

Hostage Situations

Anyone observing a situation where a person is being held against their will should call Harnett County 911. Do not hang up until told to do so. Provide detailed information as follows:

- Location of the incident.
- Identification of person(s) involved.
- Description of events

Do not attempt to intercede in a hostage situation. It is extremely important not to jeopardize your safety or that of the hostage.

If taken hostage the following steps should be taken:

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay calm.
- If the captor is emotionally unbalanced, don't make mistakes that could present a hazard to your well being.
- Don't speak unless spoken to and then only when necessary.
- Don't talk down to the captor who may be in an agitated state.
- Avoid appearing hostile.
- Maintain eye contact with the captor at all times if possible, but do not stare.
- Attempt to establish rapport with the captor.
- Avoid speculating. Comply with instructions as best you can and expect the unexpected.
- Tell the captor if you or anyone else need medications, first aid, or restroom privileges.
- Remember that the captors in all probability do not want to harm persons being held hostage.
- Be observant. You may be released or escape. The information that you are able to provide law enforcement officers may prevent danger to others.

Psychological Crisis

A psychological crisis exists when an individual is threatening harm to himself/herself or to others. If a psychological crisis occurs:

- Never try to handle a situation yourself.
- Call 911 and advise that you need immediate assistance, give your location and the nature of the situation. Contact campus administration.

Terrorist Threat

Any information concerning a terrorist threat should be referred to campus administration. Be prepared to provide detailed information such as:

- How the threat was received, i.e. verbally, email, telephone, etc?
- What were the details of the threat conveyed?
- Who made the threat, if known?
- When the threat was made?
- Where the threat is be carried out?
- Why the treat was made?

Unauthorized Protests, Marches, Assemblies

The College supports the free speech rights of anyone on our campuses.

Most assemblies and rallies will have been approved in advance by the college. Most will be peaceful, unobtrusive and not obstructive.

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

- Violations of law are occurring.
- There is a clear violation of college policies.
- There is interference with the normal operations of the college.
- Access is obstructed to offices, buildings or other facilities of the college.

If any of the above conditions exist call campus administration. Any spontaneous demonstrations should also be reported in order that they may be monitored. Campus administration will notify the ranking college official on campus and take action as directed.

Additional Resource People

CCCC Human Resources.....919-718-7493
 Harnett Police Department910-893-3015

Bomb Threat

1. If you observe a suspicious object or potential bomb on campus **DO NOT HANDLE THE OBJECT**. Clear the area and immediately dial 911 from a CCCC office phone or pay phone.
DO NOT USE A CELL PHONE OR ANY OTHER MOBILE COMMUNICATION DEVICE. AS THESE COULD TRIGGER A BOMB.
2. Any individual receiving a bomb threat should ask the caller: (see the Bomb Threat Report Form below)
 - a. When is the bomb going to explode?
 - b. Where is the bomb located?
 - c. What kind of a bomb is it?
 - d. What does it look like?
 - e. Why did you place the bomb?
3. Keep talking to the caller as long as possible and record the following information on the Bomb Threat Report Form. **(Do not hang up the phone when the caller finishes)**
 - a. Time of the call
 - b. Age and sex of the caller.
 - c. Any noticeable speech patterns, accents, possible nationality, etc.
 - d. Emotional state of the caller.
 - e. Background noises.
4. Local police will conduct a detailed bomb search. Employees are requested to make a quick inspection of their area for suspicious objects and to report the location to the front administration office. Do not move anything to search for the bomb, don't open drawers, doors or windows, do not turn any electrical equipment off or on, and do not touch the light switches. If you locate any suspicious items, do not touch them.
5. If you feel an emergency exists, **DO NOT** activate the fire alarm in the building. Evacuate the building by going room-to-room and asking the occupants to evacuate the building according to the evacuation plan. Using the fire alarm could trigger a bomb.
6. Follow the Emergency Evacuation plan for the building and report to your designated area. When evacuating a building for a bomb threat, do not close doors to common areas until after they have been searched and secured by Emergency Personnel.
7. Do not return to the building until emergency personnel tell you it is safe to do so.

Additional Resource People For Bomb Threats

Harnett Police Department and Harnett County Emergency Services...911

BOMB THREAT CHECKLIST

Number appearing on caller ID _____

1. **When** is the bomb going to explode? _____
2. **Where** is the bomb right now? _____
3. **What** does the bomb look like? _____
4. **What** kind of bomb is it? _____
5. **What** will cause the bomb to explode? _____
6. Did you place the bomb? _____
7. Why? _____
8. Why do you want to kill or injure people? _____
9. What is your address? _____
10. Where are you now? _____
11. What is your name? _____

EXACT WORDING OF BOMB THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

Telephone number at which call is received: _____

Time call received: _____

Date call received: _____

CALLER'S VOICE

- Calm Nasal
- Soft Angry
- Stutter Loud
- Excited Lisp
- Laughter Slow

Continue on top of next column

- Rasp Crying
- Rapid Deep
- Normal Distinct
- Slurred Whispered
- Ragged Clearing Throat
- Deep Breathing Cracking Voice
- Disguised Accent
- Familiar (If voice is familiar, who did it sound like?)

BACKGROUND SOUNDS:

- Street noises Factory machinery
- Voices Crockery
- Music House noises
- Animal noises Clear
- PA System Static
- Long distance Local
- Motor Office machinery
- Booth
- Other (Please specify)

BOMB THREAT LANGUAGE:

- Well spoken (educated)
- Incoherent
- Foul Message read by threat maker
- Taped Irrational
- Knowledge of college buildings or personnel

REMARKS:

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____

Suspicious Packages or Devices

Suspicious Devices / Packages may have the following characteristics:

- Foreign mail, air mail, and/or special delivery
- Excessive postage (probably in stamps rather than a postal strip)
- An unofficial return address or no return address at all
- Hand written or poorly typed addresses
- Addressed to incorrect titles or title, but no name
- Restrictive markings such as “Confidential” or “Personal”
- Misspellings of common words
- Oily stains, discoloration, or a strange odor
- Excessive weight
- Rigid envelope
- Envelope with more than ordinary thickness (1/8” or more)
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material
- Visual distractions

If you see someone leaving a package fitting the above descriptions, call campus administration immediately with a description of the individual and, if known, their direction of travel.

If a suspicious device / package is found, treat it as suspect.

- DO NOT use cell phones or mobile communications devices as these may detonate the device. All communications must be done over land lines or in person.
- Call campus administration.
- Do not handle it unnecessarily. Set it down where you are. Do not move the contaminated material.
- If any material spills out of the letter or packaged, do not try to clean it up and do not brush off your clothes as this could disperse material into the air.
- If the material is corrosive or presents an immediate danger, wash or rinse your hands.
- Close the door to the area where the suspicious parcel was opened and do not allow others to enter the area.
- Secure the location.
- Stay at the scene to answer questions from police and Emergency Services personnel. If anyone else has entered the area in which the suspicious letter or package was found, that person should also stay at the scene until released by campus administration or Emergency Services personnel.

Emergency Lockdown

For the protection and safety of staff, faculty, students and visitors, a crisis on campus may require the college to implement emergency lockdown of a building or the entire campus. This action would be necessary in situations where evacuation would not be appropriate. For example, an armed intruder on campus would require that building occupants lock themselves in rather than being exposed to the danger. Time is critical in such a crisis and the lockdown must be initiated as quickly as possible. College administration will order the lockdown if deemed necessary and inform the ranking college official on campus.

Due to the absence of a public address system on campus, notification of the need for a lockdown would be given verbally by campus administration through the telephone intercom system and with a bullhorn in each building. It is extremely important that staff and faculty assist in announcing the lockdown and directing building occupants into a room/building that can be secured. An example of the announcement might be, "May I have your attention. Please initiate emergency lockdown procedures immediately."

When an announcement is made to initiate the emergency lockdown, the following steps should be followed:

- All staff and faculty members should direct all students and visitors to proceed to an area that can be secured, such as a classroom or office.
- Lock the door with the thumb lock.
- Turn off the lights and close the blinds. Cover the window in the door to prevent someone from seeing into the room. Try to make the room look unoccupied.
- Move the students away from the door and out of the line of sight of the door.
- Make a barricade of desks in front of the students.
- Keep them as low to the floor as possible. Have the students be very quiet.
- Turn off all cell phones or set them on silent mode.
- Remain in your concealed area until campus administration or their designee tells you it is safe to leave.
- Do not speak with the media following the incident until cleared to do so by the Director of Media Services or by the president

Gunfire on Campus

If you witness or hear gunfire on campus, seek concealment immediately. Call 911. Report the gunfire to campus administration. Remain in your concealed location until the situation is declared safe by police.

Be prepared to tell police and/or campus administration the following:

- Exact location of the incident and if the suspect is still shooting
- Condition of the victim(s) and the number of victim(s)
- Brief description of the clothing worn by the suspected shooter(s), vehicle description, and direction of shots fired.
- Type of weapon used (handgun, rifle, etc.).
- Direction of travel or location of the suspect.
- Anything you may have heard the shooter say.

Classrooms and Laboratories

If you are in a classroom when you hear gunfire, immediately do the following:

- Lock the door.
- Turn off the lights and close the blinds. Cover the window in the door to prevent someone from seeing into the room. Try to make the room look unoccupied.
- Move the students away from the door and out of the line of sight of the door.
- Make a barricade of desks in front of the students.
- Keep them as low to the floor as possible. Have the students be very quiet.
- Turn off all cell phones or set them on silent mode so that the suspected shooter cannot hear them. Use that one phone to notify Campus Security that you have heard gunfire and give them your location and the number of the cell phone that you are calling from.
- Remain in your concealed area until the police or their designee tell you it is safe to leave.
- Do not speak with the media following the incident until cleared to do so by the Director of Media Services or by the President.

Offices and Work Areas

If you are in your office or work area when you hear gunfire, immediately do the following:

- Secure the door by locking it.
- Turn off the lights and close the blinds. Cover the window in the door to prevent someone from seeing into the room.
- Move away from the door and out of the line of sight of the door.
- Seek concealment underneath a desk or behind another piece of furniture. Stay as low to the floor as possible.
- Turn off all cell phones or set them on silent mode so that the suspected shooter cannot hear them. Use one phone to notify 911 to say that you have heard gunfire and give them your location and the number of the cell phone that you are calling from.
- Remain in your concealed area until the police or their designee tells you it is safe to leave.
- Do not speak with the media following the incident until cleared to do so by the Director of Media Services or by the president.

Hallways and Other Open Areas Indoors or Outdoors

If you are in a hallway or other open area when you hear gunfire, immediately do the following:

- If you are indoors, seek concealment in an open room or behind a substantial object.
- Do not expect those in barricaded room to open the room to admit you because they have no way of knowing that you are not the suspected shooter.
- If you are out-of-doors seek concealment behind cars, dumpsters, or other large objects. Use extreme caution when moving across campus because this makes you a visible target.
- If you spot the suspected shooter, call campus administration and tell them.
 - o Exact location of the incident and if the suspect is still shooting
 - o Condition of the victim(s) and the number of victim(s)
 - o Brief description of the clothing worn by the suspected shooter(s), vehicle description, direction of shots fired.
 - o Type of weapon used (handgun, rifle, etc.).
 - o Direction of travel or location of the suspect.
 - o Anything you may have heard the shooter say.
- Remain in your concealed location until police tell you it is safe to leave.
- Do not speak with the media following the incident until cleared to do so by the Director of Media Services or by the President.

Chemical, Biological, and Radioactive Accidents

All chemical spills must be reported immediately to who will summon the appropriate individuals to deal with the spill. Do not attempt to deal with the spill unless you have received special HazMat training in dealing with chemical spills. If there is immediate danger to persons, the nearest building should be activated and evacuation of the area initiated.

Chemical, biological, and/or radioactive accidents can result from a variety of causes. These include accidents in the laboratories and shops; hazardous materials brought on campus either legally or illegally; fires and/or explosions in campus buildings; vehicular accidents on campus or on the adjacent surface roads; natural disasters including hurricanes, tornadoes, and other severe weather; vandalism; or aircraft either crashing or dumping chemicals on the campus. Materials may be in the solid, liquid, or gaseous form and may be released into the air, soil or water or may be found in campus buildings. The nature of the spill will determine the procedure to be used in dealing with the particular spill.

The goal in dealing with any spill of chemical, biological, or radioactive material is to minimize the damage to people, property, and the local environment. Anyone using any hazardous materials on campus must be familiar with their properties before using the materials. Hazardous materials, as defined by the North Carolina Occupational Safety and Health Hazard Communication Standard Administrative Code 7C.0101 (a)(99) include all materials that are physical or health hazards. All such hazardous materials must have an MSDS [Material Safety Data Sheet] supplied by the manufacturer on file in the work area. Before attempting to clean up any chemical, biological, or radioactive spill, locate and carefully read the MSDS for the spilled material.

Do not enter an area of contamination if you see individuals unconscious in the area. Potentially deadly fumes may be present. Immediately leave the area and summon qualified help. If you are unsure of who to contact, dial 911 from a CCCC office phone or a pay phone to summon Chatham County Emergency Services personnel.

Resources For Chemical/Biological/Radioactive Accidents

Lillington Fire Department.....911 or (910) 893-9342

Major / Catastrophic Spills

Major spills are those that are likely to cause personal injuries or result in damage to property. No one individual should attempt to deal with a major spill alone.

1. Summon help immediately when it is determined that the spill is classified as a major or catastrophic spill. See the previous page of this manual for the individuals to contact. Notify Chatham County Emergency Operations.
2. Immediately begin evacuation of the building. Contact the building coordinators to insure evacuation of the building.

Minor Spills

Minor spills are those that are not anticipated to cause injury to individuals or property and that can be dealt with by a knowledgeable individual without causing further damage. If there is any doubt as to the hazardous nature of the spilled materials, before beginning cleanup contact campus administration at x200. Every attempt should be made initially to contain the material and prevent further damage and/or contamination.

1. If materials are spilled on the clothing or skin, have the contaminated individual stand under a shower for a minimum of 15 minutes. If the materials are in the eyes, rinse the eyes for a minimum of 15 minutes. Have the individual contact a physician as soon as possible after the exposure to the material even if no injuries are apparent. Send a copy of the MSDS of the suspected contaminating material with the individual to the physician.
2. If materials are spilled in the buildings, contain the spill in the smallest possible area using the Spill Control packages found in the Chemistry Laboratory or use other material to contain the spill. If there is a possibility that students may be affected by the spilled material, have them evacuate the area until the spill can be contained. Do NOT allow students to help you clean up the spill. Isolate all materials used to clean up the spill. Contact the Physical Plant Manager to determine how to dispose of the contaminated material. Do not put any chemicals or waste water down the drains into the water supply or into the regular trash. If you are not willing to drink it, it shouldn't go down the drains.
3. If materials are spilled outside the buildings, contact the Harnett County maintenance department immediately for help in the cleanup. It is very important that any contamination of the local soil or water be avoided if at all possible. Substantial fines can result from such contamination.

See The Preceding Page For Resource People

Symptoms of Chemical Poisoning:

- Difficulty breathing
- Changes in skin color
- Headache or blurred vision
- Dizziness
- Irritated eyes, skin, throat
- Unusual behavior
- Clumsiness or lack of coordination
- Stomach cramps or diarrhea

Remember that you may be exposed to chemicals even though you may not be able to see or smell anything unusual.

Emergency Aid for Contaminated Persons

Administer any medical aid that you have been trained to give. Any ill or injured person must not be allowed to ingest anything, including water. Perform the following steps:

- While waiting for the arrival of Emergency Medical Services, those contaminated must be isolated, remain in the vicinity and provide their names to Emergency Responders.
- Remove contaminated clothing or jewelry from the injury.
- Avoid contact with others as much as possible.
- Use lots of cool running water to flush the chemical from the skin. Running water will dilute the chemical fast enough to prevent the injury from getting worse.
- Use the same treatment for eye burns and remove any contact lens. Be careful to flush the eye from the nose outward.
- If no large amount of clean water is available, use a clean dry cloth and gently brush the chemical off the skin and away from the victim and you. Do not use your bare hands!
- If the chemical is on the face, neck, or shoulders, ask the victim to close his or her eyes before brushing off the chemical.
- Cover the wound very loosely with a dry, sterile or clean cloth so that the cloth will not stick to the wound.
- Do not put any medication on the wound.

Note: These procedures were taken from the American Red Cross and other national emergency management agencies.

Fire

Fires Should Be Reported To 911

Anyone observing smoke or fire in a building should activate the nearest alarm device. When an alarm sounds all occupants are required by law to evacuate the building. Alarms must be activated manually at pull stations. Orders to evacuate may also be given verbally for emergencies such as bomb threats or gas leaks whereby electrical arcing might cause an explosion.

YOU MUST CALL 911 any time you activate a fire alarm since the fire alarms are not tied into the Emergency Notification System. Also notify Campus Administration at x200 any time that you activate the fire alarm system.

1. All personnel should know the location of fire extinguishers, fire exits, and fire alarms in their work area and how to use them. All individuals who are expected to use fire extinguishers must have annual hands-on training in the use of fire extinguishers.
2. If a small fire appears controllable, immediately direct the charge of the fire extinguisher toward the base of the fire. Also direct someone to call 911 to report the fire.
3. For fires that do not appear controllable, immediately call 911 and report the emergency. Also activate the building fire alarm and evacuate the building. Remove all personal belongs, books, and other materials when you evacuate the building since you may not be able to return for some time. If circumstances permit, close all doors and windows and turn off all electrical appliances and gas burning equipment.

TURN OFF THE LIGHT SWITCHES AND CLOSE BUT DO NOT LOCK THE DOORS. If you smell gas, do not turn off the electricity.

4. Staff and faculty have a duty and responsibility for directing students and visitors to the proper safe area. Follow the Emergency Evacuation Plan for your building. Do not use elevators when evacuating.
5. Report to your Evacuation Area and remain there until released by Emergency Personnel. It is important that all individuals from the building be accounted for so that Emergency Personnel do not re-enter the building to search for you.
6. If you become trapped in a building during a fire stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency personnel of your location. Stay low to avoid smoke and toxic fumes. Always check doors to determine if they are hot before you open them. Do not open a door that feels hot to your hand.

7. Hands-on fire extinguisher training is required of all employees who are expected to attempt initial control of small fires.

The following guidelines are provided to assist in the evacuation of people with disabilities:

- Evacuating a disabled or injured person alone should be a last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.
- Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Emergency conditions such as fire, smoke, loss of electricity must be considered in evacuation decisions. If people with mobility impairments cannot exit, they should be moved to a safer area, i.e. most enclosed stairwells.
- Attempt a rescue evacuation only when the disabled person is in immediate danger and cannot wait for professional assistance.
- It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move to a safer area.
- The disabled person may be moved to the "Area of Rescue" located in the stairwells to await rescue by emergency personnel.
- Notify police or fire personnel immediately about any people waiting to be rescued.
- Two physically capable occupants should be invited to volunteer to assist the disabled to evacuate. If a volunteer is not available, designate two people to assist who are willing to accept the responsibility. Ask the disabled person how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- DO NOT use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire or other disaster.
- If disabled people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using a carry technique. Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the rescuers. Certain lifts may need to be modified depending on the person's disability. Remember that two-person rescues are preferable.
- DO NOT evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.

Evacuating Persons with Blindness or Visual Impairment:

- Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms.
- DO NOT grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Give other verbal instructions or information (i.e. elevators cannot be used).

Evacuating Persons with Deafness or Hearing Loss:

- Get the attention of a person with a hearing impairment by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.
- Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

Additional Resource People For Fires And Fire Safety

Lillington Fire Department
Fire Chief: John Bethune

911 or (910) 893-9342 for non-emergency

Medical Emergency

Minor Injuries

Unless you are trained to deal with medical emergencies, call for help immediately. If the victim is conscious and does not appear to be seriously injured, recommend they go home or see their personal physician. Under no circumstances should you give your opinion about what might be wrong with the individual or recommend a specific health care provider. If the patient is too sick or injured to leave on his or her own, help arrange transportation. Under no circumstances should staff or faculty transport ill or injured persons. If necessary call **911** to summon the Emergency Medical Services.

Major Injuries

1. Do not move the victim unless leaving them where they are will result in more injuries. If you must move the victim, try to stabilize the head and neck. Avoid doing any further harm to the victim.
2. If possible, one person should stay with the victim while someone else reports the emergency.

Dial 911

Also contact campus administration at x8802

3. Take measures to protect yourself against direct contact with the victim's body fluids including blood, urine, saliva, and other body secretions. Hepatitis, AIDS, meningitis, tuberculosis, colds, and flu can be spread by contact with body fluids.
4. Evaluate the victim's condition and level of consciousness. Look for medical identification bracelets, tags, or cards indicating that the victim may have a health problem. If the victim is conscious, ask the victim what is wrong.
5. Perform basic emergency care if you are trained to do this.
6. Reassure the victim that help is on the way. Keep the victim warm and dry until help arrives.
7. Ask the victim if there is anyone he or she wants notified about the emergency. Obtain the name and phone number of the individuals to be notified and ask someone to make the calls.
8. Unless you are specifically trained to do so, do not give medical advice or recommend treatment or specific physicians. You could be liable for any subsequent damages resulting from this information.

Death on Campus

In the event of a death on campus or if you discover a deceased individual, please do the following:

- Immediately clear the area of all individuals.
- Notify Harnett County Emergency Operations at 911, and then notify campus administration at x8802.
- Secure the area until help arrives.
- Be prepared to provide as much information as possible about the deceased individual.
- Remain in the area until released by the Lillington Police Department.
- Do not speak with the media about the incident until cleared to do so by the Director of Media Services or the president.
- At a later date/time if you feel it is appropriate, contact Student Services about counseling for those involved in the incident.

Utility Failure

Campus utilities include electricity, water, sewerage, natural gas, heating oil, heating and air-conditioning. Report any problems to the campus administration front office. When the College is closed on weekends and holidays, report the utility failure to the Campus Provost.

Problems with computers, network services, and telephones should be reported to the CCCC Helpdesk. This service operates 8-5 Monday through Thursday and 8-3:30 on Friday.

Because a gas leak presents special problems, the follow protocol should be used if a gas leak is detected.

Gas Leak

- If a gas odor is detected, cease all operations immediately!
- Do not switch lights on or off or use electrical equipment. Electrical arcing could cause an explosion.
- Go to a safe area outside the building and call maintenance and/or the campus administration front office.
Do not use cell phones or radios until outside of the affected area
- Do not pull fire alarms.
- Call Lillington Police Department and Lillington Fire Department for help in evacuation of the building.
- Do not reenter the building until cleared to do so by the police or firemen.

Additional Resource People For Utility Failure

Electricity/Natural Gas	
Progress Energy	800-452-2777
Public Service Co of NC	877-776-2427
City of Lillington Public Works	910-893-3607

Severe Weather

Severe weather may include snow, sleet, freezing rain, severe thunderstorms, flooding, tornadoes, and hurricanes. In the event that severe weather requires closing Central Carolina Community College, the procedure for declaring a campus emergency, found on page 2, will be followed. The individual declaring the emergency will notify the Media Services office.

In the event that severe weather presents an immediate threat to individuals on the campus, the following plan will be activated.

- All individuals in campus buildings should immediately move to the center hallways of the buildings. Close the windows in all rooms and close the doors as you leave the room. If the windows have blinds or curtains, close those also. See the additional guidelines for tornadoes on the next page.
- If time permits, disconnect all computer equipment before leaving the work area.
- Do not leave the center hallway areas until told to do so by emergency personnel. You will be notified as soon as it is safe to return to your work area or classroom.
- It is very likely that phone service and electricity will be cut-off during the storm. Do not rely on the phones for receipt of information. Follow the verbal directions of designated Central Carolina Community College personnel.

Additional Resource People for Severe Weather

Lillington Police Department.....910-893-3015
Harnett County Emergency Services910-893-7563
Harnett County Sheriff's Office.....910-893-9111
National Weather Service Emergency Weather Radio

Severe Thunderstorms

Severe thunderstorms are the most likely natural occurrence that could affect the college. To lessen the possibility of injury the following steps should be followed. Always follow any evacuation directions from campus administration.

Lightning causes around 100 deaths in the U. S. annually (more than hurricanes and tornadoes combined). Before lightning strikes, one should keep an eye on the sky. Look for darkening skies, flashes of light, or increasing wind. Listen for the sound of thunder.

If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.

When a storm approaches find shelter in a building or hard top car (avoid convertibles). Keep car windows closed.

Telephone lines and metal pipes can conduct electricity. Avoid using the telephone or any electrical appliance. (Leaving electric lights on, however, does not increase the chances of being struck by lightning.) Avoid running water for any purpose.

Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades/blinds will prevent glass from shattering into the room.

If caught outside, go to a low-lying open place away from trees, poles, or metal objects. If necessary, take shelter under the shorter trees. Make sure the place you pick is not subject to flooding.

If you feel tingling or your hair is standing on end, be a very small target, squat low to the ground. Place your hands on your knees with your head between them. Make yourself the smallest target possible. Do not lie flat on the ground - this will make you a larger target!

If someone is struck by lightning follow the following guidelines:

- People struck by lightning carry no electrical charge and can be handled safely.
- Call for help. Get someone to call 911 and request Emergency Medical Services. Call campus administration at x8802. Give your exact location and someone will respond to the scene as well as direct Emergency Medical Services to the scene.
- The injured person has received an electrical shock and may be burned both where they were struck and where the electricity left the body. Check for burns in both places. Being struck by lightning can also cause nervous system damage, broken bones, and loss of hearing or eyesight.
- Give any medical assistance that you have been trained to administer. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, a trained person should give CPR. Do not cease CPR before being relieved by higher trained emergency medical personnel. If the person has a pulse and is breathing, look and care for other possible injuries.

Tornado

Each year about a thousand tornadoes touch down in the United States. Only a small percentage actually strike occupied buildings, but every year a number of people are killed or injured. Winds of 200-300 mph can occur with the most violent tornadoes. You can greatly reduce the chance of injury by doing a few simple things:

SECONDS COUNT. If it takes more than 2 or 3 minutes to move all upper-floor people down, things get really risky! Though the average lead (advance) time on tornado warnings has gone up in recent years, remember that the average still includes some warnings with NO lead-time.

If a tornado "watch" is issued, it means that a tornado is "possible."

If a tornado "warning" is issued, it means that a tornado has actually been spotted, or is strongly indicated on radar, and it is time to go to a safe shelter immediately.

Weather is monitored on campus during impending severe weather. College administration will announce actions that should be taken when a tornado "watch" or "warning" is issued. Due to the absence of a public address system on campus, college personnel will give verbal directions. Announcements will also be made over the campus phone system. It is imperative that staff and faculty assist by directing students and visitors to safe areas.

Be alert to what is happening outside. The following danger signs may be an indication that a tornado is imminent:

- A. A greenish or greenish-black color to the sky.
- B. If there is a watch or warning posted, then the fall of hail should be considered a real danger sign.
- C. A strange quiet that occurs within or shortly after a thunderstorm.
- D. Clouds moving by very fast, especially in a rotating pattern or converging toward one area of sky.
- E. A sound a waterfall or rushing air at first, but turning into a roar as it comes closer.
The sound of a tornado has been likened to that of both railroad trains and jets.
- F. Debris dropping from the sky.
- G. An obvious "funnel-shaped" cloud that is rotating or debris such as branches or leaves being pulled upwards.

If you see a tornado and it is not moving to the right or to the left relative to trees or power poles in the distance, it may be moving towards you! Remember that tornadoes usually move from southwest to northeast, but, they also move towards the east, the southeast, the north, and even northwest.

FLYING DEBRIS is the biggest tornado hazard. For example, getting caught in a room with a lot of windows could result in a deathtrap of flying glass. That is why it is extremely important to comply with the following guidelines for protection from the tornado:

- If time permits, move to the interior area of the lowest floor possible. If there is not sufficient time to move to lower floors, seek hallways, rooms or corridors that are not exposed to the outside through windows, doors or walls of glass.
- Put as many walls as possible between oneself and the tornado.
- If feasible, evacuation to lower floors should begin before the storm threatens. The movement should begin when a tornado or severe thunderstorm watch is issued. Remember: Tornadoes can occur with little or no advance warning.
- Everyone should crouch as low as possible with head down, protecting the back of the head with the arms.
- Stay away from large open rooms such as auditoriums, cafeterias, and lounges. Lunches, meetings or assemblies in large rooms should be postponed if severe weather is approaching. Even severe thunderstorms can generate winds strong enough to cause major damage.
- If in a car, abandon it immediately! Most tornado deaths occur in cars and mobile homes.
- Leave the vehicle, go to a substantial structure or lie flat in the nearest ditch or depression and use your hands to cover your head.
- After a tornado passes the following steps should be followed:
- Keep students assembled in an orderly manner, in a safe area.
- Avoid broken glass and other sharp objects.
- Stay away from power lines, puddles containing power lines, and emergency vehicle access areas.
- Render aid you have been trained to give to those who are injured.
- Keep everyone out of damaged parts of buildings; chunks of debris or even whole walls may fall down.
- Ensure nobody is using matches or lighters, in case of leaking gas lines or fuel tanks.
- Set a calm example for students at the disaster scene, and reassure those who are shaken.

Motor Vehicle Fires

A fire in one's car or other motor vehicle is a frightening situation, which can quickly involve great personal danger to vehicle occupants and bystanders. Although every vehicle fire incident will have certain unique factors present at the time, the National Safety Council offers the following step-by-step general suggestions on what to do if your car (or other motor vehicle) catches on fire.

While you are moving on a roadway:

1. Signal your intentions and move to the right lane.
2. Get onto the shoulder or breakdown lane as rapidly as possible.
3. Stop the automobile on the side of the roadway as quickly and as safely as possible. Remember, fires in the electrical system can rapidly disable critical power steering and braking systems.
4. Turn off the ignition. This will stop the fuel pump from supplying the fire with additional fuel. Engage the emergency brake and place the transmission in the "park" position.
5. Get everyone out of, and away from, the automobile and maintain a safe distance from the fire. While explosions are rare, heat and toxic vapors from burning plastics, seat coverings and trim represent a significant inhalation hazard.
6. Get far away from the vehicle and stay away from it. Keep onlookers and others away.
7. Do not attempt to extinguish the fire alone or to enter a burning car to retrieve valuables. (The unseen danger is the possible ignition of fuel in the vehicle's tank.)
8. Warn oncoming traffic.
9. Notify the fire department.
10. Do not open the hood of the automobile. This could feed more oxygen to the fire causing additional damage to the vehicle and, more importantly, potentially cause severe burn injuries.

While the vehicle is stopped in traffic or parked:

1. Shut off the engine.
2. Get far away from the vehicle.
3. Warn pedestrians and other vehicles to stay away.
4. Notify the fire department.
5. Observe all the precautions noted above

In all vehicle fire situations, the first thing to think about is personal safety; any vehicle can be replaced—humans cannot. Think and act quickly, in the safest way possible.

Campus Emergency Kit

The College Safety Committee will be responsible for gathering the components for two kits, one primary and one backup, and maintaining them. The Provost, Campus Counselor, Maintenance supervisor, Evening Security, and Director of Continuing Education will also have knowledge and access to the kits.

One kit will be placed in the Provost's Office. This office will serve as the "primary inner-perimeter command post." The second kit will be stored at the Continuing Education department. This area will serve as the "secondary inner-perimeter command post."

Each kit will contain the following items:

- **Floor Plans**
Floor plans identify important building features such as locations of the fire alarm turn-off, utilities shut-off, cable television shut-off, first aid kits and fire extinguishers. In addition, the floor plans should show the locations of all telephones and telephone wall jacks, computer locations and other devices, which may be useful for all communication during the critical incident.
- **Maps**
Maps will help responders understand the traffic patterns and intersections that will be affected during a critical incident.
- **Campus Evacuation Plan**
The kit will contain a campus evacuation plan.
- **Placards with Directional Words**
During a critical incident, placards with the directional words "Medical Services" and "Media" make it easier for individuals to find where they need to go.
- **Utility Cut-Off Procedures**
Procedures to shut off fire alarms, utilities such as gas, water and electricity, sprinkler systems and cable television will be kept in the kit. **However, the decision to turn off these systems will be made on a case-by-case basis.**
- **Master Keys**
The kit will contain master keys for all buildings and doors on campus. The keys will be made easily identifiable by tags.
- **Master Faculty and Staff Roster**

Each kit will contain a list of all employees to include their office locations, cell phone numbers, faculty office hours and classroom time and location. This information will be updated by the third week of each semester. The faculty/staff roster will list those individuals with first aid and emergency services training. The roster will also identify individuals with special needs.

- **Miscellaneous Items**

The kit will include pens, pencils, notepads, tape, flashlights and batteries.