Central Carolina Community College

Emergency Procedures Manual

Harnett County Campus, Lillington

Revised February 2025

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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		
MINOR No major damage to buildings or property No significant quantity of hazardous materials involved	MAJOR Injuries possible Hazardous materials involved Damage to buildings and property possible	CATASTROPHIC Injuries probable Large amount of hazardous materials involved Damage to buildings or property likely
NOTIFY	*NOTIFY*	*NOTIFY*
Front Office x8804/8805 Provost x8801 Campus Security: Harnett Main x8813 HHSC x8986 Dunn Center x8926 West Harnett Center x8911	Fire Dept. 9-911 Front Office x8804/8805 Provost x8801 Campus Security: Harnett Main x8813 HHSC x8986 Dunn Center x8926 West Harnett Center x8911 Front office notify: President's Chief of Staff 919/718-7447	Harnett County Emergency Services Coordinator 9-911 Front Office x8804/8805 Provost x8801 Front office notify: President 919/718-7246 President's Chief of Staff 919/718-7447 VP Student Services 919/718-7436 Also notify all individuals listed under major emergency.
EVACUATE	*EVACUATE*	*EVACUATE*
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 Harnett 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	Lisa Chapman	919/718-7246
2. Harnett Provost	Jon Matthews	910/814-8801
3. President's Chief of Staff	Margaret Roberton	919/718-7447
4. VP Instruction	Kristi Short	919/718-7426
5. Site Coordinator, Dunn Center		
6. Site Coordinators, Harnett Health Sciences Center	Elizabeth Hodges Donna Rhodes	910/814-8983 910/814-8991
7. West Harnett Center Building 60 Site Coordinator, West Harnett Center Building 65	Security Kiel Rhodes	910/814-8911 910/814-8908

ADMINISTRATIVE ASSISTANT PERSONNEL

Admin Asst. to Provost.....Katie Hall..…….....910-814-8805

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 based on 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. In the event that the primary command center location cannot be used, the secondary command center will be in the library.

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. If you are knowledgeable about basic first aid and life support, you may provide assistance to any injured individuals until emergency responders arrive. After their arrival, follow the directions of emergency responders.

6. All news media contacts are to be made through Marketing and Public Affairs. Refer all media personnel to Marketing and Public Affairs or the senior administrator on campus.

7. Follow all directions given by emergency responders.

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 Campus Security and the appropriate CCCC emergency contacts 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 Marketing and Public Affairs or the most senior administrator on campus.

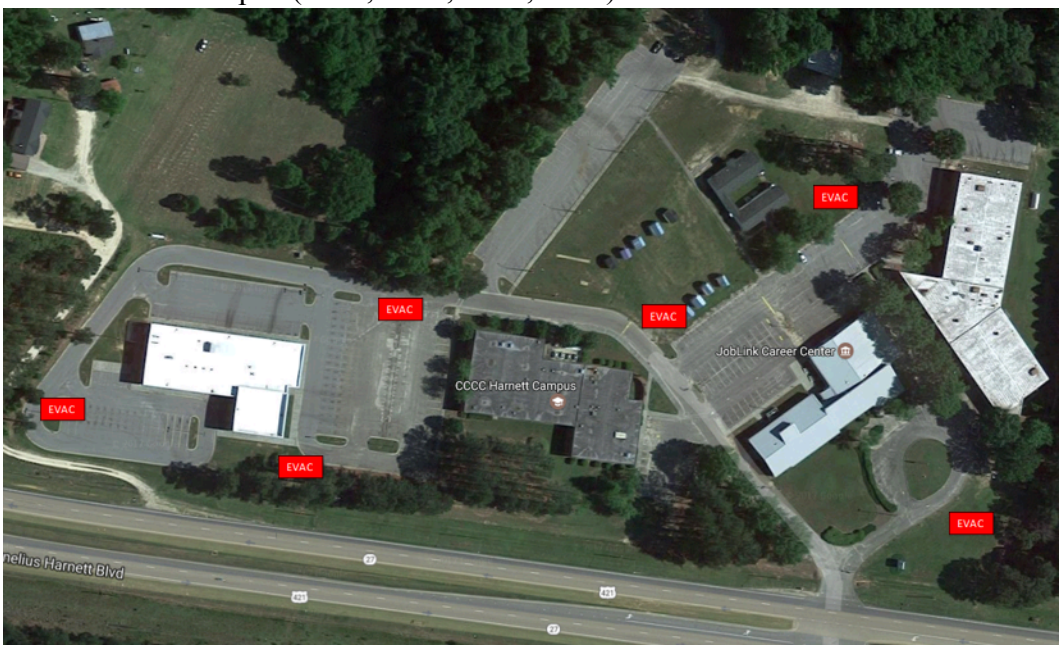
Harnett County Contacts

Day Contacts		Evening Contacts	
Admin Office (HMC)	910/893-9101	Jon Matthews	919-770-4893 (cell)
Jon Matthews (HMC)	910/814-8801	Security (HMC)	910-814-8813 Also notify any appropriate individuals from the Day Contacts List.
Ken Hoyle (VP Student Services)	919/718-7436		
Margaret Roberton (President's Chief of Staff)	919/718-7447		
Kristi Short (VP/CAO)	919/718-7426		
Gwen Collins (Dunn)	910/814-8929		
Elizabeth Hodges (HHSC) or	910/814-8983		
Donna Rhodes (HHSC)	910/814-8991		
Security (WHC Bldg 60)	910/814-8911		
Kiel Rhodes (WHC Bldg 65)	910/814-8908		
Joshua Johnson (HCI)	910/893-2751 x 317		

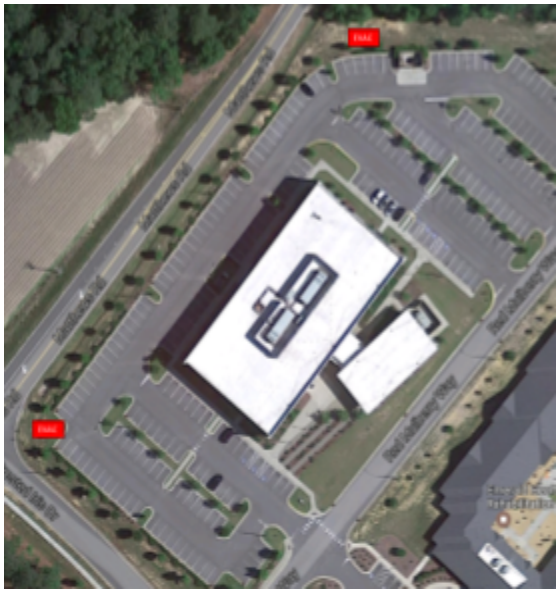
Designated Meeting Areas

Building Number	Building Name	Meeting area
0031	Cont. Ed	Flagpole, West lot
0032	Etheridge	Etheridge rear lot call box/gazebo
0033	Miriello	East lot call box Center lot call box
0039	Cosmetic Arts Classroom-Lab	Center lot call box Center lot-south tree line West entrance call box
0062 0063 0064	Barbering/Sr Ctr Culinary Education	Grass area East of front parking lot
0061	Harnett Health Sciences Center	NW parking lot corner; Grassy area next to dumpster corral
0060	WH Training Center	Rear of building beyond dumpster corral; grass area in front of parking lot
0065	WH Auto Restoration	Grass area at back-corner of front parking lot

Harnett Main Campus (0031, 0032, 0033, 0039)



Harnett Health Sciences Center (0061)



Dunn Center (0062, 0063, 0064)

West Harnett Training Center (0060)

West Harnett Auto Restoration (0065)

Site Coordinators

Building	Coordinator	Contact #
31-Continuing Ed. 32-Etheridge 33-Miriello 39-General Classroom and Cosmetic Arts	Pam Byrd/Katie Hall	910/814-8804/8805
Dunn Center	Gwen Collins	910/814-8929
HHSC	Elizabeth Hodges *or* Donna Rhodes	910/814-8983 910/814-8991
60-West Harnett	Security	910/814-8911
65-West Harnett	Kiel Rhodes	910/814-8908
HCI	Joshua Johnson	910/893-2751 ext.317

Evacuation Procedures

Building Evacuation

1. Upon notification from appropriate personnel, a building should be immediately evacuated.

2. When notified to evacuate the building, walk quickly to the nearest marked exit. 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 in each building.

3. Once outside the building, go to your designated meeting area and report to the Site Coordinator or Security.

Campus Evacuation

When a campus state of emergency is declared, all non-essential personnel and students should evacuate to their designated meeting location and wait for further instructions from the building coordinator, administrators, or first responders. DO NOT use elevators, unless authorized to do so by police or fire personnel.

Bomb Threat or Suspicious Packages
If you receive a suspicious package or bomb threat, dial 911 from a landline phone and contact security from a landline phone at 910/814-8813. DO NOT use a cell phone or mobile device as it may trigger a bomb. If you receive a bomb threat, please use the Bomb Threat Procedures and Checklist on the next page.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

**** Refer to your local bomb threat emergency response plan for evacuation criteria***

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov

Homeland Security

2014

BOMB THREAT CHECKLIST

DATE: **TIME:**

TIME CALLER HUNG UP: **PHONE NUMBER WHERE CALL RECEIVED:**

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice	Background Sounds	Threat Language
☐ Female	☐ Animal noises	☐ Incoherent
☐ Male	☐ House noises	☐ Message read
☐ Accent	☐ Kitchen noises	☐ Taped message
☐ Angry	☐ Street noises	☐ Irrational
☐ Calm	☐ Booth	☐ Profane
☐ Clearing throat	☐ PA system	☐ Well-spoken
☐ Coughing	☐ Conversation	
☐ Cracking voice	☐ Music	
☐ Crying	☐ Motor	
☐ Deep	☐ Clear	
☐ Deep breathing	☐ Static	
☐ Disguised	☐ Office machinery	
☐ Distinct	☐ Factory machinery	
☐ Excited	☐ Local	
☐ Laughter	☐ Long Distance	
☐ Lisp		
☐ Loud	**Other Information:**	
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

Recommended Responses to an Active Shooter

Evacuate

- Attempt to run away from the sound of gunfire putting as much distance between you and the shooter as possible.
- Evacuate the location even if others are not willing to leave, find a safe route and get out!
- Leave your belongings behind and keep your hands clear and visible so responding emergency personnel will know that you are not a threat.

Hide out

- If you cannot safely evacuate you need to find a place to hide where the active shooter is less likely to find you.
- If you are not already in a room with a door, lock the door and blockade it with heavy furniture, office equipment or other large items.
- If you are in an open space, find the nearest open room and secure it using the methods previously described. Stay behind cover, it will help protect you in case of gunfire.

Remain quiet and silence your cell phone. Other sources of noise such as radios, televisions should be turned off.

Disrupt/Incapacitate the Active Shooter

When hiding from an active shooter is not possible, as a last resort, and only if your life is in imminent danger, you should attempt to disrupt and/or incapacitate the shooter by any means possible. Use whatever is available as a weapon and be as aggressive as you can.

Lockdown Procedures

Notification

Campus security will use the following resources to alert you in the event of a campus lockdown

- Cougar Alert notification system,
- Alertus desktop notification system
- Call boxes

Notifications may also originate from Emergency Responders should there be a threat in the neighborhood directly adjacent to your location.

Cell phones should be placed in silent mode. No phone calls/texting should be made that are not essential!

Lockdown Steps

Campus Security/Administrators and selected staff members will proceed to lock all exterior doors of each building. Campus Security/Administrators will contact 911 and advise them of the emergency situation and of the lockdown.

Once a lockdown has been declared, faculty/staff become responsible for their students/visitors and should follow the Run, Hide, Fight response. Students without faculty/staff must be directed to the nearest occupied classroom/office.

Occupants not already in a classroom must move immediately to the nearest open room that you feel safe in and secure the door.

- Once the doors are locked, **do not open the door for anyone!**
- Lock and barricade the room you are in.
- Turn off the lights, close the blinds where possible.
- Stay away from windows and doors.
- Stay low to the ground and instruct everyone to remain calm and quiet.
- Do not let anyone leave the secured room until notified by Campus Security/Emergency Responder.
- **DO NOT** open the door unless you are sure that Campus Security/Emergency Responders are at the door.

If a fire alarm is activated during a lockdown, remain where you are and await further instructions from Campus Security/Emergency Responder.

Emergency Responders must initially consider everyone as potential threats. It is very important that everyone follows the instructions given by the responding law enforcement officers at all times to avoid harm to themselves. Once the “All Clear” has been given, law enforcement officers may require individuals to remain available for questioning following the lockdown.

Chemical, Biological, and Radioactive Accidents

All chemical or other major spills must be reported immediately to Safety Coordinator, Daniel McNeill, 919/718-7402. Do not attempt to deal with the spill unless you have received special HazMat training in dealing with chemical spills. Do not enter an area of contamination, immediately leave the area. If there is immediate danger to persons, call 911 from a landline phone and evacuate the building. Campus Security (910/814-8813) and the building coordinator should also be contacted to assist with the evacuation.

Fire

Fires Should Be Reported To 911 or 9-911

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 OR 9-911 any time you activate a fire alarm since the fire alarms are not tied into the Emergency Notification System. Also notify Campus Security at 910/814-8813 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.
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 911/9-911 to report the fire.
3. For fires that do not appear controllable, immediately call 9-911 from a CCCC office phone or 911 from a cell phone and report the emergency. Also activate the building fire alarm and evacuate the building. If circumstances permit, close all doors and windows, turn off all electrical appliances and gas burning equipment, and remove personal items.
   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 Responders. It is important that all individuals from the building be accounted for so that Emergency Responders do not re-enter the building to search for you.
6. If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue personnel. If there is no window, 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.

Medical Emergency

Unless you are trained to deal with medical emergencies, call **9-911 from a CCCC office phone** and Campus Security at 910/814-8813 for help immediately. Stay with the victim until help arrives. 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.

Recommended Steps in a Major Medical Emergency

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 9-911 from a CCCC office phone
   Dial 911 from any cell phone
   Also contact Campus Administration 8800/8804
   Campus Security 910/814-8813

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 the ABC's of 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.
• Call 911, and then notify senior administration 910/814-8800/8804 and campus security 910/814-8813
• 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 Marketing and Communication 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

In the event of an emergency, call 911.

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

Additional Resource People For Utility Failure

Tart Propane	910/892-0111
Oliver Oil	910/738-1401
Duke Energy	800-452-2777
Public Service Co of NC	877-776-2427
City of Lillington Public Works	910/893-3607
Harnett County Dept. Public Utilities	910/893-7575

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, you will receive a Cougar Alert and a campus wide alert will be displayed on all computer screens.

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 Storm Shelter Locations 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.

- If time permits, disconnect all computer equipment before leaving the work area.

- Do not leave the Storm Shelter 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 Services.....910/893-7563
Harnett County Sheriff's Office.....910/893-9111
Dunn Police Department…….910/892-2399
National Weather Service Emergency Weather Radio