Sandhills Community College

2022-2023 BUSINESS CONTINUITY /CRISIS MANAGEMENT PLAN

A plan for ensuring business and services continuity in the event of threats to the day-to-day operations of Sandhills Community College.

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SCC CONTINUITY/CRISIS MANAGEMENT PLAN

2022-2023 Revision

Senior administration reviews and edits this *SCC Continuity/Crisis Management Plan* as part of the annual review of the *College Strategic Plan* and *Policies and Procedures Manual*.

The plan is focused on main campus activities; however, the plan also applies to campuses in Hoke County and at the Robbins Center and the Larry Caddell Training Center.

The purpose of the plan is to provide a quick-reference tool for campus officials charged with campus safety and operational readiness. While such episodes are fluid in nature, the plan profiles campus strategies involving key campus members to provide continuous service in five key sectors of campus life:

1. **Information Systems/Business Technologies**
2. **Human Risk/Threats**
3. **Physical Plant/Facilities Failures**
4. **Weather Risks/Interruptions**
5. **Campus Health/Environmental Risk**

The plan is sequenced to reflect likelihood of occurrence based on past campus events. Each section contains specific instructions from the campus ***Emergency Response Procedures*** distributed annually through employee mandatory training.

The plan addresses strategies for communication, assessment, engagement, and recovery by identifying key campus figures to coordinate efforts during and following any episode that poses a risk or requires steps to recovery in business continuity on campus.

A key figure in implementation of any portion of this plan is the Chief Public Information Officer (CPIO)—a title shared by the college President, Brenda Jackson, and her proxies in that role:

- **Ron Layne (COO)—Dempsey Hall and McKean.**
- **Dr. Rebecca Roush (Sr. VP—Academic Affairs and Institutional Planning) Foundation, Kennedy, and Logan Halls and Boyd Library**
- **Kellie Shoemake (VP—Student Services)—Stone and Meyer Halls.**
- **Dr. Fallon Brewington (VP—Workforce - Continuing Education)—Van Dusen Hall, Palmer Advanced Manufacturing Center Robbins Center and Larry Caddell Training Center.**
- **Germaine Elkins (VP—Institutional Advancement)—Ball Visitor Center, Causey Hall, and BPAC (Wellard and Owens).**
- **Dr. Julie Voigt (VP—Instruction)—Little, Sirotek and Steed Halls.**
- **Dr. Twana McKnight (Associate VP of Hoke Center) – Hoke Center**

The CPIO is engaged in most incidents in order to ensure that the intended messages that go forward to the public comply with policy and set the proper tone for any response.

Interacting and assisting people with specific disabilities:

Blindness or Visual impairment
- Provide verbal instructions to advise the safest route or direction using simple directions, estimated distance, 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).

Deafness or Hearing Impairment
- Get the attention of a person with a hearing impairment by establishing eye contact. If the person's back is toward you, tap them on the shoulder to get their attention. 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 of the safest route or direction by pointing toward exits or evacuation maps.

Mobility Impairment
- It may be necessary to help clear the exit route of debris (if possible).
- If people with mobility impairments cannot exit, they should move to a safer area, e.g.,

    o Most enclosed stairwells

    o An office with the door shut, which is a good distance from the hazard and away from falling debris in the case of earthquakes.

- Call 911 (If using a campus phone, you must dial 9-911) or notify police or fire personnel immediately about any people remaining in the building and their location.
- Police or fire personnel will decide whether people are safe where they are and will evacuate them as necessary. The fire department may determine that it is safe to override the rule against using elevators.
- If 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 an evacuation chair or a carry technique.

Reporting Emergencies

When to Call 911

You should call 911 for <u>ALL</u> emergencies

(If using a campus phone, you must dial 9-911)

What is an emergency?

An emergency is any immediate threat to life and/or property that requires an immediate response from police, fire, or ambulance personnel. Your judgment often determines whether an incident is an emergency. If you consider a situation to be an emergency, then it's an emergency, and the procedures in this booklet should be followed. **<u>If in doubt, err on the side of safety!</u>**

WHEN REPORTING AN EMERGENCY
- Stay on the line with the dispatcher.
- Provide the address, location, and a description of the emergency.
- Provide the phone number at your location.
- Provide a thorough description of the incident to ensure the appropriate resources are dispatched.

If you have an emergency, dial 911 (If using a campus phone, you must dial 9-911)**.**

<u>**FOR EMERGENCIES CALL:**</u> **911** <u>(If using a campus phone, you must dial 9-911)</u>

③ Police
③ Fire
③ Medical
③ Hazardous Materials Emergency

Sector 1: Information Systems/Business Technologies

The continuous operation of information systems is vital to SCC, but service interruptions cannot be prevented. Interventions and recovery efforts are likely in the daily operation of a campus.

To that end, the college maintains an IT staff, and each is assigned areas of control to ensure prompt reaction to campus needs in a wide range of areas—business, admissions, academics, public outreach, et al. The IT staff sends periodic updates of their team's assigned roles to provide a guide to contact points for particular problems.

In the event of service interruption, the college employs **impact zone intervention** involving varying degrees of IT staff and college administrators. For such risks, the college identifies these levels of impact:

- User,
- Classroom,
- Building,
- Campus, or
- NCCCS system level.

Each level recognizes risks and "points of contact" to guide the **Intervention and Recovery Strategies**.

The scale of impact determines whether Intervention and Recovery involves additional guidance and /or formal procedures. Such guidance is detailed in additional documents that direct emergency and recovery efforts. Those guiding documents are listed where applicable.

Sector Management and Editors:

- **Rod Brower,**
- **Libba Thomas,**
- **Chreatha Alston,**
- **Dr. Rebecca Roush,**
- **Wendy Kauffman, and**
- **Steven Garner.**

Sector 1: IT/Business

User-Level Event Some IT service interruptions affect individual users. Most instances involve an online request for assistance in restoring services or a phone call to staff members listed below for more immediate needs.	**Risks** • Office computer outage, VoIP outage, lost internet access. • Single-level virus outbreak. • Single-user computer outage.
Classroom-Level Event Service interruptions affect classroom delivery of content and teaching. Classroom-level virus attack interrupts classroom computer delivery of instruction. Service interruptions affect program delivery in public events	**Risks** • Instructor teaching station outage. • Lost internet used for research. • Lost access to networked specialized software. Lost technology feeds in public presentations.
Building-Level Event Service interruption in a main campus building.	**Risks** • Network closet breech or failure. • WiFi failures or upgrades. • Building power outage/interruption requiring system reboot.
Campus-Level Event Service interruptions to entire campus or auxiliary campus.	**Risks** • Catastrophic IT system failures, power grid surges, or off-campus backup failures. • Hardware/software failure of campus administrative computing system. Printing system failure due to hardware or software.
System-Level Event NCCCS loss of Colleague, IIPS, and system infrastructure affecting multiple NCCCS campuses.	**Risks** • Catastrophic loss of services which impact operations or program delivery. • Loss of connection with common course library. Loss of connection with payment services.
Assessment Contact(s) • Suzanne Via vias@sandhills.edu or 910.695.3943 or alternate • Billy Barber barberw@sandhills.edu or 910.695.3915 • Julian Carrington carringtonj@sandhills.edu or 910.246.4134 • Roderick Brower browerr@sandhills.edu or 910.695.3994 • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704	**Administration Contact(s)** • Ron Layne layner@sandhills.edu or 910.246.4109 • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704 • Libba Thomas thomase@sandhills.edu or 910.246.4971. • Steven Garner garners@sandhills.edu or 910.695.3811
POLICIES ADDRESSING THESE ISSUES	7.1 AUXILIARY SERVICES

Intervention and Recovery Strategy

• Use in person, telephone, or IT ticket system for one-on-one consultation, situation review, and interventions. Report out to senior administration. IT will dispatch an official to the office or location and notify senior administration. Senior administration will review in weekly VP meeting and determine additional campus measures.

Guiding Documents

- *Policy and Procedure Manual*
- *Emergency Preparedness Plan*

Prevention Efforts: Periodic Campus Testing or Training

Annual inspection of network closet equipment and WiFi systems. Service dates of network equipment is written on actual equipment and also documented in IT department.

Please do not open or click on any VOIP messages.

Specific Emergency Response Procedures related to Sector 1:

RANSOM ATTACKS/PHISHING

Information Technology Services (ITS) will respond to known system breaches reported from personnel. Faculty and staff will notify ITS of any instances of suspicious activity, and ITS will alert the campus in the manner listed below.

EMERGENCY ACTION

1. Call ITS and report incident or suspicious activity.

2. Do not open emails or any associated links.

SAMPLE ITS RESPONSE

OLIVIA (1 202-205-6510) has left you a message 23 second(s) long

Sandhills VO1P <Cisco-Messaging-kLxlG@wustl.edu>
To Suzanne Via

OLIVIA (1 202-205-6510) has left you a message 23 second(s) long
Outlook item

[EXTERNAL Caution: This email originated outside of the Sandhills Community College's email system. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

Good Morning Everyone,

Yesterday the System Office was hit with a number of malicious emails containing malware. Based on a sample message, the originating information is:

Subject: [External]OLIVIA (1 202-205-6510) has left you a message 23 second(s) long

From: Address is spoofed but includes red flags such as VO1P (third character is a one) <Cisco-Messaging-[random string][at]wustl.edu>

Originating domain: WUSTL[.]EDU , Washington University in St. Louis.

Payload: <random string>.htm file. Most likely credential harvesting.

NCCCS Cyber Incident Response Call Tree

Updated Call tree

NCCCS Cyber Incident Response Call Tree
(Please Contact in Order)
Cyber Event, Emergency Support

NC Joint Cyber Security Task Force,
24-Hour Center – 1.800.858.0368 or NCEOC@ncdps.gov

System Office Resources, M-F, 7am – 5pm, Except State Holidays

Please leave a message and email. SMS/Text is also available
System Office CISO – Stephen Reeves, (C) **919.632.3255**,
reevess@nccommunitycolleges.edu
System Office CIO – Patrick Fleming, (C) **919.841.2984**,
flemingp@nccommunitycolleges.edu

After Business Hours / 24-Hour Support
MCNC Network Operations Center - (24hr)
1.877.466.2736, https://www.mcnc.org/support/contact
Statewide Cybersecurity Incident Report Form** -
https://it.nc.gov/report
**Report within 24 hours of discovery

Updated March 30, 2022

BEST PRACTICES

READ BEFOR YOU CLICK

Tip #1: Read and Think Before You Click

Thoroughly read emails. Watch for:
- Misspellings and poor grammar
- Messages that don't seem quite right
- Unsolicited emails

Don't just react. Ask yourself:
- Was I expecting this message?
- Does this email make sense?
- Am I being pushed to act quickly?
- Does this seem too good to be true?
- What if this is a phishing email?

Tip #2: Verify, Verify, Verify

Be 100% confident you know the sender
- Logos are used illegally by scammers
- "Spoofing" can make From addresses, links, and caller ID look trustworthy
- In the case of a compromised email account, an attacker can sent messages from someone else's email account

Don't take messages at face value
- Hover over links to verify destination
- Confirm the email is legitimate
  - Instead of clicking a link, type a known URL into your browser
  - Instead of replying to the email or using a phone number from the message, use a verified, trusted contact channel

Tip #3: Ask for Help

At work
- Ask your manager or IT helpdesk for advice
- Report suspicious messages
- Responded to phishing message accidentally? Contact your IT team quickly!

At home
- Trusted sites – IRS.gov, PayPal, Amazon, etc. – have advice about keeping your information secure
- Report spoofed phishing emails to the organizations they are mimicking
- Contact your bank, credit card company, tax organization, and/or local authorities in cases of lost/stolen funds, blackmail threats, or other crimes

Sector 2: Campus Safety/Human Risk or Threat

The ongoing safety of campus visitors, students, and staff is a paramount goal at SCC.

To that end, the college maintains a police force and security staff to review safety concerns, to enhance the technologies on campus that allow thorough scheduled patrols and electronic monitoring, and to react to any situations which may seem to pose a risk to public safety.

For each level of impact, the plan assigns a notification level for communication and offers "points of contact" to guide the **Intervention and Recovery Strategies**.

The scale of impact determines whether Intervention and Recovery involves additional guidance and/or formal procedures detailed in additional documents that direct recovery efforts. These guiding documents are listed where applicable.

Sector Management and Editors:

- **Dwight Threet,**
- **Dr. DJ Farmer,**
- **Chreatha Alston**
- **Kellie Shoemake,**
- **Dr. Rebecca Roush,**
- **Dr. Julie Voigt**
- **Dr. Fallon Brewington**
- **Steven Garner,**
- **Behavioral Intervention Team, and**
- **Emergency Preparedness Team.**

Sector 2: Human Risk or Threat

Individual-Level Event Some events affect individuals in confrontational situations that pose risk.	**Risks** • Irate, irrational, or emotionally distraught office visitor/student/colleague. • Physical confrontation. • Confrontational/weapon-yielding visitor. • Harassment or sexual assault. • Medical emergency intervention.
Classroom-Level Event The risk can be heightened in classrooms where students are gathered for class.	**Risks** • Communicated threat. • Irate, irrational, or emotionally distraught student episode in classroom, office, or auditorium. • Physical assault. • Student-on-student or student-on-staff confrontation or violence. • Confrontational/weapon-yielding visitor. • Harassment or sexual assault.
Building-Level Event Risk arises in open corridors or lobbies.	**Risks** • Communicated threat. • Irate, irrational, or emotionally distraught student episode in open areas of buildings. • Physical assault. • Student-on-student or student-on-staff confrontation or violence. • Confrontational/weapon-yielding visitor. • Harassment or sexual assault. • Active shooter.
Campus-Level Event Risk arises in open courtyards or coordinated activities among parties.	**Risks** • Communicated threat. • Irate, irrational, or emotionally distraught student episode on open campus. • Confrontational/weapon-yielding visitor. • Active shooter. • Bomb threat.
System-Level Event NCCCS notification of posted threats that could impact target or multiple campuses.	**Risks** • Public threat communications in any forms at the state-wide level.
Assessment/Intervention Contact(s) • Immediate supervisor or closest department personnel. • Ron Layne layner@sandhills.edu or 910.246.4109. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. • Dwight Threet threatd@sandhills.edu or 910.695.3831. • If student engagement, Dr. DJ Farmer farmerdj@sandhills.edu or 910.695.3714	**Administration Contact(s)** Chief Operating Office, Sr. VP, and/or CPIO. • Ron Layne layner@sandhills.edu or 910.246.4109 • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. CHIEF OPERATING OFFICER will notify senior administrators and President.

• Campus telecommunications desk at campus Extension 0.	
POLICIES ADDRESSING THESE ISSUES	**2.15 TITLE IX** **5.17 SEXUAL MISCONDUCT** **10.1 CAMPUS HEALTH AND SAFETY** **10.2 DRUG AND ALCOHOL USE** **10.3 EMERGENCY PREPAREDNESS** **10.4 CAMPUS CRIME** **10.5 WEAPONS** **10.6 SEXUAL ASSAULT** **10.12 OCCUPATIONAL HEALTH AND SAFETY ACT**

Intervention and Recovery Strategy

- In person, telephone, or email for one-on-one consultation, situation review, and interventions. Report out to senior administration. Police will dispatch an official to the office or location. Police will notify senior administration. Police will meet with Vice President Enrollment Management to determine the level of documentation and event review to be conducted. Police official will do assessment of any follow-up communication needs. President may report to Board of Trustees. Senior administration will review in weekly VP meeting and determine additional campus measures. Report as required under *Clery Act.*

Guiding Documents

- *Policy and Procedure Manual* and *Catalog.*
- *Emergency Preparedness Plan*
- *Clery Act*

Periodic Campus Testing or Training

- Ongoing review with the Risk Assessment Team and the Emergency Management Team.
- Ongoing end-user training on proper protocols in human risk assessment and intervention.
- Report as required under *Clery Act.*

Specific Emergency Response Procedures related to Sector 2:

MEDICAL EMERGENCY

Police and Public Safety will respond to medical emergencies on campus. However, Police and Public Safety personnel are not Emergency Medical Technicians. Any medical emergency should be reported to the Emergency 911 (If using a campus phone, you must dial 9-911) Dispatcher.

ILLNESS OR INJURY TO STUDENTS/FACULTY/STAFF

Emergency treatment for a job-related injury and/or medical illness may be obtained by calling 911 (If using a campus phone, you must dial 9-911). The

EMERGENCY ACTION
1. Call 911 (If using a campus phone, you must dial 9-911) and report incident.
2. Do not move the patient unless safety dictates.

center will dispatch the appropriate emergency response personnel. The Police and Public Safety Department will respond. If transportation for an individual with an injury and/or illness is required, the Police and Public Safety Department personnel will aid in making the arrangements.

Police and Public Safety will fill out an Injury/Illness form for all incidents of student or job-related illness and/or injury. Please call Human Resources for claim information.
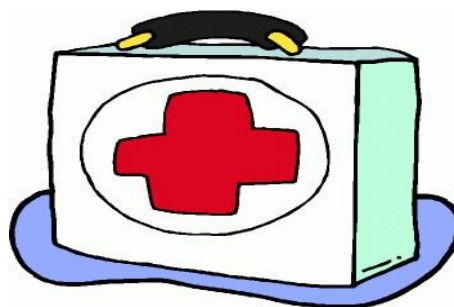
ILLNESS OR INJURY TO VISITORS AND GUESTS

Request emergency medical assistance by calling the Emergency Dispatch Center at 911. (If using a campus phone, you must dial 9-911)

FIRST AID

Consider the following:

1. Is First Aid needed in order to save a life?

2. Will providing First Aid place me in harm or jeopardy?

FIRST AID MEANS:

- MINOR CARE ONLY.
- DO NOT JEOPARDIZE YOUR HEALTH OR THE HEALTH OF THE PATIENT.
- WAIT FOR PROFESSIONAL HELP IF YOU ARE NOT ABLE TO PROVIDE FIRST AID SAFELY OR ARE NOT TRAINED IN FIRST AID.

To obtain prompt professional emergency medical treatment, you should:

1. Dial 911 (If using a campus phone, you must dial 9-911).

2. Provide:

   A. Your name and telephone number.
   B. Location of the emergency (Building and Room Number).
   C. The extent of the accident/injury and number of people involved.
   D. Location where someone will meet the ambulance for directing personnel to the injured.

3. Notify the Police and Public Safety Department by dialing 0 from any campus telephone or by calling the switchboard at 910.692.6185.

The individual making the call should stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be forwarded to the responding emergency personnel.

CRIME AND VIOLENT BEHAVIOR

For your assistance and protection, the Police and Public Safety Department is a professional police agency staffed by police officers with full powers of arrest.

ACTIVE SHOOTER

If notified of an "active shooter," take the following steps:

1. Protect yourself. Take cover immediately. Lock or barricade yourself and others inside a secure area, if possible.
2. Call 911 (If using a campus phone, you must dial 9-911). Remain out of sight from the suspect(s), if possible. Report the suspect's movement to 911 Dispatcher and provide description(s), if possible.
3. Shelter in place. Or, evacuate if safe to do so or if instructed to do so by emergency responders.
4. Review the *Run-Hide-Fight* video available through HR for procedures to follow during an active shooter event on campus:

HOW TO REPORT A CRIME

If the crime occurred on campus, you must contact campus police. In any event, if the crime is an emergency that would require immediate police and/or medical response, merely dial 911 (If using a campus phone, you must dial 9-911).

REPORTING CRIMES *IN PROGRESS*

If you are a victim or a witness to any in-progress criminal offense, report the incident as soon as possible by dialing 911 (If using a campus phone, you must dial 9-911). You should attempt to provide as much of the following information as possible:

1. Nature of the incident. **MAKE SURE** the dispatcher understands that the incident is in progress!
2. Location of the incident.
3. Description of suspect(s) involved.
4. Injuries, which may have occurred.
5. Description of any weapons involved.

Stay on the line with the dispatcher until help arrives. Keep the dispatcher updated on any changes so responding units can be updated. Even if you cannot communicate, don't disconnect the call. Keep the line open. The dispatcher may be able to learn more about what is happening.

REPORTING CRIMES *NOT IN PROGRESS*

If you become a victim of a crime and it is not an emergency or life-threatening situation, telephone the local jurisdictional police department; be prepared to provide at least the following information:

1. Your name.
2. Your address.
3. Your telephone number.
4. A brief synopsis of what occurred.
5. Your exact location at the time of the call (room #, apartment #, campus building, etc.)

Sandhills Community College
Police and Public Safety
910-692-6185

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or is agitated and disruptive.

If a psychological crisis occurs:

1. Students:
   Contact Personal Counseling Services.
2. Faculty and Staff:
   Contact the Personal Counseling Department.
   Contact the Employee Assistance Program at 800-633-3353.

   After hours, contact police at 911.
3. At any time, contact the Counseling Department.

In an unusual or potentially dangerous situation, remember the following:

1. Never try to handle a situation that you feel might be dangerous. Call the Emergency Dispatch (911) for help.

2. Notify Emergency Dispatch at 911 (If using a campus phone, you must dial 9-911) and clearly state that you need immediate assistance. Give your name, location, and state the nature of the problem.

EMERGENCY ACTION
Call 911(If using a campus phone, you must dial 9-911)
(If the situation becomes violent or life threatening)
Personal Counseling Services (910) 695-3968 or (910) 878-5804

BOMB THREATS

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

All personnel should acquaint themselves with the following procedures:

A. STAY CALM.
B. *If a suspicious object or potential bomb is discovered,* DO NOT HANDLE THE OBJECT, CLEAR THE AREA, AND CALL 911(If using a campus phone, you must dial 9-911). Be sure to include the location and appearance of the object when reporting.

C. *If a phone call bomb threat is received:*
   - **DO NOT** put the caller on hold.
   - **DO NOT** attempt to transfer the call.
   - **DO NOT HANG UP THE PHONE THAT THE CALL CAME IN ON. If possible, have someone else use another phone to call 911** (If using a campus phone, you must dial 9-911)**.**

EMERGENCY ACTION
1. Call 911(If using a campus phone, you must dial 9-911) to report the incident.
If a suspicious object is observed:
2. Do not touch it.
3. Evacuate the area.

D. Pay particular attention to background noises, such as running motors, music, or any other noises that may indicate the location from which the call is being made.

E. Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or any unusual characteristics.

F. Complete the BOMB THREAT CHECKLIST located at the back of this manual or on the Intranet.

It is highly recommended that all college personnel become familiar with the checklist. A Bomb Threat Checklist should be immediately available…keep the checklist close to the phone.

If an evacuation alarm sounds, follow established building evacuation procedures (**See BUILDING EVACUATION.**)

SUSPICIOUS PACKAGE OR LETTER

IF YOU RECEIVE A SUSPICPIOUS PACKAGE OR LETTER NOTIFY CAMPUS POLICE AND PUBLIC SAFETY IMMEDIATELY.

BOMB THREAT CHECKLIST

Time Rec'd _____ Ended _____

Date: _____

Exact Wording of Threat: _____

_____

_____

_____

Questions to Ask:

1. When is the Bomb Going to Explode?

_____

2. Where is it Right Now?

_____

3. What Does it Look Like?

_____

4. What Kind of Bomb is it?

_____

5. What Will Cause it to Explode?

_____

6. Did You Place the Bomb? _____

Caller's Voice:

☐ Calm	☐ Crying	☐ Raspy
☐ Angry	☐ Normal	☐ Deep
☐ Excite	☐ Distinct	☐ Ragged
☐ Slow	☐ Blurred	☐ Clearing Throat
☐ Rapid	☐ Whispered	☐ Cracking Voice
☐ Soft	☐ Nasal	☐ Disguised
☐ Loud	☐ Stutter	☐ Accent
☐ Laughter	☐ Lisp	☐ Familiar

If voice is familiar, whom did it sound like? _____

_____

Background Sounds:

☐ Street	☐ House Noises	☐ Clear
☐ Crockery	☐ Motor	☐ Static
☐ Voices	☐ Office Machinery	☐ Local
☐ PA System	☐ Factory Machine	☐ Long Distance
☐ Music	☐ Animal Noises	☐ Booth
☐ Other _____		

BOMB THREAT CALL PROCEDURES

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 (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS 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

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
  1-877-4-FPS-411 (1-877-437-7411)
- 911

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 and level of noise)
  _____
- Estimated age:
- Is voice familiar? If so, who does it sound like?
  _____
- Other points:

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

Homeland Security

Sector 3: Physical Plant System Failures

The ongoing operations of the college is dependent upon the physical plant in maintaining safe, efficient classroom operations.

To that end, the college maintains a 25-member physical plant, the McKean center, to monitor, review, diagnose, and repair facilities.

The scale of impact determines whether Intervention and Recovery involves additional guidance and/or formal procedures detailed in additional documents that direct recovery efforts. Those guiding documents are listed where applicable.

Sector Ron Layne,

- **Steven Garner,**
- **Libba Thomas, and**
- **Kenneth Dowdy.**

Sector 3: Physical Plant System Failures

Individual-Level Event Some events affect individuals in exposure or campus operational situations that pose risk.	**Risks** Power interruption in individual or sector offices.
Classroom-Level Event The operational failures can be heightened in classrooms where students are gathered for class.	**Risks** • Power interruption in classroom. • Plumbing or lighting issues in classrooms, restrooms, labs, and public spaces. • Evidence of leaking materials that may have toxic effect on room inhabitants.
Building-Level Event Operations are halted or interrupted in open corridors or lobbies.	**Risks** • Mass power outage in the building or large portions. • Fumes or liquids creating threatening environment. • Uprooted trees or burst pipes impacting campus structures.
Campus-Level Event Operational failures in open courtyards can affect pedestrian groups crossing campus.	**Risks** • Mass power outage in the building or large portions. • Fumes or liquids creating threatening environment. • Uprooted trees or burst pipes impacting campus structures.
System-Level Event NCCCS notification of posted operational interruptions or failures could impact one or multiple campuses.	**Risks** Governor's or NCCCS notification at the state-wide level.
Assessment/Intervention Contact(s) • Notification through IT Ticket System/School Dude if the problem does not need immediate intervention. • Ellen Spencer at spencere@sandhills.edu 910.6953810. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704 • Campus telecommunications desk at campus Extension 0. • Area evacuation will be determined on basis of incident.	**Administration Contact(s)** Chief Operating Office, EVP, and/or CPIO. • Ron Layne layner@sandhills.edu or 910.695.3731. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. CHIEF OPERATING OFFICER will notify senior administrators and President. Maintenance staff will monitor calls and assign appropriate personnel to diagnose the issue.
==POLICIES ADDRESSING THESE ISSUES==	==10.12 OCCUPATIONAL SAFETY AND HEALTH ACT==

Intervention and Recovery Strategy

• Troubleshooting team will work to alleviate the problem.
• Email notification to impacted party showing service completion.

Guiding Documents

• Physical Plant maintains schematics that may be used in repairs or replacement of faulty equipment.
• *Safety Plan.*

Periodic Campus Testing or Training

- Annual assessment and safety walk through reviews.
- Table-top training as warranted.

Specific Emergency Response Procedures related to Sector 3:

UTILITY FAILURE

The Pinehurst Campus has a complex utility system. The possibility exists for a utility system failure of some nature and magnitude.

For non-emergency repairs or information, call the

Campus Services Center:

- Ext. 3810 or 910.695.3810.

If you discover a major water leak, gas leak, or other major utility failure after hours, call the Emergency dispatch center at 911 (If using a campus phone, you must dial 9-911). Do not attempt to correct the problem on your own. The Emergency Dispatcher will notify the necessary personnel.

Electrical/Light Failure

At present, buildings are equipped with emergency lighting. But, in some cases the emergency lighting may not provide sufficient illumination for safe exiting. It is recommended that you consider keeping a flashlight and a portable radio in your office/work area.

Plumbing Failure/Flood/Water Leak

Cease using all electrical equipment. Call the Campus Services Center:

- Ext. 3810 or 910.695.3810.

Natural Gas Leak

Cease all operations, exit the area immediately, and call 911 (If using a campus phone, you must dial 9-911). Do not attempt to correct the problem yourself. Do not concern yourself with appliances or equipment. Leave the area immediately.

EMERGENCY ACTION
1. Remain calm.
2. If you discover a water leak, gas leak, or know the source of a utility failure, call the maintenance department at 910.695.3810.
3. Call 911 (If using a campus phone, you must dial 9-911) if you or someone else has been injured, or if it is after hours.

ELEVATOR MALFUNCTION

If you become trapped in an elevator, use the emergency telephone or activate the elevator emergency bell within the elevator car. **If you are not inside the elevator but hear an elevator bell, please take the following actions.** (Most elevators on campus are equipped with an emergency telephone.)

A. Call 911 (If using a campus phone, you must dial 9-911).

   Give the emergency dispatcher the following information:

   1. Name of the building.
   2. Location within the building of malfunctioning elevator.
   3. Where the car is stopped, if known.
   4. Whether a medical emergency exists.

Before you hang up, make sure the dispatcher has all the information they need.

> **EMERGENCY ACTION**
>
> 1. Remain calm.
> 2. Activate on-board emergency telephone.
> 3. Call 911 (If using a campus phone, you must dial 9-911) if you hear an elevator alarm.
>   - Give the building name.
>   - Tell where the elevator is stopped.
> 4. Keep occupants calm.

B. Elevators have mechanical safety brakes that will operate in all situations, even during power failures.
C. Keep the occupants calm and wait for help to arrive.

SUPPLEMENTAL EVACUATION GUIDELINES FOR PEOPLE WITH DISABILITIES

The following guidelines have been adopted by Sandhills Community College to assist in planning for the evacuation of people with physical disabilities.

In all emergencies, after an evacuation has been ordered:

- Evacuate, if possible.
- **Do not** use elevators, unless authorized to do so by emergency services personnel.
- Check on people with special needs during an evacuation. A buddy system where people with disabilities arrange for volunteers (co-workers/neighbors) to alert them and assist them in an emergency is recommended.
- **Only** attempt an emergency evacuation if you have had emergency assistance training or the person is in immediate danger and cannot wait for emergency services personnel.
- Always **ASK** someone with a disability how you can help before attempting any emergency evacuation assistance. Ask 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.
- **If you have a physical disability and are unable to use stairways:**

- o Stay calm, and take steps to protect yourself.

- o If there is a working phone, call 911 (If using a campus phone, you must dial 9-911) and tell the police dispatcher where you are or where you are moving to. If you must move, we recommend the following:

  - Move to an enclosed exit stairway, while taking care not to block the exit of building personnel.

  - Request persons exiting by way of the stairway to notify the fire department of your location.

  - Await Emergency Responders.

POWER OUTAGE

If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window where there is natural light and access to a working telephone. During regular business hours, faculty/staff members involved with the individual with disabilities will notify emergency personnel.

If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call 911 (If using a campus phone, you must dial 9-911) and request evacuation assistance.

The following guidelines are general and may not apply in every circumstance.

- Occupants should be invited to volunteer ahead of time to assist people with disabilities in an emergency. If a volunteer is not available, designate someone to assist who is willing to accept the responsibility.

- Two or more trained volunteers, if available, should conduct the evacuation.

- **ALWAYS ASK** people with disabilities how you can help before attempting any emergency evacuation assistance. Ask how they can best be assisted or moved and if there are any special considerations or items that need to come with them.

- Proper lifting techniques should be used to avoid injury to rescuers' backs. Certain lifts may need to be modified, depending on the disabilities of the people. Volunteers can obtain more emergency evacuation information regarding lifting techniques from the Affirmative Action office.

HAZARDOUS MATERIAL SPILL/RELEASE

For spills, releases, or incidents requiring special training, procedures or personal protective equipment (PPE) that is beyond the ability of present personnel, take the following steps:

- A. Immediately notify affected personnel and evacuate the spill area. Pull the fire alarm if building evacuation is required.
- B. Call 911 (If using a campus phone, you must dial 9-911) to report the incident.

EMERGENCY ACTION

1. Secure the area.

2. Evacuate immediate area.

3. Call 911(If using a campus phone, you must dial 9-911).

    C.   Give the operator the following information:
- a. Your name, telephone number, and location.
- b. Time and type of incident.
- c. Name and quantity of the material, if known.
- d. Extent of injuries or damage, if any.

D. Evacuate the affected area at once and seal it off to prevent further contamination of others until the arrival of emergency personnel.

E. Anyone who is contaminated by the spill should wash off the contamination, remain in the vicinity, and give his/her name to the emergency personnel.

F. No effort to contain or clean up spills and/or releases should be made unless you have been trained in the proper methods to do so.

G. Take appropriate steps to make sure no one evacuates through the contaminated area.

H. If an alarm sounds, follow established building evacuation procedures.

I. A campus Emergency Operations Center may be set up near the emergency site. Keep clear of the incident command area unless you have official business.

J. Do not re-enter the area until directed by emergency personnel.

EXPLOSION

In the event of an explosion or similar emergency, take the following action:

A. Immediately take cover under tables, desks, etc., which will provide protection from falling glass or debris.

B. Phone 911 (If using a campus phone, you must dial 9-911). Give them the following information:

- Location.
- Area where explosion occurred.
- Cause of explosion, if known.
- Injuries.

BEFORE YOU HANG UP, MAKE SURE THE 911 DISPATCHER HAS ALL THE INFORMATION NEEDED.

C. Evacuate the area as soon as it is safe to do so, following established building evacuation procedures. **(See BUILDING EVACUATION.)**

EMERGENCY ACTION

1. Take cover.

2. Call 911 (If using a campus phone, you must dial 9-911)

BUILDING EVACUATION

A. Building evacuations will occur when an alarm sounds intermittently, an announcement made by the audible warning system, and/or upon notification by emergency personnel.

B. If necessary or if directed to do so by a designated emergency official, activate the building alarm as you exit the building.

C. Be aware of people with disabilities in your area who might require assistance in an emergency evacuation. Be prepared to render assistance if necessary.

EMERGENCY ACTION

1. When the alarm sounds, leave the building immediately.

2. Alert others to the emergency and ask if they need help in evacuating.

3. Do not use elevators unless instructed to do so by emergency personnel.

NOTE: It is suggested that people with disabilities prepare for emergencies by learning the locations of exit corridors and enclosed stairwells and by informing co-workers, professors, and/or classmates of the best methods of assistance during an emergency. If you wish to have assistance in pre-planning, please call the Police Department.

IF YOU HAVE A DISABILITY AND ARE UNABLE TO EVACUATE:

Stay calm. Take steps to protect yourself. Use a cellular phone to call <u>911 </u>and tell the emergency dispatcher <u>where you are</u> **or** <u>where you are moving.</u> *If you must move,* we recommend the following:

- Move to an exterior, <u>enclosed stairwell.</u>

- Request persons who exit by way of the stairway to notify the Police Department or other emergency personnel of your location.

- As soon as reasonable, move onto the stairway landing and await emergency personnel.
- DO NOT USE ELEVATORS during an emergency evacuation. Emergency personnel may use an elevator for evacuation after a review of the circumstances.

- When the building evacuation alarm is sounded, or when told to leave by a designated emergency official, walk quickly to the nearest marked exit and ask others to do the same.
- Once outside, MOVE CLEAR OF THE BUILDING ALLOWING OTHERS TO EXIT.

- DO NOT return to an evacuated building until advised by emergency personnel.

FIRE

In all cases when a faculty, staff, student, or visitor becomes aware of fire and/or smoke, the Fire Department MUST be notified immediately. Go to the nearest safe location and activate the fire alarm system at the pull station. Or, shout the alarm as you evacuate the building. If possible, telephone 911 (If using a campus phone, you must dial 9-911) after you exit the building. Give them the following information:

> 1. Name of the building.
>
> 2. Location of the fire within the building.
>
> 3. A description of the fire and (if known) how it started.

EMERGENCY ACTION
1. Sound and or shout the alarm.
2. Evacuate the building.
3. Call 911 (If using a campus phone, you must dial 9-911).

A. Evacuate the building following the established building evacuation procedures (see **BUILDING EVACUATION).**

B. Know the location of fire exits and alarm systems in your area, and know how to use them.

C. If you become trapped in a building during a fire:

- Stay calm. Take steps to protect yourself.

- If possible, move to a room with an outside window.

- If there is a telephone, or you have a cellular phone call 911 (If using a campus phone, you must dial 9-911) and tell the dispatcher where you are. Do this even if you can see fire department personnel from the window.

- Stay where rescuers can see you through the window, and wave a light-colored item to attract their attention.

- Stuff clothing, towels, or paper around the cracks in the door to help keep smoke out of your refuge area.

- Be patient. Rescue of occupants within large structures takes time.

FIRE LIFE SAFETY EQUIPMENT

Sprinkler systems and water flow detection devices are present in all buildings on campus.

Smoke detectors are provided where required. REMEMBER, if you have a battery-operated smoke detector, you should change the batteries twice per year. It is recommended that you change the batteries in the fall and spring when clocks are reset for Day Light Savings Time. In residential facilities, battery-powered detectors, which sound a low-battery signal (a chirping sound at approximately 1-minute intervals), should be reported to Living Quarters Management in Steed Hall.

Manually activated fire alarm pull stations are located at exit points in buildings.

If any sprinkler, heat detector, or pull station is activated, an alarm will sound throughout the building. Some smoke detectors will also activate the building alarm. **Elevator Fire Control** may cause the building elevators to come to a halt at the main floor upon activation of the fire alarm system. The elevators can be accessed by emergency personnel using a key override.

DO NOT attempt to use the elevators during any building evacuations.

Emergency lighting is provided in all buildings. The lighting will activate automatically in a power failure and last a minimum of 20 minutes.

Illuminated exit signs are provided throughout the buildings.
• KNOW THE LOCATIONS OF FIRE ALARMS.

• **KNOW WHERE THE <u>FIRE EXITS</u> ARE LOCATED AND ENSURE THEY ARE FREE FROM OBSTRUCTIONS!**

Summary

- Prepare all occupants in your building ahead of time for emergency evacuations.

- Know your building occupants.

- Train faculty, staff, and students to be aware of the needs of people with disabilities and to know how to offer assistance.

- Hold evacuation drills in which occupants participate and evaluate drills to identify areas that need improvement.

- Plans must cover regular working hours, after hours, and weekends.

- Everyone needs to take responsibility for preparing for emergencies.

- People with disabilities should consider what they would do and whether they need to take additional steps to prepare.

Sector 4: Weather Risk/Natural Disaster Interruptions

The ongoing operations of the college is dependent upon meeting required course hours while maintaining safe, efficient classroom and campus operations.

Weather events small and large will sometimes impact the college's ability to maintain its regular schedule of classes.

In the event of a risk to human safety and comfort, the college employs **impact zone intervention** involving varying levels of police engagement, student services enforcement related to student and staff safety, and college administrator action. For such risks, the college identifies these levels of impact:

- individual, (Not applicable in Weather Risk)
- classroom, (Not applicable in Weather Risk)
- building,
- campus, or
- NCCCS system level.

For each level, the plan assigns a notification level for communication and offers "points of contact" to guide the **Intervention and Recovery Strategies**.

The scale of impact determines whether Intervention and Recovery involves additional guidance and/or formal procedures detailed in additional documents that direct recovery efforts. Those guiding documents are listed where applicable.

Sector Management and Editors:

- **Brenda Jackson,**
- **Ron Layne,**
- **Dr. Rebecca Roush,**
- **Kellie Shoemake,**
- **Dr. Fallon Brewington, and**
- **Steven Garner.**

Sector 4: Weather Risk Interruptions

Some events affect individuals in confrontational situations that pose risk; however, weather-related risks impact only three sectors: building, campus, and system.

Individual-Level Event	Does not apply.
Classroom-Level Event	Does not apply.
Building-Level Event Lightning strikes or wind shear can impact specific structures, leaving them temporarily inaccessible.	**Risks** - Weather damage to individual building(s) on campus. - Sudden weather events that may require shelter-in-place protocols or campus shut down of operations.
Campus-Level Event Weather can impact targeted buildings or regions of the campus that require evacuation or shelter-in-place notifications.	**Risks** - Weather damage to individual building(s) on campus. - Sudden weather events that may require shelter-in-place protocols or campus shut down of operations.
System-Level Event NCCCS notification of posted events that could impact targeted or multiple campuses. This would especially apply to major snow and hurricane events.	**Risks** - Threat notification from NCCCS at the state-wide level. - Inadequate campus response based on NCCCS and local assessment of risk.
Assessment/Intervention Contact(s) - Senior Administrators. - Steven Garner at garners@sandhills.edu or 910-695.3811. - Dwight Threet threatd@sandhills.edu or 910.695.3831. - Dr. DJ Farmer at farmerdj@sandhills.edu or 910.695.3714. - Campus telecommunications desk at campus Extension 0.	**Administrative Communication** Chief Operating Office, EVP, and/or CPIO. - Ron Layne layner@sandhills.edu or 910.246-4109. - Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. CHIEF OPERATING OFFICER will notify senior administrators and President. Senior Administration will consult with Facilities Director for risk assessment. Police will coordinate with senior officials on shelter-in-place or campus shutdown of operations as safest strategy for students and staff. In the event of campus shutdown, email, text, and website notifications will be implemented via police and student services. Website notification will note duration of campus shutdown based on longevity of impact.
POLICIES ADDRESSING THESE ISSUES	10.7 INCLEMENT WEATHER

Intervention and Recovery Strategy

- Police force coordinates campus evacuation.
- Senior administration will review weather status and determine additional campus measures.
- Email campus update/review of weather incident and measures as needed.
- Dean of Instruction will send out protocols for makeup work in traditional classes.

Guiding Documents

- *Policy and Procedure Manual* and *Catalog.*
- *Emergency Preparedness Plan.*

Periodic Campus Testing or Training

- Ongoing review with Senior Administration.
- Updated catalog and policy manual related to weather incidents.

Specific Emergency Response Procedures related to Sector 1:

TORNADO

A tornado is defined as violent rotating column of air extending from a thunderstorm to the ground. The most violent tornados are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long. Tornadoes may occur with little or no advance warning or siren activation.

<table>
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EMERGENCY ACTION

1. Avoid automobiles and open areas.
2. Move to a basement or corridor.
3. Stay away from windows.
4. Do not call 911 unless you require emergency assistance.

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A. Before the Storm

1. Locate a basement or corridor shelter location in your building.
2. Stay informed through local media sources on days when severe weather is expected.
3. Obtain a NOAA Weather Radio with a warning alarm tone and battery backup to receive warnings.
4. Keep a good reliable flashlight in your office/work area.
5. Contact your local fire department for more information on tornado safety.

B. During the Storm, Possible Indicators of a Tornado Include:

1. Dark, often greenish sky.
2. Large hail.
3. Loud roar; similar to a train.
4. Cloud of debris (the tornado may not be visible).
5. Wind becomes calm and still.

6. Frequent lightning.

7. Tornados generally occur near the trailing edge of a storm.

C. When Taking Shelter

1. Proceed to the basement of any building that has a basement. Position yourself in the safest portion of the area away from glass. Be prepared to kneel facing a wall and cover your head.

2. In two story buildings, vacate the top floor, if possible. Move to a lower floor or to the basement. Position yourself in an interior corridor away from glass. Be prepared to kneel facing the wall and cover your head.

3. Occupants of wood frame or metal buildings should leave the building and go directly to a more substantial concrete building, preferably with a basement.

TORNADO WATCH
A "Tornado Watch" is issued when atmospheric conditions are favorable for the formation of tornadoes in a given area. ***Under watch conditions stay informed by listening to radio or television.***

A TORNADO WARNING
A "Tornado Warning" indicates that a tornado has been sighted and poses a definite threat to a given area. ***If the warning is for your area you should take shelter immediately!***

EMERGENCY WARNING SIGNALS
Outdoor sirens will sound for a period in excess of two minutes. When this occurs, tune in to local radio and TV stations to determine the nature of the emergency.

SEVERE THUNDERSTORMS
The National Weather Service issues severe thunderstorm watches and warnings. Remember that tornadoes are spawned from severe thunderstorms.

SHELTER IN PLACE

A.   What is your "Shelter in Place"?

You may be required to Shelter in Place for events such as <u>tornados, severe weather, building intruders, and hazardous materials release.</u> When notified, you should seek immediate shelter inside a building. Additionally, if you are sheltering due to hazardous materials (HAZMAT) accidental release of toxic chemicals, the air quality may be threatened and sheltering in place keeps you inside an area offering more protection.

EMERGENCY ACTION

1.   Stay inside building.
2.   Seek inside shelter if possible.
3.   Seal off openings to your room if possible (HAZMAT event).
4.   Remain in place until you are told that it is safe to leave.

B.   How would I be notified?

1.   You hear the All Hazards Emergency Warning announcement over the PA system.
2.   You are informed through radio or television public service announcements.
3.   You observe or sense dangerous air conditions.
4.   You receive notification from faculty, staff, or emergency personnel.

C.   Additional actions:

1.   Close all doors and windows to the outside.
2.   Do not use elevators as they may pump air into or out of the building (HAZMAT).
3.   If possible, close and/or seal vents and ducts (HAZMAT event).
4.   Do not go outside or attempt to drive unless you are specifically instructed to evacuate.

D.   Information Sources

Remain in place until Police, Fire, or other Emergency Response officials tell you it's safe to leave or until information is announced through the campus PA/Emergency Notification Systems, radio, or television broadcasts alerting you that it is safe to leave.

EARTHQUAKE

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible case.

The best earthquake instruction is to take precautions before the earthquake (e.g., secure or remove objects above you that could fall during an earthquake).

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EMERGENCY ACTION

1.   Take cover.
2.   Call 911 <u>(If using a campus phone, you must dial 9-911)</u>.
3.   Evacuate if told to do so by staff, faculty, or emergency personnel.

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A. During the Earthquake:

1. Remain calm and ACT, don't react.

2. If indoors, seek refuge under a desk or table or in a doorway and hold on. Stay away from windows, shelves, and heavy equipment.

3. If outdoors, move quickly away from buildings, utility poles, overhead wires, parking garages, and other structures. CAUTION: Avoid downed power or utility lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides. If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

B. After the Initial Shock:

1. Be prepared for aftershocks. Aftershocks are usually less intense than the main quake but can cause further damage.

2. Protect yourself at all times.

3. Evaluate the situation and call 911 <u>(If using a campus phone, you must dial 9-911)</u> for emergency assistance, if necessary.

4. DO not use lanterns, torches, lighted cigarettes, or open flames since gas leaks could be present.

5. Open windows, etc., to ventilate the building. Watch out for broken glass.

6. If a fire is caused by the earthquake, implement the FIRE PROCEDURES noted earlier.

7. Determine whether anyone has been caught in the elevators or was trapped by falling objects. Call 911 <u>(If using a campus phone, you must dial 9-911)</u>.

8. If the structural integrity appears to be deteriorating rapidly, evacuate the building.

C. Damaged facilities should be reported to Emergency Dispatch (911). (NOTE: gas leaks and power failures create special hazards. Please refer to the section of the handbook on UTILITY/ELEVATOR MALFUNCTION.)

D. If an emergency exists, call 911 <u>(If using a campus phone, dial 9-911)</u>.

E. If the evacuation alarm sounds, follow established building evacuation procedures.

F. Should you become trapped in a building, stay calm!

1. If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews.

2. If there is no window, tap on the wall at regular intervals to alert emergency crews of your location.

3. Emergency Personnel will check buildings immediately after a major quake.

Sector 5: Campus Health/Environmental Risk

The ongoing operations of the college is dependent upon the safe delivery of instruction in a healthful environment.

To that end, the college monitors local health risk warnings related to flu outbreaks and other communicable health risks. It also trains personnel in blood borne pathogens and other health measures in the event of a classroom or campus outbreak. It also provides employees annual flu vaccinations as part of the preventative efforts.

The plan assigns a notification level for communication and offers "points of contact" to guide the **Intervention and Recovery Strategies.**

The scale of impact determines whether Intervention and Recovery involves additional guidance and/or formal procedures detailed in additional documents that direct recovery efforts. Those guiding documents are listed where applicable.

Sector Management and Editors:

- **Ron Layne,**
- **Kellie Shoemake,**
- **Dr. Rebecca Roush,**
- **Dr. DJ Farmer,**
- **Joe Steppe, and**
- **Dr. Fallon Brewington**

Sector 5: Campus Health/Environmental Risk

Individual-Level Event Some events affect individuals in confrontational situations that pose risk.	**Risks** • Student(s) exhibiting signs of communicable illness in office visit. • Student blood loss/discharge in office or public area.
Classroom-Level Event Some events affect classroom audiences when student exhibits signs of communicable illness.	**Risks** • Classroom student(s) exhibiting signs of communicable illness in class. • Student blood loss/discharge in a class.
Building-Level Event Some events affect classroom audiences when student exhibits signs of communicable illness.	**Risks** • Classroom student(s) exhibiting signs of communicable illness in campus buildings. • Student blood loss/discharge in a building corridor or lobby.
Campus-Level Event Some events affect classroom audiences when student exhibits signs of communicable illness.	**Risks** • Local news media report significant outbreak of communicable illness in area schools and public organizations. • Toxic discharge in the community (e.g., airport) that threatens campus air quality.
System-Level Event NCCCS notification of posted events that could impact targeted or multiple campuses.	**Risks** • Notification of state-level health risk.
Assessment/Intervention Contact(s) • Department Chair/Director in impact area determines need for intervention. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704 • Kellie Shoemake shoemakek@sandhills.edu or 910.695.3900 • Ellen Spencer at spencere@sandhills.edu 910.695.3810. • Chair, Health and Wellness Committee.	**Communication Protocol** Chief Operating Office, EVP, and/or CPIO. • Ron Layne layner@sandhills.edu or 910.246.4109. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. CHIEF OPERATING OFFICE will notify senior administrators and President. Faculty will report to Associate Vice President of Student Services any concerns about potential risk or spread from encounter with affected student.
POLICIES ADDRESSING THESE ISSUES	**5.21 COMMUNICABLE DISEASE** **10.1 CAMPUS HEALTH AND SAFETY** **10.3 EMERGENCY PREPAREDNESS** **10.12 OCCUPATIONAL SAFETY AND HEALTH ACT**

Intervention and Recovery Strategy

- AVP of Student Services may recommend student be isolated from campus during recovery period.
- Faculty will inform the Physical Plant of any need for disinfectant cleaning impacted classroom(s).
- Senior administration may recommend campus shutdown when percentage of affected population reaches critical level.
- Physical Plant will plan for disinfectant cleaning in impacted campus buildings.

Guiding Documents

- CDC, NCDHHS, Governor's, and SCC homepage guidelines.

Periodic Campus Testing or Training

- Annual review of health intervention protocols with deans and vice presidents.
- Annual mandatory training for all faculty and staff.

Specific Emergency Response Procedures related to Sector 5:

COMMUNICABLE DISEASE EVENTS

The College is dedicated to protecting the health and safety of our employees, students, and the community while fulfilling its mission to educate our students. The College has developed aggressive Campus Exposure Procedures supported by a dedicated full-time staff member charged with investigating all exposures, possible positive cases, and confirmed positive cases in a timely and efficient manner.

Campus Exposure Procedures

The procedures outline the expectations of an individual who has been exposed to or received a positive diagnosis. They also describe the communication that will occur once the Communicable Disease Team is notified of the exposure or positive diagnosis.

Sandhills Community College Safety Protocols for slowing the spread of a virus follow the Centers for Disease Control and Prevention (CDC) guidelines as well as directives and mandates from the North Carolina Governor and the North Carolina Community College System (NCCCS) to slow the spread of a communicable disease or illness. Following these safety protocols is a shared responsibility of the College and all members of the college community. These measures might include:

- **Using Cloth Face Coverings**. Face shields, without the use of an underlying mask, are not permitted. Cloth face coverings are recommended as a simple barrier to help prevent respiratory droplets from traveling into the air and onto other people when the person wearing the cloth face covering coughs, sneezes, talks, or raises his/her voice. This is called "source control."
- **Practicing Social Distancing**. In addition to wearing a cloth face covering in public settings, SCC may require the practice of social distancing—staying at least 6 feet away from other people. Social distancing, also called "physical distancing," means keeping a safe space between yourself and other people who are not from your household.
- **Using Service-desk Barriers/"Sneezeguards."** The College has identified key areas of interaction and high traffic areas.
- **Restricting Elevator Use.** Conveyance is restricted to one person at a time.

- **Increasing Cleaning Protocols.** Frequently used surfaces are cleaned and disinfected between users. Maintenance staff perform a deep clean in all buildings every evening using EPA-regulated disinfectants and foggers. Campus-wide wipe-downs of doors and surfaces are performed twice daily.
- **Providing Infrastructure Control Measures.** Purifying devices on all air ventilation systems are in place.
- **Prohibiting Employee and Student Travel.**

Students and employees will understand and follow the communication expectations outlined in these procedures, including reporting possible exposure incidents to your instructor (for a student) or to your direct supervisor (for an employee) and possibly participating in contact tracing as requested.

The College may restrict admittance to campus in times of pandemic events.

The College has established the following procedures for campus exposures with the intent of slowing the spread of an airborne virus. The college recommends that everyone takes a daily self-screening to determine whether you should come to campus. If you are sick with a communicable disease, have symptoms consistent with a known outbreak, or have been in close contact with someone who has a CDC-identified virus, it is important to stay home and away from other people. Please do not attempt to come to campus if the following are present: Fever (equal to or higher than 100.4 F) or feeling feverish (chills, sweating), new cough, difficulty breathing, sore throat, muscle aches or body aches, vomiting or diarrhea, new loss of taste or smell, or under evaluation for a CDC-identified virus.

Sector 6: E-learning Access Interruptions

The ongoing connectivity for students in e-learning (virtual classes and hybrid courses) is essential to a modern college.

To that end, the college maintains a faculty-based e-learning team to maintain and monitor student access and to react to any situations which may seem to pose a risk to student learning through learning platforms.

For each level of impact, the plan assigns a notification level for communication and offers "points of contact" to guide the **Intervention and Recovery Strategies**.

The scale of impact determines whether Intervention and Recovery involves additional guidance and/or formal procedures detailed in additional documents that direct recovery efforts. These guiding documents are listed where applicable.

Sector Management and Editors:

- **Dr. Rebecca Roush,**
- **Dr. Julie Voigt,**
- **Dr. Fallon Brewington**
- **Dean Wendy Kauffman and the E-learning Team**

Sector 6: E-learning Access Interruptions

Individual-Level Event Some events affect individuals in accessing learning platform.	**Risks** • Sudden loss of access to e-learning portals.
Classroom-Level Event The risk can be heightened in classrooms where students are gathered for class.	**Risks** • Service interruption.
Building-Level Event Access can be interrupted at the building level.	**Risks** • Service interruption.
Campus-Level Event Access can be interrupted at the building level.	**Risks** • Service interruption. • Campus-wide power outage that interrupts delivery of on-campus delivery of coursework • Ransomware attack.
System-Level Event NCCCS notification of service interruptions that could impact target colleges or multiple campuses.	**Risks** • Catastrophic interruption of MCNC system server farm • Catastrophic interruption of Moodle Rooms access (curriculum) • Catastrophic interruption of Remote Learning access (continuing education) • Off-site service providers. • Ransomware attack.
Assessment/Intervention Contact(s) • Immediate supervisor or closest department personnel. • Ron Layne layner@sandhills.edu 910.246.4109. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. • Wendy Kauffman kauffmanw@sandhills.edu or 910.695.3814 • Scott Robinson robinsons@sandhills.edu or 910.695.3869 • Kadesia Durham durhamk@sandhills.edu or 910.246.4974 • Dr. Fallon Brewington brewingtonf@sandhills.edu or 910.246.2858 • Open MLS reporting through NCCCS. • MCNC System Server Farm.	**Administration Contact(s)** Chief Operating Office, EVP, and/or CPIO. • Ron Layne layner@sandhills.edu 910.246.4109. • Dr. Rebecca Roush roushr@sandhills.edu or 910.695.3704. CHIEF OPERATING OFFICER will notify senior administrators, e-learning team, and President.
<mark>POLICIES ADDRESSING THESE ISSUES</mark>	<mark>9.2 ACCEPTABLE USE</mark>

Intervention and Recovery Strategy

- In person, telephone, or email for one-on-one consultation, situation review, and interventions. Report out to senior administration.
- E-learning team will consult with IT on any events that occur which block student access to learning platform.
- Isolate impact through SCC technician intervention efforts.
- Contact MCNC and/or NCCCS for estimated access outage.
- Notify faculty/staff of impacted services via Regroup and email.
- Notify students of impacted services via Regroup and website.
- Post warning messages and disconnect website/MySCC links until full service is restored.
- Notify all parties via Regroup, email, and website when services are restored.
- Contact Progress Energy for estimated time of service outage.

Guiding Documents

- *Policy and Procedure Manual* and *Catalog.*
- *Clery Act*

Periodic Campus Testing or Training

- Ongoing review with the e-learning team.

Specific Emergency Response Procedures related to Sector 6: STUDENT REPORTING

Students go to the Help Desk link from the MySCC page.

There they can choose to use the Knowledge Base, Chat, Call or Request Help through a ticket.