

Sandhills Community College

2018-19

CONTINUITY/CRISIS MANAGEMENT PLAN

**A plan for ensuring
Business Continuity in the
event of threats to the day-to-day
operations of Sandhills Community College**

TABLE OF CONTENTS

Overview

Sector 1: Information Systems/Business Technologies	2
Sector 2: Human Risk/Threats	3
Sector 3: Weather Risks/Interruptions	9
Sector 4: Physical Plant/Facilities	16
Sector 5: Campus Health/Environmental Risk	25

SCC CONTINUITY/CRISIS MANAGEMENT PLAN

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 applies on a “micro scale” for campuses in Hoke County, at Robbins Center, and at 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. Weather Risks/Interruptions**
- 4. Physical Plant/Facilities Failures**
- 5. Campus Health/Environmental Risk**

The plan is sequenced to reflect likelihood of occurrence based on past campus events.

The plan addresses strategies for

- communication,
- assessment,
- engagement, and
- recovery

by identifying key campus figures to coordinate these efforts during and following any episode that poses a risk or requires steps to recovery in business continuity on campus. It also provides a communication guide to keep the campus informed as needed during such emergencies.

A key figure in implementation of any portion of this plan is the Chief Information Officer—a title shared by Dr. John Dempsey and his proxies in that role, Brenda Jackson (Stone Hall), Germaine Elkins (Causey Hall), Ron Layne (Boyd Library), and/or Andi Korte (Van Dusen Hall). The CIO is engaged in most incidents in order to ensure that the intended messages that might go forward to the public comply with policy and set the proper tone for any response.

Sector 1: Information Systems/Business Technologies

The continuous operations of information systems is vital to SCC and 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, each of whom 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 scenarios, the college identifies these levels of impact:

- user,
- classroom,
- building,
- campus, or
- NCCCS system level.

For each level, the plan assigns a notification list for communication and offers “points of contact” to guide the **Intervention and Recovery Strategies** to be employed.

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 recovery efforts. Those guiding documents are listed where applicable.

Sector Management and Editors:

- **Rod Brower,**
- **Joe Brown,**
- **Libba Thomas,**
- **Wendy Dodson,**
- **Dr. Rebecca Roush**
- **Vernon Morrison**

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.

- **Scenarios**
 - Office computer outage, VoIP outage, lost internet access
 - Single-level virus outbreak
 - Single-user computer outage
- **Assessment/Intervention Contact(s)**
 - Suzanne Via vias@sandhills.edu or 910.6953943 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
- **Communication Protocol**
 - Executive Vice President and/or CIO.
 - Report to IT administrator through SchoolDude to document outage following telephone or email contact in situations of immediate need.
 - Email in situations needing immediate attention in the sequenced contact list above.
 - IT administrator will contact affected end-user and provide updates as needed.
- **Intervention and Recovery Strategy**
 - In person, telephone, or email for one-on-one consultation, diagnosis, and recovery.
- **Guiding Documents**
 - Not applicable
- **Periodic Campus Testing or Training**
 - Semester email from the Director on revised IT contacts.
 - Ongoing end-user training on proper diagnosis of suspicious email.

Sector 1: IT/Business

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.

- **Scenarios**
 - Instructor teaching station outage.
 - Lost internet used for research.
 - Lost access to networked specialized software.
 - Lost technology feeds in public presentations.
- **Assessment/Intervention Contact(s)**
 - Suzanne Via vias@sandhills.edu or 910.6953943
 - 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
 - Jessica Locklear locklearj@sandhills.edu or 910-695-3856
- **Communication Protocol**
 - Inform Executive Vice President and/or CIO.
 - Inform VPs
 - Report to IT administrator through SchoolDude to document outage following telephone or email contact in situations of immediate need.
 - Email in situations needing immediate attention in the sequenced contact list above.
 - IT administrator will contact affected end-user and provide updates as needed.
- **Intervention and Recovery Strategy**
 - Troubleshoot network hardware, perform diagnosis, and notify impacted users of recovery schedule. Coordinate relocation of class to another area in conjunction with curriculum classroom scheduling personnel.
 - Troubleshoot presentation technologies in the delivery venue.
- **Guiding Documents**
 - Not applicable
- **Periodic Campus Testing or Training**
 - Annual IT testing and upgrades in labs. Annual technology testing in Media-rich classrooms and presentation areas.
 - Preventative and scheduled maintenance of lab PCs.
 - Periodic maintenance, security, and operating system patches loaded by ITS as released from MicroSoft.

Sector 1: IT/Business

Building-Level Event

Service interruption in a main campus building.

- **Scenarios**
 - Network closet breach or failure.
 - WiFi failures or upgrades.
 - Building power outage/interruption requiring system reboot.
- **Assessment/Intervention Contact(s)**
 - Brenda Jackson jacksonbr@sandhills.edu or 910 695.3713 and Rod Brower browerr@sandhills.edu or 910.695.3994 or alternates.
 - Bobby Henderson hendersonr@sandhills.edu or 910-695-3723.
 - Doug Smith smithdo@sandhills.edu or 910.695.3811.
- **Communication Protocol**
 - Inform Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Report to IT administrator through phone call or email based on perceived urgency and follow up with use of SchoolDude to document outage.
 - IT administrator will coordinate with EVP and contact campus by email and provide updates as needed.
- **Intervention and Recovery Strategy**
 - Technician(s) performs network inspection, diagnoses the problem, and provides service restoration estimate to impacted parties
 - Periodic hardware refresh of switches, routers, UPSs, and access points.
 - Maintain hardware inventory of spare switches to allow for quick recovery of service while affected equipment is repaired or replaced.
 - IT administrator contacts campus with system restoration notice.
- **Guiding Documents**
 - Not applicable.
- **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 ITS department.

Sector 1: IT/Business

Campus-Level Event

Service interruptions to entire campus or auxiliary campus.

- **Scenarios**
 - 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.
- **Assessment/Intervention Contact(s)**
 - Brenda Jackson jacksonbr@sandhills.edu or 910 695.3713, Rod Brower browerr@sandhills.edu or 910.695.3994 and Doug Smith smithdo@sandhills.edu or 910.695.3811 or alternates.
 - Bobby Henderson hendersonr@sandhills.edu or 910-695-3723.
 - Jonathan McLeod mcleodj@sandhills.edu 910-246-4108.
 - Jose Perez perezj@sandhills.edu 910-695-3724.
 - Kenneth Dowdy at dowdyk@sandhills.edu or 910.246.2869.
- **Communication Protocol**
 - Inform Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Report IT administrator through phone call or email based on perceived urgency and follow up with use of SchoolDude to document outage.
 - IT administrator will contact campus by email and provide updates as needed.
- **Intervention and Recovery Strategy**
 - Technicians work with the Chief Information Officer to achieve recovery and to maintain information updates to campus.
 - Contact vendor of record that holds maintenance agreement for the affected hardware/software.
 - IT provides campus notification of any long term impact and system restoration.
- **Guiding Documents**
 - Not applicable
- **Periodic Campus Testing or Training**
 - Annual system diagnoses and consultation with VPs on system vulnerabilities that can be overcome through technology upgrades.
 - ITS contracts with vendor for hardware/software maintenance for key systems.
 - Contact information is clearly housed in the ITS department.

Sector 1: IT/Business

System-Level Event

NCCCS loss of Colleague, IIPS, and system infrastructure affecting multiple NCCCS campuses.

- **Scenarios**
 - Catastrophic loss of services which impact operations or program delivery.
 - Loss of connection with common course library.
 - Loss of connection with payment services.
- **Assessment/Intervention Contact(s)**
 - System Office.
 - Vendor of record.
- **Communication Protocol**
 - Inform Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Report to IT administrator through phone call or email based on perceived urgency and follow up with use of SchoolDude to document outage.
 - IT administrator will contact campus by email and provide updates as needed.
- **Intervention and Recovery Strategy**
 - Contact NC Community College Helpdesk cishelpdesk@nccommunitycolleges.edu or 910-807-7048.
 - Follow system-requested diagnostics and protocols to restore services.
 - Work with vendor of record to restore services as quickly as possible.
 - Conduct internal data loss analysis.
 - Notify SCC All Users and activate student alert systems.

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.

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

- individual,
- classroom,
- 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** to be employed.

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:

- **Dwight Threet,**
- **DJ Farmer,**
- **Wendy Dodson,**
- **Kellie Shoemake,**
- **Dr. Julie Voigt,**
- **Vernon Morrison**
- **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.

- **Scenarios**
 - Irate, irrational, or emotionally distraught office visitor/student/colleague.
 - Physical confrontation.
 - Confrontational/weapon-yielding visitor.
 - Harassment or sexual assault.
- **Assessment/Intervention Contact(s)**
 - Immediate supervisor or closest department personnel.
 - Dwight Threet threatd@sandhills.edu or 910.695.3831.
 - If student engagement, DJ Farmer at farmerdj@sandhills.edu or 910.695.3714.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Police will dispatch an official to the office or location.
 - Police will notify senior administration.
 - Police will meet with Dean of Student Life to determine 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.
- **Intervention and Recovery Strategy**
 - In person, telephone, or email for one-on-one consultation, situation review, and interventions.
 - Report out to senior administration.
 - Senior administration will review in weekly VP meeting and determine additional campus measures.
- **Guiding Documents**
 - *Policy and Procedure Manual and Catalog.*
 - *Emergency Preparedness Plan*
- **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*.

Sector 2: Human Risk or Threat

Classroom-Level Event

- **Scenarios**
 - Communicated threat.
 - Irrate, 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.
- **Assessment/Intervention Contact(s)**
 - Immediate supervisor or closest department personnel.
 - Dwight Threet threatd@sandhills.edu or 910.695.3831.
 - If student engagement occurs, DJ Farmer at farmerdj@sandhills.edu or 910.695.3714.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Police will dispatch an official to the location.
 - Police will notify senior administration.
 - Police will meet with Dean of Student Life to determine level of documentation and event review to be conducted.
 - Police official will do assessment of any follow up communication needs.
- **Intervention and Recovery Strategy**
 - Police force member assesses and engages party(ies).
 - Report out to senior administration.
 - Police determine campus notification needs based on potential impact zone(s).
 - Senior administration will review in weekly VP meeting and determine additional campus measures.
 - Email campus update/review of episode and measures as needed.
 - President reviews with senior administration.
- **Guiding Documents**
 - *Policy and Procedure Manual and Catalog.*
 - *Emergency Preparedness Plan.*
- **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*.

Sector 2: Human Risk or Threat

Building-Level Event

- **Scenarios**
 - Communicated threat.
 - Irate, irrational, or emotionally distraught student episode in open areas of buildings.
 - Physical assault.
 - Communicated threat.
 - Student-on-student or student-on-staff confrontation or violence.
 - Confrontational/weapon-yielding visitor.
 - Active shooter.
 - Harassment or sexual assault.
- **Assessment/Intervention Contact(s)**
 - Immediate supervisor or closest department personnel.
 - Dwight Threet threatd@sandhills.edu or 910.695.3831.
 - If student engagement occurs, DJ Farmer at farmerdj@sandhills.edu or 910.695.3714.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Police will dispatch an official to the location.
 - Police will notify senior administration.
 - Police official will do assessment of any additional/follow up communication needs.
- **Intervention and Recovery Strategy**
 - Police force member assesses and engages party(ies).
 - Police determine campus notification needs based on potential impact zone(s).
 - Senior administration will review in weekly VP meeting and determine additional campus measures.
 - Email campus update/review of episode and measures as needed.
 - Police will meet with Dean of Student Life to determine level of documentation and event review to be conducted.
 - President reviews with senior administration.
- **Guiding Documents**
 - *Policy and Procedure Manual and Catalog.*
 - *Emergency Preparedness Plan.*
- **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*.

Sector 2: Human Risk or Threat

Campus-Level Event

- **Scenarios**
 - Communicated threat.
 - Irate, irrational, or emotionally distraught student episode on open campus.
 - Confrontational/weapon-yielding visitor.
 - Active shooter.
 - Bomb threat.
- **Assessment/Intervention Contact(s)**
 - Immediate supervisor or closest department personnel.
 - Dwight Threet threatd@sandhills.edu or 910.695.3831.
 - EVP Brenda Jackson at jacksonbr@sandhills.edu
 - DJ Farmer at farmerdj@sandhills.edu or 910.695.3714.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Police will dispatch an official to the location.
 - Police will notify senior administration.
 - Police official will do assessment of any additional/follow up communication needs.
 - Police will employ campus communication via email, text, and emergency announcement systems as determined necessary.
- **Intervention and Recovery Strategy**
 - Police force member assesses and engages party(ies).
 - Report out to senior administration.
 - Police determine campus notification needs based on potential impact zone(s).
 - Senior administration will review in weekly VP meeting and determine additional campus measures.
 - Police will meet with Dean of Student Life to determine level of documentation and event review to be conducted.
 - Email campus update/review of episode and measures as needed.
 - President reviews with senior administration.
- **Guiding Documents**
 - *Policy and Procedure Manual and Catalog.*
 - *Emergency Preparedness Plan.*
- **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*.

Sector 2: Human Risk or Threat

System-Level Event

NCCCS notification of posted threats that could impact target or multiple campuses.

- **Scenarios**
 - Public threat communications in any forms at the state-wide level.
- **Assessment/Intervention Contact(s)**
 - System Office.
 - President and senior administration.
- **Communication Protocol**
 - Campus reaction based on NCCCS and local assessment of risk.
- **Intervention and Recovery Strategy**
 - Contact NCCCS.
 - President will determine campus need to follow system-requested protocols.

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.

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 the student code of conduct, and college administrator action. For such scenarios, the college identifies these levels of impact:

- individual,
- classroom,
- 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** to be employed.

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**
- **Doug Smith**
- **Kenneth Dowdy**
- **Vernon Morrison**
- **Joe Brown**

Sector 3: Physical Plant System Failures

Individual-Level Event

Some events affect individuals in confrontational situations that pose risk.

- **Scenarios**
 - Power interruption in individual or sector offices.
- **Assessment/Intervention Contact(s)**
 - Notification through School Dude if the problem does not need immediate intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Maintenance staff will monitor calls and assign appropriate personnel to diagnose the issue.
- **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.
- **Periodic Campus Testing or Training**
 - Annual assessment and safety walk through reviews.

Sector 3: Physical Plant System Failures

Classroom-Level Event

Some mechanical events affect the delivery of classroom instruction. In such instances, the members of the physical plant are called in for risk assessment and repairs.

- **Scenarios**
 - 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.
- **Assessment/Intervention Contact(s)**
 - Notification through School Dude if the problem does not need immediate intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - For leak scenarios, Doug Smith at smithdo@sandhills.edu
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Maintenance staff will monitor calls and assign appropriate personnel to diagnose and address the issue.
 - Area evacuation will be determined on basis of incident.
- **Intervention and Recovery Strategy**
 - Troubleshooting team will work to alleviate the problem.
 - Email notification to impacted party showing service completion.
 - All-clear notification in the event of evacuated rooms.
- **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.

Sector 3: Physical Plant System Failures

Building-Level Event

- **Scenarios**
 - Mass power outage in the building or large portions.
 - Fumes or liquids creating threatening environment.
 - Uprooted trees or burst pipes impacting campus structures.
- **Assessment/Intervention Contact(s)**
 - Notify Executive Vice President.
 - Notification through School Dude if the problem does not need immediate intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - For leak scenarios, Doug Smith at smithdo@sandhills.edu
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Maintenance staff will monitor calls and assign appropriate personnel to diagnose and address the issue.
 - Area evacuation will be determined on basis of incident.
- **Intervention and Recovery Strategy**
 - Troubleshooting team will work to alleviate the problem.
 - Email notification to impacted parties showing service completion.
 - All-clear notification in the event of evacuated buildings.
- **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 identified as campus need.

Sector 3: Physical Plant System Failures

Campus-Level Event

- **Scenarios**
 - Mass power outage on campus.
 - Fumes or liquids creating threatening environment.
 - Catastrophic weather threats or aftermath.
- **Assessment/Intervention Contact(s)**
 - Notify Executive Vice President.
 - Doug Smith at smithdo@sandhills.edu
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Maintenance staff will monitor calls and assign appropriate personnel to diagnose and address the issue.
 - Area evacuation will be determined on basis of incident.
 - Mass communication via email, text, and campus communication systems for long-term outage that interrupts campus normal operations.
- **Intervention and Recovery Strategy**
 - Troubleshooting team will work to alleviate the problem.
 - Email notification to impacted parties showing service completion.
 - All-clear notification in the event of evacuated buildings.
- **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 identified as campus need.

Sector 3: Physical Plant System Failures

System-Level Event

NCCCS notification of posted events that could impact targeted or multiple campuses.

- **Scenarios**
 - Notification from at the state-wide level.
- **Assessment/Intervention Contact(s)**
 - System Office.
 - President and senior administration.
 - Director of Physical Plant.
- **Communication Protocol**
 - Campus reaction based on NCCCS and local assessment of risk.
- **Intervention and Recovery Strategy**
 - Contact NCCCS.
 - President will determine campus need to follow system-requested protocols.

Sector 4: Weather Risk Interruptions

The ongoing operations of the college is dependent upon the 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 scenarios, 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** to be employed.

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:

- **Dr. John Dempsey**
- **Brenda Jackson**
- **Dr. Rebecca Roush**
- **Kellie Shoemake**
- **Andi Korte**
- **Doug Smith**

Sector 4: Weather Risk Interruptions

Individual-Level Event

Classroom-Level Event

Building-Level Event

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

Sector 4: Weather Risk Interruptions

Campus-level Event

- **Scenarios**
 - Weather damage to individual building(s) on campus.
 - Sudden weather events that may require shelter-in-place protocols or campus shut down of operations.
- **Assessment/Intervention Contact(s)**
 - Senior Administrators.
 - Doug Smith at smithdo@sandhills.edu or 910-695-3811.
 - Dwight Threet threatd@sandhills.edu or 910.695.3831.
 - DJ Farmer at farmerdj@sandhills.edu or 910.695.3714.
 - Campus telecommunications desk at campus Extension 0.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP 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.
- **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 related to weather incidents.

Sector 4: Weather Risk Interruptions

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.

- **Scenarios**
 - Notification from NCCCS at the state-wide level.
- **Assessment/Intervention Contact(s)**
 - System Office.
 - President and senior administration.
 - Director of Physical Plant.
 - Dean of Student Life.
- **Communication Protocol**
 - Campus reaction based on NCCCS and local assessment of risk.
- **Intervention and Recovery Strategy**
 - Contact NCCCS.
 - President will determine campus need to follow system-requested protocols.

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 to employees annual flu vaccinations as part of the preventative efforts.

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, and college administrator action. For such scenarios, the college identifies these levels of impact:

- individual,
- classroom,
- 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** to be employed.

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**
- **Kellie Shoemake**
- **Dr. Rebecca Roush**
- **Andi Korte**
- **Campus Health and Wellness Committee**

Sector 5: Campus Health/Environmental Risk

Individual-Level Event

Some events affect individuals in confrontational situations that pose risk.

- **Scenarios**
 - Classroom student(s) exhibiting signs of communicable illness in office visit.
 - Student blood loss/discharge in office or public area.
- **Assessment/Intervention Contact(s)**
 - Department Chair/Director in impact area discusses with faculty his or her concern and determines need for intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Chair, Health and Wellness Committee.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Faculty will report to Dean of Student Life any concerns about potential risk or spread from encounter with affected student.
- **Intervention and Recovery Strategy**
 - Chair may recommend alternate assignments to be completed off campus to avoid spread of communicable illness.
 - Faculty will inform Ellen Spencer of any need for disinfectant cleaning impacted classroom(s).
- **Guiding Documents**
 - Not applicable.
- **Periodic Campus Testing or Training**
 - Annual review of health intervention protocols with deans and vice presidents.

Sector 5: Campus Health/Environmental Risk

Classroom-Level Event

Some events affect classroom audiences when student exhibits signs of communicable illness.

- **Scenarios**
 - Classroom student(s) exhibiting signs of communicable illness in class.
 - Student blood loss/discharge in a class.
- **Assessment/Intervention Contact(s)**
 - Department Chair/Director in impact area discusses with faculty his or her concern and determines need for intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Chair, Health and Wellness Committee.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Faculty will report to Dean of Student Life any concerns about potential risk for spread of communicable illness.
- **Intervention and Recovery Strategy**
 - Chair may recommend alternate assignments to be completed off campus to avoid spread of communicable illness.
 - Faculty will inform Ellen Spencer of any need for disinfectant cleaning impacted classroom(s).
- **Guiding Documents**
 - Not applicable.
- **Periodic Campus Testing or Training**
 - Annual review of health intervention protocols with deans and vice presidents.

Sector 5: Campus Health/Environmental Risk

Building-Level Event

Some events affect classroom audiences when student exhibits signs of communicable illness.

- **Scenarios**
 - Classroom student(s) exhibiting signs of communicable illness in campus buildings.
 - Student blood loss/discharge in a building corridor or lobby.
- **Assessment/Intervention Contact(s)**
 - Department Chair/Director in impact area discusses with faculty his or her concern and determines need for intervention.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Chair, Health and Wellness Committee.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Faculty will report to Dean of Student Life any concerns about potential risk for spread of communicable illness.
- **Intervention and Recovery Strategy**
 - Dean of Student Life may recommend student be isolated from campus during recovery period.
 - Faculty will inform Ellen Spencer of any need for disinfectant cleaning impacted classroom(s).
- **Guiding Documents**
 - Not applicable.
- **Periodic Campus Testing or Training**
 - Annual review of health intervention protocols with deans and vice presidents.

Sector 5: Campus Health/Environmental Risk

Campus-Level Event

Some events affect classroom audiences when student exhibits signs of communicable illness.

- **Scenarios**
 - 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.
- **Assessment/Intervention Contact(s)**
 - President
 - Executive Vice President or area vice president aware of the public risk.
 - Ellen Spencer at spencere@sandhills.edu 910-6953810.
 - Chair, Health and Wellness Committee.
- **Communication Protocol**
 - Executive Vice President and/or CIO. EVP will notify senior administrators and President.
 - Administration will report to Dean of Student Life any concerns about potential risk for spread of communicable illness.
- **Intervention and Recovery Strategy**
 - 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**
 - Not applicable.
- **Periodic Campus Testing or Training**
 - Annual review of health intervention protocols with deans and vice presidents.

Sector 5: Campus Health/Environmental Risk

System-Level Event

NCCCS notification of posted events that could impact targeted or multiple campuses.

- **Scenarios**
 - Notification of pandemic health risk at the state-wide level.
- **Assessment/Intervention Contact(s)**
 - System Office.
 - President and senior administration.
 - Director of Physical Plant.
- **Communication Protocol**
 - Campus reaction based on NCCCS and local assessment of risk.
- **Intervention and Recovery Strategy**
 - Contact NCCCS.
 - President will determine campus need to follow system-requested protocols.